

DIRECTOR'S REPORT

April 15, 2021

Strategic Plan

Our Mission:

We are "The People's University," the center of learning for a diverse and inclusive community.

Our Strategic Priorities:

1. Form communities of learning
2. Fight community deficits
3. Ready for the future: CPL 150
4. Cultivate a global perspective
5. Innovate for efficient and sustainable operations

PUBLIC SERVICES

MAIN LIBRARY SERVICES DURING COVID-19

The Library reopened its doors to visitors on Monday, February 22nd. Hours of operation remained the same with Main Library being open Monday through Friday from 10 a.m. to 6 p.m. Main Library Drive-up Window hours continued from 7 a.m. to 7 p.m. Monday through Friday and 10 a.m. to 6 p.m. on Saturdays. Walk-up and curbside services continued.

Due to the public health threat of COVID-19, patrons continue to be required to wear face coverings and maintain social distance while visiting the Library. Unlike neighborhood branches, which limit patron visits to one hour and 15 minutes, Main Library has no time limits on patron visits.

PROGRAMS, SERVICES AND EXHIBITS

Books by Mail Programs

Words on Wheels program staff mailed out 15 packages containing 32 items from March 1st through March 17th.

Homebound Services sent 212 packages (a 23% increase over 2020) to 200 patrons (a 30% increase over 2020) for the month of February. Statistics are reported one month behind for this service.

Covid-19 Home Test Distribution

Beginning March 22nd, Lending Staff members began distributing free BinaxNOW COVID-19 Home Test Kits to patrons (upon request) at the Main Library Drive-Up Window. The tests were made possible through a partnership between Ohio's Libraries and the Ohio Department of Health, which purchased two million kits. These kits provide reliable results in minutes and will be available and accessible in every Ohio county.

Emergency Food Box Distribution

In collaboration with the Youth Services Department, the Lending Department Staff began distributing Emergency Food Boxes to patrons through a partnership with the Greater Cleveland Food Bank (GCFB). The Emergency Food Boxes contain 20 to 30 pounds of non-perishable food items for adults and families.

STEM Kit Distribution

In collaboration with the Youth Services Department, the Lending Department staff began distributing STEM kits to children and families in March. The STEM Kits were made available by a grant received by the Children's Museum of Cleveland. Cleveland Public Library is helping to distribute the kits to the community. The STEM kits contain everything children will need to complete five different STEM-related activities, as well as providing four prepaid tickets to the Children's Museum of Cleveland.

Main Library Author Event

Center for Local and Global History Librarian Terry Metter hosted an online event featuring Luke Epplin, author of *Our Team: the Epic Story of Four Men and the World Series That Changed Baseball* on March 30th. The book presents the improbable union of the Cleveland Indians in the late 1940s that would shape the immediate postwar era of Major League Baseball and beyond.

Material Hot Lists

Popular Librarian Judy Daniels and Popular Library Assistant Ricardo Jackson assembled hot lists for books and DVDs for patrons to place holds.

TechCentral Classes

TechCentral staff conducted the following computer classes via Zoom:

- Microsoft Word I, II & III: March 1, 8 & 15
- Microsoft Excel I, II & III: March 2, 9, & 16
- Resume Workshop: March 3 & March 17
- CodeCentral: March 4 & 11
- Job Searching Online: March 5

TechCentral staff also conducted 20 one-on-one assistance sessions over the phone; topics ranged from OverDrive, COVID-19 vaccine appointments, job applications, Hoopla, online courses, email, Zoom, Rosetta Stone, zillow.com, web browsers, and CPL online databases.

Cleveland Digital Public Library Services

Cleveland Digital Public Library staff members produced and delivered dozens of digital and analog copies for patrons and lending partners, preserved dozens of items in flat paper and codex formats, and responded to several hundred inquiries by CPL patrons and researchers at partner institutions regarding interlibrary loans.

OUTREACH

Photograph Collection Librarian Brian Meggitt hosted a Zoom presentation on the Cleveland City Hall Collection to the Cleveland Italian Ancestry Organization on March 6th; 21 members of the organization attended.

Next 400 Roundtable

Social Sciences Librarian Mark Moore and General Research Collections Manager Sarah Dobransky assisted the Marketing Department with suggested reads for The Next 400 Roundtable discussions on intentional housing segregation and how a home's location affects access to quality healthcare, wealth, and education.

Patent and Trademark News

Science and Technology Department Senior Librarian Jim Bettinger and General Research Collections Manager Sarah Dobransky were invited by Professor Craig Nard, Director of the Case Western Reserve University Spangenberg Center for Law, Technology, and the Arts, to be guest lecturers for his Applied Patent Law course, PHYS 499. Professor Nard is also Senior Lecturer at the World Intellectual Property Office at University of Torino (Italy) (School of Law) director and, for The topic was how to perform a preliminary patent search using the seven-step method developed by the United States Patent and Trademark Office patent examiners.

History Day Competition Judge

Center for Local and Global History Manager Olivia Hoge participated as a judge in the Region 3 History Day competition on March 27th.

Rock and Roll Hall of Fame Live Fam Jam

Youth Services Manager Annisha Jeffries participated in the *Rock and Roll Hall of Fame Live Fam Jam* on Saturday, March 13th. Ms. Jeffries was asked to conduct a story time virtually to 45,000 viewers. She read the book *RESPECT: Aretha Franklin, the Queen of Soul* by Carole Boston Weatherford.

Staff in the Cleveland Digital Public Library (CDPL) collaborated with the Cuyahoga County Planning Office on their digital collection. In addition, CDPL staff continues to work with the Ukrainian Museum and Archives on the 'Ukrainian Independence' digitization project. CDPL staff also hosted an in-person class visit from Ursuline College in collaboration with the Literature and Center for Local and Global History Departments.

Fine Arts and Special Collections staff are working with a representative from the Cleveland Architecture Foundation to find information on architects Lehman & Schmidt. Information will be posted on their website indicating what resources are available at CPL. In addition, staff are working with an architecture historian from architecture firm Perspectus with a donation of Historic American Buildings Survey (HABS) drawings of some Cleveland buildings.

COLLECTION MANAGEMENT

Staff across Main Library Subject Departments have been meeting with Project Manager Michael Ruffing, Chief of Special Projects and Collections John Skrtic, and Assistant Director of Public Services Robin Wood to review new drafts of the Collection Development Policy. The purpose of the meetings is to receive feedback from the staff who work with each collection, hear suggestions, and make corrections.

Social Sciences Librarian Helena Travka received a gift to the collection of an autographed 1942 edition of the Rev. Joseph Hanulya's *The Eastern Ritual* published in Cleveland, Ohio. Reverend Hanulya was a priest of the Byzantine Catholic Rite and a leader in preserving the cultural legacy of the Rusin (Ruthenian) people. In 1918 he was named pastor of Holy Ghost Byzantine Catholic Church. This gift is now the oldest edition of that book in our collection.

Social Science Librarian Helena Travka made a gift to the Cleveland Sports Research Center collection: eight pendants covering the Browns, Cavaliers, and Indians, including one from the 1994 inaugural season in Jacob's Field (now Progressive Stadium).

International Languages staff selected, processed, and shipped four Long Loan requests to CPL/CLEVNET agencies. In addition, staff withdrew 324 items from the collection, sent 10 items to Preservation, sent three items to book prep, and moved 115 items to the stack collection.

Cleveland Digital Public Library (CDPL) staff have been busy with planning the move of art pieces from branches that are temporarily closing to storage spaces. In addition, CDPL staff has been scanning, describing, and loading hundreds of images into CONTENTdm for digital preservation. Other CDPL staff projects include coordinating with the Center for Local and Global History on the digital storage of high resolution images and return of oversized park plans.

Center for Local and Global History Library Assistant Danilo Milich uploaded 240 park plans for DuraCloud and Library Assistant Adam Jaenke photographed, processed, and added metadata to 223 items for the Neighborhood Photographic Survey. Locations include local butcher shop Saucisson and the neighborhoods of Goodrich-Kirtland Park, Lee-Miles, Corlett, and South Broadway.

Photograph Librarian Brian Meggitt continued working on an item-level inventory of the Cleveland 20/20 Project Collection; so far in March he has completed 509 unique images.

Due to a shortage of Subject Department Pages, Shelf Department Pages have been shelving in Youth Services, Fine Arts, and the Science Department.

Popular Library Assistant Ricardo Jackson is processing a large donation of DVDs.

Youth Services staff continue to shelve and maintain their collection by organizing and distributing advanced reader copies located in the stack area. Staff also withdrew damaged and outdated materials.

Staff identified a rare incunabula leaf dated 1493 (printed by Anton Koberger) that was shelved at Lake Shore and had it transferred to Special Collections.

RESEARCH THAT'S ONLY POSSIBLE AT MAIN LIBRARY

- Social Sciences Librarian Forrest Kilb assisted a patron locate information and photographs of former Cleveland schoolteacher Helen M. Chesnutt, whom Langston Hughes cited as an inspiring person in his life.
- Social Sciences Librarian Forrest Kilb searched for yearbook photos and other information on fallen American soldiers for researchers at the World War II Netherlands American Cemetery in Margraten, Netherlands. The biennial tribute is called *The Faces of Margraten*.
- Science and Technology Librarian Rose Mary Hoge assisted a New Jersey patron who had recently driven to Cleveland to view a specific item, *Did Anti-Typhoid Vaccines Cause the "Flu" Epidemic of 1918?* Cleveland Public Library is one of only two libraries worldwide to hold this item; the other is the National Library of Medicine.
- A patron studying for an upcoming civil service test asked to view *Environmental Industry Associations manual of recommended safety practices* from the Waste Equipment Technology Association WASTEC 2001. Cleveland Public Library is the only library with holdings in OCLC WorldCat.

Standards are highly specialized, yet highly sought-after materials that are available at few locations across the United States. The Science and Technology department is one of a very small number of locations that offer public access to these materials.

- A researcher from Cleveland State University (CSU) visited the Library to use the *Actors in Cleveland* card index file to determine appearances in the city of vaudeville stars represented in the CSU Otto Moser photograph collection acquisition.
- An Ursuline College professor and two students visited the Library to research Constance Fenimore Woolson and Martha Wolfenstein for their on-going research project for the Cleveland Arts Prize.
- Photograph Librarian Brian Meggitt assisted a patron with finding and obtaining images of the Buckeye-Woodland area from 1941-1951.
- The *New York Times Book Review* requested permission to use a photo of Charles Chesnutt.
- The Irish Traditional Music Archive in Dublin and the Ward Irish Music Archives in Milwaukee requested permission and scans of two first edition music items that were inscribed by Capt. Francis O'Neill (dated 1903, 1907) for their online display at the Ward Irish Music Archives.

STAFF DEVELOPMENT

Social Sciences Library Assistant Peter Elwell completed the tutorial *Encoded Archival Standards: A Primer*, hosted by the Society of American Archivists.

Social Sciences Librarian Forrest Kilb attended the WebJunction webinar, *Envisioning Future Library Experiences: Service Design Techniques for Responsive Libraries*.

Social Sciences Senior Librarian Mark Moore listened to *The Librarian's Guide to Teaching* podcast featuring Bonnie Lafazan on *Making Time for Professional Development*. He also attended the UI Narrative podcast with Shanisha Collins outlining *The UX (user experience) Process*.

Government Documents Library Assistant Alea Lytle attended the webinars *U.S. Military Academy: Contemporary and Historical Information Resources* and *U.S. Naval Academy: Contemporary and Historical Information Resources* from the Federal Depository Library Program. In addition, she also viewed *Reference is Reference!* and *Welcoming Transgender Customers and Colleagues* from NEO-RLS.

Lending Clerk Heather Hardy completed virtual training through NEO-RLS, and is now certified in Adult Mental Health First Aid. In addition, Ms. Hardy attended the NEO-RLS online training titled *Welcoming Transgender Customers and Colleagues*.

Literature Department Senior Librarian Nick Durda and Librarian Evone Jeffries participated in the *Engaging Patrons with Social Media* webinar from Niche Academy. In addition, Ms. Jeffries attended the NEO-RLS webinar *Introducing LinkedIn Learning for Ohio Libraries*.

Literature Page Michael Deneen participated in the CPL People with Disabilities ERG.

Center for Local and Global History Manager Olivia Hoge attended *Engaging with Patrons on Social Media* webinar through Niche Academy and Patent Office History through the United States Patent and Trademark Office.

Assistant Shelf Department Manager Cynthia Coccaro attended the NEO-RLS webinar titled *Virtual Outreach and Role of Administration in Succession Planning*.

Popular Library Manager Sarah Flinn took the online training *Welcoming Transgender Customers and Colleagues*.

TechCentral Manager, Suzi Perez, attended a NEO-RLS webinar titled *Virtual Outreach: Social Services and Public Health at the Boston Public Library during the COVID-19 Pandemic*.

Library Assistant-Computer Emphasis Denise Williams-Riseng attended NEO-RLS webinar *Bystander Intervention in the Library*. Mrs. Williams-Riseng also attended the OhioNet Webinar *Check out Ohio Legal Help: A Free Online Information Tool*.

Library Assistants-Computer Emphasis Allison Collins and Denise Williams-Riseng attended the NEO-RLS webinar *Welcoming Transgender Customers and Colleagues*.

Library Assistant-Computer Emphasis Jorge Arganza attended a Microsoft Office Certification webinar. He also attended a New York Public Library (NYPL) Excel Genius class on the VLOOKUP function.

Safety and Protective Services completed *Active Shooter Training* for all Main Library Public Service Departments.

Lending Manager Steve Wohl and Assistant Supervisor Reggie Rudolph worked on updating and revising BookEnds training material. BookEnds training will be provided to new hires throughout the system as a part of their onboarding and new hire orientation.

OTHER

Social Science Librarian Helena Travka was presented a copy of the February 2021 issue of *National Geographic* along with a thank you note from Phillip Morris, the National Geographic reporter she assisted.

Staff across Main Library continue to sit on numerous teams, committees, and taskforces including: Harvest for Hunger Committee, CPL Re-Opening Task Force, Labor-Management Committee (LMC), Training Team, BookEnds Training Team, Workforce Development Committee, Editorial Team, Words on Wheels Task Force, CPL Foundation Committee, Transition Planning Team, Staff Philanthropy Committee, and CPL FIT Committee.

Public Services staff members Don Boozer, Milos Markovic and Robin Wood provided tours of the Main Library and Louis Stokes Wing for new CPL employees.

Public Administration Library

Collections

With Cleveland Digital Public Library's assistance, *Eastern Hough Analysis and Improvement Program* was added to the Digital Gallery.

Alan Bauccho donated Financial Reports dated 1893 and 1895 to PAL, which have been received and sent to Catalog.

Transferred

PAL has transferred 33 titles to Main library and withdrawn two titles.

Reference Questions Unique to PAL

- PAL assisted with researching influenza information.
- PAL assisted the Western Reserve Land Conservancy in researching any evidence of inequities in shade tree plantings and removal by the City of Cleveland during the timeframe of 1935-1945. PAL searched for evidence of disparities in Black neighborhoods and if redlining districts factored into shade tree policies within the city.
- PAL researched any possible City of Cleveland Codified Ordinances on Automated External Defibrillators, also known as AEDs.
- PAL was able to locate a few locally Black-owned web designers for a patron.
- Assisted patrons with Hessler Court information and City Charter information.
- Assisted patron with budget information.
- Assisted patron with an ordinance concerning a vacate street.
- PAL and History assisted patron with City Charter information.
- Assisted patron find selection of public works materials.
- An ILL book, *Steamers of the Crystal Beach Line* was ordered and received for a patron.

Staff

On March 18, PAL staff watched LinkedIn Learning for Ohio Libraries which is replacing the Lynda.com learning tool.

Staff is being trained for the Content DM digital platform by the Cleveland Digital Public Library.

BRANCHES

District One

Eastman - Eastman Branch welcomed patrons back into the branch. All branch discretionary orders were submitted on time. Events and activities were submitted for June/July/August to 3E/OPS. Children's Librarian Cassandra Feliciano participated on the Summer Lit League Committee and attended the Youth Services Meeting. Our spring youth wind chime craft was popular with kits being distributed throughout the month. Manager Jamie Lauver attended the Westown Community Development Corporation annual board meeting; Mr. Lauver was renewed as a board member for another term. The branch hosted our second Community Engagement Town Hall meeting with our FMP architect Moody-Nolan and the Capital Projects Team; five community members actively participated in the conversation. Our branch Facebook Page continues to attract followers; we are using the Facebook Page to share branch Facilities Master Plan updates and direct the community to the CoUrbanize website. Grab 'n Go Lunches continue to be distributed consistently each week. Food Bank Backpack Kits continue to be successful. We served six Food Bank Disaster Kits this month.

Lorain - Through a partnership with the Greater Cleveland Food Bank, branch staff offered free meals to youth on weekdays and participated in the Backpack Program and Disaster Box Program. Take-and-make crafts were distributed to patrons throughout the month. Thanks to a partnership with the Cleveland Seed Bank, the Lorain Branch began hosting a Seed Library beginning March 22, offering five free packets of seeds to patrons each month. Library Assistant Computer Emphasis Larisse Mondok attended Employee Resource Group Meetings and Library Assistant Computer Emphasis Marlie Hooper attended the Bystander Intervention in the Library, Welcoming Transgender Customers, and The Role of Administration in Succession Planning Webinars. Children's Librarian Adela Santana and Library Assistant Youth Emphasis Todd Fagan offered virtual story times to toddlers, preschoolers, and school-aged children at Almira Elementary School and Genesis Childcare Academy weekly. Branch Manager Crystal Tancak attended the Managers Meeting, an HR Forum, and a Book Ends Meeting and led the Kids Café Meal Observation. Ms. Tancak provided virtual reference via LibChat and presented at the monthly Gordon Square Parent Meeting. The second Community Engagement Meeting was also held for the Lorain Branch on March 11th, 2021.

Rockport - Rockport Branch was extremely busy this month with more foot traffic than Main Library! Many of the patrons were

from West Park branch, which currently is doing curbside. The branch rearranged holds shelves to accommodate an anticipated increase of requests. For March, we created Women's History Month displays throughout the branch. We also established a new Bob Book display area, and we re-established a Great Reads section in the library to spotlight influential works of literature. FEMA was at the branch multiple times to assist people in signing up for COVID-19 vaccinations. Rockport also had its second Community Engagement Meeting about our upcoming construction project. Fifty children participated in our Grab and Go Clothespin Flowerpot craft! Our Zoom Trivia attracted about a dozen participants as well. Kendra Proctor participated in the Summer Lit League Committee meetings and attended MyCom Meetings along with Jill Pappenhagen over Zoom. In the Best Buy Teen Tech Center, members continue to regularly join our Zoom clubs. We also entered the Engineer for the Week challenge again, with 14 participants this year! Online Paint and Sip and Glowforge Laser Engraver Introduction were popular as well. We had 34 in-person visitors, including 2 regular members of our Safe Center for Online Learning.

Walz - Walz Branch welcomed patrons back with a look towards Women's History Month. There were colorful and well-curated displays and recommendations in the branch as well as on Facebook. The Take and Makes this month were a Paint-A Like using Alma Woodsey as a model and Women's History trading cards, both children and adults loved these, taking them home and reporting back with their results! The meeting of this month's Senior Book/Movie club (Rocket Boys/October Sky) was lively and interesting; the club's invite is now posted on Facebook to try and attract other seniors to our monthly gathering. FEMA, in conjunction with the library, distributed literature to patrons and community members on vaccine sites as well as signing up individuals for the vaccine at the Wolstein Center. The Disaster Boxes and Backpacks (Food Bank) continue to be a vital resource for the Walz community.

West Park - West Park has been preparing the branch for our staff departure at the end of the day on April 2nd. All materials have been cleared from our shelving and either packed into Gaylord Archival for eventual sale or recycle or into telescopes for storage. Since our basement is not getting completely renovated, we have been able to salvage most materials from 2020 as well as many supplies, storing them in the large room not being affected by the construction. West Park continues to serve patrons for walk up and curbside services. Staff have created take away crafts to be handed out through our

last day. The collection was shadowed early this month with patrons no longer being able to place holds for pick up at the branch. District Manager Michael Dalby continued to prepare Public Services stats for the Executive Leadership Team (ELT) presentation every Monday, compiling information from branches, Main, and SPS. West Park staff received their reassignments and will miss the branch while away. However, we are all excited for the reimagined branch and look forward to serving our patrons in 2022!

District Two

Brooklyn - Patron visits gradually increased in the first full month of the public re-entering the branch. Over 100 Take and Make crafts were provided by Library Assistant Youth Emphasis Catherine Hankins to Horizon Science Academy (HSA) Denison students and neighborhood families. She and Children's Librarian Laura McShane did virtual visits with HSA Denison students on Fridays. Ms. McShane continued connecting and information sharing with area schools and educators. She continued distributing phased out book sets from Youth Services to the following schools: Denison, HSA Denison, Scranton, and Glenville HS. Efforts to prepare for the FMP renovations began for the branch; this initial phase for community and staff input began with virtual Town Hall meetings, an on-site display board, and information cards to request patron and staff feedback. Branch Manager Ron Roberts participated in virtual community forums which included the 2nd District Community Relations meeting, Councilperson Jazmin Santana's Ward 12 virtual address, and the MetroHealth quarterly meeting. He participated in NEO-RLS and presented a webinar: Virtual Outreach: Social Services and Public Health at the Boston Public Library during the COVID-19 Pandemic and continued with the CPL Workforce committee's preparatory work for a collaboration with Ohio Means Jobs.

Carnegie West - Staff continued to offer walk-up and in-branch services during its first full month of the public re-entering. Staff also provided GCFB's Kids Café, Back-pack meals and disaster boxes. Youth staff were busy creating and passing out craft kits; a total of 96 St. Patrick's Day and spring craft kits were given out to our community.

Fulton - Staff continued to offer walk-up service, as well as in-branch service to patrons, along with GCFB's Grab 'n' Go Lunches, Back-pack meals, and emergency food boxes. The branch continued to prepare for the VZ Tech/Innovation Lab. Clerk

Rachel Irizarry updated the Jobs board, tax form display, made labels for the CD shelves, and assisted Branch manager Leslie Barrett in moving the Adult Fiction and Non-Fiction books. Clerk Lindsay Palma made labels for the non-fiction book shelves and organized the branch's Kids Café binder. LACE Justin Smith made mini email cards with the branch email on it to assist patrons in emailing items to staff for printing while computers were down. Children's Librarian Beverly Austin conducted Zoom story-times, held a virtual program, and created a Grab-&-Go craft kits. Branch manager Leslie Barrett moved all adult fiction, non-fiction, YA titles, large print, Urban Fiction and the branch CD collection. Ms. Barrett attended the following workshops/meetings: HR forum, Public Services Managers, D2/D3 managers meeting, FIT committee, Corporate Challenge meeting, the People with Disabilities ERG, weekly VZ Tech lab meetings, a pre-bid meeting with Regency Contractors and an OPS/Law hub meeting with Aaron Mason. Fulton branch staff had a branch staff meeting on Tuesday, March 16, 2021.

Jefferson - Staff continued to offer curbside and walk-up services to patrons. This included conversations with longtime patrons about their options during the impending construction closure. Staff packed and readied the branch for the April 2, 2021 closure. LACE Grace French attended the SEIU meeting, and a "Food Access at Your Library" webinar. LACE Bernadette Lemak created a window display for Read Across America Day, and she received her award after being honored with the Works of Wonder Cornerstone Award during the Spring of 2020 (she was also nominated in 2021). LAYE Alexander Story attended a meeting with staff from Northeast Ohio College Preparatory School, and the Youth Services meeting. Children's Librarian Karen Kelly Grasso worked to transfer last system copy and award-winning books to Collection Services in anticipation of the construction closure and also had meetings for the Summer Lit League Committee, Tremont MyCom, and the monthly YS meeting. Branch Manager Steve Capuozzo attended the following meetings: Transition Planning/Move Management, Public Services Managers, D2/D3, HR Forum, Groundbreaking, and Collections. He also attended four block club meetings to let the community know about the upcoming closure. Mr. Capuozzo facilitated the Think and Drink Book Club virtual gathering, discussing *Good Kids, Bad City: A Story of Race and Wrongful Conviction in America*.

South - Staff continued to welcome old and new patrons back into the building. Staff continues to create displays throughout the

Branch to promote literacy. TechCentral techs repaired the laser engraver, which was missed by staff because they used it regularly to make projects for the patrons. Youth staff have been creating craft to go kits made from recycled cardboard boxes, and post story time videos and pictures on its Facebook page. The branch's Facebook page has revolutionized how staff promote branch programming. FEMA representatives visited our branch to provide vaccination sign-ups for our community.

South Brooklyn - Staff offered curbside, walk up, and in-house services, as well as GCFB's Grab 'n' Go Lunches, Disaster Boxes, and Backpack foods. The branch continued to be a "PCs for the People" pick up location. Staff attended the monthly branch meeting. Branch Clerk Grace Wen attended the Multi-cultural Employee Resource Group (ERG) meeting. LAYE Raymond Cruz conducted virtual story times with Charles Mooney and Horizon Education Center (children & teens classes), attended YS meeting, and created and delivered over 65 Dr. Seuss Grab-&-Go crafts. Children's Librarian Ronald Palka-Roman attended YS meeting, Multi-Cultural ERG meeting, and a couple webinars (Picture Perfect, and Engaging with Patrons on Social Media), and conducted virtual story times with Charles Mooney, Horizon Pre-School and William C. Bryant. Assistant Manager Tammy Houghton attended the following: PS Managers, D2/3 Managers, Words on Wheels, United Way/Community Shares, HR Forum Breakout, 2nd District Community Relations, Kid's Café Virtual Site Visit, and a Booklists webinar. District Manager Luigi Russo participated in the following meetings: Old Brooklyn CDC MYCOM, Old Brooklyn CDC Community, Public Services Team, PS Managers, Reopening Task Force, Transition Planning/Moving Management, Groundbreaking Committee, Words on Wheels, D2/3 Managers, FUL Jumpstart/Verizon Tech Center, HR Forum Breakout, Ward 14, and BRK & STE Community Engagements.

District Three

Garden Valley - Branch team has continuously followed work protocols, attended virtual training, worked on special projects, and assisted patrons, as we welcome the North Central-Kinsman neighborhood community back. Children's Librarian Ms. Andrea Csia attended YA Literatures, Seeing Black Boys in the 21st Century, and Niche Academy: Engaging Patrons on Social Media. LAYE Mr. Leonard Burks attended YA Literatures, Violence Prevention, and Seeing Black Boys in the 21st Century. The

Branch also forwarded two submissions of service, activity, and/or events during the Outreach and Programming Department deadline. Dyad Public Services Manager, Maria Estrella provided the Garden Valley team with guidance throughout library changes and new initiatives and submitted various HIPPO requisitions. Assistant Branch Manager, Donald Smith discharged, unshadowed, and interfiled materials forward from the Woodland Branch. The Garden Valley Branch also hosted their branch monthly meeting on Friday, March 12, 2021.

Hough - Patrons are visiting inside the branch, and are still able to utilize walk-up and curbside services as well. Staff have stayed busy answering phones and assisting patrons in our new service model. Kid's cafe, disaster boxes, and the backpack operation has continued consistently. The youth staff started a weekly story time with the Lexington-Bell daycare, and provided a St. Patrick's Day take and make craft. LACE Michael Barkacs attended the NEO-RLS webinar Introducing LinkedIn Learning for Ohio Libraries. Library Assistant-Youth Emphasis Romael Young attended the United Way/Community Shares and the monthly Union Delegate meetings. Branch Manager Lexy Kmiecik attended the following meetings: People with Disabilities ERG, manager's meeting, Reopening Task Force Committee, groundbreaking meeting, staff Philanthropy Committee, OLC Membership, Human Resources Breakout Group, and Transition Planning/Move Management.

Martin Luther King - Branch Manager Dr. Tonya Briggs is working with External Relations & Development's Tracy Martin to apply for grant funding for an Empowering Communities, Empowering Community Members workshop series. If funded, this workshop series will be the first in an annual speaker series focused on racial justice and social equity, and democratizing communities' wealth and workspaces. Children's Librarian Angela Margerum is working with the services coordinator at Fenway Manor, a senior community, and has updated outreach services to Fenway Manor to include MLK-BUZZ (monthly articles based upon trending topics of local, national and international interest, and trivia activities.) Dr. Briggs has taken the following professional development: WebJunction: Civil Legal Justice Facilitator Training; ULC: Educators Leaders Member Group call; Library Journal: Build Your Library's Best Case for Data & Analytics; RIPL: Inclusive Data and Community Engagement; and Libraries and Workforce Development: Connecting the Dots between Your Patrons and Public Policy.

Sterling - Branch staff continued to support Central Neighborhood adults and youth by assisting with faxes, emailing, copying, and printing. Kids Cafe snack program attendance exceeded 500 for the month. The branch distributed 96 bags of kid-friendly weekend meals through the GCFB Backpack program, and 40 disaster boxes with shelf stable food. Youth staff Sonja McCord and Charles Bailey presented a story time via Zoom, and distributed craft kits for weekly Grab and Go Program. Mr. Bailey has become a member of the 2021 Summer Lit League committee. Branch manager Monica Rudzinski hosted two "Our Future is Building: Sterling Branch" community engagement meetings with Central neighbors and partners. Ms. Rudzinski attended the St. Vincent Charity Medical Center Community Advisory Board and MyCom partner meetings. Ms. Rudzinski is working with donors to support Central families through the Community Care Closet at Friendly Inn.

Woodland - The Woodland Branch team continues to assist patrons through walk-up services. Additionally the branch is the technology pick-up location for PCs for People, and are preparing for the temporary branch closure on April 2, 2021, to begin construction of the Woodland Campus. All team members are finalizing various tasks of weeding, packing, mailing items to new locations, forwarding the mail to the Lakeshore facility, sending building services requisitions through Hippo CMMS, etc. The Property Management Department also provided a helping hand by relocating branch items from the basement to the services floor. Dyad Public Services Manager Maria Estrella attended the NEO-RLS Webinars: Single Story Bias and Introduction to Coded Language as well as the WebJunction webinar on Getting Started with Virtual Storytimes. Library Assistant-Youth Emphasis, Mrs. Kelli Newsom and Mrs. Estrella also attended the recorded lecture on #BlackBoyYALit: Seeing Black Boys in 21st Century Young Adult Literature.

District Four

East 131 - The East 131 Branch kicked off the month of March in celebration of Women's History Month highlighting African American trailblazers for their contributions to civil rights, politics, the arts and sciences, and beyond. Library Assistant Computer Emphasis Carla Carraway presented her thought-provoking staff picks highlighting books by B. B. Alston, Octavia Butler, Ernest Cline, J.D. Robb, and Rita Woods.

In partnership with WVIZ/PBS Ideastream, Manager Marina Marquez participated in a meeting to discuss and plan for a virtual entrepreneurial program designed for family engagement. Ms. Carraway and the Volunteens joined Ms. Marquez in a meeting with Dr. Sadie Winlock to discuss a reading program proposal. Children's Librarian Kelli Minter completed the Engaging with Patrons on Social Media workshop. Ms. Minter with the help of Library Assistant Rosa Simone presented several Tinker Tuesday programs via Facebook that included take-and-make kits for patrons to pick up. East 131 Branch distributed the popular GCFB backpack meals and disaster boxes to children/families in need. The East 131st Street Branch celebrated spring in partnership with the Hummingbird Project's Cleveland Seed Bank initiative by launching our seasonal seed library. Volunteen Brittani Morman provided a video program highlighting the seed library.

Fleet - In March, Women's History Month was acknowledged with special displays of books authored by and written about female pioneers in politics, science, literature, and the arts. Branch Manager Magnolia Peters shared and reinforced, with Slavic Village community partners, the safety measures that are in place for patrons now that the library is open for entrance. Internally, Ms. Peters facilitated the first whole staff sit-down meeting of the New Year. Meeting topics focused on attendance policy, opening and closing procedures, and COVID 19 patron guidelines. Branch collections in both the adult and children's room, with pending arrival of 2021 discretionary and other materials, were organized and relocated with the hope of sparking new patron interest. Adult Page Darin Delany was acknowledged with a 2021 Service Award for his five years of service.

Harvard Lee - Youth Librarian Olivia Morales and Branch Manager Kristen Schmidt orchestrated a Take & Make program to provide 25 spring-themed activity bags for adults or children. The branch hosted seven sessions of Zoom tutoring, with five students in attendance. Ms. Schmidt served as facilitator of an HR breakout group for Managers. Ms. Schmidt participated in community engagement at the Harvard Community Services Center's Collaborative meeting as well as the Buckeye Road Refresh meeting for District Four, and submitted programs to the MyCom Summer Guide. Lisa Held (LACE) attended two ERG meetings and completed her six-month probation period. Bianca Jackson (Branch Clerk) attended the weekly Reopening Committee meetings, and performed SEIU delegate duties. For CPL committee work, Ms. Schmidt attended the Learning & Development Steering Committee meeting, the ER&D department's Philanthropy Committee meeting, and an Employee Resource Group (ERG) meeting. Professional

development for Ms. Schmidt included a Self-Care workshop by Literacy Cooperative; and a MyCom training titled, Culture Matters: Addressing the Emotional Wellness of Black Children. All staff worked together to complete the adult book weeding project, and the branch received a knitting donation for WarmUp Cleveland. IT/CLEVNET removed the payphone and installed equipment for future use of the new Cisco patron phone.

Mt. Pleasant - The Mt. Pleasant Branch staff were eager to re-open to the public. Staff attended training to help assist patrons virtually and created signage to help patrons understand the new guidelines. This month, the branch was presented with an exciting opportunity to participate and virtually host a family outreach event with Murtis Taylor. During the outreach event Youth Librarian, Mark Tidrick engaged the audience with a story time and craft that highlights the culture of Jamaica. Workforce Development is key to helping support the Strivers in Cleveland. The Workforce Development Committee has been working under the leadership of Dr. Winlock to find a way to build a strong partnership with Ohio Means Jobs (OMJ). Youth Services staff began serving two new daycares and a school-age class of students (K-3rd) who are part of Murtis Taylor's "after school" program. Branch staff continued to work on professional development throughout the month. Library Assistant-Youth Emphasis Renita Carter completed the Youth Mental Health First Aid course. Mr. Tidrick attended the seminar *How to Be an Effective Ant-Racist* hosted by NEO-RLS. Ms. Boyce and Mr. Tidrick completed the two-part workshop, *Early Literacy 101-An Ohio Ready to Read Workshop*.

Rice - During Women's History Month the staff at Rice made displays inclusive of all women that helped move feminine causes forward. The branch book sale truck was revamped to consist of all books written by, illustrated by, or celebrating womanhood. In addition to WHM displays Rice provided make and takes consisting of Chopstick airplanes and bejeweled butterflies and had giveaways, provided by Scholastic books, to celebrate powerful women. The Rice Facebook page was updated with CD and DVD's celebrating movies written, directed and acted in by Hollywood's best, brightest and talented women. Also on the branch FB page LACE Ben Ford submitted posts celebrating St. Patrick's Day encouraging everyone to enjoy themselves yet remain safe. Weekly virtual story times were provided to students of Sunbeam Elementary. Youth service librarian Whitney Johnson participated in professional development through several webinars: engaging with patrons on social media, digital storytelling for educators and Saint Martin de Porres High School partner appreciation event. Assistant Manager Shanell

Jones began Learn4Lifes "Individual Excellence" professional development series to learn career enhancing skills and best practice techniques. Ms. Hutson attended the following meetings and trainings, Newburgh Heights Library Installation, Safety and Protective Services Interviews, participated in the webinar COVID and public Libraries - One year later, Started training to be a civil and legal justice facilitator with OCLC, Chaired a PLA Membership Advisory Meeting, attended the Quarterly Community Police Commission Meeting. The month ended with a staff preparing to welcome Rice juveniles back to the youth space. New signage was hung, bold colorful lettering, courtesy of Tech Central, was displayed and the area was marked with clearly defined socially distant quadrants to make it easier for youth to understand and comply with CPL's COVID policies.

Union - For the month of March, staff are welcoming our patrons back inside of the branch as well as continuing to offer walk-up service. Youth Staff provide weekly story times to our neighborhood schools and daycares. Take and Make St. Patrick's Day crafts are available for our students. Valerie Johnson participated in True2U virtual session with her students. Ms. Johnson also attended the following virtual meetings or workshops: Women's ERG meeting, Aging with a Plan, and Engaging Patrons with Social Media. Tamara Steward attended the following meetings or workshops: African American ERG meeting, Monthly MyCom meeting, COVID-19 Kindergarten Readiness. Marcie Williams attended the following meetings and trainings: True2U virtual session, WOW Committee, CPL-Fit Committee, BLOSSOM Symposium for library staff who are focused on health and Wellness.

District Five

Addison - During the month of March, staff were busy with assigned professional development and community outreach. All staff participated in the "CPL Founder's Day and Reopening Town Hall." Branch clerks completed one hour of professional development inclusive of the Ohio Reference Excellence module six part two. Branch Clerk Yvette Carter also participated in NEORLS' webinars called "How to Become an Anti-Racist" and "Welcoming Transgender Customers." Branch Clerk Tyler Guerin participated in Web junctions' webinar called "Failing in the Right Direction." Tamara Means, the Branch Manager attended webinars called, "Adult Mental Health First Aid," and "Unattended Children: How to talk to parents about their children's behavior." Also, she attended the staff Philanthropy Committee meeting. LAYE Ron Clark participated in NEO-RLS webinars called "Handling Angry Customers with Tact and Skill" and "Join the Food Fight." Heidi Malinoski, attended NEO-RLS

webinars called, "Sort It Out! Comic and GN" and "Reference is Reference." The Next 400/Channel 19 series will be continued to be displayed until the series is completed.

Collinwood - The Collinwood Staff supported our patrons by assisting in registering online to applying for jobs, applications for school or just ways to help them navigate on the computer. Manager Caroline Peak and YS staff participated in a virtual program with Memorial school sharing CPL news and updates and family resources. Ms. Peak accepted the role of co-Chair of CPL's Women ERG. Nate LaPrairie accepted the responsibility of being the lead staff person for CPL's Seed Library program. The branch has received three wireless mice and two laser pointers for the branch to assist the LACE's in keeping social distancing guidelines while assisting patrons. The branch is proud to announce that we passed our virtual Kid's Café inspection.

Glenville - Youth staff Peter Roth and Difranco Barnes continue to present "Good morning, Glenville" story time virtually to individuals. Both created weekly curbside crafts along with book displays for the youth. Mr. Roth continues to present story time to kindergarten through third grade at Citizen's Academy East. He attended another session with the class for True2U mentorship program at CMSD's Wilson school. Mr. Roth also attended the Summer Lit League committee, and youth service meetings. Mr. Barnes updated the Facebook page with the story time video and posted media about the branch activities and resources. He attended the youth service meeting, and webinar "Social Media in the Library." Manager Sharon Jefferson attended Words on Wheels, Re-opening Task Force, HR Forum Break out, and D4/D5 monthly district meetings. She also attended a webinar called: Observation: Data Hiding in Plain Sight. Ms. Jefferson completed the Medical Terminology class through the Gale Learning courses.

Langston Hughes - The branch welcomed our patrons back into the building after being closed. Our Children's department presented the virtual program, "Hands On: Cleveland artist Malcolm Brown" by exploring the work of this African American hometown artist through watercolor painting. The branch's Facebook page was created. Thanks to LACE Aquene Kimmel, the branch added another community partner with Cleveland's Botanical Gardens Library. William Bradford participated in the following webinars: This is your Brain on Stress, Engaging with Patrons on Social Media, Cleveland Clinic's Community Care Town Hall about Covid-19 Vaccines, Virtual Roundtable Discussion with the Legal Aid Society, and How to conduct Adult Library Programming Virtually.

Mr. Bradford virtually hosted the spring meeting of the Friends Council of the Oberlin College Libraries, the monthly meeting of the CWRU sponsored "Know Your Neighborhood," and met with new Wellness Coach Vibha Malhotra. The adult fiction and non-fiction books, DVDs and music CDs were weeded.

Memorial Nottingham - The Memorial-Nottingham team celebrated Women's History Month by showcasing literature and pictures of women whose contributions transformed the world. Manager Pasha Robinson attended the Friends of Collinwood Recreation Center Committee and Cleveland Police Department Fifth District Community meetings. She also met with Dr. Theresa Dews, President of Cleveland Clinic Euclid Hospital to discuss community needs and how they can be addressed in a partnership with Memorial-Nottingham Branch. Mrs. Robinson attended four professional development workshops hosted by NEO-RLS and Cleveland State University. Children's Librarian Joanna Rivera attended the Engaging with Patrons on Social Media, and How the Pandemic is Affecting Kindergarten Readiness in OH webinars. Library Assistant Marvin Benton participated in a Legal Aid Virtual Discussion centered on how the pandemic has impacted patron's lives. Adult and Youth Services "Take and Make" bags continue to be popular amongst patrons. Ms. Rivera hosted eight virtual story times with O.H Perry classes. The Skittle Reaction STEM activity was a success with participating families. Mr. Benton connected with educators and was able to provide Villa Angela-St. Joseph High School with fifty-five copies of Keesha's House, by Helen Frost, which were part of the YRead? book set giveaway. In addition, St. John Nottingham School received fifty copies of Amistad: A Long Road to Freedom, and thirty-two copies of Hush, By Jacqueline Woodson.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

In March, the 3E/OPS continued its rollout of educational and engagement programs primarily for young scholars who live within our service area. In honor of Women's History Month, the library profiled the achievements of locally and nationally known women via our Colors of Cleveland initiative. Colors of Cleveland is a collaboration between 3E/OPS and Main Library Subject Department librarian that recognizes diverse populations using library print and digital resources.

PARTNERS AND PROGRAMS

On March 10th, the 3E/OPS department participated in Ideastream's Be My Neighbor Day (BMND) virtual event. BMND is a family literacy event that exposes preschool-aged children to activities, learning activities, and performances. Participating parents and caregivers were given information about high-quality preschool by Pre4CLE staff.

On March 30th, The Legal Aid Society of Cleveland and Cleveland Public Library hosted the second program of its Facebook LIVE series. The Series features legal information and "know your rights" details through interviews with our Legal Aid attorneys, Cleveland librarians, and occasional special guests. This month's event focused on guardianship and mental health services and featured Legal Aid attorneys, Cleveland Library staff, and representatives from the Reminger Co. LPA firm and NAMI Lorain County.

The MyLens photography program for 9-12th grade students attending the John Hay Early College concluded in March. Ten students completed the intensive 6-week photography course that explored the various interpretations of self-identity and taught young people how to identify with peers of differing backgrounds.

After-school tutoring continued at three virtual locations. Students received academic support in the areas of science, math, and the language arts from Cleveland State and Case Western university undergraduate students.

Read to the Beat, an interactive virtual program for early readers, exploring books and storytelling through music and singing, continued for its second month in 2021. The program reached 27 families and children and featured music therapists provided by The Music Settlement.

EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION

EXTERNAL RELATIONS & ADVOCACY UPDATES:

- *Goal: Increase Elected Officials and Key External Stakeholders' Awareness and Understanding of CPL's Community Impact*
 - **Elected Official Engagement**
 - Facilities Master Plan (FMP)

- Design and Construction Informational Sessions
 - Continued to apprise local legislators on FMP Phase 1A efforts of the branch(es) in their locale/jurisdiction
 - Met with local legislators to provide high-level updates of the 1B branch(es) in their locale/jurisdiction
 - City Council
 - Councilman Brian Kazy
 - Councilwoman Jasmin Santana
 - County Council
 - Council President Pernel Jones
- Branch Community Town Hall Meetings
 - Local legislators participated and engaged in the community meetings for the branch in their locale/jurisdiction
 - Councilwoman Phyllis Cleveland (Sterling Branch)
 - Councilwoman Jasmin Santana (Brooklyn Branch)
- Public Library Fund Advocacy
 - Met with various State Senators/Representatives informing them on the value public libraries bring to communities around the state of Ohio as well as apprising them on our legislative priorities (1. Maintain the Public Library Fund (PLF) at 1.7% and 2. Broadband connectivity)
 - Senator Sandra Williams
 - Senator Matt Dolan
 - Representative Stephanie Howse
 - The Office of Leader Syke's Office
- Ohio Secretary of State, Frank LaRose
 - Director Thomas and Shenise Johnson Thomas had a meet and greet with Ohio Secretary of State Frank LaRose after he recorded a video for the Library's virtual story time program

- **Additional Efforts**
 - Facilities Master Plan (FMP)
 - Design and Construction Informational Sessions
 - Continued to apprise CDCs (community development corporations) on FMP efforts

CPL DEVELOPMENT UPDATES:

- **Goal:** *Align fundraising to support CPL's new strategic plan and facilities master plan (FMP)*
 - Fundraising
 - **Reading Literacy:** Submitted grant request to Starting Point for continued funding for early childhood education programming
 - **Reading Literacy:** Secured funding from the Thomas H. White Foundation to support the creation of a Storywalk early literacy program at Carnegie West Branch
 - **Capacity Building:** Secured funding from the Cleveland Foundation in support of a fellow from the Public Service Fellowship program
 - **Corporate Sponsorship**
 - Advanced efforts for 2021 corporate giving solicitations
 - Hosted calls with AT&T, PNC, Huntington, Medical Mutual and Eaton to update them on Library and Foundation 2021 programming and services
 - Submitted request for sponsorship support to Applied Industrial Technologies
 - Secured sponsorships
 - Margaret W. Wong & Associates LLC
 - The Sherwin-Williams Company
 - Vocon
 - Finalized preparations for Library Giving Day (LGD) on April 7

- **Additional Efforts**
 - Staff Philanthropy Committee held its second committee meeting in March finalizing the roster, creating a timeline for 2021 fundraising events, and officially forming the CPL Foundation subcommittee.

CPL FOUNDATION UPDATES:

- **Goal: Reach Financial Targets**
 - *Capacity Building*
 - Completed data requests for Foundation strategic business plan
- **Additional CPL Foundation Efforts:**
 - Mailed 2020 Year in Review as an annual report to Foundation donors
 - CPLF Board
 - CPL Foundation Executive Committee held its monthly meeting
 - Held quarterly board meeting
 - New members include:
 - Dorothy Baunach, DigitalC
 - Brian Broadus, Perspectus Architecture
 - Katie Collin, American Endowment Foundation
 - Erin Deimling, PNC Bank
 - Eric Gordon, CMSD (Honorary Director)
 - Jeffery Patterson, Cuyahoga Metropolitan Housing Authority (CMHA)
 - Michele Ungar, Progressive Insurance

ADDITIONAL DEPARTMENT EFFORTS

- Staff attended virtual conferences/webinars including:
 - Blackbaud: Streamlining Donation Processes
 - NEH Grants Workshop hosted by CWRU

COLLECTION & TECHNICAL SERVICES

Director of Collection and Technical Services Sandy Jelar Elwell met with TechCentral Manager Suzi Perez and TechCentral

Assistant Manager Melissa Canan to discuss the handling and redistributing of hotspots for the Group 1A branches of the Facilities Master Plan (FMP) while those branches are closed for renovations.

Ms. Jelar Elwell, Catalog Manager Andrea Johnson, Collection Manager Pam Matthews, and Materials Handling Supervisor James Clardy each attended an HR Forum breakout session for the designated group that they had been assigned to. Ms. Jelar Elwell and Ms. Matthews attended a meeting of the Women's Employee Resource Group (ERG). Ms. Jelar Elwell attended a meeting of the Urban Libraries Council (ULC) Collection Leaders and continued to participate in meetings of the Capital Improvement Plan Core Team and Transition Planning/Move Management Team.

Collection and Technical Services staff attended a review and virtual walkthrough of the Central Distribution Facility (CDF) floorplan led by Chief Operating Officer John Lang and individual departmental CDF Staff Engagement sessions led by Capital Projects Manager Kathleen Sonnhalter and Ubiquitous Design, Limited Architect Daniel Bickerstaff.

Acquisitions: The Acquisitions Department ordered 6,811 titles and 7,790 items (including periodical subscriptions and serial standing orders); received 25,755 items, 1,586 periodicals, and 147 serials; added 235 periodical items, 54 serial items, 218 paperbacks, and 820 comics; and processed 1,844 invoices and 117 gift items.

Acquisitions Coordinator Alicia Naab worked with Fine Arts and Special Collections Manager Pam Eyerdam to make arrangements for Ms. Eyerdam to pick up oversized materials at the Lake Shore Facility and also assisted Ms. Eyerdam in locating materials that were still in process in Technical Services. Ms. Naab also worked with Catalog Manager Andrea Johnson to correct a problem with an order for the college collections that had extraneous copies included.

Ms. Naab spoke with Youth Services Manager Annisha Jeffries to clarify the workflow for processing gifts. Ms. Naab additionally worked with Collection Manager Pam Matthews to resolve an issue with donated items being added to branch collections without her approval.

Acquisitions Librarian Leslie Pultorak continued to assist with the unpacking, verifying, and receiving of new foreign materials.

Catalog: Librarians cataloged 3,295 titles and added 4,068 items for Cleveland Public Library. Librarians also added 813 titles, completed 61 merges and edited 72 records for CLEVNET member libraries. Clerical staff cataloged 591 new titles and added 3,052 items for the Cleveland Public Library, and added 1,025 records for the CLEVNET libraries.

Catalog Manager Andrea Johnson revised the procedures for handling the CLEVNET web form report due to staffing changes in the High Demand Department. Technical Services Librarian Erin Valentine met with Fine Arts and Special Collections Manager Pam Eyerdam and Librarian Stacie Brisker about updating the Langston Hughes archive record. Ms. Valentine and Ms. Eyerdam met with Literature Department Manager Don Boozer and Librarian Tim Phillips to further the development of a standard method for archiving and cataloging archival collections throughout the Main Library departments.

On March 16, Technical Services Librarian Amei Hu participated in the virtual 2021 Council on East Asian Libraries Cataloging Workshop, which covered RDA 3R project updates, NACO best practices, SACO, CONSER, and BIBCO updates, and the Library of Congress workflow during the pandemic. On March 19, Ms. Hu attended the online Committee on Technical Processing Annual Program, Implementing Batch Copy Cataloging Practices in Light of COVID-19.

Collection Management: Collection Management selected 919 titles and 7,210 copies in March and spent over \$138,000 on physical materials.

Collection Manager Pam Matthews attended the virtual 2021 Read Across America Celebration featuring the 14th Librarian of Congress Dr. Carla Hayden and moderated by Director Felton Thomas. Ms. Matthews also attended an Editorial Team meeting and a Workforce Development Committee meeting. Collection Management Librarian Laura Mommers attended the monthly Youth Services meeting and a webinar entitled "Picture Perfect: Spring Picture Books for Young Readers."

High Demand: The High Demand Department ordered 958 titles and 7,370 items; received and added 5,845 items; processed 400 invoices, and added 711 records for the CLEVNET libraries.

Materials Processing: The Materials Processing Technicians processed 20,090 items for the month.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 26 items to the Main Library for requests and 81 items to fill holds. Main Library received 194 telescopes, the Branches received 207 telescopes, CLEVNET received 80 telescopes, CSU received 1 telescope, CWRU received 3 telescopes, and Tri-C received 2 telescopes. A total of 487 telescopes were shipped out. The Technicians sent out 358 items of foreign material and in total 11,334 new items were sent to the Acquisitions and High Demand Departments.

MARKETING & COMMUNICATIONS

Cleveland Public Library's efforts to provide COVID-19 information and resources outreach to the community dominated media coverage during the month of March.

The Library is a one-stop shop for those in need of COVID-19 vaccination appointments or COVID-19 testing. We have acquired hundreds of vaccination appointment registration codes to help the public reserve an appointment at the Wolstein Center.

Our COVID-19 resources also include:

FEMA ASSISTANCE: FEMA workers are helping register people for vaccinations in and around select neighborhood branches.

FREE RIDES: Pick up an all-day RTA pass at most Cleveland Public Library branches. The passes are good for a free ride to the Wolstein Center and other vaccination sites throughout Cuyahoga County.

COVID-19 TEST KITS: Abbott BinaxNOW Rapid, At-home, COVID-19 test kits are now available at the Main Library drive-up window.

Our marketing efforts included media releases, social media and digital (cpl.org, community calendars), and printed materials (post cards).

MEDIA COVERAGE:

LESSONS LEARNED FROM SPANISH FLU:

<https://www.news5cleveland.com/news/continuing-coverage/coronavirus/local-coronavirus-news/clevelands-roaring->

[20s-offers-more-reasons-to-be-hopeful-for-post-covid-life-in-the-land](#)

1918 FLU - CPL PHOTO

COLLECTION: <https://www.news5cleveland.com/news/local-news/in-depth/separated-by-a-century-1918-flu-and-coronavirus-pandemics-share-startling-similarities>

Cleveland.com

<https://www.cleveland.com/news/2021/03/cleveland-libraries-offer-covid-19-resources-and-testing.html>

WOIO

<https://www.cleveland19.com/2021/03/20/fema-offer-vaccine-registration-help-saturday-south-euclid-warrensville-heights-libraries/>

<https://www.cleveland19.com/2021/03/28/cleveland-public-library-provide-vaccine-appointment-access-codes-shots-wolstein-center/>

WEWS

<https://www.news5cleveland.com/news/continuing-coverage/coronavirus/cleveland-public-library-to-provide-covid-19-vaccination-appointment-access-codes>

<https://www.news5cleveland.com/news/continuing-coverage/coronavirus/vaccinating-ohio/fema-helping-people-sign-up-for-vaccination-appointments-at-cuyahoga-county-public-library-branches>

FOX8

<https://fox8.com/news/coronavirus/22000-covid-19-vaccines-administered-at-wolstein-center-more-appointments-coming-monday/>

<https://fox8.com/news/coronavirus/ohio-coronavirus-numbers-1019-new-cases-27-hospitalizations-reported/>

IDEASTREAM

<https://www.ideastream.org/news/help-available-to-schedule-wolstein-vaccine-appointments-at-libraries>

WTAM

<https://wtam.iheart.com/content/2021-03-28-cleveland-public-library-to-provide-vaccine-appointment-access-codes/>

WKSU

<https://www.wksu.org/government-politics/2021-03-23/help-available-to-schedule-wolstein-vaccine-appointments-at-libraries>

<https://exbulletin.com/sports/821009/>: Cleveland Public Library distributes COVID-19 access codes for vaccine appointments

Library Programs & Services

Objective: *Remain relevant by promoting programs and services to help Greater Clevelanders thrive.*

KINDERGARTEN ENROLLMENT: Troubling new data suggests that Ohio's youngest students may be falling behind during the COVID-19 pandemic. Public preschools saw a 27% drop in enrollment during the 2020-2021 school year. The Marketing Department promoted our Young Scholars Program which prepares children ages 3 - 6 for Kindergarten.

Marketing Efforts: Media release, social and digital (cpl.org, Off the Shelf)

MEDIA COVERAGE:

<https://app.criticalmention.com/app/#clip/view/757acdc9-868d-4d14-bb46-1b345cb63fe8?token=0c5b585c-48d8-4e0e-87e5-9b8f5ab73326>

<https://www.news5cleveland.com/news/continuing-coverage/coronavirus/ohio-preschool-enrollment-drops-during-covid-19-pandemic-could-impact-kids-development>

READ ACROSS AMERICA: Director Felton Thomas moderated a discussion with Dr. Carla Hayden who is also the Librarian of Congress for Read Across America Day.

Marketing Efforts: social and digital (cpl.org)

MEDIA COVERAGE:

<https://www.news5cleveland.com/about-us/as-seen-on/librarian-of-congress-hosts-virtual-event-for-cleveland-literacy-nonprofit>

<https://app.criticalmention.com/app/#/clip/search/c434a177-b148-438c-9bcd-6b52b0aac11d?fullText=true&width=900&ccTextHiWords=cleveland%20public%20library>

AUTHOR TALKS: One of Cleveland Public Library's strategic priorities is to nurture a love a reading. The Marketing Department promoted upcoming author talks which included authors Luke Eplin, Laura Maylene Walter, Echo Brown, and more.

Marketing Efforts: Media release, social and digital (cpl.org, Off the Shelf), paid radio promotion

MEDIA COVERAGE:

<https://www.cleveland.com/entertainment/2021/03/author-to-speak-on-new-book-about-4-cleveland-baseball-icons.html>

<https://www.ideastream.org/news/cleveland-author-imagines-world-where-moles-predict-fate-in-body-of-stars>

<https://www.blogtalkradio.com/author-magazine/2021/03/16/author2author-with-laura-maylene-walter>

<https://indiaeducationdiary.in/penguin-random-house-laura-maylene-walter-to-share-body-of-stars-via-zoom/>

HOPE BLOOMS: Cleveland Public Library will display Beachwood High School's Hope Blooms project April 22 - April 29. The pop art installation featuring five 20-30' inflatable flowers is designed to inspire hope and uplift our community.

Marketing Efforts: Media release, social and digital (cpl.org, Off the Shelf)

MEDIA COVERAGE:

<https://www.news5cleveland.com/a-better-land/between-now-through-april-an-attitude-reboot-is-taking-root-with-a-new-campaign-called-hope-blooms-ohio>

https://www.clevelandjewishnews.com/news/local_news/hope-blooms-introduces-art-installation-through-april-29/article_72da524a-827e-11eb-94da-1beb656c9237.html

https://www.clevelandjewishnews.com/news/local_news/hope-blooms-for-high-schoolers-across-northeast-ohio/article_e95b90a4-8be9-11eb-aa97-33d74b5ee80e.html

<https://www.cleveland.com/community/2021/03/hope-blooms-at-mayfield-high-school-through-april-1-through-giant-flowers-donations-sought-for-food-bank.html>

<https://www.cleveland.com/entertainment/2021/03/beachwood-students-hope-blooms-project-bringing-massive-inflatable-flower-gardens-to-northeast-ohio.html>

WRITERS & READERS: The Marketing Department began promoting the March speaker series on civic engagement featuring Eddie Glaude, Jr. and Caroline Randall Williams.

Marketing Efforts: Media release, radio ads, social and digital (cpl.org, e-blasts, and community calendars)

NEXT 400 ROUNDTABLE: In partnership with WOIO 19 News and its "The Next 400" initiative, Cleveland Public Library hosted a [Facebook Live](#) discussion on housing discrimination. The panelists were Habeebah Rasheed Jones, CEO of PEP Cleveland, and Yvonka Hall of the Northeast Ohio Black Health Coalition. 19 News Anchor Chris Tanaka served as the moderator.

Marketing Efforts: social and digital (cpl.org, Off the Shelf)

MEDIA COVERAGE: <https://www.cleveland19.com/2021/03/06/next-one-family-three-generations-fighting-discrimination/>

LEGAL AID AT THE LIBRARY: Cleveland Public Library is partnering with The Legal Aid Society of Cleveland to provide free legal advice and education seminars. Topics include [record sealing](#) and [guardianship and mental health](#).

Marketing Efforts: [Media release](#), social and digital (cpl.org, Off the Shelf)

FACILITIES MASTER PLAN MEETINGS: As part of the process to reimagine our neighborhood branches, Cleveland Public Library hosted a series of community meetings to learn what people want to see in their future branches and how they plan to use the facilities. The virtual meetings will focus on the design and construction of the following branches: Brooklyn, Eastman, Lorain, Rockport, and Sterling.

We provided updates on the Facilities Master Plan to other media outlets.

Marketing Efforts: [Media release](#), social and digital (cpl.org, Off the Shelf, e-invites to branch library card holders)

MEDIA COVERAGE:

<https://www.craigslist.com/real-estate/port-cleveland-will-issue-bonds-298-unit-artisan-apartment-tower-university-circle>

<https://www.cleveland.com/news/2021/03/cleveland-public-library-invites-input-on-renovation-of-brooklyn-lorain-sterling-and-rockport-branches.html>

Other media mentions about Cleveland Public Library included articles on the Ohio Library for the Blind and Physically Disabled, CPL as a top tourist destination, and our donation of household supplies to local churches to help the community.

OLBPD: <https://clevelandmagazine.com/entertainment/books/article/s/the-ohio-library-for-the-blind-and-physically-disabled-is-a-life-saving-resource>

EASTMAN READING GARDEN:

<https://clevelandmagazine.com/things-to-do/articles/9-great-cleveland-picnic-spots-to-check-out-right-now>

<https://www.onlyinyourstate.com/ohio/cleveland/otherworld-road-trip-cle/>

IMPACT OF LIBRARIES: <https://www.shareable.net/rules-of-the-road-partnering-with-public-libraries-for-collective-impact/>

TOURS OF

CLEVELAND: <https://app.criticalmention.com/app/#clip/view/4e6dcf15-09cb-419c-bf2f-847f58c14629?token=0c5b585c-48d8-4e0e-87e5-9b8f5ab73326>

LIBRARY

DONATIONS: <https://app.criticalmention.com/app/#clip/view/140994ef-0b54-41e6-9b1b-13274af4a557?token=0c5b585c-48d8-4e0e-87e5-9b8f5ab73326>

VIRTUAL FAM JAM:

<https://www.cleveland.com/entertainment/2021/03/rock-hall-launches-womenwhorock-program-for-womens-history-month.html>

KERN SHOW

RECORDING: <http://big10inchrecord.blogspot.com/2021/03/classical-kern-show-boat-scenario-for.html>

OHIO CENTER FOR THE BOOK

INTERVIEW: <https://blogs.loc.gov/loc/2021/03/new-read-around-the-states/>

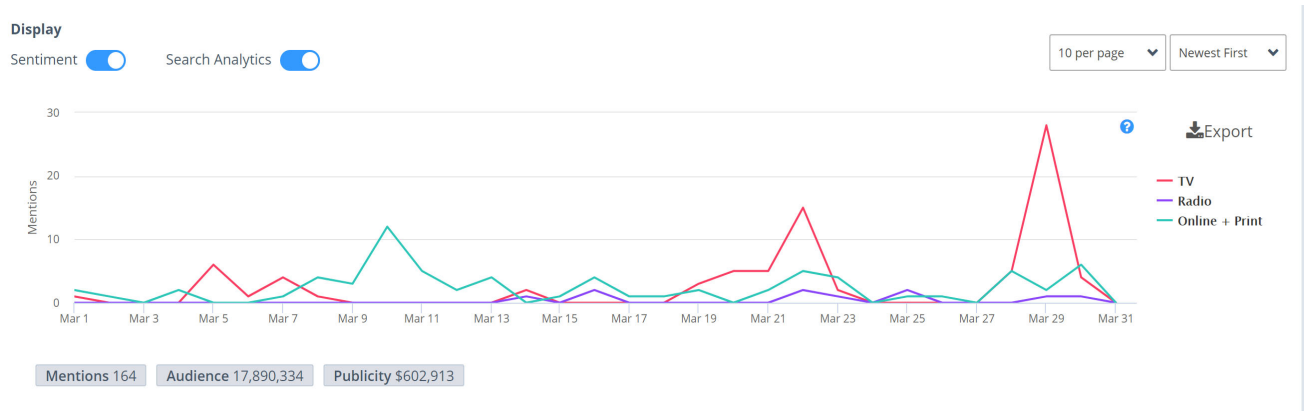
ST. PATRICK'S DAY

EVENTS: <https://www.northeastohioparent.com/things-to-do/northeast-ohio-st-patricks-day-events-activities-and-fun-for-kids/>

DOWNTOWN DEVELOPMENT: (story includes photos from CDPL)
<https://www.news5cleveland.com/news/local-news/whats-going-on-with/new-euclid-grand-apartment-building-nears-completion-on-john-hartness-brown-complex-site>

PUBLIC RELATIONS OVERVIEW

Cleveland Public Library garnered 164 mentions for the month of March, reaching more than 17.8 million people in national and local TV news, and online and print.




SOCIAL MEDIA SUMMARY

AUDIENCE GROWTH: During the month of March, the Library's total audience growth increased on its social platforms (Facebook, Twitter, Instagram, and LinkedIn). The library accounts saw large increases in both engagements (up 36.8% over previous month) and engagement rate (up 74% over previous month) over the previous month. Timely conversations and posts related to industry news continue to resonate with the Library's audience.

CPL STORYTIME: During the month of March, Marketing and Outreach and Programming Services once again collaborated with the Cleveland Division of Police to provide CPL Storytime on TV20. The stories were also hosted on TV20's YouTube channel and shared on the Library's Dial-A-Story.

We also partnered with WKYC's Lindsay Buckingham and WOIO's Chris Tanaka to join us as special guests for virtual storytime and Dial-A-Story.

Most popular posts by Platform


 Cleveland Public Library
Fri 3/26/2021 2:52 pm PDT

RIP to children's author Beverly Cleary. You made us fall in love with Ramona Quimby, Henry Huggins, and Ralph S. Mouse as


Beverly Cleary, Creator Of Ramona Qu...




Total Engagements	503
Reactions	301
Comments	28
Shares	42
Post Link Clicks	45
Other Post Clicks	87

 Cleveland Public Library
Tue 3/2/2021 1:15 pm PST


Can't wait until we can do storytime in person again! Happy **#ReadAcrossAmericaDay** to all! Featuring Mr. T from Cleveland Public



Total Engagements	408
Reactions	260
Comments	27
Shares	5
Post Link Clicks	-
Other Post Clicks	116

 Cleveland Public Library
Wed 3/10/2021 11:53 am PST

Congratulations, Secretary Fudge! Ohio Congresswoman Marcia Fudge has been confirmed as HUD Secretary, becoming the



Total Engagements	287
Reactions	192
Comments	14
Shares	10
Post Link Clicks	1
Other Post Clicks	70

 clevelandpubliclibrary
Wed 3/10/2021 11:53 am PST

Congratulations, Secretary Fudge! Ohio Congresswoman Marcia Fudge has been confirmed as HUD Secretary, becoming the




Total Engagements	322
Likes	315
Comments	7
Saves	0

 clevelandpubliclibrary
Fri 3/26/2021 6:30 am PDT


#CPLCollectionHighlights City of Cleveland Community Relations Bookmarks On March 5, 1945 the Community Relations Board was



Total Engagements	107
Likes	102
Comments	4
Saves	1

 clevelandpubliclibrary
Fri 3/12/2021 7:54 am PST

#CPLCollectionHighlights Bond Store: Architectural Renderings. The Bond Store was designed by architects Walker & Weeks in



Total Engagements	80
Likes	76
Comments	2
Saves	2

Cleveland_PL
Wed 3/17/2021 12:55 pm UTC

Happy St. Patrick's Day! Here is a 1960 photo of [@stvmirish](#) marching through [@CLEPublicSquare](#) for the Cleveland St.



Total Engagements	587
Likes	78
@Replies	2
Retweets	15
Post Link Clicks	4
Other Post Clicks	488
Other Engagements	0

Cleveland_PL
Mon 3/22/2021 3:01 pm UTC


Bill Veeck, former Indians baseball team owner 1946-1948. To learn more about Veeck and the 1948 squad, check out our online



Total Engagements	523
Likes	45
@Replies	1
Retweets	15
Post Link Clicks	40
Other Post Clicks	422
Other Engagements	0

Cleveland_PL
Sat 3/13/2021 5:23 pm UTC

Need help signing up for vaccination appointments? FEMA workers are at Harvard-Lee, Rockport, and Walz until 4:00 p.m. to



Total Engagements	323
Likes	41
@Replies	1
Retweets	19
Post Link Clicks	21
Other Post Clicks	241
Other Engagements	0

PROPERTY MANAGEMENT

Carpenters

- LSW- Removed and replaced damage drywall and ceramic tiles in women's lower level restroom.
- Fulton- removed and relocated shelving to children's area. Also, dry walled, tapped and mudded new walls in computer area.
- Installed plexiglass at Rice and South Brooklyn branch.
- Woodland- moved all Woodland branch property to basement.

Maintenance Mechanics

- HVAC equipment service and preventative maintenance/cooling season prep for branches. Cleaned heat exchanger tubes and cooling tower for Lakeshore's main chiller, repaired leaks and refilled chilled water closed loop.

- Worked with All Seasons on locating and repairing the roof leak on Main 4/Foreign Lit.
- Service/replacement of damper motors on LSW penthouse relief damper bank.
- Serviced IT Liebert HVAC systems, modified control schemes (lead/lag, cycle rotation and set points), and cleaned outdoor dry cooler coils.
- Started LSW return fan motor/VFD replacement project.
- Working with Carrier on planning/scheduling installation of replacement HVAC units at Mt. Pleasant.
- Finishing compressor installation (x2), burnout/acid clean-up (drier core changes) and system leak testing at South Brooklyn.
- Worked with Siemens on completing the balance of missing front end graphics on Desigo. Corrected schedules, old trends and inactive code/programming (lines commented out).
- Started installation of outdoor air quality sensors for the US Ignite air monitoring collaboration with CWRU, Digital C and CSU.
- Continued replacing pre-filters, secondary box filters and carbon filters on air handlers in LSW/Main.
- Continuing transition from the old reverse osmosis system to Western Reserve's water filtration equipment for LSW humidifiers.
- LSW/Main lighting work orders - ballast replacement and relamping.
- Worked with SA Comunale on replacing faulty fire pump relief valve in LSW lower level mechanical room.
- Continuing work on relocating the carpenters/painters workshop and garage equipment storage in support of the Woodland/CDF FMP project. Finishing furnace, ductwork and ac installation.
- Working on power and data runs for the relocation of public PC's and branch manager's desk at Fulton (in support of the Verizon/Jumpstart project). Modifying knee wall, custom countertop and cabling runs for last minute changes/egress requirements.
- Preliminary work, planning and scheduling for the HVAC Ionization project.
- Continuing work/meetings with FMP Core Group and the Capital projects team on FMP design, building standards and move management.

- Worked with Davey Tree on removing falling tree at Lakeshore's parking lot/driveway.
- 24/7 response to building emergencies and critical work orders.
- Continuing work on scheduled preventative maintenance requisitions generated by Hippo CMMS.
- Continuing work on the balance of the security camera project (IPS/Harrington Electric).

SAFETY & PROTECTIVE SERVICES

Safety Services

- Safety & Protective Services completed ALICE refresher training for downtown staff.
- Safety & Protective Services participated in the new employee orientation on LSW 2.

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
March 2021	2326	54	12	5	119	28
Feb 2021	1575	34	1	15	51	16
Jan 2021	1819	39	8	2	24	34
Dec 2020	1846	9	12	4	21	8
Nov 2020	2487	52	16	17	73	29
Oct 2020	2303	69	22	43	94	34
Sept 2020	2550	42	29	30	82	87
Aug 2020	2226	27	12	9	20	37
July 2020	1148	12	5	2	10	23
June 2020	802	13	8	1	30	30
May 2020	200	11	2	0	5	14
April 2020	909	29	0	0	0	4
March 2020	896	13	18	15	90	103

Special Attention, Special Events, and Significant Incidents

- Video released for Cleveland Police Department regarding thefts at Lake Shore facility.
- First quarter fire drills completed.

Protective and Fire Systems

- March fire extinguisher checks completed.
- Safety & Protective Services reached out to multiple alarm monitoring companies for quotes.
- Purchase agreement was sent to Motorola Solutions for Motorola radio purchases.
- Collinwood's alarm keypad issues were corrected by Siemens.

Contract Security

- Royce contract security was sent an amendment to the contract for services for the remainder of 2021.
- April staffing requirements for CPL were sent to Royce Security.

Administration

- Safety & Protective Services now sends weekly mask expulsion numbers to Public Services.
- District Managers were added to the 911 call distribution list.
- SPS secured 120 hour OPOTA Private Security training for officers in April.
- SPS is assessing if closing announcements can be heard throughout LSW and Main buildings through desk phones and speakers.
- Attended the Human Resources breakout session.

INFORMATION TECHNOLOGY & CLEVNET

The CLEVNET Executive Panel held their regular meeting on March 23, 2021, using Microsoft Teams. The first part of the meeting focused on the progress CLEVNET staff are making on the projects and goals set for 2021. Hilary Prisbylla, Director of CLEVNET and Larry Finnegan, Director of IT provided detail on each project and answered questions from the Panel.

The second part of the meeting centered on governance. Tim Diamond, Special Assistant to the Director, will retire this year. He serves as CPL's representative on the CLEVNET Executive Panel. According to the CLEVNET Operating Procedures, "The Director of CLEVNET and the Director of IT report to a member of Cleveland Public Library's executive team who serves as Cleveland Public Library's liaison to CLEVNET and acts as the designee for the Director of Cleveland Public Library . . . Any proposed changes by Cleveland Public Library to CLEVNET's administrative team in terms of organizational structure or

reporting structure will be brought to the CLEVNET Executive Panel for discussion and input." Following these procedures, Mr. Diamond met with CPL Executive Director Felton Thomas on February 4, 2021, to settle on a nominee to bring to the CLEVNET Executive Panel. Director Thomas decided to nominate John Skrtic, Chief of Special Projects and Collections, to replace Mr. Diamond in the role of CPL liaison to CLEVNET.

Only one Panel member knew Mr. Skrtic; the other members were interested in learning more about him and if he would be one to work in a collegial manner on the Panel. The Panel members spent a fair amount of time discussing CPL's commitment—or perceived lack thereof—to the strategic direction CLEVNET has taken since 2014. Panel members remain concerned that CPL does not fully recognize the authority of the CLEVNET Executive Panel. They are also concerned that CPL considers the Director of CLEVNET and Director of IT as accountable to CPL first, not CLEVNET, because they are employees of CPL, albeit for administrative purposes. With Mr. Diamond's departure, the Panel members fear that CPL will revert to the days when it asserted its singular demands over the greater good. However, with assurances from Mr. Diamond regarding Mr. Skrtic's character and experience, the Panel raised no objection to his appointment.

This lack of confidence in CPL has its roots, too, in the length of time it is taking CPL to establish an IT department, independent of CLEVNET. The Panel is running out of patience with the situation where CPL continues to use CLEVNET staff to perform routine job functions that smaller CLEVNET member libraries do with their own IT staff, such as purchasing hardware, managing licenses, or troubleshooting software solutions. Because of CPL's size, this continued use of CLEVNET staff represents a significant amount of staff time that is subsidized by the other members. Mr. Diamond informed the Panel of the work being done for CPL by Business Volunteers Unlimited (BVU); a volunteer consultant is studying the best way for this new department to be structured and led. His preliminary report is due in April.

With Mr. Diamond's retirement, the Panel members agreed that they will have to step up and assert the authority granted to them directly through CLEVNET's Operating Procedures and indirectly by the recommendations made in the revised CLEVNET pricing model designed by the Government Finance Officers Association (GFOA) that went into effect in 2019.

Prior to the meeting, Mr. Diamond had shared revised job descriptions with the Panel for Ms. Prisbylla and Mr. Finnegan. (CPL is in the process of revising job descriptions for non-bargaining unit staff.) CLEVNET's Operating Procedures require that "any proposed changes by Cleveland Public Library to the job descriptions of the Director of CLEVNET or the Director of IT will be brought to the CLEVNET Executive Panel for approval." After a discussion with Ms. Prisbylla and Mr. Finnegan to make sure they had ample input in the process, the Panel members approved the revised job descriptions.

The CLEVNET directors will hold their second quarterly meeting of 2021, using Microsoft Teams, on Friday, April 30, 2021, at 10:00 a.m.