

DIRECTOR'S REPORT

June 17, 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

Due to the public health threat of COVID-19, face coverings and social distancing continue to be required for Library patrons. In addition, time and capacity limits remain in place for TechCentral and branches.

PROGRAMS, SERVICES AND EXHIBITS

Literature and Ohio Center for the Book Manager Don Booser hosted a conversation with Derf Backderf on his graphic novel *Kent State* on May 3rd. The live event and recording have been viewed 68 times.

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

Center for Local and Global History Library Assistant Danilo Milich created a May book display, *It Is Time to Travel the USA*. The display includes travel guides for USA, National Parks, and Civil War sites.

Books by Mail Programs

Words on Wheels staff mailed out 21 packages containing 36 items to 11 patrons as of May 17th.

Homebound Services sent 181 packages to 170 patrons during the month of April.

Covid-19 Home Test Distribution

Lending Department staff have distributed 343 BinaxNOW COVID-19 Home Test Kits to patrons as of May 18, 2021 at the Main Library Drive-Up Window. The tests are made possible through a partnership between Ohio's Libraries and the Ohio Department of Health who purchased two million kits.

OUTREACH

Youth Services Manager Annisha Jeffries participated in the Rock Hall Fame Jam on Saturday, May 18th. She read the book *Clarinet and Trumpet* online through the Rock Hall of Fame YouTube page. Over 2,000 people have viewed the program.

International Languages staff continue to promote newly arriving materials by forwarding emails to patrons on the department's listserv database. In addition staff selected and processed Long Loan Requests for three partner agencies. In total, 2,552 items were shipped to fulfil Long Loan orders.

COLLECTION MANAGEMENT

Literature and Ohio Center for the Book Librarian Evonne Jeffries revised and updated the biographies for H.M. Hoover, Daniel Thompson, John Crowe Ransom, and Sherwood Anderson on the Ohio Center for the Book website.

Photograph Collection Librarian Brian Meggitt worked on metadata for the Stereoscopic Views of Cleveland Collection on the Digital Gallery. In May he edited and improved 80 older records and created 170 new records. In addition, Mr. Meggitt continues to work on the item-level inventory of the Cleveland 20/20 Project.

Center for Local and Global History Library Assistant Adam Jaenke photographed the NFL Draft experience for the Neighborhood Photograph Survey, Library Assistant Danilo Milich scanned 20 park plan drawings and updated EAD

and drawer folders, and Library Assistant Lisa Sanchez digitized 21 City Hall images.

Literature and Ohio Center for the Book Senior Librarian Nick Durda processed the Mark Waid Papers on Jerry Siegel and Joe Shuster, created a Finding Aid, and submitted it to the Ohio Link Finding Aid Repository.

From January through April, Literature Department staff added 2,111 items to the collection and weeded out 2,329 items.

Shelf Department pages have been shelving in Youth Services, Fine Arts, Science, Social Sciences, and the Popular Department due to the page shortage.

Social Science Department Library Assistant Pete Elwell, Librarian Forrest Kilb, and Senior Librarian Mark Moore have begun processing the Old Erie Bookstore orders from the past few years. Sports photographs have been delivered to the Photograph Collection; posters and broadsides were sent to Preservation for treatment.

Special Collections Librarian Stacie Brisker completed an Ohio LINK EAD finding aid for the items collected from the 2016 Republican Convention and the Schweinfurth Committee meet on May 14th to select architectural items.

The AccessUN Database has been removed from the library's web site and was replaced with the United Nations iLibrary database.

RESEARCH THAT'S ONLY POSSIBLE AT MAIN LIBRARY

- The Literature Department noted a selection of items requested by patrons this month for which CPL had the ONLY copy in a public library in Ohio: *John Gielgud Directs Richard Burton in Hamlet* (1967), Richard L. Sterne; *Remember Television* (1971), Ron Lackmann; *Stage Door* (1936, play), Edna Ferber & George S. Kaufman.
- The daughter of a Karamu House actress visited to see the Literature Department holdings of the theater's historic playbills.
- Social Science Department Librarian Helena Travka assisted a musicology PhD candidate at Case Western Reserve University with multiple requests

including *The Great Vigil Service of Easter Eve*. CPL is the only library in Ohio to have this 1933 publication.

- General Research Collections Manager Sarah Dobransky is assisting a CWRU physics student and faculty advisor on specialized patent research.
- An out-of-state patron contacted the Library to research the Cleveland Type Foundry and their creation of Chinese and Japanese typefaces, as well as its successor, American Type Founders. Business Subject Department Librarian Zachary Hay conducted the research which included the reference-only microfilm, the Cleveland Corporations File, off-site storage titles. Several of the off-site titles are unique with few copies available at other Libraries. The most unique title requested, *Exhibit of Rare Books, Prints, etc. Relating to Printing, March 8 to 11, 1916* is the only library copy in the world.
- Science and Technology Librarian Rose Mary Hoge assisted a patron planning to become a cardiac nurse who used the book, *Cardiac Surgery in the Adult* (2018). Although the Cleveland Clinic Alumni Library and the Veterans Administration Medical Center library own the book, Cleveland Public Library is the only library in Ohio that any member of the public can use the book.
- Center for Local and Global History Manager Olivia Hoge and Science and Technology Library Assistant Peter London assisted a college student requested books on the Women's Land Army. One item the student used, *Land Girl* (1942 edition), is the sole copy in Ohio and one of only seven in libraries worldwide, including the University of Oxford and the Library of Congress.
- Staff assisted a researcher from Christie's in London who needed scans from a rare exhibition catalog owned by CPL.
- Staff assisted Musicologist requested a score from a rare 1933 hymnal.
- Staff assisted a patron who requested information about architectural drawings by Cleveland firm Coburn & Barnum est. 1878.

- Popular Library Assistant April Lancaster helped an author do research for his book.
- Photograph Librarian Brian Meggitt assisted a researcher with finding and obtaining images of Louis Wolsey, Rabbi of Anshe Chesed from 1907-1925.
- Center for Local and Global History Library Assistant Lisa Sanchez found a historic photo for a patron who had just purchased a warehouse building on Superior Ave.
- Center for Local and Global History Manager Olivia Hoge assisted a researcher with finding the burial location of a local Vietnam veteran.
- Over a series of weeks, TechCentral staff assisted a couple who needed help with documents and Zoom meetings to obtain a marriage license. This couple eventually got married over Zoom in the LSW LL Lobby outside TechCentral on May 1st. TechCentral staff made them commemorative wedding buttons.

STAFF DEVELOPMENT

Assistant Director of Public Service Robin Wood attended *Census Data for Libraries* on May 11th. This Zoom session was sponsored by the U.S. Census Bureau.

Assistant Shelf Department Manager Cynthia Coccaro, Literature and Ohio Center for the Book Manager Don Boozer, and CLGH Manager Olivia Hoge attended the NEO-RLS webinar; *Escape Rooms at Your Library*. Mr. Boozer and Ms. Hoge are considering hosting an Escape Room in the future.

Shelf Department Manager Demba Diawara and Assistant Shelf Department Cynthia Coccaro attended an NEO training called *Diversity Works: Understanding Discrimination and Harassment* on May 13th.

Assistant Shelf Department Manager Cynthia Coccaro attended OhioNet's seminar titled *Feminist Programming* on May 26th.

Government Documents Senior Clerk Erick Walker viewed the webinar "data.census.gov Today: A Comprehensive Overview" from the United States Census Bureau.

Government Documents Library Assistant Alea Lytle attended the NEO-RLS webinar *Gaming & Esports in Libraries*, presented by Tristan Wheeler from CPL's Outreach and Programming Department.

Social Science Department Librarian Forrest Kilb attended the OCLC WebJunction webinar, *Training New Supervisors for Success: Don't Start from Scratch*.

Social Science Department Librarian Helena Travka took in the Adult Library Marketing Association's (ALMA) *spring 2021 Book Buzz* and attended Library Journal's *Day of Dialog*.

Social Science Department Senior Librarian Mark Moore listened to the particularly outstanding Library Leadership podcast of Adriane Juarez interviewing Lisa Hussey on *Library Management 101*. Mr. Moore also listened to the American Libraries podcast *A Call Number* with an interview of Becky Yoose and *Privacy Concerns* from Peter McCracken.

Business, Economics, and Labor Librarian Susan Mullee attended the Special Library Association's Business & Finance Division online book talk featuring Hal Kirkwood, author of *Strauss's Handbook of Business Information: A Guide for Librarians, Students, and Researchers*.

General Research Collections Manager Sarah Dobransky attended the Government Documents Roundtable of Ohio (GODORT) spring meeting via Zoom.

Center for Local and Global History Manager Olivia Hoge viewed the transcript of the webinar *Finding Valuable Scientific, Technical, and Business Information by Using Technical Reports Databases* which listed numerous free and paid sites to find otherwise elusive information.

Science and Technology Senior Librarian Jim Bettinger attended a webinar from the USPTO on their publication, *The Official Gazette*.

OTHER

Literature and Ohio Center for the Book Manager Don Boozer participated in the annual Library of Congress Center for the Book Idea Exchange Conference with coordinators from around the US & was named to a 3-person sub-committee to categorize the 53 selections for the National Book Festival Great Reads into 10 thematic author interview panels on May 12th & 13th.

The Cleveland Digital Public Library continued to log environmental conditions at Lakeshore & Main

Dr. Pietro Shakarian donated a copy of his 2021 dissertation *An Armenian Reformer in Khrushchev's Kremlin* and gave permission to digitize and post in Digital Gallery.

Main Library Public Service Managers are giving tours of Main Library and the Louis Stokes wing to new employees for the Human Resources Department.

Librarian Terry Metter attended a meeting of the Cuyahoga County Community Remembrance Project Coalition on May 14th.

Library Assistant-Computer Emphasis Matt Sucre joined the CPLFIT committee.

Lending Manager Steve Wohl and Lending Assistant Supervisor Reginald 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.

Ohio 24/7 News interviewed Mr. Boozer about the Superman exhibit.

TechCentral

OUTREACH

Inside Programs-via zoom

Name of Program	Date of Program	Total # of Attendees	# of Adults	# of YA	# of Juveniles
Resume Workshop	5/3	1			
Job Searching Online	5/5	1			
Microsoft Word I	5/6	2			
Microsoft Excel I	5/4	2			
Microsoft Word II	5/13	4			
Microsoft Excel II	5/11	1			
Resume Workshop	5/12	1			
Job Searching	5/14	0			
Microsoft Word III	5/20	2			
Microsoft Excel III	5/18	1			

Microsoft Word IV	5/27	2			
Microsoft Excel IV	5/25	1			
Tinkercad Basics	5/19	1			
Tinkercad Basics	5/24	0			
1-on-1s	May	44			

PROFESSIONAL DEVELOPMENTS AND MEETINGS

Monthly staff meeting held May 20 in Eastman Reading Garden

TechCentral Assistant Manager, Melissa Canan

Date	Topic	Location
5/5/21	Public Services Managers Meeting	Virtual- Teams
5/10/21	Libraries 2.0 brainstorm session	Virtual- Zoom
5/11/21	Digital Ambassadors	Virtual- Zoom
5/11/21	Libraries 2.0 brainstorm session	Virtual- Zoom
5/12/21	DIF Monthly Cohort Meeting	Virtual- Google meet
5/12/21	NDIA webinar/discussion- <i>Why People Say No to "Free Internet" and What to Do About It</i>	Virtual- Zoom
5/19/21	NDIA webinar/discussion- <i>Filling the Gap- Building Subsidized & Affordable Broadband</i>	Virtual- Zoom
5/19/21	Work Session- OMJCC and CPL	Virtual- Zoom
5/25/21	Monthly DIF Check-in with Leana	Virtual- Google Meet
5/26/21	NDIA- <i>Current and Potential Federal Policy and Funding for Digital Inclusion</i>	Virtual- Zoom
	<i>Dealing with Hostile and Potentially Dangerous Library Users' Behaviors</i>	
	<i>Bystander Intervention in the Library</i>	

Library Assistant-Computer Emphasis, Allison Collins

Date	Topic	Location
05/19/21	Reopening Task Force meeting	Teams

05/19/21	SEIU-CPL Chapter leadership monthly meeting	RingCentral
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Library Assistant-Computer Emphasis, Denise Williams-Riseng

Date	Topic	Location
5/5	<i>Dealing with Hostile and Potentially Dangerous Library Users</i>	NEO-RLS Webinar
5/5	<i>Virtual Outreach: Social Services and Public Health at the Boston Public Library during the COVID-19 Pandemic</i>	NEO-RLS Webinar
5/22	<i>Assertiveness for the Unassertive</i>	NEO-RLS Webinar

Library Assistant-Computer Emphasis, Alison Guerin

Date	Topic	Location
5/4	CPL Staff Philanthropy Committee Meeting	Zoom
5/13	FIT Meeting	Zoom
5/18	Harvest for Hunger Meeting	Zoom

Library Assistant-Computer Emphasis, Matthew Sucre

Date	Topic	Location
	Linked In Learning: Procurment Fundamentals	Online

TechCentral Manager, Suzi Perez

Date	Topic	Location
5/3	Personal Empowerment - Emotional Intelligence Training Discussion	
5/4	Public Service Managers Meeting; Re-Opening Committee	
5/11	Digital Ambassadors	
5/12	Re-Opening Committee	
5/18	CPL Board Finance Meeting	
5/19	Re-Opening Committee; Main Managers Strategic Planning Mtg	
5/20	CPL Regular Board Meeting	
5/25	WVIZ: TechCentral MakerSpace Recording	

COMPUTER USAGE

There were 1428 computer sessions at Main for May.

SPECIAL PROJECTS

Hotspot Circulation: 153 hotspots; Hotspots from Jefferson, West Park and Woodland will be redistributed to branches with the fewest hotspots in circulation.

Public Service Technicians

Service Calls and Tickets Summary

Service Calls and Tickets Received: 80

- CPL Help Desk Tickets: 71
- CPL TechCentral Tickets: 9

Service Calls and Tickets Resolved: 61

Tickets currently in Progress: 19

Service Ticket and Project Detail

Workstation: 41

Printer: 4

Computer Software: 23

iPad Management: 1

Hotspot Resets: 2

Form 001's: 7

Cleveland Digital Public Library

PUBLIC SERVICES STATISTICS

Library facilities were open to the public this month. Also open were walk-up, and drive through services. CDPL had 34 in-person visitors from May 1 to May 29. We had 7 two-hour scanning appointments. From May 1st to May 29thst, Google Analytics (GA) reports 45,028 sessions for 42,520 users and 189,195 page views. Search engines delivered 5.2% of our accesses (Google). Searching in ContentDM accounted for 93% of our accesses. Referrals were 1% of our accesses (including 30% from Facebook, 16% from Wikipedia, 5% CPL, and 4% DPLA). A little less than 1% of our sessions came through social media (78% Facebook, 19% Twitter, and a bit from Pinterest and Blogger). This month, 9% of our users accessed our site using desktop computers, and 91% accessed ContentDM through mobile devices (1% tablets and 99% mobile).

OUTREACH

Community partners work in May included the Cleveland Grays (glass plate scanning delivery and prep), Cleveland Architecture

Foundation (Established scanning use protocols for CDPL), Cleveland Orchestra (scrapbook project), Soldiers and Sailors Memorial (Ohio Roster Scans), and many others. CDPL scanned items from our Special Collections for transcription projects for community outreach, particularly with seniors.

COLLECTION DEVELOPMENT

As of May 29th, 5165 images were scanned, 1243 were post-processed and QA'd, and 1414 images were uploaded, many of which were included in multiple-image PDFs.

Late in April we spoke with an OCLC Implementation Manager. ClevDPL identified two million records for open-access digitized items in Hathi Trust (500k) and Internet Archive (1.5 million) that could be downloaded into or overlaid on records in the CLEVNET OPAC. This plan will be proposed to the CPL Collection Management team in June with the hope that CPL will seek to enable digital access to items through links in the CLEVNET OPAC. Identifying items digitized might help with collection management and storage decisions regarding moving and storing items from our Lakeshore Facility as part of the library's master plan. Finally, there is another very large set of items described in WorldCat and online at Internet Archive that are available through controlled digital lending. CPL should also consider seeking to download those records into the CLEVNET OPAC.

INTERLIBRARY LOAN

Statistics from OCLC are one month behind and cover April. We had 41 requests from CPL users for materials from other libraries. Response time by other libraries, likely due to the pandemic, averaged a 20 day and 20 hour turn-around on our patron's requests. Partner libraries made 831 requests through OCLC to borrow from CPL and 33 ILL requests using ALA forms. CPL staff managed a response time of 5 days and 20 hours. We again had numerous ILL requests from incarcerated persons and general researchers using ALA forms. There were 10 copy requests.

PRESERVATION

As of May 29th, preservation received 66 items and returned 38 items. The team produced 6 labels. The team did 46 complex and 7 simple book repairs and completed 25 complex flat paper repairs on difficult oversized maps and plans, including washing and mending. The preservation team continued working on an inventory

of artwork in the library system, focusing on branches in phase 1b of the Facilities Master Plan. Moving the first group of 1a branches (Westpark, Woodland, and Jefferson) is complete. Walz and MLK are still in progress. Moving the oversize painting at Lorain will be the challenge for the summer. We completed creating a spreadsheet of the images finding-aid for the OhioLINK Finding Aid Repository.

Ohio Library for the Blind and Physically Disabled

ACTIVITIES

For May 2021, OLBDP circulated 25,662 books and magazines directly to patrons. Approximately 713 BARD patrons among 1,416 active users downloaded 13,879 items.

OLBDP and CPL Financial Services submitted the State Fiscal Year 2022 Program Budget Request to the State Library of Ohio. The State Library of Ohio's Board of Trustees approved the budget requests for OLBDP during their May 20 meeting. During the meeting, OLBDP Manager Will Reed spoke to Board members about OLBDP, COVID-19 activities, and took questions about funding and future service developments.

On May 6, National Library Service (NLS) consultant Pam Davenport conducted a virtual visit with OLBDP. Every two years, NLS sends a consultant to evaluate OLBDP on how well it provides service according to the Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Print Disabled. Due to COVID-19, the consultant visit scheduled in 2020 was postponed. During her virtual visit, Ms. Davenport met with the OLBDP Manager to discuss organizational changes at NLS, along with changes in administering service for the immediate future.

The NLS Western and Midlands Regional Conferences joined for a virtual conference from May 11th-13th. The conference theme was "Vive La Virtual" and highlighted many of the remote and virtual methods of delivering services that network libraries used during COVID-19 conditions. NLS also provided updates on the status of future service initiatives and operations.

On May 27-28th, Skulski Consulting performed an accessibility assessment of the Main Library and LSW as part of plans to relocate OLBDP per the Facilities Master Plan. Preliminary reports indicated there were no major barriers in either building.

The OLBPD adult book club met remotely on May 13 to discuss *The Women of the Copper Country* by Mary Doria Russell.

Public Administration Library

PROGRAMS AND EXHIBITS

Popular Library shared a selection of titles for display outside of PAL for patrons.

COLLECTIONS

PAL received the *2020 Storefront Renovation* project book and the *2021 Budget Book*.

The Director of Community Development signed the Deed of Gift concerning the Community Development plans. The Community Development plans filed under View from the Lake were transferred and received at Cleveland Digital Public Library.

REFERENCE QUESTIONS UNIQUE TO PAL

- Assisted patrons with information about Cleveland ordinances concerning height of grass and vacant land.
- Emailed patron information concerning dog parks.
- On May 7, PAL transferred reference Rock and Roll Hall of Fame titles to Fine Arts for patron to review. They include:
 - North Coast Harbor: Rock and Roll Hall of Fame and Museum site: urban design guidelines. 0009938919033
 - Strategic plan 2001-2006 / [Rock and Roll Hall of Fame + Museum]. 0009173396426
 - Rock and Roll Hall of Fame and Museum. 0009131340540
 - Rock and Roll Hall of Fame and Museum/City of Cleveland Finance Committee 0009185534998
 - The Rock and Roll Hall of Fame and Museum: building concept presentations to the Design Review Committee September 19, 1991, [and] The City Planning Commission, September 20, 1991. 0009106780373

BRAANCHES

District One

Eastman - Our featured branch event this month was Community Gardening Day, which was a great success thanks to a group of patrons and many staff including Children's Librarian Cassandra Feliciano, LAYE Nancy Smith, Page Isaiah Real, and Custodian Tony Pujolas. The four city-owned planters in front of the branch were transformed from weed patches to beautiful flower beds. We hope that the neighboring businesses will follow our lead and beautify the streetscape in front of their establishments along Lorain Avenue. The Library moved to Phase 2 in the Pandemic Reopening, which extended patron time in the building to two hours per day and a two-hour limit on public computers. Director Thomas visited the branch and spent time answering staff questions. Ms. Feliciano participated on the Summer Lit League Committee and attended the Youth Services Meeting. During our monthly Staff Meeting, Eric Herman presented the first draft of the design plans from our architect, Moody-Nolan. Staff feedback on the design was collected and forwarded to Mr. Herman. We have begun the process of weeding the collection, extra furniture, and fixtures in preparation for our Branch Re-imagination. Manager Jamie Lauver attended the Manager's Meeting and Westown Community Development Corporation board meeting. PCs for People pick-ups went smoothly. Our branch Facebook page continues to attract followers; we are using the Facebook page to promote activities and share branch Facilities Master Plan updates. Kid's Café ended this month, Ms. Feliciano and Mr. Lauver participated in Summer Feeding Online training.

Lorain - Lorain hosted the Catalyst for Community Change program in partnership with the Cleveland Rape Crisis Center. Take-and-make crafts were distributed to patrons. Children's Librarian Adela Santana and Library Assistant Youth Emphasis Todd Fagan offered virtual weekly Storytimes to toddlers, preschoolers, and school-aged children from Almira Elementary School and Genesis Childcare Academy. Library Assistant Computer Emphasis Larisse Mondok attended Employee Resource Group meetings as well as the *Leveraging the Global ERG Network for Your ERGs* webinar and *Bystander Intervention Training at the Workplace*. Santana attended the Cuyahoga County Public Library *Youth Book Buzz*, *Crash Course in TikTok*, and *Beanstack Library Staff Essentials* webinars. All Lorain Branch staff attended the *Ditch the Drama: Strategies for Peak Performance: More Peace, Less Drama* webinar and viewed United Way's 211 video. The majority of staff completed the Summer Feeding Online training. Branch Manager

Crystal Tancak attended the Managers Meeting, a Book Ends Customer Service pilot, the Personal Empowerment: Emotional Intelligence Training discussion, and a Transition Planning/Move Management meeting. Tancak also attended the West Side Collaborative and MyCom meetings, and staffed tables at the 78th Street Art Studios and Max Hayes "We Are Family" Literacy Carnival events. An all-staff meeting was also held at the branch.

Rockport - The Rockport Branch continued to be the most heavily trafficked location at Cleveland Public Library. Featured this month were two book displays: One commemorating Asian American Pacific Islander Month and the second consisting of staff picks. Preparations for Summer Lit League (SLL) continued with Kendra Proctor, Children's Librarian, serving on the planning committee and William Petrucz, Library Assistant Youth Emphasis, watching the 2021 *Children's Summer Reading Program* webinar from NEO-RLS. Additionally, two of the lobby display units were utilized to advertise SLL and youth staff distributed fliers to area schools and daycares. A couple dozen Fossil Dig Grab-and-Go kits were distributed to youth. Collection management activities for the month included weeding of the picture book collection. James Talley, Branch Clerk, attended meetings for CPL Play and all Rockport staff attended the monthly branch staff meeting. The Best Buy Teen Tech Center had a busy month with attendance rising to 95 in person and 64 virtually. Youth finished their Engineer for the Week competition and submitted 3 computer games. Merle Santiago, BBTTTC Assistant Coordinator, completed a membership spreadsheet, and Jill Pappenhagen, Coordinator, participated in two NEO-RLS webinars and a Clubhouse Network webinar.

Walz - The month of May has been busier than ever at Walz Branch with an increase in patron visits and computer use. The West Park staff that has transferred here has been combined well with Walz staff and its patrons. Children's Librarian Libby McCuan has diligently kept in touch with her West Park schools and daycares as well as making inroads with Walz's schools. Many classes are taking advantage of early sign up for Summer Lit League. This month the branch offered two take and make crafts: Mother's Day flowers, and Butterfly window sun catchers. Thanks to Clerks Ms. Frye and Ms. Trent, their displays have been a huge part of circulating curated materials -- this month featured An AAPI Month display, Memorial Day display and National Pets Month! The Senior Book/Movie club meet on Zoom again, with two new members joining. Manager Jeanmarie Gielly attended a MyCom meeting for Detroit-Shoreway.

West Park - West Park closed to patrons for the FMP last month (in April). Manager Michael Dalby has made several trips to the branch to meet CPL staff and GovDeals buyers in order to clear out old furniture and fixtures. Manager Dalby has been attending move management and groundbreaking meetings in preparation for the construction. Several patrons and community leaders will be invited to the upcoming July ceremony. Dalby has also been facilitating the system-wide 211 phone soft launch for May 31st.

District Two

Brooklyn - The branch had continued success with virtual and community outreach opportunities, as well as connected with key community members within the Brooklyn Centre neighborhood. LAYE Catherine Hankins continued to provide Take and Make crafts; more than 70 were given to a teacher and another library branch, and prepared a supply of 100 for distribution this month and the summer. Ms. Hankins and Children Librarian Laura McShane also provided virtual Storytimes to HSA Denison school children. Ms. McShane connected with area schools and educators, and with the help of Youth Services Department delivered nearly 80 STEM kits to Denison school. Her community networking continued most notably with MetroHealth family related initiatives while promoting the upcoming Summer Lit League program. The branch collaboration with Connecting for Kids allowed the branch to connect with 10 families picking up their resource kits. Branch Manager Ron Roberts participated in the 2nd District Community Relations meeting, and continued with the Workforce Development Committee preparation for CPL's collaboration with Ohio Means Jobs.

Carnegie West - Children and families are still engaged in the virtual Storytime experience, with over 50 participants this month. Staff have given away 22 snack packs, 42 Grab n' Go lunches, and 11 disaster boxes, courtesy of the Cleveland Food Bank. Branch Manager Angela Guinther is working with Ohio City residents on ideas for a series of outdoor programs in Frank Novak Park, the city park in which the library resides. Residents have expressed a keen interest in positively activating and using the park.

Fulton - Staff continued to offer branch services to patrons, along with GCFB's Grab n' Go lunches, backpack meals and disaster boxes. The branch continued to prepare for the VZ Tech/Innovation Lab. Staff reimagined the children's area to give it a new crisp look. All staff attended the Great Cleveland

Food Bank Summer Feeding training. Page Gabby Murray shifted the children's collection, interfiled the series books, and with the help of staff moved holiday material to the stacks. Clerk Rachel Irizarry updated the jobs board, removed the tax form display, and put up a 211 display. Branch Clerk Lindsay Palma helped discard items out of SIRSI. LACE Justin Smith assisted many patrons with PUA/unemployment and discarded items from the children's collection. LACE Bernadette Lemak and LAYE Jeanna Sauls weeded and reorganized the DVD collection. Children's Librarian Beverly Austin conducted Zoom Storytimes and virtual programs, and created a Grab n' Go craft kit. Children's Librarian Karen Kelly-Grasso attended SLL Committee meetings and assisted in teaching other staff computer shortcuts. Youth Service staff attended Beanstack training in preparation for SLL. Branch Manager Leslie Barrett attended the following workshops/meetings: Public Services Managers, D2/D3 managers meeting, FIT committee, Corporate Challenge meeting, the People with Disabilities ERG, and weekly VZ Tech lab meetings. The branch has a completed computer bar and has had newer computers brought in and installed in the computer bar area. The branch reached capacity once due to the steady flow of patrons.

Jefferson - The Branch has entered its second month of closure for the Facilities Master Plan renovations. Planning is underway for a groundbreaking ceremony that will occur on July 10. While the branch is closed, Jefferson staff continue to serve the Tremont community in a number of ways while assisting at their temporary locations. After COVID restrictions were loosened to allow outdoor programming, Children's Librarian Karen Kelly Grasso, and LAYE Alexander Story have resumed Storytimes and book talks at Tremont Montessori school, of which have provided an opportunity to promote the Summer Lit League (SLL) to teachers and students. Ms. Kelly Grasso had weekly meetings for the SLL planning committee. Branch Manager Steve Capuozzo, continued to run the Tremont Think and Drink book club virtually: *Can't Even: How Millennials Became the Burnout Generation* was discussed. While assisting at the Rockport Branch, Mr. Capuozzo attended numerous meetings: Public Services Managers, D2/D3, Rockport Staff, Transition Planning, Strategic Planning, Foundation/fundraising, Best Buy Teen Tech Center circulating material, and Groundbreaking. As Chair of the Rainbow Readers ERG, he also attended a meeting and two webinars and helped elicit input for a web-based project for Pride Month.

South - The month has been the busiest month so far due to the increase of the capacity limit, and the increase of two hour computer limit. Staff have seen more people visit the branch,

especially the children and teens. Virtual Storytimes were held for 1st and 3rd graders from Luis Munoz Marin Dual Language Academy. Director Felton Thomas visited the South Branch on May 20th, 2021. Staff was very excited to perform their first outreach program in partnership with the Tremont West Development Corporation, as part of the Family Group event at the Towpath, and the Towpath integration plan for Tremont.

South Brooklyn - Staff offered curbside, walk up, in-house services, and Saturday hours, 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 a monthly branch meeting. Branch Clerk Grace Wen attended the Multi-cultural ERG. LAYE Raymond Cruz attended the YS meeting, and created Take n' make crafts. Children's Librarian Ronald Palka-Roman attended the YS meeting, Multi-Cultural ERG meeting, and conducted virtual Storytimes with Charles Mooney, William C. Bryant and Horizon Educational Center. Assistant Manager Tammy Houghton attended the following: PS Managers meeting, D2/3 Managers meeting, Bookends meeting, *Customers Without Masks* webinar, and the ALA Black Caucus President's Program about policing in the library. District Manager Luigi Russo participated in the following meetings: 2nd District Police Community Relations, Old Brooklyn CDC MyCom, Old Brooklyn CDC Community, Public Services Team, PS Managers, Reopening Task Force, Transition Planning/Moving Management, Groundbreaking Committee, D2/3 Managers, FUL Jumpstart/Verizon Tech Center, Intro to Emotional Intelligence, Sterling staff mediation, Board meeting, and the *Customers Without Masks* webinar. Mr. Cruz, Mr. Palka-Roman, Ms. Houghton and Mr. Russo attended the second round of Strategic Planning for branch programs.

District Three

Garden Valley - The Youth staff facilitated several virtual Storytimes to Harvest and All-Around Children Daycares. LAYE Leonard Burks conducted the Jazz Art Program, in which several jazz musicians presented music from various timelines of this genre to show how jazz styles vary; 27 young library patrons participated. Dyad Public Services Manager Maria Estrella received the 2021 recipient of the Dr. Arnulfo D. Trejo Librarian Of The Year Award; the accolade recognizes a Librarian who has distinguished himself or herself in the field of librarianship, promoted and advocated services to the Spanish-speaking and Latino communities, and made outstanding contributions to REFORMA (The National Association to Promote

Library and Information Services to Latinos and the Spanish-Speaking).

Hough - This month saw some slight changes to our service model: Patrons can now stay in the building for a total of two hours and can come and enter multiple times a day. Patrons are still able to utilize walk-up and curbside services. Kids Cafe, disaster boxes, and the backpack operation have continued. The youth staff continued Storytime with the local daycare, Lexington-Bell, and attended round two of Strategic Planning meetings with Dr. Sadie Winlock and Branch Manager Lexy Kmiecik. Mrs. Kmiecik attended the People with Disabilities ERG meeting, Manager's meeting, virtual Reopening Committee Taskforce meetings, Transition Planning/Move Management meetings, groundbreaking meetings, Staff Philanthropy Committee meeting, District 2 & 3 meeting, and a Bookends run-through.

MLK - The Branch continued its partnership with Fenway Towers, of which 12 Fenway Tower residents participated in a Motown-themed MLK Trivia activity. Cuyahoga County Detention Center youth joined Youth Services Staff for a May "book" discussion which was based on poetry packets that were distributed to each youth in April 2021. CCDC participants wrote, read and discussed their own poetry, discussed their favorite poetry, talked about their daily journaling and lyric writing, and learned about "context clues". Branch Manager Dr. Tonya Briggs attended the following: NEO-RLS DEI Committee Meeting, Urban Libraries Council Edge Coffee Break (Measuring the Digital Divide & Community Data Toolkit), Library Journal Day of Dialog, Policing and Libraries with the Black Caucus of the ALA, University Circle Inc.'s 2021 Spring Meeting, and NEO-RLS DEI Committee Meeting. Various Youth staff attended the following: The University of Southern Mississippi's Virtual 2021 Fay B. Kaigler Children's Book Festival, CCPL's *Youth Book Buzz*, NEO-RLS *Crash Course In Using TikTok*, Literacy Cooperative webinar: *Can We Talk? Bringing Mindfulness and Skill to Difficult Conversations*, BCALA's *Policing & the BLM in Libraries*, and MyCom's performance of *The Group Chat*, a play about substance abuse and diversity for teens.

Sterling - The Branch continued to support Central Neighborhood adults and youth with computers, faxing, emails, and printing/copying. Youth staff Charles Bailey and Sonja McCord distributed 600 boxed lunches through the Kids Cafe snack program, 96 bags of kid-friendly weekend meals through the GCFB backpack program, and 40 disaster boxes. Ms. McCord presented Storytimes via Zoom to area preschools and distributed Grab n'

Go craft kits. Mr. Bailey served on the 2021 Summer Lit League committee, and recorded a story for Dial-A-Story and the week 7 SLL session "If I Was a Reptile". Bette Bonder, who is the Central Octavofest organizer, met with Branch Manager Monica Rudzinski regarding summer programming. Ms. Rudzinski toured the Culinary Literacy Center at Lorain County Public Library.

Woodland - The Branch temporarily closed to begin construction of the Woodland Campus, and the Facilities Master Plan team is currently working on the logistics of the Woodland Branch Ground Breaking event on Saturday, June 26, 2021, at 10:30 AM. Dyad Public Services Manager Maria F. Estrella, and Library Assistant-Youth Emphasis Kelli Newson continued to compile discretionary orders for the opening Woodland Branch collection. Mrs. Estrella attended the following meetings: Public Services Managers meeting, D2/3 Managers meeting, Groundbreaking Committee meeting, MyCom Partner meeting, Transition Planning/Move Management, and Family Connections - SPARK meeting. She also attended the following webinars and events: *NEO-RLS Diversity Works: Understanding Discrimination and Harassment in the Workplace*, *PLA Understanding the Role of Public Library Directors*, and Cleveland Central Promise Advisory Council Meeting.

District Four

East 131 - The East 131 Branch kicked off the month of May in celebration of Mothers. Youth Services staff Kelli Minter, Children's Librarian and Rosa Simone, Library Assistant, provided a Tinker Tuesday program along with a Storytime dedicated to honoring mothers. Programs for the month included Library Assistant Computer Emphasis Carla Carraway's thought-provoking staff picks. The branch hosted the Cuyahoga County Resource Boxes for families with children on the autism spectrum. The East 131st Street Branch participated as a pick-up site for the City of Cleveland's Circular Cleveland Ambassador applications. Ceramicist George Woideck provided the Making Mosaics program for 15 children in the reading garden. The youth staff presented several Tinker Tuesday programs via Facebook, and offered Take and Make kits. Patrons were grateful to Branch Clerk Pat McCoy for creating a New Releases review sheet to accompany the monthly DVD Request Form. East 131 Branch Youth Services staff attended the MyCom meeting. Along with Children's Librarian Mark Tidrick, Ms. Minter attended the Dickens Reads Virtual Parent Night for grades K-5 and promoted Summer Lit League. Youth Services staff Page Kaleah Merritt and Ms. Marquez completed the Greater Cleveland Food Bank's Summer Lunch

Training. In partnership with the City of Cleveland's Office of Sustainability, Ms. Marquez coordinated the Rain Barrel program to be hosted over the summer at the following participating branches: Addison, Carnegie-West, East 131, Eastman, Fleet, Memorial-Nottingham, Rice and Rockport. Ms. Marquez attended a virtual planning meeting with the First Street Coalition to finalize the plans and press release for the Annual Street Beautification Day in June. Along with the Volunteens, Ms. Marquez met with the Jewish Federation of Cleveland to discuss relevant topics such as improving literacy through the reading aloud daily challenge, helping grow the tree canopy, and creating jobs by teens and for teens. Ending the month of May, the East 131st Branch enthusiastically prepared for the Annual Street Beautification Day event. Staff also championed and registered students for Summer Lit League: A World of What-Ifs!

Fleet - In May, preparations for Summer Lit League (SLL) were finalized. Youth Librarian Tracie Forfia, in collaboration with LAYE Anna Fullmer planned a weekly schedule of "what if I..." themed activities. Ms. Fullmer also posted information about Fleet's SLL on the Branch's Facebook page. In the adult room, attention was given to the non-fiction collection with heavy weeding of items that have not circulated. Community engagement and partnerships building continues virtually with the P16 Slavic Village Community meetings and Zoom preschool Storytime. Fleet's Cleveland Foodbank Harvest for Hunger food drive received two boxes of nonperishables from the Fleet branch this year. Internally, Property Management has followed-up confirming the location of the Branch 211 phone. Finally, Royce Guard Spicer was reassigned to Union branch. Due to his reassignment, SPS Officer Curtis Williams has been assigned to Fleet.

Harvard Lee - Throughout May, Youth staff Olivia Morales and Kevin Moore delivered Summer Lit League (SLL) postcards in person and via email to schools and daycares. Staff gave away Take and Make bags to adults and children. Ms. Olivia presented about SLL and other resources at Whitney Young School's "Beat the Summer Slide" meeting. Branch Manager Kristen Schmidt attended the MyCom meeting, CPL Staff Philanthropy Committee meeting, Harvard Community Services Center Collaborative meeting, the webinar *customers without masks*, an LSTA grant meeting, a move management FMP session, and CPL's L&D Steering Committee meeting. As part of the L&D Steering Committee, she drafted a Public Services training survey. Ms. Olivia, Mr. Moore, and Ms. Schmidt participated in a second programming meeting with Dr. Sadie Winlock. LACE staff Stacy Brown and Lisa Held both attended a Remote Assistance refresher class. Page Joe

Jones returned from OSU to work at Harvard-Lee for the summer. The branch staff completed the Adult weeding list and revamped the Book Sale truck. Ms. Schmidt learned she was nominated by her staff for the WOW Empowerment award.

Mt. Pleasant - LegalWorks appointments and walk-ins have continued to pick up steam this month. Attendance has increased as word spread throughout the community. Patrons have been traveling from all over the city for assistance with expungements, consumer issues, simple wills, and driving privilege restoration. Youth Librarian Mark Tidrick, Library Assistant Youth Emphasis Renita Carter, and Library Assistant Computer Emphasis Kyra Berzonsky attended the North East Ohio Regional Library Systems webinar called *Dealing With Hostile and Potentially Dangerous Library User Behavior* led by Pat Wagner. Mr. Tidrick attended Beanstack training in preparation for Summer Lit League registration. Manager Shayla Boyce presented about the Library's Legal Services at the monthly live stream, *Legal Aid at the Library: LIVE on Facebook*. LegalWorks representative James Levin presented about LegalWorks services being provided at the branch to the Fourth District Safety meeting with Commander Brandon Kutz. Mr. Tidrick and the East 131 Branch Youth Librarian Kelli Minter presented the Summer Lit League to the Dickens Reads Committee. Mr. Tidrick co-lead a presentation about Summer Lit League for WYKC's *We the People*. Ms. Boyce and Mr. Tidrick will also be presenting about Summer Lit League at the Ward 2 Councilperson meeting.

Rice - Rice continued to be busy during the Month of May. We started the month by welcoming in Asian American and Pacific Islander Heritage Month and celebrating their culture with a book display. We continued our habit of recycling the material on the book truck with new titles, adding special interest books such a books in recognition of Cinco de Mayo and Mother's Day, and about taxes, and military to name a few. The Rice team applied for a Neighbor Up Community Garden Farmers Market grant to restart the gardening programming for community youth. We also planted seedlings that were started indoors to renew and refresh the branch landscape. Youth librarian Whitney Johnson and Youth LA Kelli Newsom conducted weekly Storytimes for Sunbeam Elementary, and spoke at the Intergenerational School Community Zoom meeting, giving information about the upcoming Summer Lit League and the ease of library use. The Youth team provided a Mother's Day Take and Make craft and vision board supplies for the virtual vision board party. Ms. Johnson participated in a youth book buzz Zoom event to learn about upcoming books and NEORLS's *How to better understand the reach*

of TikTok; a crash course for the Youth team in TikTok programming. Assistant Manager Shanell Jones completed the "Individual Excellence" professional development series which focused on career enhancing skills and techniques. Ms. Hutson co-chaired the Public Library Association's membership advisory meeting as well as participated in the following professional development: Personal empowerment - Emotional Intelligence Training, *How to Reduce Police Calls and Keep Everyone Safe in Your Organization*, *Open Your Mind to Grant Writing*, *Salary Negotiations Ins, Outs and In-Betweens*, and *Customers without masks*. She also attended the following CPL events: 2022 Planning Summit, Labor Management Team Training, and a Health and Safety meeting.

Union - For the month of May, staff are welcoming our patrons back inside of the branch as well as continuing to offer walk-up service. Youth staff continue to provide Storytimes to the community schools and daycares which include Miles Park, Nathan Hale and CEOGC. Youth staff have registered youth for this year's Summer Lit League. Ms. Steward attended Library Journal Day of Dialog, *Youth Book Buzz*, and MyCom meetings/workshops. Ms. Johnson attended 2 virtual field trips with the True2U students. Ms. Johnson attended a how-to webinar for Global ERG Network, *Women in Business* by PNC. Ms. Williams and Ms. Johnson attended the virtual True2U Year-End Celebration. The keynote speaker for the event was recording artist and motivational speaker DEE-1. Ms. Williams attended virtual workshop *Customers Without Masks* hosted by Ryan Dowd. Ms. Williams also attended CPL-Fit and Bookends team meetings. Ms. Hill attended the virtual webinar *A Conversation on Policing and Libraries with the Black Caucus of the American Library Association* hosted by North East Ohio Regional Library System.

District Five

Addison - During the month of May, staff were busy with assigned professional development and community outreach. Branch Clerk Tyler Guerin completed one hour of professional development inclusive of the Ohio Reference Excellence module six part four, participated in NEORLS' webinar *Mastering Uncomfortable Conversations with Library Visitors*, and attended the People with Disabilities ERG meeting. LAYE, Ron Clark, participated in NEORLS' webinars called *Mastering Uncomfortable Conversations with Library Visitors*. Mrs. Malinoski, attended *Book Buzz*, hosted by CCPL and attended Beanstack training. Branch Manager Ms. Means, attended, *Virtual Veteran's Cafe*, and Cuyahoga Job and Family Services Community Partner Conversation. Ms. Means,

LAYE Ron Clark, and Children's Librarian Ms. Malinoski completed Cleveland Foodbank Summer Feeding training. Addison hosted two Zoom events presented by IUIC Columbus.

Collinwood - It's that time of the year again for the Collinwood Branch, spring cleaning and weeding are in the mix for this month with support from our Clerks. Our Seed Catalogue is flourishing with patrons coming for things for their garden. The Youth staff have been regularly engaging the daycares and Learning Pods in the area and are on track to have a good number of Summer Lit League enrollments while also redesigning the Children's/Youth area of the branch and making progress. Unemployment benefits, tax information and resume building on the computer remains the main focus of our customer service. Training for Summer Kid's Café has been completed by our Youth and LACE staff. LACE Staff also completed refresher courses on remote access for patrons via Tech Central. Manager Peak and Adam Tully participated in ERG meetings and Manager Peak attended 5th District Safety meeting and Collinwood Community Block Club meetings via Zoom.

Glenville - Youth staff, Peter Roth presented "Good morning, Glenville" Storytime virtually to individuals. He also attended SEIU 1199's delegates, Summer Lit League Committee, ERG Committee, and Youth Service meetings. Manager Sharon Jefferson attended Re-opening Task Force, Public Services Manager's meeting, D4/D5 district meeting, webinar *Policing and BLM Movement in Libraries*, Strategic Planning meeting from OPS, Transition Planning and Move Management, Grant Writing Workshop seminar and LSTA Grant meeting.

Langston Hughes - This month Children's Librarian Christopher Busta-Peck created the Mechanical Wonder Series, beginning with a working model of the solar system. The display will be shown in its various parts before being assembled and will be featured on the branch's Facebook page. Other creations that will be featured are a horse and clock with movable parts. Children's Librarian Christopher Busta-Peck and Library Assistant Ron English both posted virtual Storytimes on the Langston Hughes branch Facebook page. The branch hosted a visit by Director Thomas. Branch LACEs, Isaiah Lewis and Aquene Kimmel both took part in the Remote Assistance Refresher provided by Tech Central. Mr. Bradford hosted three students from Case Western Reserve University who wanted to know information about Langston Hughes, the person, the branch, the Glenville neighborhood, and the city of Cleveland. Mr. Bradford gave them a short history of the origin of the branch and gave them a quick tour of the

branch including showing the students the 1920 autographed high school yearbook of the famous poet and author. Mr. Bradford attended the HR Forum for Dress code guidelines, Monthly YS meeting, the Remote Assistance Refresher Session and participated in the following webinars: *How Librarians can engage in Elder Fraud Prevention, The Secret to Superior Customer Service, Going Virtual: Ways to stay Engaged During COVID-19, Caring for the Mind: Providing Mental Health Information at Your Library.* Adult fiction, music CDs, and DVDs were weeded.

Memorial-Nottingham - During the month of May, Memorial-Nottingham hosted the first annual MNT Means Job Virtual Career Fair in partnership with Greater Collinwood Development Corporation. Cleveland Clinic and Morrison Products were the featured employers. Many virtual participants attended the fair to meet and interview with potential employers. Branch Manager Mrs. Moncrief Robinson, Library Assistant Ms. Dunn-Childress, and Library Assistant Mr. Braden-Dorsey were the lead staff on this project. To celebrate Garden Vegetable Day, vegetable seeds were given to patrons to plant their own garden. Mrs. Moncrief Robinson attended three community meetings and two professional development workshops. Staff submitted an article to The Collinwood Observer. The article featured branch services, programs, and book recommendations. The Youth Services staff attended the virtual Youth Services meeting. Ms. Rivera hosted eight virtual Storytimes with O.H Perry classes and one Jubilee Academy preschool Storytime. Paper flower Take and Make craft bags were made to give out for the month of May. Over 20 bags were passed out. Children's Librarian Ms. Rivera attended the Philanthropy Committee meeting. Library Assistant Mr. Benton was appointed to co-chair the African-American ERG. Summer Lit League information was given to our school and childcare partners.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

In May, the 3E/OPS continued its rollout of spring programming and devoted much of its time and resources to developing its annual summer reading program and enrichment programming in eight CMSC schools.

PARTNERS AND PROGRAMS (Adult)

LegalWorks, a non-profit organization that provides legal consultation and assistance for qualified, low-income youth and adults with the intent of resolving legal issues that are barriers to employment, completed its second month of in-person consultations at the Mt. Pleasant and Fulton Branches. During May, LegalWorks served a total of 25 clients, 23 of which were new. This service resulted in the filing of 6 motions to seal in Cuyahoga County Court of Common Pleas, Cuyahoga County Probate Court, Berea, Lakewood, Parma, Shaker Heights, South Euclid municipal courts. Cases involved vacating/removing arrest warrants, real estate deed preparation, Powers of Attorney, wills and miscellaneous probate issues, securing driving privileges, civil conflict resolution, and resolution of credit/debtor situations.

On May 25th, The Legal Aid Society of Cleveland and Cleveland Public Library hosted the fourth program of its Facebook LIVE series. This month's program addressed eviction and housing rights issues. Featured speakers from the Cleveland Housing Network (CHN) and Social Sciences Librarian, Mark Moore discussed tenant rights and resources available to patrons.

PARTNERS AND PROGRAMS (Youth)

Sowing Seeds art therapy workshops were offered at two locations serving students grades K-8. Art Therapy studio therapists facilitated workshops that developed skills using different media - drawing, painting, sculpting while encouraging self-expression in each session.

CSU Viking Corps and America Reads tutoring concluded its Spring session on May 6th. Over the last quarter, thirteen CSU students offered after-school tutoring Mondays-Thursdays at six virtual locations. Staff at participating host locations reported that approximately 84 students were served in the last semester.

Facilitated by the Music Settlement, Read to the Beat provided music therapy sessions for preschoolers and families virtually via the Library's Facebook page. Approximately 470 families visited the Cleveland Public Library Facebook page on Wednesdays to engage with a professional music therapist and learn reading and early literacy skills.

The Library's violin program continued online during May. With the relaxing restrictions on indoor programming, the program

will transition to in-person programming in July. On May 7th, the program expanded to include students connected to the Family for Life Foundation.

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)
 - Groundbreakings: 1A Branch Groundbreakings
 - Apprised local legislators and CDC's on FMP Phase 1A groundbreaking efforts of the branch(es) in their locale/jurisdiction
 - Advocacy: Public Library Fund (PLF)
 - Participated in various meetings with senators underscoring the value of the PLF and requesting their support to increase the percentage to 1.7% of the general revenue fund

CPL DEVELOPMENT UPDATES:

- **Goal:** *Align fundraising to support CPL's new strategic plan and facilities master plan (FMP)*
 - Fundraising
 - **Strategic Plan Priority: Build 21st Century Resources---**Digital Literacy
 - Submitted request to The Cleveland Foundation in support of a Digital Navigators program
 - **Strategic Plan Priority: Create Opportunities for Conversation that Matter---**Adult Education
 - Submitted Open Grant request to LSTA for an empowerment speaker series at MLK Branch

CPL FOUNDATION UPDATES:

- **Goal:** *Reach Financial Targets*
 - **Corporate Sponsorship**
 - Advanced efforts for 2021 corporate giving solicitations
 - Hosted calls with various companies re: corporate sponsorship opportunities
 - Secured sponsorships
 - Benesch Law
 - Cleveland Neighborhood Progress
 - Sisters of Charity Foundation of Cleveland
 - *Capacity Building*
 - Hosted Strategic Business Planning check-in calls
- **Additional CPL Foundation Efforts:**
 - Reopened the Gift Shop
 - Held Staff Philanthropy Committee meeting
 - Preparation for Mid-Year Appeal
 - Distributed MakerBot STEM robots to branches as in-kind donation from AT&T
 - CPLF Board
 - CPL Foundation Executive Committee held its monthly meeting
 - Held CPL Foundation Governance Committee meeting
 - Held CPL Foundation Finance Committee meeting
 - Held CPL Foundation Development Committee meeting

COLLECTION & TECHNICAL SERVICES

Director of Collection and Technical Services Sandy Jelar Elwell worked with Acquisitions Coordinator Alicia Naab, Collection Management Librarian Laura Mommers, and High Demand Librarian Dale Dickerson to temporarily redistribute work assignments until a replacement has been hired for the Collection Manager position. Ms. Jelar Elwell assumed the responsibility for the selection of OverDrive eMedia and adult print materials in addition to overseeing the overall operations of the Collection Management Department.

Ms. Jelar Elwell met with TechCentral Manager Suzi Perez, District Manager Michael Dalby, Jefferson Branch Manager Steve Capuozzo, and Teen Tech Center Coordinator Jill Pappenhagen to discuss the purchasing of hotspots and laptops to lend for the Best Buy Teen Tech Center. She also met with OverDrive Account Manager Todd Warhola and OverDrive Content Specialist Holly Kabat to discuss the selection of OverDrive materials and identify ways to further streamline the handling of titles with holds.

Ms. Jelar Elwell attended a Leadership meeting of the Women's Employee Resource Group (ERG), a meeting of the Urban Libraries Council (ULC) Collection Leaders, the CLEVNET Technical Services & Acquisitions Special Interest Group meeting, and continued to participate in meetings of the Capital Improvement Plan Core Team and Transition Planning/Move Management Team. She also attended an OverDrive webinar on the "Three Must-Have Genres for Your Summer Collection."

Acquisitions: The Acquisitions Department ordered 4,849 titles and 13,466 items (including periodical subscriptions and serial standing orders); received 9,734 items, 1,025 periodicals, and 300 serials; added 301 periodical items, 39 serial items, 186 paperbacks, and 417 comics; and processed 1,458 invoices and 12 gift items.

Acquisitions Coordinator Alicia Naab adjusted her workflows to accommodate for new tasks that she had assumed responsibility for after Pam Matthews resigned from her position as Collection Manager. The majority of these undertakings were through OverDrive Marketplace and have been incorporated into Ms. Naab's own selection responsibilities with that vendor. Ms. Naab has also been collaborating regularly with Collection Management Librarian Laura Mommers to determine how best to accommodate patron requests in Ms. Matthews absence.

Ms. Naab collaborated with Director of Collection and Technical Services Sandy Jelar Elwell to create an OverDrive collection of The Great Courses materials that had recently become available through new licensing for OverDrive Marketplace. Ms. Naab worked with Materials Handling Supervisor James Clardy to move the processing of YREAD materials to the Shipping and/or Materials Processing staff once the items had been received in Sirsi. Ms. Naab also aided Catalog Manager Andrea Johnson in resolving an Electronic Data Interchange (EDI) error one of the CLEVNET Libraries was encountering.

Catalog: Librarians cataloged 2,774 titles and added 3,220 items for Cleveland Public Library. Librarians also added 983 titles, completed 65 merges and edited 62 records for CLEVNET member libraries. Clerical staff cataloged 535 new titles and added 2,356 items for the Cleveland Public Library, and added 1,388 records for the CLEVNET libraries.

The Librarians attended their first departmental meeting since March 2020. Catalog Manager Andrea Johnson wrote documentation for the CLEVNET Members Site about how item coding in Workflows affects searching and displays in the Public Catalog. She also revised the CLEVNET overlay request guidelines. She presented both topics, as well as an update on Collection and Technical Services, at the CLEVNET Technical Services & Acquisitions Special Interest Group meeting on May 19. Catalog Librarian Perry Huang attended the meeting.

Technical Services Librarian Michael Gabe created an original record for some Hans Christian Anderson fairy tales translated into Russian. Technical Services Librarian Erin Valentine created seven original catalog records for unique items held by Special Collections, including facsimile artwork depicting Emmanuel Church, a handmade book containing photographs of unique interior views and plans of Technical High School, and Charles F. Schweinfurth drawings depicting Trinity Cathedral and Ursuline Academy and Convent. Ms. Valentine also created two name authority records, including one for prominent Cleveland architect and former Superintendent of Buildings for Cleveland Public Schools Frank Seymour Barnum.

Collection Management: Collection Management selected 472 titles and 3,690 copies in May and spent over \$75,000 on physical materials.

Collection Management Librarian Laura Mommers assumed the responsibility for handling the purchasing of additional copies for titles with holds and patron requests as a result of the Collection Manager position currently being vacant. Ms. Mommers attended the following webinars: Cuyahoga County Public Library (CCPL) Book Buzz, a Booklist webinar on Picture Books for Summer and Beyond, and Baker & Taylor (B&T) TitleTalks on Summer/Fall 2021 Books for Young Adults, Fall 2021 Middle Grade Fiction and Nonfiction, Fall 2021 Middle Grade Graphic Novels, and Fall 2021 Baby/Toddler/Picture Books.

High Demand: The High Demand Department ordered 472 titles and 3,690 items; received and added 6,116 items; processed 412 invoices, and added 668 records for the CLEVNET libraries.

The High Demand Department experienced another reduction in staff during the month of May. Technical Services Associate Summer Salem was selected for the Operations Project Coordinator and her last working day in the High Demand Department was May 21. High Demand Librarian Dale Dickerson assumed the responsibilities for Ms. Summer's position in addition to handling the responsibilities for the Technical Services Associate position that has been vacant since Rosalyn Easley's retirement in March. Mr. Dickerson has also been handling some new tasks due to the temporary redistribution of work assignments for the Collection Management Department.

Materials Processing: The Materials Processing Technicians processed 23,136 items for the month.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 154 items to the Main Library for requests and 60 items to fill holds. Main Library received 240 telescopes, the Branches received 280 telescopes, CLEVNET received 70 telescopes, CWRU received 3 telescopes, and CSU and Tri-C received 1 telescope each. A total of 595 telescopes were shipped out. The Technicians sent out 673 items of foreign material and in total 11,694 new items were sent to the Acquisitions and High Demand Departments.

Materials Handling Supervisor James Clardy was the recipient of the 2021 WOW! Empowerment Award which is given to a manager who exhibits an empowering attitude in their routine dealings with staff and personnel issues, as well as for their abilities in coaching, mentoring, and developing a more skillful workforce.

MARKETING & COMMUNICATIONS

EXECUTIVE SUMMARY

In May, Cleveland Public Library's promotional efforts focused on [summer meals](#), [Summer Lit League](#), [Juneteenth](#), and the [Facilities Master Plan](#). We have continued to provide the public with information about our visitor restrictions. The Marketing Department also produced materials for the reopening of the Library Gift Shop.

[Funding for public libraries](#) also made the news in May. To demonstrate the importance of libraries, Director Felton Thomas conducted a [virtual discussion](#) on the future of library buildings post COVID-19.

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

Library Programs & Services

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

SUMMER MEALS PROGRAM: In partnership with The Cleveland Food Bank, Cleveland Public Library branches will serve as a pick-up location for free meals for Cleveland area families this summer. Some branches will also offer "Family Food Boxes" containing over 20lbs of non-perishable food for children and their families.

Marketing Efforts: social and digital (cpl.org and eblasts), media release

MEDIA COVERAGE:

<https://spectrumnews1.com/oh/cleveland/news/2021/06/01/cleveland-area-children-can-receive-free-meals-during-the-summer>

<https://www.news5cleveland.com/news/local-news/oh-cuyahoga/summer-meal-programs-kick-off-as-students-near-end-of-school-year>

<https://newstalkcleveland.com/3103734/local-news-cleveland-public-library-helping-with-free-lunches-for-families/>

<https://www.cleveland19.com/2021/05/31/lunches-food-children-families-will-be-available-cleveland-library-branches-all-summer/>

SUMMER LIT LEAGUE: The summer reading program is open to children (0-18) and adults. This year's theme, *A World of What-ifs*, is a nod to the work of artist [Kameelah Janan Rasheed](#). Her work is known to spark conversation and is the inspiration for Summer Lit League activities. Prizes include PS5, Apple iPad, Nintendo Switch, Great Lakes Science Center passes, and more.

Marketing Efforts: radio, television interviews, social and digital (cpl.org and e-blasts), media release, and printed materials (post cards, posters)

MEDIA COVERAGE:

<https://www.wkyc.com/video/entertainment/television/programs/we-the-people/erica-marks-mark-tidrick-what-to-expect-at-the-summer-lit-league-this-year/95-c54a7b07-89c0-49cc-92c9-614c388a1a76>

<http://www.laprensatoledo.com/Stories/2021/051421/cpl.htm>

JUNETEENTH: Cleveland Public Library is celebrating Juneteenth with a week of cultural education programs and activities to honor the day, as well as spark conversation about our history and the future of Black America.

Marketing Efforts: radio, social and digital (cpl.org and e-blasts), media release, and printed materials (post cards, posters)

NEXT 400 ROUNDTABLE: In partnership with WOIO 19 News and its "The Next 400" initiative, Cleveland Public Library hosted a Facebook Live discussion on the topic of [racism as a health crisis](#) on the anniversary of George Floyd's death.

Marketing Efforts: social and digital (cpl.org and e-blasts)

FRONT EXHIBIT: Kameelah Janan Rasheed and FRONT were announced as recipients of the Joyce Foundation's 2021 Joyce Awards. Rasheed has worked with CPL in the past and is the inspiration for this year's Summer Lit League theme. In a program with Cleveland Public Library - with Cleveland area teenagers - she will create a civic mural focused on creating diverse narratives about lived Black experiences.

EASTMAN READING GARDEN PUBLIC ART INSTALLATION: Local artist Darius Steward is also creating a public art installation in the Cleveland Public Library Eastman Reading Garden. The exhibition will be on display July through Fall 2021.

MEDIA COVERAGE:

<https://www.chicagogallerynews.com/news/2021/5/two-chicago-groups-named-as-recipients-of-2021-joyce-awards>

<http://canjournal.org/2021/05/artist-darius-steward-to-unveil-new-public-art-in-the-cleveland-public-libraris-eastman-reading-garden/>

FACILITIES MASTER PLAN: As part of the process to reimagine our neighborhood branches, **Cleveland Public Library gave progress updates to local media outlets.**

MEDIA COVERAGE:

<https://www.onenewspage.us/n/Business/1zn1t8wcwy/Library-branch-loft-apartments-in-Circle-Square-development.htm>

<https://www.crainscleveland.com/real-estate/cleveland-scholar-house-project-near-tri-c-wins-competitive-tax-credits>

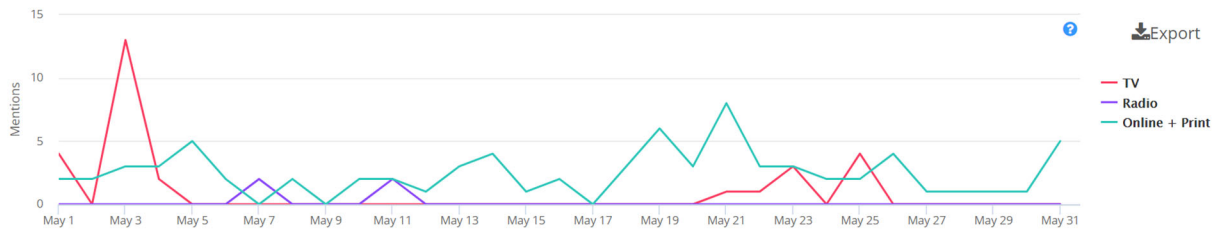
<https://www.cleveland.com/realestate-news/2021/05/affordable-housing-project-for-college-students-with-children-receives-state-tax-credit.html>

<https://www.cleveland.com/cityhall/2021/05/cleveland-city-council-panel-oks-land-donation-for-new-public-library-on-woodland-avenue-in-central.html>

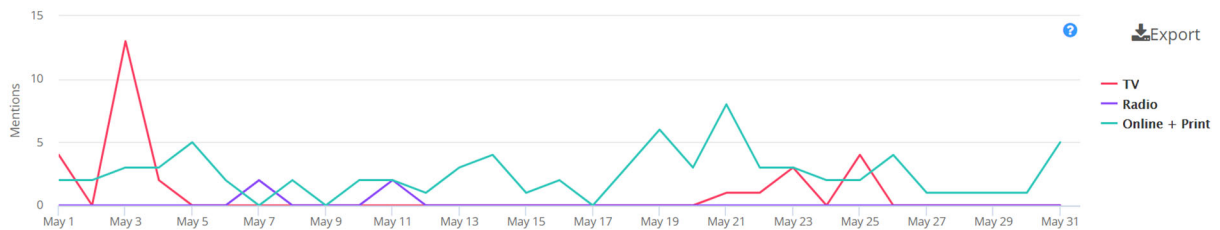
<https://www.cleveland.com/business/2021/05/library-branch-loft-apartments-in-circle-square-development-get-green-light.html>

PUBLIC RELATIONS OVERVIEW

Cleveland Public Library garnered 109 mentions for the month of May, reaching more than 46 million people in national and local TV news, and online and print.



Mentions 109 Audience 46,397,785 Publicity \$543,186



Mentions 109 Audience 46,397,785 Publicity \$543,186

SOCIAL MEDIA SUMMARY

AUDIENCE GROWTH: During the month of May, the Library's total audience growth increased on its social platforms. Twitter was the only platform to experience a decrease in audience, most likely attributed to the platform's periodic removal of inactive accounts. Engagement rate is up 15.3% across platforms compared to April. This growth means that the Library's messaging is resonating more with our audiences and is encouraging engagement and conversation. Some of the most successful posts in May were about timely topics such as the death of the beloved children's author Eric Carle and the FMP and upcoming groundbreaking. #TBT posts continue to be popular.

Broadcasts: Marketing continues to explore streaming opportunities, conversations, and content that promote learning and timely topics. Popular examples include:

- **Read to the Beat:** The Library produced 3 installments of Read to the Beat in partnership with The Music Settlement. The series encourages young readers to explore books and storytelling through music and singing.
- **The Next 400 Digital Round Table:** The Library hosted a conversation with WOIO 19 on the topic of racism as a health crisis on the anniversary of George Floyd's death.

VIDEO CONTENT PRODUCTION: Highlights include: [Voluteens tree](#) planting at East 131st Street Branch, videos to promote the Library's new values, and preparation for upcoming Summer Lit League videos.


Most popular posts by Platform

 Cleveland Public Library
Wed 5/26/2021 4:31 pm PDT


RIP to Eric Carle. Your books brought joy to children and families everywhere. The Hungry Caterpillar even brought joy and inspiration to our librarians at the Cleveland Public Library East 131st Street




Total Engagements	324
Reactions	235
Comments	5
Shares	29
Post Link Clicks	-
Other Post Clicks	55

 Cleveland Public Library
Thu 5/13/2021 8:00 am PDT

#TBT Holy nostalgia. Batman! This 1982 photo shows a larger-than-life mural of the caped crusader and boy wonder with Publix Book Mart in the foreground. Publix was formerly located at 1310 Huron




Total Engagements	211
Reactions	119
Comments	7
Shares	16
Post Link Clicks	1
Other Post Clicks	68


 Cleveland Public Library
Mon 5/31/2021 5:53 pm PDT

We're working with Greater Cleveland Food Bank to provide free meals for families this summer.


Cleveland Public Library to provide free meals for families this...



Total Engagements	170
Reactions	77
Comments	2
Shares	14
Post Link Clicks	34
Other Post Clicks	43

 Cleveland_PL
Wed 5/26/2021 11:29 pm UTC

RIP to Eric Carle. Your books brought joy to children and families everywhere. The Hungry Caterpillar even brought joy and inspiration to our librarians at the #CPL131 Branch.




Total Engagements	1,533
Likes	308
@Replies	0
Retweets	60
Post Link Clicks	2
Other Post Clicks	1,163
Other Engagements	0

 Cleveland_PL
Sat 5/29/2021 8:47 pm UTC

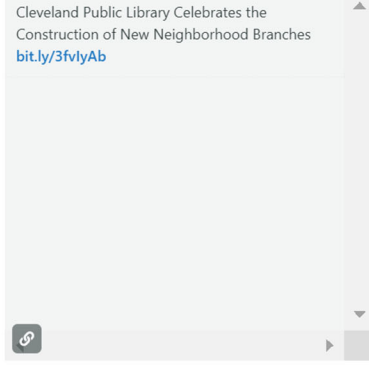
The groundbreaking for the brand new #CPLHough Branch is one week from today! Here are photos from the current branch's groundbreaking in 1983 and photos from when it opened in 1984



Total Engagements	111
Likes	13
@Replies	0
Retweets	4
Post Link Clicks	1
Other Post Clicks	93
Other Engagements	0

 Cleveland_PL
Wed 5/19/2021 4:32 pm UTC

Cleveland Public Library Celebrates the Construction of New Neighborhood Branches bit.ly/3fvyAb



Total Engagements	88
Likes	30
@Replies	2
Retweets	9
Post Link Clicks	23
Other Post Clicks	24
Other Engagements	0

 **clevelandpubliclibrary**
Thu 5/13/2021 8:00 am PDT

#TBT Holy nostalgia, Batman! This 1982 photo shows a larger-than-life mural of the caped crusader and boy wonder with Publix Book Mart in the foreground. Publix was formerly located at 1310 Huron Rd. in




Total Engagements	186
Likes	172
Comments	5
Saves	9

 **clevelandpubliclibrary**
Mon 5/24/2021 6:00 am PDT

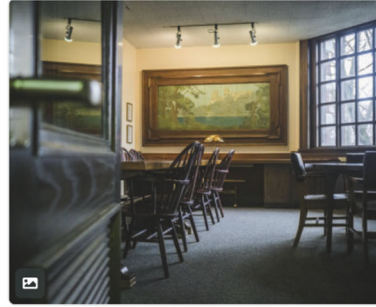
The photograph is a view of menu signage and behind-the-counter storage at Old Fashion Hot Dog, shortly before its closing in March 2020. This photo is part of the Neighborhood Photographic Survey



Total Engagements	103
Likes	95
Comments	5
Saves	3

 **clevelandpubliclibrary**
Mon 5/17/2021 6:00 am PDT

Cleveland Public Library Carnegie West Branch (#Cleveland, 2020) The Carnegie West Branch is located in the heart of Ohio City in Frank Novak Park. Thanks to a unique relationship with the City of Cleve



Total Engagements	68
Likes	66
Comments	0
Saves	2

PROPERTY MANAGEMENT

Carpenters

- FMP phase 1A move from Woodland garage to Lakeshore garage.
- Working on completing new carpenter shop at Lakeshore.
- Installed book drop from phase 1A branch (Jefferson) to M.L.K branch.

Maintenance Mechanics

- Started the ionizer installation project for LSW/Main air handlers.
- Worked with Carrier/Shippers Highway on the Mt. Pleasant HVAC replacement project.
- Installed Ring cameras/spotlights on Mt. Pleasant upper and lower roofs.
- Continued LSW return fan motor/VFD replacement project.
- Continued 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 and carbon filters on air handlers in Main building.

- 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 re-lamping.
- Continued work on relocating the carpenters/painters workshop and garage equipment storage in support of the Woodland/CDF FMP project. Finishing ductwork and ac installation.
- Continuing work on data cabling runs (CAT6) for the branch 211 phones.
- Worked with Robin's Nest on Eastman Garden mulching/landscaping work.
- 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). Continuing work/meetings with FMP Core Group and the Capital projects team on FMP design, building standards and move management.

SAFETY & PROTECTIVE SERVICES

Safety Services

- Safety & Protective Services participated in the Core team meetings and FMP keying & Key control.
- Safety & Protective Services held interviews to fill open officer positions.

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
May 2021	2374	36	25	22	155	32
April 2021	2145	61	37	26	95	36

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

Special Attention, Special Events, and Significant Incidents

- Video requests filled for Human Resources and information requests' forwarded from CPL Legal.
- Overtime filled for Finance department detail.
- An unattended, unlocked, and running vehicle was stolen from the Memorial Nottingham parking lot. CPD was notified and responded.
- Report of a female pointing a gun to the head of a male in Novak Park (near Carnegie West). CPD responded.

Protective and Fire Systems

- May fire extinguisher checks completed.
- SPS branch patrol officers patrolled the three closed CPL branches (Jefferson, West Park, and Woodland).
- A monitoring service agreement was completed between CPL and Guardian Alarms. Guardian Alarms will monitor all CPL facility burglar and fire alarms.
- The Lake Shore SPS officer put out a fire in an exterior trash can using a fire extinguisher.

Contract Security

- After hours Royce security was used to monitor the newly installed A/C units at Mount Pleasant.
- Three Royce guards were removed from the CPL account.

Administration

- The nine Safety & Protective Services officers that recently completed the OPOTA 124 hour Private Security passed the State OPOTA exam in Columbus, Ohio.
- The Health and Safety Committee were forwarded stats for the May meeting.

- District managers and the Assistant Director of Public Services were added to the 911 alert notifications list.
- NARCAN training will be scheduled for new SPS Officers. Metro Health will facilitate the training.

INFORMATION TECHNOLOGY & CLEVNET

In preparation for the celebration next year of CLEVNET's 40 years of library cooperation, CLEVNET staff spent some time this month reviewing the return-on-investment report released in May 2009.

The report, *Public Libraries' Return from Investment in CLEVNET*, was prepared by Driscoll & Fleeter, a public policy research firm based in Columbus, Ohio. The study examined "the costs assessed as dues in CLEVNET with the benefits of participating in the resource sharing network. The result shows the return on investment in CLEVNET both in terms of benefits for library patrons (Section A) and in terms of improved ability to provide library services (Section B)."

The direct benefits to library patrons (Section A) came from the sharing of circulating collections (interlibrary loans) and access to electronic databases and e-media. Driscoll & Fleeter determined that the "return to patrons specifically from CLEVNET participation equals a return of about 6.2 to 1."

The benefits of CLEVNET participation to assist staff of the member libraries to do library work (Section B) were obtained through economies of scale and higher efficiencies. The researchers concluded: "Therefore, in terms of savings obtained by libraries through the CLEVNET administration, the return for each dollar invested in participation equaled more than \$7 of savings."

Driscoll & Fleeter pointed out that Sections A and B should not be accumulated into a combined total. "Rather, they offer alternative ways to think about and value participation in the resource sharing network."

As staff reviewed the 2009 report, they were struck by how much had changed in terms of what services were offered to member libraries in Section B. At that time, the "major services provided to libraries through CLEVNET" included catalog services (ILS), technical assistance, hardware, and reports.

Since then, the list of services to member libraries has grown to include cybersecurity, telecommunications (VoIP phone system), a mobile app, Office 365 and SharePoint, public computer management (reservations, etc.), public printer management, event calendar and room/equipment booking software, virtual reference services, a digital marketing platform, data/mapping tools, and credit card transactions.

The other major change for CLEVNET members since the 2009 report was released has been the implementation of a new pricing model that went into effect in February 2019. The three-year project to revise the pricing model was led by Carrie Krenicky, CPL's Chief Financial Officer, and an ad hoc committee of CLEVNET directors and fiscal officers. The consultants on the project were from GFOA (Government Finance Officers Association).

At their regular meeting in June, the CLEVNET Executive Panel will discuss whether or not CLEVNET should update the return-on-investment report for 2022, to align with the fortieth anniversary year.

The CLEVNET directors will hold their next quarterly meeting, using Microsoft Teams, on Friday, July 30, 2021.