

DIRECTOR'S REPORT

November 18, 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

Phase 3 of CPL's reopening continued through the month of October. Face masks continued to be required for staff and patrons, capacity limits continued at 50% and meeting rooms continued to remain open for small groups. In addition passports services, library tours, charging stations, wedding photography, and the use of water fountains all remained open for patrons.

PROGRAMS, SERVICES AND EXHIBITS

An Introduction to Researching Your Mexican Ancestors

Center for Local and Global History Librarian Terry Metter hosted Genealogist Colleen Robledo Greene via Zoom for the presentation *An Introduction to Researching Your Mexican Ancestors* on October 6th and *Getting to Know Mexican Church & Civil Registration Records* on October 19th.

Virtual Author Visit with Deirdra Mask

Center for Local and Global History Manager Olivia Hoge hosted a virtual author visit with Deirdra Mask, author of the *Address Book* on October 27th.

Book Drops on Facebook

Popular Library Manager Sarah Flinn and Literature/Ohio Center for the Book Manager Don Boozer continued presenting *Book Drops* on Facebook with over 3,000 total views. Book Drops is a

live event where the hosts talk about their favorite books and give reading recommendations.

Get Graphic! Book Discussion

The Ohio Center for the Book welcomed back the Get Graphic! Book Discussion series at Bookhouse Brewing with a conversation about Derf's Kent State: *Four Dead in Ohio* on October 7th.

Music at Main

Fine Arts Librarian Andy Kaplan hosted Music at Main featuring Pianist Roman Rudnytsky who performed to an audience of 33 music lovers.

Youth Services Programs

Youth Services staff conducted Storytimes in the Eastman Reading Garden for children and families. Children's Librarian Eric Hanshaw offered a fun Dungeons and Dragons program called, *Afternoon Adventures* via Zoom on October 8th.

Books by Mail Programs

Words on Wheels: 18 packages with 39 items were sent as of October 15th. Eighteen patrons have used the service as of October 15, 2021.

Homebound: 111 packages were sent to 103 patrons during the period of September 16th - October 14th.

Lending Department Services

The Lending Department continues to serve as CPL's Passport Acceptance facility. Lending staff review and process new Passport applications, including providing Passport photograph services.

Lending staff continued to distribute free RTA Bus Passes, donated by the Ohio Department of Health, to patrons to help them travel to vaccination appointments.

Lending staff continued to distribute BiNaxNow at-home COVID tests to patrons via the Drive-Up window. Demand for the at-home COVID tests continued to be strong with staff distributed more than 4,000-COVID tests since March 2021, at no cost to library patrons.

Lending Manager Stephen Wohl was interviewed by Cameron Fields from The Plain Dealer on October 1st. Mr. Wohl provided information on how patrons can obtain the COVID tests at the library and spoke to the benefit this service is providing to the community.

Main Library Tours

The Literature Department hosted 17 Advance Placement English students, their teacher, and librarian from North Royalton High School researching playwrights on September 30th.

International Languages Manager Milos Markovic conducted a tour of the Main Library for the City of Cleveland Sister City program. Twelve visitors, including nine from the Russian Federation, were thrilled to see the Stalingrad Exhibit which was extended to coincide with their visit.

Sr. Director of Public Services Robin Wood, Chess Librarian Ray Rozman, Literature and Ohio Center for the Book Manager Don Boozer and TechCentral Assistant Manager Melissa Canan led portions of a tour of Main Library for CPL Foundation Board Members on Saturday, October 2nd.

OUTREACH

General Research Collections Manager Sarah Dobransky was a guest lecturer for Literature Manager and Kent State University iLibrary adjunct professor Don Boozer for his reference class LIS60601. Ms. Dobransky provided two online recorded lectures as well as a live question and answer session with Professor Boozer and his students.

COLLECTION MANAGEMENT

Business, Economics and Labor Senior Subject Librarian Sandy Witmer added a gift book to the collection: *Book of the Incas*, 1928. It contains short biographies of many executives of the Incandescent Lamp Department of the General Electric Company. Cleveland Public Library is one of four libraries in the world with a copy of this title.

Center for Local and Global History staff have been busy scanning photographs from the CPO collection, processing 300 items into the Postcard Collection, scanning items into the City Hall Collection, and adding item-level descriptions for 385 items in the Photograph Collection.

The Photograph Collection accepted a donation of about 1,700 photographs by photographer Joel Meyerowitz from Engart LLC.

Special Collections staff finished enveloping the 50 volume *Collection des Memoires Relatifs a La Revolution Française*. Each volume also required a new item id number, a change in location from HIST to SPECCOLL, and other catalog changes. The project took approximately a week of time and 50 archival paper

envelopes. These books were a part of the original John G. White donation before their move to another department and have now been brought back to Special Collections.

Staff across Main Library continue to shelf read, shift and weed collections. Materials are also consistently being redistributed to stack areas to avoid overcrowding.

RESEARCH THAT'S ONLY POSSIBLE AT MAIN LIBRARY

- A genealogy researcher was able to find information she was looking for in the book *Sierra Leone in History and Tradition* by *Frederick Butt-Thompson* (1926). The book contained information about her 3rd Great-Grandfather born around 1827. Her 3rd Great-Grandfather was the 14th student of the oldest secondary school in West Africa (1845), and the last self-taught Attorney in Sierra Leone (1860).
- A PhD patron from Long Jetty NSW Australia emailed Special Collections about our East India Collection. Staff sent him a Finding Aid for the collection and a link to the East India Documents that have been digitized and posted on CDPL.
- An Associate Professor of History from Eastern Connecticut State University requested a copy of a newspaper article documenting Hobart's visit to Ohio in 1896.
- The Science and Technology Department had a request for the 1952 book *Theory of Waves Generated by Oscillations of a Body Under the Free Surface of a Heavy Incompressible Fluid* by N.E. Kochin. Cleveland Public Library is one of only five libraries to own this title, which is a translation of a rare 1940 Russian technical document. In addition, Science and Technology staff assisted a patron with a request for the 1963 publication *City Hospital 1899-1960* a standalone issue of *The Bulletin of the Cleveland Medical Library*. Cleveland Public Library is one of only two libraries to carry this specific title.
- Center for Local and Global History staff assisted a patron from the Ohio Innocence Project with researching certain names that would correspond with a specific phone number in the White Pages, assisted a documentary filmmaker with finding and obtaining historical Cleveland images of the

Cleveland Clinic and Fairfax neighborhood, and found photographs of apartment buildings designed by the architectural firm Steffens and Steffens.

- Microfilm editions of the Cleveland Press, New, Leader, Gazette, and *Plain Dealer* from 1913 were used to assist a patron who is researching Civil War veterans who attended the Reunion Ceremonies celebrating the 50th Anniversary of the Battle of Gettysburg.
- Staff assisted a local researcher who requested several 1970s Russian chess periodicals looking for information on Mexican chess grandmaster Carlos Torre Repetto and the 1925 Moscow chess tournament.
- The Martha Wolfenstein Collection provenance was determined by a patron who discovered it in a 1921 article archived in the online Cleveland Jewish News.

STAFF DEVELOPMENT

Business, Economics, and Labor Librarian Susan Mullee attended a Morningstar research database training session.

Social Sciences Librarian Helena Travka attended the CANDID quarterly online meeting on September 14th.

Social Sciences Librarian Forrest Kilb attended the Webjunction webinar *International Pandemic Perspectives: Problem-Solving in Times of Crisis*.

General Research Collections Manager Sarah Dobransky attended the three-day online fall 2021 Federal Depository Library Conference.

OTHER

Sr. Director of Public Services Robin Wood, Shelf Manager Demba Diawara and other members of the Main Library Public Services staff have been assisting Michael Ruffing with the 8th floor shelving project.

Literature and Ohio Center for the Book Manager Don Boozer participated in the Choose to Read Ohio Advisory Council meeting on September 27th hosted by the State Library of Ohio to determine the short list of titles to be voted on for the 2022-23 list of featured books.

Public Service staff at Main Library attended one of the three Director's Meetings arranged by Sr. Director of Public Services, Robin Wood which were held in the auditorium.

St. Martin De Porres student volunteers returned to the Library.

Lending Manager Steve Wohl and Lending Supervisor Reggie Rudolph each facilitated several Bookends training sessions during the month of October.

TECHCENTRAL

Outreach

Inside Programs-via zoom

Name of Program	Date of Program	Total # of Attendees	# of Adults	# of YA	# of Juveniles
Resume Workshop	10/4	1			
Microsoft Word I	10/5	5			
Job Searching	10/6	0			
Microsoft Excel I	10/7	2			
Computer Basics I	10/8	2			
Microsoft Word II	10/12	3			
Microsoft Excel II	10/14	0			
Computer Basics II	10/15	1			
Resume Workshop	10/18	1			
Microsoft Word III	10/19	3			
Job Searching	10/20	1			
Microsoft Excel III	10/21	1			
Computer Basics III	10/22	1			
Microsoft Word IV	10/26	2			
Microsoft Excel IV	10/28	1			
1-on-1s	October	35			

Professional Development and Meetings

TechCentral Manager, Suzi Perez, spoke as a panelist for Library Journal Summit: Libraries @ the Center of Digital Access on October 21st. Topics of discussion included CPL Hotspot Lending Program, Digital Access and Digital Literacy.

Library Assistant-Computer Emphasis, Allison Collins

Date	Topic	Location
10/01/21	CPL Townhall: Employee Engagement	Teams
10/07/21	Addressing Epistemicide through Social Justice in LIS	Zoom
10/13/21	Reopening Task Force meeting	Teams
10/19/21	How to Make an Accessible Excel Workbook	Zoom
10/20/21	Bargaining Basics and Best Practices	Zoom
10/20/21	CPL Townhall: Answers United	Teams
10/20/21	SEIU-CPL Chapter leadership monthly meeting	Zoom
10/21/21	Policing in Libraries and the Fog of Implicit Bias	Zoom
10/21/21	Libraries as Community Anchors mini-symposium	Zoom
10/28/21	Use Editing Software to Level-Up Your Videos	Zoom

Library Assistant-Computer Emphasis, Denise Williams-Riseng

Date	Topic	Location
10/20	Answers United Townhall	Teams

Library Assistant-Computer Emphasis, Alison Guerin

Date	Topic	Location
10/18	FIT Meeting	Zoom
10/25	Harvest for Hunger Meeting	Zoom
10/27	Answers United Townhall	Streamed

Library Assistant-Computer Emphasis, Kalie Boshara

Date	Topic	Location
	Answers United Townhall	NEORLS WEBINAR
	What do we do with this? Managing artifacts in your Collection	NEORLS WEBINAR
	Project Management 101	NEORLS WEBINAR
	Electronic Records Management	NEORLS WEBINAR
	Reference is Reference! Providing Quality Service via Chat, in Email, by Phone, and Beyond	NEORLS WEBINAR
	Essentials of Copyright and Fair Use	NEORLS WEBINAR
	Recharge Your Bookclub	NEORLS WEBINAR

	Copyright Basics for Librarians Fundraising 101: Attracting, Engaging and Retaining Donors	NEORLS WEBINAR
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TechCentral Assistant Manager, Melissa Canan

Date	Topic	Location
10/1/21	Town Hall- Employee Engagement	Virtual-Teams
10/1/21	Oberlin College First-year program tour	TechCentral
10/2/21	CPL Foundation Board tour	TechCentral
10/6/21	Public Services Managers Meeting	Virtual-Teams
10/7/21	Lorain (Avon) Library Manager visit/tour	TechCentral
10/7/21	HR Forum	Virtual-Teams
10/13/21	Main Managers Meeting	Virtual-Teams
10/20/21	Answers United Town Hall	Virtual-Teams
10/27/21	TechCentral check-in w/Marketing	Virtual-Teams
10/27/21	Emergency Connectivity Fund Next Steps	Virtual- Zoom
10/28/21	New Librarianship Symposia Series: 1- Post-Neutrality Librarianship	Virtual-Zoom

TechCentral Manager, Suzi Perez

Date	Topic	Location
10/6	Public Service Managers Meeting	
10/7	Lorain (Avon) Public Library Manager visit/tour Hotspot Meeting	
10/11	Walkthrough of Lorain Branch for FMP equipment removal	
10/12	HR Forum Digital Ambassadors Meeting-Digital Navigators	
10/13	Main Managers Meeting PC renaming and labeling discussion - CLEVNET Reopening Committee	
10/19	CPL Finance Meeting Digital Equity Coalition - Seniors Committee	
10/21	CPL Board Meeting	
10/26	Digital Ambassadors Meeting-Digital Navigators Transition Planning/Moe Management	
10/27	CPL/DigitalC Broadband Access Partnership TechCentral Check-In with Marketing dept. Emergency Connectivity Funds Next Steps	

Computer Usage

There were 2333 computer sessions at Main for October.

PST Monthly Report: Sept 22 - Nov 4

Service Calls and Tickets Summary

Service Calls and Tickets Received: **208**

- CPL Help Desk Tickets: 194
- CPL TechCentral Tickets: 14

Service Calls and Tickets Resolved: 177

Tickets currently in Progress: 58

Service Ticket and Project Detail

Workstation: 30

Printer: 31

Office 365: 22

iPad Management: 1

Hotspot Resets: 1

Form 001's: 5

Cleveland Digital Public Library

Programs & Exhibits

We participated in Main Library meetings regarding exhibits. We planned for winter programs.

Public Service Statistics

Library facilities were open to the public this month. Also open were walk-up, and drive-through services. ClevDPL had 72 in-person visitors from October 1 to October 29. We had 10 two-hour scanning appointments. From October 1st to October 29th, Google Analytics (GA) reports 6032 sessions for 4,396 users and 91,352 page-views. Search engines delivered 57.3% of our accesses (Google). Searching in ContentDM accounted for 23% of our accesses. Referrals were 15.7% of our accesses (including 16% from Wikipedia and 7% from CPL). 4.1% of our sessions came through social media (86% Facebook, 13% Twitter, and a bit from Pinterest.). 57% of our users accessed our site using desktop computers, and 43% accessed ContentDM through mobile devices (5% tablets and 38% mobile).

Outreach

Community partners work in October included Cleveland Architecture Foundation (scanning & arranging architect interviews), Cleveland Orchestra (scrapbooks), and the Shaker Area Development Corporation (newsletter scanning), and many

others. ClevDPL will be ordering equipment using of ARPA/LSTA funds in early 2022, the department was awarded a \$75,000 grant for digitization equipment from State Library ARPA/LSTA program. ClevDPL continues to contribute to programming working with Cinecraft and the Hagley Museum on a Cleveland Industrial Films festival and display.

Staff also collaborated with the Youth Services Department to supply Interlibrary Loan with several Y-Reads sets to a book club at Mansfield Correctional Facility.

Collection Development

As of October 29th, 1463 images were scanned, 2734 were post-processed and QA'd, and 839 images were uploaded, many of which were included in multiple-image .pdfs. The web archives continue to document 44 unique Cleveland and NE Ohio organizations. Scanning highlights include continuing scanning sheet music, scanning manuscripts for transcription, crowdsourced transcription of Civil War manuscripts and continuing the Cleveland Orchestra scrapbook project. ClevDPL continues with their scanning of volumes listing of electors Cleveland for the Social Science Department and the project is working with oversized volumes that are delicate and need to be dis-bound for scanning and reassembled afterwards.

We ran a comparison with Internet Archive showing that 32% of CPL's collections are available through IA's Open Library. ClevDPL proposed to our collections team that we put together a joint digital, collections, and cataloging team to explore how CPL might make those records available to our patrons. Exploring collection overlap and getting a membership estimate from Hathi Trust was also proposed. Open Access to Europeana's digital archive through OCLC's WorldCat will be promoted to our users during November.

ILL

Statistics from OCLC are one month behind and cover September. We had 56 requests from CPL users for materials from other libraries. Response time by other libraries, likely due to the pandemic, averaged a 15 day and 20 hour turn-around on our patron's requests. Partner libraries made 779 requests through OCLC to borrow from CPL and dozens of ILL requests using ALA forms. CPL staff managed a response time of 4 days and 16 hours. We again had numerous ILL requests from incarcerated persons and general researchers using ALA forms. There were 8 copy requests.

Staff Development

The staff member who will be posted at ClevDPL during renovations at Lorain was trained in ILL, desk procedure and basic scanner and microfilm scanner use.

Preservation

As of October 29th, preservation received 29 items and returned 27 items. The team prepared 20 complex and 2 simple repairs on codex books, and prepared digicovers for shipment to HF group. The team completed 30 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. With the help of ICA, the mural from Lorain has been taken down and stored. Eastman's mural will be taken down and rolled by ICA and moved by library staff. Walz and MLK are in progress. The rest of 1b is still being planned.

Planning Activities

We continue to plan for art moves. We are planning for the Winter 2021 Mini-Mook Making program, Chess Club, and Introduction to Digital Resources programs. We continue researching metadata from WorldCat Collection Manager for both controlled digital lending collections, and open-access collections to get more and better access to online books for our patrons.

OLBPD

Activities

For October 2021, OLBPD circulated 29,517 books and magazines directly to patrons. OLBPD registered 99 new readers to the service. Approximately 709 BARD patrons among 1,357 active users downloaded 14,064 items.

OLBPD submitted to the National Library Service (NLS) its full Federal Year 2021 readership and circulation statistics. Active readership for the year was 10,823 patrons. OLBPD added 1,167 new readers to the service. OLBPD directly circulated 383,979 library items to patrons. An additional 198,322 items were downloaded through BARD.

OLBPD and CPL Financial Services submitted the State Fiscal Year 2022 First Quarter Budget Report to the State Library of Ohio.

On October 5, the National Library Service (NLS) hosted a Collections Conference via Zoom. The day covered a broad

spectrum of topics relating to collection development, cataloging, book production, and reader advisory activities. There were approximately 140 attendees, representing NLS and all regions of the partnering network of libraries.

On October 21, the Ohio Braille and Talking Book Program Consumer Advisory Committee (CAC) meeting was held via conference call. CAC members were provided updates about the braille e-reader pilot; the duplication-on-demand transition; and plans to revise the name of OLBDP to the "Ohio Library for the Blind and Print Disabled" in 2022.

OLBDP staff provided talks about the service and participated in programming on October 6 at the Cleveland Sight Center Story Time; October 9 Fighting Blindness Presentation.

The OLBDP adult book club met on October 7 to discuss *The Southern Book Club's Guide to Slaying Vampires* by Grady Hendrix.

Staff Development

Michael Haverman started on October 25 as the new OLBDP Consumer Assistant.

PUBLIC ADMINISTRATION LIBRARY

Programs/Exhibits

Popular continues to share titles for display outside of Public Administration Library.

Collections

The new title list created for July - September 2021 was emailed to the distribution list.

With approval, Community Development plans are being placed in containers for future transport to Map Collection.

The View from the Lake plans were scanned by Cleveland Digital Library.

The following titles have been sent to Cleveland Digital Library for possible scanning after review:

The Urban Renewal Plan: East Woodland, Urban Renewal Project No. Ohio R-7 (April 1960) / Prepared by [the] City Planning Commission, Urban Renewal Section.
0009120608329

Neighborhood Development Program Plan For The Miles Heights Area / Cleveland (Ohio). City Planning Commission.
0009120610069

A Response To Urban Retail Decay: A study Of Five Cleveland Communities: West Central, Euclid-Central East, Fairfax, Glenville, Mount Pleasant / Albert, Lawrence.
0009108728156

This month a member of Vital Statistics started using the proscan machine to make copies.

Transferred

PAL has transferred 2 titles and 16 volumes to the Main library.

Reference Questions Unique to PAL

Assisted patrons looking for information concerning Riverview Terrace and Irishtown Bend.

Helped a patron researching trailblazing Judge Florence E. Allen who started her law career in Cleveland and became the first woman to serve on a state supreme court and one of the first two women to serve as a United States federal judge.

Helped patrons with codified ordinances for garages, marijuana dispensaries, security cameras, water meters, and housing codes.

Found instructions for a patron researching automotive repairs.

Assisted patron with TB information.

Assisted patron with information for Ashtabula bridge disaster research.

Staff

David Furies continues to assist the Collection Management Department with purchasing eBooks system wide for the library. His weekly budget has been increased to \$500.

David Furies watched recordings from the 2021 Federal Depository (virtual) Library Conference.

BRANCH NARRATIVES

D1 EASTMAN - Children's Librarian Cassandra Feliciano completed a number of school Storytime visits at Wilbur Wright for 24 scholars where they listened to stories, learned about colors,

and danced. We hosted Nicholas Kollin and his Job Coach, Angel from Vocational Services Unlimited. Manager Jamie Lauver worked with Lori Bachand from Vocation Services Unlimited to accommodate their request to have a client work at the branch as part of their job training services.

D1 LORAIN - Due to upcoming renovations under the Facilities Master Plan, the Lorain Branch ceased all services to patrons at the close of October 9. Branch staff boxed the entire collection for the Cleveland Public Library Foundation book sale and Thrift Books. All staff started at their new, temporary locations, the week of October 11. Through a partnership with 3E/OPS, Regency/AKA Construction, and the Carnegie West Branch, a construction themed Storytime occurred at the Carnegie West Branch, with Lorain youth in attendance. Branch Manager Crystal Tancak staffed the last day of Edgewater's Book Box and taught Book Ends Sirsi and Operations 101 classes.

D1 ROCKPORT - Rockport Branch staff was excited to have another conversation about the schematic design of our future branch with the Capital Projects team. We also hosted a visit from Director Thomas, who answered a lot of questions from our team. Youth staff performed outreach Storytimes at Newton D Baker School reading Halloween-themed stories and held a book bike event at Garfield Elementary. We assisted 200 students at Artemis Ward to apply for library cards.

D1 BBTTC @ Rockport - The BBTTC at Rockport had 246 in-person member visits in October. Membership continues to grow with 4 new members. Mentors had a training session on the Glowforge and the button maker. Programs this month included the D&D, painting, youth leadership council meetings, eSports team meeting, and Art Club. The Engineer for the Week program kicked off and we have two teams participating in the Fall Sprint. Our member challenge for this month is using Tinkercad. Jill Pappenhagen participated in the Clubhouse Networks Tech Fellows Symposium.

D1 WALZ - Walz Branch Manager Jeannie Gielty attended both the West 80s Stakeholders Meeting as well as the Northwest Neighborhood's community meeting. Both of these meetings focused on the upcoming construction of the Walz Branch and Karam House project. In the Walz Youth Department, Ms. McCaun was selected as Cleveland Public Library's Virtual Storyteller for Ideastream's "Be My Neighbor" Day and recorded an additional story for the Rock and Roll Hall of Fame. Ms. McCaun entertained the Pre-K students at Marion Seltzer, Joseph Gallagher, and

Riverside with Halloween Storytimes and continued her support of schools and daycares in the West Park area via virtual Storytimes. Ms. Gielty held the October Senior Book/Movie Club with seniors in the Detroit Shoreway Neighborhood via Zoom. Lastly, Walz Branch was the hosting site of the Cleveland Department of Public Health - Division of Air Quality Visual Timeline display.

D1 WEST PARK (closed for FMP) - West Regional Manager Michael Dalby shuttered the Edgewater Book Box for the year. Mr. Dalby presented the new Answers United absence reporting line to Managers as well as led an all-staff Townhall before the service went live. Dalby ended the month speaking to community members via Zoom for the Eastman Branch community engagement session.

D2 BROOKLYN - We continue our anime/manga group meetings collaborating with MLK LACE Prince Foster. A special collaboration with community partner Art House led to an art program for youth. This program was part of the Art House NEA sponsored "Big Read" grant for the 2021-22 school year. The program will focus on the book *The House on Mango Street*. Children's Librarian Laura McShane continued working on connections with educators by coordinating onsite resources such as Sora at different area schools. Ms. McShane retired at the end of the month.

D2 CARNEGIE WEST - In partnership with Holden Forests and Gardens, an Ohio City Tree Walk was held. Over a dozen residents joined Community Forester Courtney Blashka on a tree identification walk that started in Frank Novak Park and wound a mile around the neighborhood. Family Engagement Specialist Sandra Nosse debuted the kindergarten readiness program Young Scholars Academy with four families participating. The Center for Arts Inspired Learning launched "Adventures in Anime @CPL". Legal Aid hosted a clinic. A Storytime for Lorain Branch children was held and included a gift copy of *The Construction Alphabet Book* for each family in attendance.

D2 FULTON - Children's Librarian Karen Kelly-Grasso, Children's Librarian Beverly Austin and LAYE Jeanna Sauls, held a Halloween Party for the children of the community. We hosted "Mean Green STEAM Machine" in collaboration with CWRU and Bridge Avenue School. LACE Bernadette Lemak received a full-time position at the South Branch. Branch Manager Leslie Barrett attended a *Disabilities Awareness* webinar and assisted in the "Lunch and Learn" on behalf of the Curb Cut Collective ERG.

D2 JEFFERSON (closed for FMP)- Branch manager Steve Capuozzo hosted the monthly Tremont Think and Drink Book Club, reading Tina Turner's *Happiness Becomes You*. Mr. Capuozzo met with a representative from the Cleveland International Film Festival, exploring film sponsorship opportunities for the Rainbow Readers ERG. The Branch also applied for and received a MyCom grant, which will be used for Black History Month programming next year in conjunction with and hosted by Merrick House.

D2 SOUTH - The South Branch hosted CPL Play which brought to the branch 30 enthusiastic patrons looking to listen to Edgardo Miranda-Rodriguez, creator of the graphic novel *La Borinqueña*. He spoke about the lack of representation and diversity of the Latin community in storytelling of all kinds.

D2 SOUTH BROOKLYN - The Branch received two designated tutors. Library Assistant Youth Emphasis Raymond Cruz held a book club to discuss *I'm still here: Black Dignity in a World Made for Whiteness* by Austin Channing Brown. Assistant Manager Tammy Houghton attended the Booklist webinar *Winter Book Club Picks* and Old Brooklyn CDC's MYCOM and community meetings. Staff welcomed Lorain Branch's Children's Librarian Adela Santana due to the Lorain Branch undergoing renovations during Cleveland Public Library's Facility Master Plan.

D3 GARDEN VALLEY - Children's Librarian Andrea Csia hosted the final program, Value-Added Agriculture, from the four-week STEM Series facilitated by Rob Isner of "4-H Agriscience in the City", which was sponsored by the Ohio State University Extension. Assistant Manager Donald Smith welcomed the Cleveland State University/Viking Corps tutoring program.

D3 HOUGH - Children's Librarian Manisha Spivey performed Storytime at Lexington Bell, and read *Pete the Cat and His Four Groovy Buttons* by Eric Litwin, *Monster Musical Chairs* by Stuart J. Murphy, and *Elevator Magic* by G. Brian Karas. Ms. Spivey also did the activity of the Flannel board play of *The Five Little Monkeys*, and sang the songs: Hello, Hello, her opening song, Yo Gabba Gabba the Freeze Game, and See You Later Alligator, her closing song. Library Assistant Youth Emphasis Romael Young hosted a Zoom Storytime, where his focus was Fish and Other Sea Creatures, in which he read *Lots More Animals Should Definitely Not Wear Clothing* by Judi Barrett, *Shark Vs Train* by Chris Barton, and *Hey! A Colorful Mystery* by Kate Read. Mr. Young sang the following songs: If you're happy and you know it, The Freeze dance, and The Elmo slide. Branch Manager Lexy Kmiecik taught four Bookends classes: Customer Service, Sirsi, Circulation and

Operations 101. Mrs. Kmiecik also attended the NEO-RLS webinar *Fundraising 101* and presented at The Cleveland Foundation's Rapid Response Fund All-Partner Meeting.

D3 MARTIN LUTHER KING - Children's Librarian Angela Margerum attended the Cleveland School of the Arts (CSA) virtual Open House and spoke to the principal, counselors and teachers about services the branch can provide. Youth staff submitted a pre-recorded chat about the services and programs the branch offers with computer tip & tricks from Library Assistant Computer Emphasis Eugene Callier to CSA. Library Assistant Youth Emphasis Eric Eubanks attended John Hay's virtual Open House via Zoom to talk about the branch's services and programs. Ms. Margerum attended St. Adelbert's Open House to network with the Headmaster, 23 teachers and 2 grandparent volunteers.

D3 STERLING - Children's Librarian Sonja McCord celebrated Sweetest Day with a group of students making greeting cards for parents and grandparents. Architects plans and feedback boards for the new City of Cleveland Mounted Police Unit Stables in Central were on display at Sterling. Branch Manager Monica Rudzinski attended the community meeting and design presentation given by GH2 Equine Architects and Robert P. Madison International, Inc. Ms. Rudzinski also attended the St. Vincent Charity Medical Center Community Advisory Board, CPD Third District monthly safety and MyCom Partners meetings.

D3 WOODLAND - Manager Maria F. Estrella was recognized as one of the 100+ Latinos Cleveland Must Know by AmMore Consulting. She also attended the following webinars and events: *Critical Conversations in LIS: Radical Empathy and Crisis Communication*, *NEO-RLS Disability 101*, and *NEO-RLS Put on the Polish*.

D4 EAST 131 - In partnership with Mt. Pleasant MyCom, the Volunteers along with Branch Manager Marina Márquez kicked off the opening of a Resource Closet for teens and their families. The Resource Closet distributed personal care products, laundry supplies, household cleaning items, hats, gloves, and socks. Two in-person programs were offered to children and teens: ProjectArt and Express Yourself Youth Art workshops. The Branch received two designated tutors from Cleveland State University's America Reads and Viking Corps Tutoring program. Children's Librarian Kelli Minter prepared and shared information about library services with teachers at Miles Elementary School, and Charles Dickens for their Open Houses. Ms. Minter attended the Booklist Webinar *Because Black Women*. Library Assistant Youth Emphasis Rosa Simone attended the webinar *Penguin Young Readers*

Spring 22 Librarian & Educator Preview. Branch Manager Marina Márquez coordinated the branch as a drop-off location for donated milkweed seeds, in which over 2,000 milkweed seeds were donated. Ms. Márquez attended *Advancing Family Engagement in Public Libraries* PLA Professional Development series. In collaboration with the Mt. Pleasant MyCom and First Street Coalition, along with the Volunteers the Branch hosted the annual Make-A-Difference Day, in which the community assisted with cleanup and fall gardening.

D4 FLEET - Branch Manager Magnolia Peters hosted an onsite Virtual Job Fair in partnership with Slavic Village University Settlement. Ms. Peters also conducted the second conversation in the adult book group series at Oak Street Health Medical Center. In addition, Ms. Peters provided resources and supplies for the Slavic Village Halloween "Meet and Treat" community resource fair. LAYE Anna Fullmer staffed a resource table at Regent High School's Community Resources Day. Finally, Fleet Branch welcomed Danielle Konkoly in the new position of PSA.

D4 HARVARD LEE - The Branch hosted Voter Registration volunteers. Library Assistant Youth Emphasis Kevin Moore performed a Storytime for ten children at Bright Eyes Day Care, and read *Five Little Monkeys Treat or Treat* and *Lawrence in the Fall*. Mr. Moore conducted a second Storytime at Bright Eyes Day Care for 11 children, and read *The Family Reunion* and *Around the Table That Grandad Built*. Children's Librarian Olivia Morales prepared a Zoom Storytime, with picture books *Duck & Goose*, *Honk! Quack! Boo!* And *In the Middle of Fall*. Ms. Olivia completed the NEO-RLS webinar *Put on the Polish: Use Editing Software to Level up Your Videos*. Ms. Olivia and Branch Manager Kristen Schmidt hosted a 5th-grade class visit from Whitney Young School, and the children obtained Scholar Success library cards, checked out three books each, and received a CPL drawstring bag full of library resources and swag. Ms. Schmidt completed GALE courses entitled Fundamentals of Supervision & Management I & II. Ms. Schmidt continued to collect neckties for the 1,000 Ties mentoring program. The Branch received designated tutors from Cleveland State University's America Reads and Viking Corps Tutoring program.

D4 MOUNT PLEASANT - The Branch kicked off the month with a Spooky Short Story Writing Contest. Each writer submitted an original spooky story to Youth Services staff for a chance to win a small prize. The Branch hosted Friday Fright Films and Craft and showed classic Halloween movies such as *Gremlins*, *Coraline*, and *Creature from the Black Lagoon*. Staff participated

in a Character Day parade for staff and scholars at AJ Rickoff School.

D4 RICE - Rice welcomed Lorain Branch Manager Crystal Tancak due to Lorain Branch undergoing FMP renovations. Staff also welcomed Dianna Trent as the new Public Service Associate. Children's Librarian Whitney Johnson hosted a Fall Into Family With The Cleveland Metro Parks activity, in which over 60 youth learned about animal habitats. Ms. Johnson continued the Garden Growth series and painted pumpkins with youth. Youth Services Librarian Assistant Kelli Newsome provided bear mask Take n' Make crafts for youth patrons. Great Lakes Science Center hosted a STEM Night program entitled Soaring Stomp Rockets, in which over 50 participants created stomp rockets. Assistant Manager Shanell Jones taught Customer Service Book Ends class. Rice Manager Amiya Hutson participated in Microsoft's 2 day leading library summit. She also attended the Buckeye neighborhood plan meeting kick off and ALA's *Going Virtual: Programs and Insight from a Time of Crisis*.

D4 UNION - Children's Librarian Tamara Steward visited Ms. Reihl's Pre-K class at Nathan Hale for Storytime and read *Click Clack Boo* and *Turkey Trick or Treat*. Staff gave away Great Lakes Science Center activity kits to the elementary students that visited the branch. Branch Manager Marcie Williams, Library Assistant Youth Emphasis Valerie Johnson, Ms. Steward and Page Jessica Maggard joined members of the Women's ERG for the Making Strides Against Breast Cancer Walk.

D5 ADDISON - Children's Librarian Heidi Malinoski participated in NEO-RLS's webinar Storytime. Branch Manager Tamara Means attended Virtual Veteran's Cafe hosted by Hospice of the Western Reserve, and Mt. Pleasant Region MyCom Partner Meetings. Addison ended the month by switching out its Juvenile and YA displays to showcase new materials. The Branch signed a Community Partnership Agreement with Catholic Charities. The branch welcomed Lorain Branch's Clerk Andrea Marbley due to the Lorain Branch undergoing renovations during Cleveland Public Library's Facility Master Plan.

D5 COLLINWOOD - Branch patron Courtney Davis utilized the Collinwood Branch weekly for four months to publish her book *The Beauty of a Setback*. Branch Manager Caroline Peak attended her book signing event. Ms. Peak attended the Fifth District safety meeting and a Literacy Event Fall Festival at Memorial School.

D5 GLENVILLE - Children's Librarian Peter Roth had a successful month at Citizen's Academy East reaching over two hundred students a week for Storytime. Councilman Kevin Conwell returned to making reservations for the branch meeting room.

D5 LANGSTON HUGHES - Young Adult Library Assistant Ron English has started a tradition at the branch in which when a new young scholar that receives a library card, a cow bell is rung and they are introduced. Violin instruction was held. Tutors from Cleveland State University and America Reads have returned to the branch. Branch Manager William Bradford attended the webinar *Black Men's Health Awareness on Prostate Health*. Page Raihannah Abdullah received her credential as a Registered Nurse from Cuyahoga Community College and has accepted a position at Cleveland Clinic. A patron dropped off 14 boxes of brand new school supplies. The supplies were given away to children that visited the branch.

D5 MEMORIAL NOTTINGHAM - Memorial-Nottingham Branch hosted four adult programs: Pound Fit, Animal Adaptation with Live Animals presented by Cleveland Metroparks, Breast Cancer Awareness program presented by University Hospitals Seidman Cancer Center, and The Employment and Resources Fair in partnership with Greater Collinwood Development Corporation. Memorial-Nottingham and Collinwood Branches collaborated to do a "Baila Conmigo! For Hispanic Heritage Month" program. Children's Librarian Rivera held a weekly Show and Tell Book Club to discuss books participants read or topics they learned in school. Ms. Rivera conducted a Frankenstein Friday program, where participants were able to make their own slime and discuss the story behind Frankenstein's monster. Staff celebrated Halloween by providing individually wrapped sweet treats to patrons.

ARCHIVES

On October 11, 2021, Melissa Carr joined the Special Projects and Collections Department as full-time Archivist. Ms. Carr succeeds Ann Marie Wieland, who retired from the Library as part-time Archivist on August 27, 2020, after 18 years of service.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

During October, the Library offered its core educational programming and continued its celebration of Hispanic Heritage Month. In addition, staff-led employee resource groups provided health and wellness programming to raise awareness of issues affecting African-Americans and women. The Department's staff coordinated three major community events: Global Cleveland's Sister Cities Conference, the Nigerian American Chamber of Commerce's First Annual Summit, and the City of Cleveland Office of Sustainability's Sustainable Cleveland 2021 Virtual Summit.

YOUTH

The Cleveland State University Viking Corps Program (America Reads) continued offering in-person K - 12 homework help in the subjects of math, science, history, and language arts. After-school tutoring is currently offered at fourteen branches with an additional virtual site being planned for November of this year.

In partnership with College Now Greater Cleveland, the Library continued hosting ImpACT 216, an SAT and ACT preparation program for high school students attending schools in northeast Ohio. The second session of 2021 concludes on November 12th.

EDUCATION

Young Scholars Academy (YSA), a kindergarten readiness program designed for children ages 3-6, added a virtual course to the Mt. Pleasant Community in October. Approximately 15 scholars participated in this beginner-level virtual course on Mondays and Tuesdays.

The UBTECH STEM Robotics course was offered at the Union, Glenville, and East 131 Branches and two CMSD locations: John Hay School of Architecture and Design and John Marshall School of Information and Technology.

The arts engagement program, Project Art, was held at the Rockport and East 131st branches, with 20 students in regular attendance. Project Art is an out-of-school and residency program for artists and underserved K-12 students that provides innovative, creative, and practical approaches to teaching and learning through the visual arts in partnership with public libraries. Through its residency program in the public Library,

artists create new artwork and mentor youth who do not receive adequate access to art education.

Violin for Boys + One, the Library's music education program that provides one-on-one violin instruction to school-aged students, was offered twice a week at 3 locations: Langston-Hughes and Rice Branches, and the Faith Foundation/Family for Life.

ENGAGEMENT

On October 11th - 14th, the Library hosted the third annual Sister Cities Conference in partnership with Global Cleveland. The three-day conference welcomed 350 attendees and presenters from 12 countries. As a part of this conference Director, Felton Thomas represented the Library on a panel discussion about how community engagement affects library services.

On October 20th - 21st, the Library hosted the City of Cleveland Office of Sustainability's Sustainable Cleveland 2021 Virtual Summit. The Summit included remarks from City of Cleveland Mayor Frank Jackson, keynote presentations, and facilitated discussions on sustainability in Cleveland.

On Wednesday, October 27th, the Library hosted the Nigerian American Chamber of Commerce's Annual Summit via HopIn, a virtual conference platform. The conference welcomed fifty attendees and featured Su He, Executive Director Greater Cleveland Chinese Chamber of Commerce, and ABC Orjiako, Chairman of Seplat Energy PLC.

On the evening of October 27th, the Library, in partnership with the Mandel JCC, hosted author Heather Morris as a part of the JCC's annual Cleveland Jewish Book Festival. Morris's most recent book, *Three Sisters*, concludes the story told in her New York Times Bestselling book, *The Tattooist of Auschwitz*.

The Library hosted its second in-person Legal Aid Clinic on October 23rd at the Rice Carnegie West Branch. Sixteen patrons registered for this event, all of whom received consultations from Squire, Sanders and Dempsey, Squire Patton Boggs, and Legal Aid volunteer attorneys. Law students from The Case Western Reserve University and Cleveland Marshall School of Law also participated in this clinic.

DIVERSITY & INCLUSION

Through October 15th, the Hispanic & Latinx Employee Resource Group (ERG) hosted, sponsored, and volunteered with a series of activities to celebrate Hispanic Heritage Month (HHM). The month's programs included Latinx Make Art a Youth & Adult Series, where participants explore the culture of Latin America. Also, the Latinos Juntos ERG organized Library participation in the Cleveland Public Theater's Dia de Muertos parade on Saturday, October 30th.

In recognition of Depression and Mental Health Awareness Month, the Black ERG and the Curb Cut Collective ERG recognized this topic's importance to Black men's mental health. As a result, the Black ERG, the Curb Cut Collective ERG, and the ADAMHS Board facilitated a Lunch and Learn where they addressed some of the leading factors and stigmas regarding depression and mental health in the African American community.

This lunch and learn was the second of a scheduled three-part staff education series, hosted by the Black ERG, that aligns with the cultural awareness topics associated with the September, October, and November - Prostate Cancer, Depression & Mental Health, and Diabetes.

The Cleveland Public Library's Women's ERG registered with the American Cancer Society for the Making Strides Walk held on Saturday, October 9th, 2021. The ERG had 28 registered walkers who wore t-shirts designed and produced by CPL staff. Although participation in the event was free, the ERG raised \$639.00 that was donated in memory of loved ones, individuals currently battling breast cancer or in remission.

On October 22nd, CPL's inaugural Leadership Education Program held its first module. The first module was constructed to provide a safe space for the participants to move through defensiveness and discomfort to have an honest conversation about diversity, equity, and inclusion. The program participants left the session with a richer understanding of diversity, equity, and inclusion in leveraging innovation with a diverse, multicultural workforce. The participants explored how cultural beliefs influence behaviors and practices at the individual, organizational and societal levels. They expanded their definition and recognition of individual and institutional privilege and how systems of power and privilege create inequity. They also broadened their definition and recognition

of inclusive leadership the skills needed to lead with cultural competence.

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) Branch Updates
 - Continued to apprise local legislators of FMP updates for the branches in their jurisdiction.
 - ***External Stakeholder Engagement***
 - FMP Branch Updates
 - Continued to apprise community development corporations (CDC's) of FMP updates for the branches in their jurisdiction.
 - ***Additional External Relations & Advocacy Efforts***
 - Hosted a tour consisting of Cleveland Metropolitan School District (CMSD) administrators and school library staff at Main Library that focused on the evolution of libraries.

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**
 - Awarded a Refresh and Retool grant from The Clubhouse Network/Best Buy for new supplies and equipment in the Rockport Branch Best Buy Teen Tech Center

- Awarded a economic empowerment grant from PNC
- Awarded a grant from AT&T to purchase and distribute STEM at Home kits
- Submitted final report to Verizon for support of the Twin Cities Rise program
- ***Additional CPL Development Efforts***
 - Held FMP Neighborhood Branch Public Art Committee meeting
 - Wrote letters of support to:
 - Digital C for Ohio Residential Broadband Expansion Grant program
 - Fab House for Equity in the Arts grant
 - Nation of Makers to bring the National Makers Conference to Cleveland

CPL FOUNDATION UPDATES:

- ***Goal: Reach Financial Targets***
 - Continued to advance the Foundation's 2021 financial targets
 - Preparation for End of Year Appeal
- ***Additional CPL Foundation Efforts***
 - Continued to advance the Foundation's 2021 major initiatives
 - CPL Board of Trustees approved the Library Naming Policy resolution that will give authority to the Foundation board to present a draft policy on naming insular Library spaces to aid in fundraising efforts for the Library board to review, discuss, and consider in 2022.
 - Hosted a Done-in-a-Day group with a Kiwanis group
 - Sorted withdrawn materials for Thrift Books and Gift Shop
 - CPL Foundation Board
 - Held Main Library tour for CPLF Board members
 - Held CPLF Executive Committee monthly meeting
 - Held the CPLF new board orientation for Ron Johnson, KeyBank

ADDITIONAL DEPARTMENT EFFORTS:

- Staff attended conferences/virtual conferences/webinars including:
 - Blackbaud Virtual Conference
 - Cleveland Mayoral Candidate Forum on Children

COLLECTION & TECHNICAL SERVICES

Corrine Alldridge was selected for the position of Collection and Acquisitions Manager and began working in the Collection Management Department on October 4. Ms. Alldridge previously held the positions of Assistant Director and Collection Development Manager at the Portage County District Library.

Director of Collection and Technical Services Sandy Jelar Elwell met with TechCentral Manager Suzi Perez and TechCentral Assistant Managers Melissa Canan and Matthew Sucre to plan for the receiving and handling of replacement hotspots. Ms. Jelar Elwell attended an Executive meeting of the Women's Employee Resource Group (ERG), Module 1 of the Leadership Education Program, and an FCC Emergency Connectivity Funding (ECF) meeting led by Chief of External Relations and Development Dr. Shenise Johnson Thomas.

Ms. Jelar Elwell, Ms. Alldridge, Catalog Manager Andrea Johnson, and Materials Handling Supervisor James Clardy attended the fall session of the HR Forum. Ms. Alldridge and Ms. Johnson attended the attended the CLEVNET Technical Services & Acquisitions Special Interest Group meeting on October 22.

Capital Projects Manager Kathleen Sonnhalter and Operations Project Coordinator Summer Salem met individually with Collection and Technical Services staff to gather information about their workstations and work areas to include in the planning for the Central Distribution Facility (CDF). Collection and Technical Services staff attended the Answer United and Employee Engagement Town Halls.

Ms. Jelar Elwell and Technical Services Librarian Tonya Jenkins participated in the American Cancer Society's Making Strides Walk on October 9 as part of the Cleveland Public Library's team that was sponsored by CPL's Women's Employee Resource Group (ERG).

Acquisitions: The Acquisitions Department ordered 5,505 titles and 9,076 items (including periodical subscriptions and serial standing orders); received 9,221 items, 1,087 periodicals, and 110 serials; added 338 periodical items, 36 serial items, 112 paperbacks, and 480 comics; and processed 1,870 invoices and 2 gift items.

Acquisitions Coordinator Alicia Naab provided Main Library selectors with current fund balances and set up vendors to complete end of the year spending. Ms. Naab met with Collection and Acquisitions Manager Corrine Alldridge to discuss OverDrive responsibilities going forward since Ms. Naab was assisting with supplementary ordering after Pam Matthews resigned from the Collection Manager position in April.

Ms. Naab attended the Ohio Library Council (OLC) 2021 Convention and Expo in Columbus on October 14 and 15.

Catalog: Librarians cataloged 3,213 titles and added 3,149 items for Cleveland Public Library. Librarians also added 1,022 titles, completed 138 transfers, and edited 42 records for CLEVNET member libraries. Clerical staff cataloged 393 new titles and added 2,896 items for the Cleveland Public Library, and added 1,607 records for the CLEVNET libraries

Technical Services Librarian Celia Halkovich finished creating original bibliographic records for 21 books donated to the Social Sciences Department by the author Tracy E. Bush. Technical Services Librarian Barbara Satow added MARC Holdings for copies of the John Adams Journal and created eight original records for the Map Collection as part of the Embedded Cataloger Project.

Technical Services Librarian Erin Valentine cataloged two manuscripts and one diary from the East India Company manuscript collection. Ms. Valentine created original catalog records for four chess and checkers clippings scrapbooks compiled by staff at CPL. Ms. Valentine continued to create original catalog records for material acquired from Peter Cohen, including a record for a rare manuscript of chess variants.

Ms. Valentine attended the second webinar on "Cool things we've cataloged" sponsored by Association of College and Research Libraries Rare Books and Manuscripts Section on October 7. Catalog Manager Andrea Johnson attended an OCLC update on infrastructure testing and linked data quality on October 27. Ms. Satow and Ms. Valentine attended the webinar "RDA

Application Profiles: A Practical Guide for the Perplexed" sponsored by the American Library Association Digital Reference on October 28.

Collection Management: Collection Management selected 1,248 titles and 5,216 copies in October and spent over \$86,000 on physical materials.

Collection and Acquisitions Manager Corrine Alldridge attended the orientation sessions for new staff, Book Ends Customer Service Training, and completed several of the Training Today online safety training courses.

Collection Management Librarian Laura Mommers attended the following webinars: Booklist webinars on "Phenomenal Picture Books" and "Graphic Novels for All," "HarperCollins Children's Books Winter 2022 Book Preview," and "Penguin Young Readers Spring 2022 Preview."

High Demand: The High Demand Department ordered 735 titles and 5,389 items; received and added 6,255 items; processed 543 invoices; and added 539 records for the CLEVNET libraries.

High Demand Librarian Dale Dickerson continued to handle additional tasks for the Collection Management Department.

Materials Processing: The Materials Processing Technicians processed 24,607 items for the month.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 22 items to the Main Library for requests and 95 items to fill holds. Main Library received 171 telescopes, the Branches received 246 telescopes, CLEVNET received 89 telescopes, CSU received 2 telescopes, CWRU received 3 telescopes, and Tri-C received 1 telescope. A total of 512 telescopes were shipped out. The Technicians sent out 592 items of foreign material and in total 11,928 new items were sent to the Acquisitions and High Demand Departments

MARKETING & COMMUNICATIONS

In October, Cleveland Public Library celebrated Diversity, Equity, and Inclusion with [Hispanic Heritage](#) events. The Library provided services and resources to our community with digital literacy initiatives and the unveiling of a new resource closet for youth at E. 131st Branch. Our work on the Facilities Master

Plan continued as we moved into the 1-B phase. We also took to social media to highlight past, present, and future - #tbt historic photographs, current events and programming, and the future of our branches.

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

Library Programs & Services

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

E. 131 RESOURCE CLOSET: Through partnership with MyCom, Cleveland Public Library's Volun-Teens helped to create a resource closet at the E. 131st Branch to provide local youth with needed supplies. The closet is stocked with items like grab-and-go meals, hygiene products, household essentials, etc. Stock is maintained through donations.

MEDIA COVERAGE:

- <https://www.news5cleveland.com/news/local-news/oh-cuyahoga/the-resource-closet-providing-teens-with-basic-need-supplies-safe-space-throughout-cleveland-public-library-branches>
- <https://news.yahoo.com/closet-gives-teens-supplies-safe-121021531.html>
- <https://www.news9.com/video/20211021/14075304/The-Resource-Closet-gives-teens-supplies-safe-space.htm>

HISPANIC HERITAGE MONTH: Cleveland Public Library hosted several events across branches to celebrate Hispanic and Latinx culture and heritage. Some programs of note were: ¡Baila Conmigo! dance class, CPL Play guest Edgardo Miranda-Rodriguez, Hispanic Roots genealogy, Hispanic Heritage celebration at South Branch, etc.

MEDIA COVERAGE:

- <https://www.cantonrep.com/story/lifestyle/2021/10/10/book-talk-twins-daze-science-fiction-novella-toledo-autho/6015603001/>
- <https://fox8.com/hispanic-heritage-month/baila-con-migo-cleveland-library-celebrates-latin-dance/>

- <https://www.wkyc.com/article/news/local/hispanic-heritage-month/hispanic-heritage-month-cleveland-public-library-events/95-3716a59c-7e95-4467-b22f-9f51c1a1cb83>

DIGITAL LITERACY: Collinwood Branch joined local partners to give free hotspots that came with a year of free internet service to K-12 students. The Foundation received grant money to help put high speed internet into the homes of Cleveland residents in partnership with DigitalC and the County. A digital learning center will open at the Fulton Branch in 2022 as part of a partnership with JumpStart and Verizon.

MEDIA COVERAGE:

Hotspot giveaway

- https://www.freshwatercleveland.com/inthenews/FreeHotspots102821.aspx?fbclid=IwAR0DAX2lWWsU55Zmy4pTxyR1Y7Fi22t9n2s4s0Uo11rfSE7_5q99-AWsGVY

Emergency Connectivity Fund Partnership

- <https://www.freshwatercleveland.com/features/DigitalCefforts100521.aspx>
- <https://www.benton.org/headlines/digitalc-connects-high-speed-internet-cleveland%E2%80%99s-lexington-village>

Fulton Learning Center

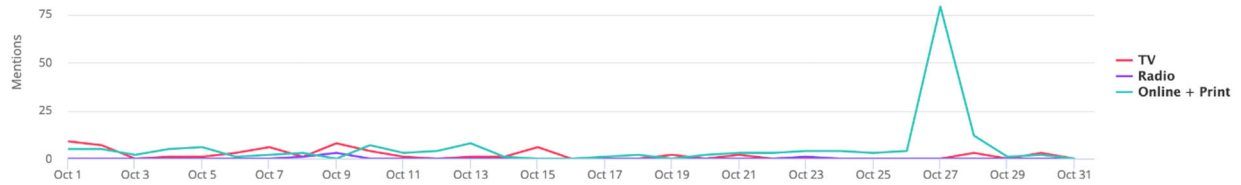
- <https://www.crainscleveland.com/education/jumpstart-verizon-team-launch-digital-learning-centers-cleveland-residents>

FACILITIES MASTER PLAN: The Library is excited to be moving into the 1-B phase of the FMP project. In early October, the [Lorain Branch](#) was the first of the 1-B branches to close. The groundbreaking date for Lorain is set for November 13 at 10:30am.

NEXT 400 ROUNDTABLE: In partnership with WOIO 19 News and its "[The Next 400](#)" initiative, Cleveland Public Library hosted a timely Facebook Live discussion titled "[The Fight Against Breast Cancer](#)" during Breast Cancer Awareness Month.

PUBLIC RELATIONS OVERVIEW

Cleveland Public Library garnered 236 mentions for the month of October reaching more than 118 million people in national and local TV news, radio, and online and print.



Mentions 236 Audience 118,401,035 Publicity \$9,484,147

SOCIAL MEDIA SUMMARY

AUDIENCE GROWTH:













During October, the Library's total audience growth increased on its social platforms. Engagement rate is up 42.1% compared to August. This growth means that the Library's messaging is resonating more with our audiences and is encouraging engagement and conversation. Our #tbt posts of historical photographs continue to perform well. Audiences also enjoyed Halloween themed posts featuring Library staff.

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

- **The Next 400 Digital Round Table:** The Library hosted a discussion with WOIO 19 on the topic of [Breast Cancer Awareness](#).
- **Book Drops (recommended reading by CPL) themes:** Horror Lover, Fantasy Fiction

CONTENT PRODUCTION: Highlights included [CPL highlight video](#), video for Rock X CPL virtual programming (<https://www.youtube.com/watch?v=CqEGvNs2iLw>), Kindergarten Readiness videos, Latinx Make Art virtual program, Roldo Bartimole Interview for digital gallery, and more

Most Popular Posts by Platform:

<p> Cleveland Public Library Sun 10/31/2021 10:00 am EDT</p> <p>Remember to stay safe and keep things "Loki" this Halloween. Also, please don't cause any mischief in the library. Ok? 🧛🐼🔍</p>  <table border="1"> <tr><td>Impressions</td><td>2,139</td></tr> <tr><td>Reach</td><td>2,113</td></tr> <tr><td>Engagements</td><td>71</td></tr> <tr><td>Engagement Rate (per Impression)</td><td>3.3%</td></tr> </table>	Impressions	2,139	Reach	2,113	Engagements	71	Engagement Rate (per Impression)	3.3%	<p> Cleveland Public Library Sat 10/30/2021 8:07 am EDT</p> <p>What's streaming? Kanopy Fright Fest! Grab the popcorn and start the movie marathon. 🍿 📺 https://bit.ly/3Gyobil</p>  <table border="1"> <tr><td>Impressions</td><td>792</td></tr> <tr><td>Reach</td><td>760</td></tr> <tr><td>Engagements</td><td>10</td></tr> <tr><td>Engagement Rate (per Impression)</td><td>1.3%</td></tr> </table>	Impressions	792	Reach	760	Engagements	10	Engagement Rate (per Impression)	1.3%	<p> Cleveland Public Library Fri 10/29/2021 8:37 am EDT</p> <p>TGIF! Happy Halloween from The Sanderson Sisters 🧛🐼🔍</p>  <table border="1"> <tr><td>Impressions</td><td>3,286</td></tr> <tr><td>Reach</td><td>3,182</td></tr> <tr><td>Engagements</td><td>181</td></tr> <tr><td>Engagement Rate (per Impression)</td><td>5.5%</td></tr> </table>	Impressions	3,286	Reach	3,182	Engagements	181	Engagement Rate (per Impression)	5.5%
Impressions	2,139																									
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PROPERTY MANAGEMENT

Carpenters/Painters

- Lorain- removed items from Lorain for closing of branch.
- Rockport- patched parking lot; grinded concrete down to prevent tripping hazards.

- Mt.Pleasant- removed stage and opened wall for mock court room.
- South Brooklyn- removed ceiling in vestibule, framed in, dry walled, and painted.
- M.L.K- replaced ceiling tile throughout branch and installed a door stop.
- Cleaned carpets at Fleet and Garden Valley branch.

Maintenance Mechanics

- Continued ionizer installation project for Main building air handlers.
- Completed installation of outdoor air quality sensors for the US Ignite air monitoring collaboration with CWRU, Digital C and CSU. Working on resolving network connectivity issues with CLEVNET and TETRAD.
- Worked with SA Comunale on replacing failing fire alarm/intrusion panel at Harvard Lee.
- Ran electrical circuits for new door actuator installation at South Brooklyn.
- Repaired air handler electrical issues at Union branch.
- Working with Siemens on building automation/heating equipment controls at Addison branch.
- Started cabling/electrical project for staff relocations at Collinwood.
- Working on additional circuits for equipment in temporary carpenters shop at Lakeshore.
- Boiler/heating equipment preventative maintenance.
- Continued LSW return fan motor/VFD replacement project.
- LSW/Main lighting work orders - ballast replacement and re-lamping.
- 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.

FMP Schedule Update

Group	Branch/Project	Closure	Re-Open	Note
1A	Woodland	4/1/2021	9/1/2022	In construction (site, foundations)
1A	Central Distribution	N/A	9/1/2022	In construction (renovation)
1A	Jefferson	4/1/2021	6/1/2022	In construction (framing)
1A	Hough	N/A	7/1/2022	In construction (site, foundations)
1A	West Park	4/1/2021	7/1/2022	In construction (roof, framing)
1A	Walz	4/1/2022	9/1/2023	In design (DD); dates tentative
MLK	MLK	N/A	9/1/2023	Bidding complete
1B	Lorain	10/9/2021	12/1/2022	Bidding complete
1B	Eastman	12/11/2021	2/1/2023	In design (CD)
1B	Brooklyn	3/5/2022	12/1/2022	In design (DD)
1B	Rockport	N/A	9/1/2023	In design (DD)

SAFETY & PROTECTIVE SERVICES

Safety Services

- New ID badge reels for CPL staff with the new logo have been ordered.
- SPS ordered surgical masks for the LSW, Main, Rear dock, and Lake Shore security desks.
- SPS management participated in the pre-bid contract security RFP meeting.
- SPS morning roll call meetings are now being held virtually.

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
Oct 2021	2438	19	83	27	239	59
Sept 2021	2199	24	27	34	197	28
Aug 2021	2339	38	69	15	188	28
July 2021	1999	38	30	18	86	30
June 2021	2088	24	63	27	125	26
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

Special Attention, Special Events, and Significant Incidents

- Video requests filled for CPD of an incident at Walz branch, East 131 property vandalism (juveniles destroyed the bench in front of the branch, information request was completed for CPL Legal for an auto accident that occurred on Mapledale Ave, and CPD requested video from the exterior of MLK branch for a carjacking that occurred in April. The video did not exist because of the amount of time that elapsed since the incident happened.
- Overtime filled for Finance department detail, Hispanic Heritage Month Celebration, Memorial Nottingham Skate event, and Election coverage.
- SPS Supervisors spoke to school administrators at Artemus Ward about students from the school fighting at Rockport branch on 10/20/21 and 10/21/21. SPS also received support from RTA PD and CPD to quell fights on 10/21/21.
- The completed SPS/Royce security Expectations sheet was sent to all SPS officers and Royce management.
- Multiple fights occurred on the exterior of Rice branch 10/13/21. SPS branch patrol and CPD moved the crowd away from the branch.

- 10/19/21, a fight occurred on the exterior of Sterling branch. All participants were GOA (gone on arrival) of SPS and CMHA PD.
- Pepper Gel training was completed for SPS officers.

Protective and Fire Systems

- Fire extinguisher audits were completed at all locations for October.
- The keypad at Harvard Lee and the alarm panel was replaced by SA Communale.
- Communication issue with the keypad at Addison branch was corrected by AT&T techs.
- SPS and Property Management met with IPS about software license renewals so CPL can add additional cameras.
- Fourth quarter fire drills are underway.

Contract Security

- SPS spoke to the Royce account manager requesting more visits to branches by their supervisors when Royce cannot post a guard there.

Administration

- The SPS manager met with the East 131 branch manager to discuss recent security issues.
- SPS has branch patrol making regular afternoon visits to Sterling branch in the afternoons to help with crowd control.
- Redacted reports for South Brooklyn branch were sent to CPL Human Resources to comply with an information request.
- Rent Wear and Royce invoices were reviewed and approved.
- Harassing phone calls are being received by staff at Walz and Sterling branch. SPS mgt. spoke to the Sterling staff member and the staff member has filed a report with CPD and is keeping them updated.
- A requisition for PhaZZer storage lockers was submitted and converted to a PO.
- SPS is working on safety manual binders for each branch. The binder will include pictures and information about branch specific security and safety issues i.e. panic buttons, location of smoke detectors, emergency lockdown key locations, and etc. Each branch will receive a detailed binder.
- SPS completed an Expulsion Guideline to ensure standardization of expulsions.

- Two SPS officers were sent to Lake Shore to participate in Customer Service training.
- SPS management participated in October HR Forum.
- Redacted reports were forwarded to Sherry Parker.
- Weekly mask compliance reports completed and forwarded.

INFORMATION TECHNOLOGY & CLEVNET

On October 29th at 10:00 am, the CLEVNET Directors held their regularly scheduled quarterly meeting via Microsoft Teams.

Highlights of the meeting involved a review of the 2022 CLEVNET budget. Annual CLEVNET costs must be presented to the membership at least 60 days before the next contract year. Hilary Prisbylla, Director of CLEVNET, and Larry Finnegan, Director of IT for CLEVNET, discussed the overall budgeting process and noted that per the terms of the CLEVNET Operating Procedures, a draft presentation of the budget was presented to the CLEVNET Executive Panel at their September 23, 2021, meeting for their approval.

Ms. Prisbylla noted that last year, due to member libraries being affected by prolonged library closures, the Executive Panel decided to reuse all four pricing model cost centers (circulation, inventory, active users, and square footage) from 2020 for the 2021 contract costs.

For the 2022 contract costs, the Executive Panel decided to use a hybrid approach by re-using 2020 counts for circulation and active users since these numbers are tied to buildings being open which continued to vary widely over the last 12 months, and updating square footage and inventory counts to current values. Also on October 5, 2020, the Executive Panel discussed the unencumbered balance of the CLEVNET Special Revenue Fund, and all agreed that a third of the balance should be reserved for unforeseen future expense; a third for the network; and a third to be applied to the overhead costs reimbursed to Cleveland Public Library.

Mr. Finnegan told the group that part of the unallocated budget will be used toward 2 major projects: replacing the wireless

access points throughout CLEVNET and refreshing equipment at the State of Ohio Computer Center.

Carrie Krenicky, Chief Fiscal Officer at Cleveland Public Library, presented an overview of the 2022 CLEVNET costs to the membership including an update on the recommendations made by GFOA (Government Finance Officers Association), as part of the new pricing model study. This is the fourth year of the GFOA updated pricing model and a 3rd year of using direct and indirect costs in the calendar year. GFOA also recommended that guidelines should be established for when CLEVNET support should be contacted or what responsibility should fall to the member libraries. Ms. Krenicky noted that guidelines had been brought to the CLEVNET Technology SIG recently for review and will be brought to the Executive panel for final approval at their next meeting. GFOA also recommended the implementation of a CLEVNET Help Desk Ticketing system which has been in place for the last several years. In addition, the first full calendar year of contract costs occurred last year.

The final part of the presentation demonstrated how the unencumbered balance would be applied at the end of the year for next year's estimated costs. CLEVNET member libraries should see an additional reduction to their costs at the beginning of 2022. John Skrtic, Chief of Collections and Special Projects and CPL's Liason to CLEVNET, provided an update on the creation of CPL's IT Department. The search for a Chief Innovation and Technology officer for CPL is the first step in the process. After the first round of interviews with CPL leadership, Ms. Prisbylla and Mr. Finnegan interviewed the candidates to ascertain their technical expertise. A qualified candidate has accepted the offer and should start before the end of the year.

Mr. Skrtic also provided an update on CPL's job study and compensation plan. CPL had undertaken a review of all non-bargaining unit job descriptions and pay grade assignments. Several CLEVNET positions are currently undergoing an appeal process with members of the CLEVNET Executive panel members participating. The Executive Panel is also working with CPL's Human Resources to review the entire compensation package. They are confident there should be a finalized version soon with more to share at the January quarterly meeting.

Ms. Prisbylla provided an update on the 2021 priorities and goals including an upcoming update to CLEVNET's community engagement platform (Patron Point), improvements to the CLEVNET Ticketing system portal and plans to incorporate content currently on the CLEVNET Members site. Mr. Finnegan gave an update on the VOIP project which should be moving along in the next few weeks, discussed upcoming changes to TechSoup licensing, and strongly recommended moving from local file servers to OneDrive and SharePoint for improved backups and security.

The team was also happy to announce that Stow-Munroe Falls Public Library (SMFPL) was live on CLEVNET as of September 13, 2021 and thanked the staff at CLEVNET-IT and Stow-Munroe Falls for all their hard work and dedication bringing SMFPL to CLEVNET.

Ms. Prisbylla gave an overview of the BrightGuage statistical software that is used to help visualize the help desk ticketing queue and manage overall performance. Mr. Finnegan noted that CPL PC Techs are now directly handling support tickets. Previously, these tickets would go to CLEVNET for escalation to the staff at CPL.

The updated CLEVNET Return on Investment study is now moving forward with Howard Fleeter, one of the authors of the original 2009 ROI study. The final report should be ready for the 40th anniversary of CLEVNET next year.

The Technical Services and Acquisitions SIG held a meeting with representatives from Overdrive to discuss e-media purchasing and the Technology SIG met to discuss ongoing issues and the service guidelines document. The Training SIG and Circulation SIGs did not meet. Elections will be held for two positions on the CLEVNET Executive Panel that have terms ending. The next quarterly CLEVNET directors meeting will be held on January 28, 2022, at 10:00 am using MS Teams.