

DIRECTOR'S REPORT

December 17, 2020

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

LIBRARY SERVICES DURING COVID 19

Due to rising COVID-19 cases across Cuyahoga County, Cleveland Public Library closed all Library Buildings to the Public once again on November 21st. Curbside and walk-up service as well as Drive-Up Window Service at Main Library remained open and available to patrons.

Additional service changes included the closure of all Cleveland Public Library buildings and services on Saturdays except for the downtown drive-up window and CPL's on-line reference service "Ask CPL". On Saturdays, "Ask CPL" is being staffed by Main Library Public Service Managers and Branch Managers.

PROGRAMS, SERVICES, AND EXHIBITS

Photograph Collection Librarian Brian Meggitt presented *Cleveland City Hall Collection: A Virtual Tour* via Zoom to ten patrons on November 7th. The program featured selections from the collection's 55,000+ photographs and showed scenes of daily life in the city from the 1920s to 1990s. CLGH Manager Olivia Hoge served as the host for the Zoom session.

Youth Services Children's Librarian Eric Hanshaw conducted a virtual story time for families for the Legal Aid Society. The session was recorded and shared with the Marketing Department.

Library Assistant, Christine Feczkanin, conducted a virtual story time for 31 preschoolers and mailed the teacher a take home craft for the students. Each item was individually wrapped and sanitized.

Center for Local and Global History Librarian Terry Metter hosted the final Books and Ballots program with East 131st Street Branch Manager Marina Marquez and Board of Elections Community Outreach Manager Mike West on November 2nd.

The International Department's exhibit, *From Stalingrad to Prague* will run until May 7, 2021.

Literature/Ohio Center for the Book (OCFTB) Manager Don Boozer and Senior Librarian Nick Durda worked on an exhibit highlighting the Mike Curtis Collection of Superman Memorabilia in the corridor on the second floor of Main Library. Ohio Center for the Book Scholar-in-Residence Dr. Valentino Zullo hosted the final two book discussions looking at the classic *Sandman* series by Neil Gaiman on November 5th and 19th.

Fine Arts Department staff hosted a display of art and music books for *National Native American Heritage Month History* month for November.

Social Science Librarian Helena Travka hosted a display of holiday books featuring Hanukkah, Kwanzaa, and Christmas books. Ms. Travka also included holiday photos of the City of Cleveland from the Photograph Collection.

Government Documents Library Assistant Alea Lytle hosted a voting display featuring information on the 2020 election.

Center for Local and Global History Department Library Assistant Danilo Milich hosted a book display, *November is a Great Month to become emperor, king, or queen* and included books on Henry VIII, Elizabeth I, Peter the Great, and Hirohito. He also hosted a display featuring Veteran's Day. Library Assistant Lisa Sanchez chose four Throwback Thursday images that were featured on the library's social media platforms. Some of the photos included the Detroit-Superior Bridge, East 85th St., and the Bradley Court Apartments.

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

LIBCHAT

For the month of November there were 164 on-line reference inquiries using the libraries "Ask CPL" service.

OUTREACH

Homebound Services - primarily coordinated by Literature/OCFTB Librarian Timothy Phillips with assistance from Library Assistant Michael Haverman and Senior Clerk Debbie Nunez - sent out 193 packages to fulfill 173 requests from patrons. Respectively, a 29% and 25% increase over November 2019!

Center for Local and Global History Library Assistant Adam Jaenke worked with Mike West of the Cuyahoga County Board of Elections for the Neighborhood Photographic Survey. On Election Day, Mr. Jaenke photographed voting at the Fairfax Recreation Center and pre-vote counting Cuyahoga County Board of Elections warehouse.

Social Sciences Librarian Mark Moore continues to work with the Marketing Department team to supply weekly bibliographies for the Next 400 series with WOIO.

Science and Technology Department Senior Librarian Jim Bettinger and General Research Collections Manager Sarah Dobransky presented *Food Fight: International battles over wine and cheese and the regions that produce them* via Zoom on November 12th.

COLLECTION MANAGEMENT AND DEVELOPMENT

Staff across Main Library were busy during most of November placing material orders for department collections.

Thanks to an LSTA grant from the State Library of Ohio, Literature/OCFTB Librarian Evone Jeffries, Manager Don Boozer, Director of Technical Services Sandy Jelar-Elwell, and Overdrive staff collaborated to create an e-media special collection highlighting a diverse selection of Ohio Authors, now available at <https://clevnet.overdrive.com/clevnet-cpl/content/collection/1130112>

Center for Local and Global History Map Librarian Tom Edwards and Manager Olivia Hoge received a donation of Sanborn Fire Insurance books from the Cleveland Museum of Natural History. On November 17th, they worked with Joe Tait, Librarian/Archivist, to transfer the materials to the Library. These rare

acquisitions offer a wider range of coverage for property & genealogical researchers in the volumes original full-colored form verses the black & white microfilm.

Photograph Librarian Brian Meggitt continued working on the item-level inventory of the second section of the Cleveland City Hall Collection and created a summary of the Photograph Collection's overall holdings. Map Library Tom Edwards finished adding metadata on the G.M. Hopkins Plat Book of Cleveland, Volume 2, 1921 and Sanborn Fire Insurance of Cleveland, Volumes 2A, 2B, 4A & 4B for upload into the Digital Gallery.

Library Assistant Adam Jaenke photographed and processed 40 images from Election Day and digitized 60 photographs from the Cleveland Picture Collection as part of the ongoing digitization project. Library Assistant Lisa Sanchez continued to scan images and add item descriptions to the Cleveland City Hall Collection of images. In addition, Mx. Sanchez has begun a cursory list of items in the Theatre Collection of Carte Visite in the Photograph Collection.

Fine Arts & Special Collections Manager Pam Eyerdam found a 1959 copy of the *FIDE Congress: World Chess Federation report* which was cataloged. Cataloger Erin Valentine met with Fine Arts Librarian Andy Kaplan to identify and correct music score call numbers for the *Elgar complete series*, improved and imported catalog records for several Special Collections titles.

Links to the bibliographic records to the OhioLINK EAD finding aid which included the *Howell & Thomas architectural drawings index* have been fixed.

The Schweinfurth Committee met via zoom on November 16th and made selections of trade catalogs and approved the purchase of the 12-volume set of the *Frank Lloyd Wright Monograph series*.

Youth Services staff are currently weeding and reorganizing items in the department as well as on the 5th floor stack area. Staff have been identifying collections and sections that need to be reviewed, weeded, expanded, and restructured.

Social Science Librarian Helena Travaka has been weeding the Library's UN collection using the new guidelines provided by the UN Library. Many of the former print items are now online and can be discarded to create space.

Popular Library Assistant Ricardo Jackson updated and weeded the Criterion Collection of the DVDs.

Fine Arts librarian Andy Kaplan continued to process the *Anvil Music Collection* and shifted 462 music books from 3rd floor to the 5th floor. Library Assistant Mark Fox Morgan continued to work on relabeling and boxing the Special Collections Juvenile collection and processed 91 books and shifted the shelving. Librarian Bruce Biddle continued to stock the Little Free Library on Superior and 14th Street, maintain the Doodle Desk, reviewed items in the Art Vertical File and updated the database. In addition, Mr. Biddle manages Page assignments and work on weeding and shifting projects.

Special Collections staff members shifted approximately 1280 octavos in the vault on November 5th and shelved 44 octavo books in the Special Collections Reading Room.

The son-in-law of Alessandro Sanvito emailed Fine Arts & Special Collections Manager Pam Eyerdam of the passing of chess historian Dr. Sanvito on October 19, 2020. Dr. Sanvito was instrumental in translating the Library's edition of *Il diletteuole, e giudizioso giuoco de scacchi: manoscritto inedito del XVIII secolo [Delightful and Judicious chess game]* which is an 18th century chess manuscript

A graphics request was submitted to print a stock of the *Anna M. Schweinfurth Trust* book plates using the new online request form.

RESEARCH THAT'S ONLY POSSIBLE AT MAIN LIBRARY

- PAL staff assisted a patron locate an agreement between Shaker Heights and Cleveland using the Cleveland City Records.
- PAL staff assisted a patron located an ordinance from 1923.
- Social Science Librarian Helena Travaka assisted graduate students in locating *The Beginning and End of Rape: Confronting Sexual Violence in Native America*. Cleveland Public Library is the only public library in Ohio owning this item.
- Staff assisted a patron locate the reference book, *Alf Francis: Racing Mechanic* (1958). Cleveland Public Library is the only library in Ohio to own this book, and one of only seven libraries worldwide to own the book. Science and Technology Librarian Rose Hoge recommended going to his local library and initiate an interlibrary loan request.

- Photograph Librarian Brian Meggitt assisted a patron from the Cleveland Police Museum with locating and obtaining images from a series of photographs of Cleveland Police officers taken by the *Plain Dealer* in 1921.
- Photograph Librarian Brian Meggitt assisted a patron from the Cleveland Arts Prize organization with finding and obtaining historical images of Cleveland choreographer and dancer Eleanor Buchla for an upcoming publication.
- Photograph Librarian Brian Meggitt assisted a patron using the Cleveland Scene and Free Times on microfilm to find a review of an R.E.M concert at the Gund Arena in 1995.
- Library Assistant Lisa Sanchez found images for Cleveland.com of Geauga Lake and Sea World for a photo gallery on the Cleveland.com YouTube page. There are over 2,000 views for the video.
- Library Assistant Lisa Sanchez found newspaper articles for a patron who was looking for articles about a man who died in a car accident in 1941. Using the Plain Dealer Historical database and microfilm, Mx. Sanchez found the newspaper article and death notice.
- A staff member from Trinity College, Cambridge University, UK, contacted the Literature department to request information on each of the English translations of *Quo Vadis?* by Henryk Sienkiewicz.
- A small sampling of items requested by Cleveland Public Library patrons from the Literature collection included:
 - *The Carolingian Coins* (1908), *The Iron Collar* (1909), and *The Galley Slave's Ring* (1911) by Eugène Sue. *Prophet of Joy* (1920) by Gamaliel Bradford, *This Is The Christmas: A Serbian Folk Tale* (1945) by Ruth Sawyer, *Esprit de Corps: Sketches from Diplomatic Life* (1957) by Lawrence Durrell, *In the Footsteps of Sherlock Holmes* (1958) by Michael Harrison, *The Pedestrian: A Fantasy in One Act* (1966) by Ray Bradbury. In Ohio, only four universities have a copy of this play published by Samuel French, Inc., *The Poetry of Rock* (1969) edited by Richard Goldstein. In Ohio, only the University of Akron and the Rock and Roll Hall of Fame own copies.
- A researcher writing an essay on Slovak poet Hviezdoslav came to Literature to request several books including his *Bloody Sonnets* (1950) translated by Jaroslav Vajda.
- A Literature patron requested *Arbor Day in Poetry* (1926) by the Carnegie Library School Association this month. The only

other library in Ohio to have this title was Toledo-Lucas County Public Library.

- A music professor at Case Western Reserve University requested *The Lady Minstrels from Dixie* (1928), a play written by Arthur Leroy Kaser. The book is only held by ten libraries in WorldCat with CPL being one of only two libraries in the entire state to own it.
- Patron requested to view several volumes from the Special Collections *Robin Hood collection*.
- Chess researcher writing a book about Emmanuel Lasker requested information from the *Emanuel Lasker: scrapbooks and medals* collection.
- Chess researcher requested scans from 1914 *Schachwart*, 1914 *Wochenschach*, 1939 *Szachista*, 1996 *Szachista*, 1914 *Schachmeisterpartieen*.
- Researcher requested scans from the book, *Art of the Ninja* (1945).

The Ingalls Library of the Cleveland Museum of Art requested scans from the catalogue raisonne entitled *Vuillard: le regard innombrable: catalogue critique des peintures et pastels* in preparation for an exhibition.

- Researcher requested scans from the 1903 edition of *Pachacamac: Report of William Pepper on the Peruvian expedition of 1896*.
- Researcher requested scans from the *Histoire de Yahya Ibn Saïd d'Antioche*.
- The grandson of Harold F. Gosnell (winner of the 1936 Anisfield Wolf Award for non-fiction) requested scans from the book of poems called *Snacks*. *Snacks* was written in 1938 by Edith Anisfield Wolf.

STAFF DEVELOPMENT

During the month of November, Main Library Public Service Managers attended HR Forums, CPL Town Halls, Collection Development Meetings with Michael Ruffing, and a Strategic Planning - Program & Services Planning Session.

Assistant Director of Public Services Robin Wood attended the on-line NEO-RLS Annual Meeting on November 17th.

Literature/OCFTB Manager Don Boozer took part in the virtual advisory committee meeting on November 10th hosted by the State Library of Ohio to choose the competitive LSTA grant recipients for 2021.

Assistant Shelf Manager Cynthia Coccaro attended an OCLC webinar *The Accidental Facilities Manager* on November 10, 2020. In addition, Mrs. Coccaro participated in a NEO-RLS webinar titled *Just Right Books* on November 18, 2020.

Shelf Manager Demba Diawara attended the Automated Material Handling vendor invitation meeting hosted by Galecia Group on November 16, 2020.

Several Fine Arts & Special Collections staff participated in the NEO-RLS zoom session on *Coping in a New World: How to continue to thrive and cope while providing public services* on November 19th.

Fine Arts & Special Collections Manager Pam Eyerdam participated on the Ohio Valley zoom regional conference sessions on November 13th.

Special Collections staff participated in the Cleveland Archival Roundtable (CAR) zoom meeting on November 19th and the ICA zoom session on caring for cultural items during COVID on November 18th.

Social Sciences Librarian Helena Travka attended the ReadingGroupGuides.com webinar *9 1/2 Annual Book Group Speed Dating* on November 13th to identify new winter reading material for Library patrons.

Social Sciences Library Assistant Peter Elwell attended the webinar *Caring for Collections during Covid-19* hosted by the Intermuseum Conservation Association (ICA) Art Conservation.

Business, Economics and Labor Senior Subject Librarian Sandy Witmer and Business, Economics, and Labor Librarian Susan Mullee attended a 3-day virtual (one-hour presentation series) from the St. Louis Federal Reserve Bank titled *Beyond the Numbers* from November 18th through November 20th. Social Sciences Librarian Forest Kilb attended the webinar, *Who Are We Designing for and Why Service Design Techniques for Responsive Libraries* from OCLC's WebJunction.

OTHER

On November 9th, the call center was successfully transferred from BEL to the Lending Department. Staff in both departments worked together to better understand all calls that come to the

Main number and how to transfer them to the appropriate department.

Several Main Library staff members including Subject Department Managers Hoge and Dobransky worked as Precinct Election Officials during the November 3, 2020 presidential election.

TECHCENTRAL

Outreach

Inside Programs-via zoom

Name of Program	Program Date	Total Attendees	# of Adults	# of YA	# of Juveniles
Microsoft Word I	11/2	3			
Microsoft Word II	11/9	cancelled			
Microsoft Word III	11/16	0			
Microsoft Word IV	11/23	0			
CodeCentral part V	11/3	3			
CodeCentral part VI	11/10	cancelled			
CodeCentral part VII	11/17	2			
CodeCentral part VIII	11/24	2			
Resume Workshop	11/4	1			
Resume Workshop	11/18	2			
Job Searching	11/6	Cancelled			
Job Searching	11/20	0			
Microsoft PowerPoint I	11/5	3			
Microsoft PowerPoint II	11/12	Cancelled			
eMedia: CPL and your Device	11/13	0			
1-on-1	Nov	18			

Professional Development and Meetings

TechCentral Manager, Suzi Perez, and TechCentral Assistant Manager, Melissa Canan, attended Pub Svc manager mtg on November 4.

Mrs. Perez and Ms. Canan attended the HR Forum on November 10.

Michael Credico, Library Assistant-Computer Emphasis, attended Creative Inclusion webinar through the Center for Arts-Inspired Learning on November 19.

Alison Guerin, Library Assistant-Computer Emphasis, attended a CPL FIT meeting on November 19.

Mrs. Perez and Ms. Canan attended the Strategic Plan - Programs & Services Planning Session on November 30.

Computer Usage

There were 1,074 computer sessions (TechCentral, 15-minute, MakerSpace). We returned to curbside services effective 11/21.

Special Projects

Produced 300 buttons and stickers for Facility Master Plan promotional material.

Printed vinyl signage for newly implemented curbside service hours for all locations.

Printed Facility Master Plan schedules for Property Management. Designed and 3D printed replacement keys for gel hand sanitizer stations.

Printed QR codes for branch MFDs for remote release.

PST - Oct 30 to Nov 30 - 2020 Report

Service Calls and Tickets Summary

Service Calls and Tickets Received: 40
- CPL Help Desk Tickets: 35
- CPL TechCentral Tickets: 5

Service Calls and Tickets Resolved: 22
Tickets in Progress: 18

Service Ticket and Project Detail

Workstation: 24
iPad Management: 3
Hotspot Resets: 4
Maker Equipment: 1
Form 001's: 3
Applications: 4

CLEVELAND DIGITAL PUBLIC LIBRARY

Summary: ClevDPL scanned items, repaired books, did ILL, created media, and served patrons.

Programs & Exhibits: Throughout the month, ClevDPL has supported Robin Wood's census engagement, and will collect the

first archives of local non-profit's work on the Census at the beginning of December. As we have been able, we are adding metadata to the 20/20 exhibit in ContentDM.

Public Service Statistics: The library was physically open to the public for half the month. 29 in person customers did digitization appointments, consulted with staff, and visited from Nov. 2nd to Nov. 17th. ClevDPL had phone and email traffic regarding digitization services. ClevDPL's librarian answered LibChat queries. From November 1st to November 31st, Google Analytics (GA) reports 5185 sessions for 3285 users and 86,195 page-views. Search engines delivered 55% of our accesses (99%+ from Google). Searching in ContentDM accounts for 26.5% of our accesses. Referrals were 10.7% of our accesses (41% of our referrals came from Wikipedia, 12% from cpl.org, and 6% from DPLA). Social media referred the remaining 7% of our sessions (84% came from Facebook and 8% from Twitter). Like last month, 54% of our users accessed our site using desktop computers, and 46% of our users accessed ContentDM through mobile devices (15% tablets and 85% phones).

Outreach: We worked with community partners during November and have continued working to maintain existing engagement with Cleveland Grays (glass plate scanning), Karamu House (we advised on collection assessment and description this month), Old Brooklyn Historical Society (newspaper digitization), The Ukrainian Museum and Archives (collection links and new projects), Cleveland Orchestra (scrapbook project), Moreland Courts (scanning project for anniversary and display), Cleveland Architecture Foundation (interviews), and many others. In the first part of the month partners were in the library utilizing ClevDPL services.

Collection Development: As of November 30th, 2034 images were scanned, 1734 were post-processed and QA'd, and 1126 images were uploaded, some of which were included in 70 multiple-image .pdfs. We uploaded media to Youtube and linked to it from ContentDM records. ClevDPL supported projects documenting local non-profit's Census efforts, and we look forward to receiving the first installment of Census Archives by the close of business Nov. 30th. ClevDPL did more interviews for the #VoicesofCle art project. The web archives have material in 44 unique archives documenting Cleveland and NE Ohio. Scanning highlights include continuing scanning the Brooklyn News, scanning architectural plans, and continuing the Cleveland Orchestra scrapbook project. We are also continuing to work on sheet music collections.

ILL: Statistics from OCLC are one month behind and cover October. We had 64 requests from CPL users for materials from other libraries, and response time by other libraries, likely due to the pandemic, averaged 21 days for turn around on our patron's requests. Partner libraries made 590 requests to borrow from CPL during October and CPL staff managed a turn-around average of 9 days. 8 copy requests (digital and analog) were fulfilled.

Preservation: As of November 31st, preservation received 54 items and returned 56. The team produced 4 labels. The team did 34 complex and 11 simple book repairs and completed 20 simple and 20 complex flat paper repairs, including washing, encapsulation, and mending. The preservation team has continued working on an inventory of artwork in the library system, beginning with branches in phase one of the master plan.

Media: During November these media projects were edited: About Book Preservation (video), #VoicesofCLE new paintings (photos), Artist Antwoine Washington (video), Artist Antwoine Washington (photos), CAF video clips (video), Our Future is Building Version 2 (editing)

OLBPD

Note: Effective Saturday, November 21st, CPL including OLBPD closed to the public due to the increase of COVID-19 cases across the country. While closed to the public, OLBPD is operating during normal business hours, and continues to offer curbside services for patrons.

For November 2020, OLBPD circulated 27,589 books and magazines directly to patrons. OLBPD registered 107 new readers to the service. Approximately 733 BARD patrons among 1,451 active users downloaded 16,958 items.

On November 12th, OLBPD staff met virtually with staff of the National Library Service (NLS) as part of preparations for phase two of the braille e-reader pilot project. OLBPD was one of two regional libraries - along with the Washington Braille and Talking Book Library - selected by NLS to participate in phase two testing. Nearly 600 active braille readers registered with OLBPD will be invited to test the Zoommax braille e-reader and offer NLS feedback on their experiences. Phase two is expected to begin in early 2021.

OLBPD will be collecting patron feedback to gauge interest to expand our selection of remote programming beyond our monthly adult book chats, and add more programming options in 2021. We want to learn if patrons are interested in participating in library programs remotely from home; what types

of programming patrons are interested in; and the ways in which patrons would prefer to participate remotely, such as over the phone or online meeting applications; and when and what days of the week are best to offer programming. The patron survey will run through the winter and early spring 2021. The OLBPD adult book club met on November 12th to discuss "Wild: From Lost to Found on the Pacific Crest Trail" by Cheryl Strayed.

BRANCHES

Due to Covid-19, in an effort to limit the amount of patron interaction, the library has transitioned to curbside and walk-up services for our public. Additionally, our hours to the public were reduced with Saturday closures through March 2021. Additional highlights are as follows:

District One

Eastman - The Eastman Branch was closed Tuesday, November 3, for Election Day. Children's Librarian Cassandra Feliciano and Manager Jamie Lauver facilitated multiple UBTech Robotics sessions. Jamie attended the Westown CDC Board Zoom Meeting this month, the HR Forum, and viewed the recording of the first Town Hall. Jamie has continued to assist with LibChat on a regular basis. Cassie reduced our Grab 'n Go Lunches to one delivery per week. Patron attendance continues to be light, but consistent. We are seeing many of the same people each week and they continue to respect the time limits. There has been light weeding and curating of our collections continue as we strive to meet the needs of our community. We continue to receive favorable feedback from patrons regarding the new layout of the branch. They like the openness and ease of browsing.

Lorain - During the month of November, the Lorain Branch was happy to see an increase in daily attendance. Through a partnership with the Greater Cleveland Food Bank, branch staff offered free meals to youth on weekdays. Library Assistant Youth Emphasis Todd Fagan and Library Assistant Computer Emphasis Larisse Mondok hosted Zoom Tutoring sessions for youth on Wednesdays and Thursdays. Although the Lorain Branch was closed to the public for regular library services on November 3, it acted as a polling location for 117 voters. Mondok was appointed as a co-chair for the Multi-Cultural Employee Resource Group and received training earlier this month. Branch Manager Crystal Tancak attended the Managers Meeting, a Book Ends Meeting, a

Strategic Planning Workshop, an HR Forum, and CPL Community Conversations. Tancak had a virtual meeting with Director Thomas and Dr. Winlock to discuss future programming. Tancak also provided virtual reference via LibChat throughout the month of November.

Rockport - In November, Rockport Branch continued to be the most highly utilized branch, topping over 600 visitors per week. Attendance at digital programming--including bingo, trivia, and story times--continues to grow, and more youth are returning to the branch for take-and-make crafts and Kid's Cafe meals. We have also challenged our patrons to set reading goals for this Fall for the chance to win a prize. Staff members attended meetings with MyCom, Bellaire-Puritas Development Corporation, and Rockport Community Partners Neighborhood Association. In the BBTTC, participation is steady for digital programming: Engineer for the Week, Mindful Mondays, Wellness Wednesdays, Thankful Thursdays, Origami Club, Sewing Club, D&D Club, paint-and-sip, and UKIT Advanced Robotics. Our SCOL program has attracted several students looking for a supportive environment for remote learning. The Youth Leadership Council is starting back up! We are also excited to learn how to use our new Glowforge laser engraver.

Walz - November at Walz was a time of reaching out to patrons and community partners to create new connections and rekindle old partnerships. The first week of November was a push to get all the information possible to the Walz community surrounding voting, registration and election information. Ms. Gielty created an email group of patrons and partners to introduce them to the CoUrbanize site featuring the possible design for the new Walz Branch. Walz also made sure that hard copies of all the Walz CoUrbanize information. Programming continued with holiday Take and Make Turkey Crafts and story times offered for prek-3rd grade. Ms. Gielty and Mr. Dimarco have connected with area daycares again for additional virtual programming, and book sets for teachers. The Monthly Senior Book Club continues to be a great success with more members than ever. Beginning in December, Ms. Gielty will also provide a Take and Make Monthly Senior Craft for area nursing homes and assisted living. Lastly, Ms. Gielty attended the West 80s Stakeholder Meeting -- first time as new manager -- and made plenty of meaningful connections.

West Park - Branch staff were presented the latest schematic redesign of West Park and were informed that the branch would close for at least a year beginning spring of 2021. Staff,

patron concerns, and feedback based on the design were reported back to the FMP staff in a meeting initiated by district manager Dalby. Dalby also hosted a visit to the branch by the ER&D department to discuss ways to keep connected to the community during the branch closure. Children's Librarian Libby McCuan recorded four virtual story times and shared it to local schools as well as the branch Facebook page. LACE Katie Power recorded a how-to video for the branch's take home Thanksgiving craft (also posted to the FB page). Dalby continued to gather and compile system stats for the ELT meetings on Monday as well as his DM duties for D1 and D2 while Luigi Russo is out.

District Two

Brooklyn - November 2020 saw the branch find social distanced ways to serve the community. Library assistant Catherine Hankins continued sharing take home crafts. With assistance from other staff, more than 80 crafts were prepared and distributed to educators and families for youth. Librarian Laura McShane continued to find and share resources with her email list of over 40 educators. Branch manager Ron Roberts participated in online learning. Two of particular interest was Conflict Negotiation and Resolution for Youth sponsored by the Urban League and 150 Million New Technology-Oriented Jobs and the Skills Needed to Get Them sponsored by PLA. Mr. Roberts also attended the virtual Second District Community Relation Meeting.

Carnegie West - With funds and consent from the CPL Foundation, manager Angela Guinther purchased garland and outdoor rated red ribbon to decorate the fifteen antique light poles in Frank Novak Park for the holidays. Staff from the community development corporation, Ohio City Inc., and volunteers from Friends of Ohio City Parks assisted Guinther. Page Grafton Lee and L.A.C.E.'s Lily Korte and Michael Webster did the essential preparation work. The children's staff prepared one hundred fall take-n-make craft kits to give away to local daycares and families. This month also concluded the three part series of Jesse Jukebox online Zoom concerts for children.

Jefferson - During November, the Jefferson Branch hosted numerous virtual programs. For youth, the Stem @ Home robotics coding course continued, taught by Karen Kelly Grasso, Youth Librarian. Also, the Wee Read story time for the youngest was held each Friday and afterschool tutoring was facilitated by Alexander Story, Library Assistant-Youth. Programming for adults included a discussion of Malcolm Gladwell's Talking to Strangers and a lecture by Dr. W. Dennis Keating, Emeritus Professor of

Urban Studies and Law, based upon his book A Brief History of Tremont. Book displays included Cleveland Pizza Week, the Next 400 African American experience, and No-shave November. Outreach efforts included meetings with Merrick House staff, Tremont MyCom, and the Cleveland Police Second District Community Relations Committee. A Design and Construction Kick-off meeting was held, where community members were able to receive updates about the branch's upcoming renovation project. Continuing education courses from various sources were taken by multiple staff members and the branch became temporary home to whimsical artwork from children at Tremont Montessori School.

South - Tutoring continued at the South Branch which takes place every Wednesday from 4:00 to 6:00 pm. Family Circle Time and bilingual story times continued to be held every week with new attendees. Youth Services Staff and the Branch Manager attended the Programs & Services 2020 & Beyond meeting. In this meeting, Dr. Sadie Winlock discussed how programming will be changed to be more inclusive to the patrons and community. Staff members attended the "Coping in a New World" online seminar through NEO where they learned different skills needed for this new norm. Youth Staff have provided patrons with crafts to go daily. A story time was presented by Ms. Moncayo to 15 Luis Muñoz Marín Dual Language Academy preschoolers. The South Branch Facebook page continues to reach out far and wide. So far this month there have been 2,500 views of the story times and programs posted to the page.

South Brooklyn - Though the numbers of Covid cases are rising, staff continue to maintain positive and cheerful outlooks, in large part due to the patronage we see and how their comments about our services continue to inspire us. CLERK Grace Wen recorded a spoken story for Virtual Story time. LAYE Raymond Cruz processed ecards, conducted ZOOM story time and attended the following workshops/meetings: NEO-RLS Just right Books, NEO-RLS Coping in a New World, and YS meeting. Children Librarian Ronald Palka-Roman conducted ZOOM story times and attended the following workshops/meetings: MyCOM Professional Development on Conflict, Negotiation and Resolution, Booklist Harper Collins 2021 Book Preview, and YS meeting. Assistant Manager Tammy Houghton attended the following meetings: Public Services managers, D1/D2 meeting, Book Ends, Second District Community Relations, OBCDC Community.

District Three

Garden Valley - The Garden Valley Branch team is continuously following the new work protocols, working on special projects,

and actively re-engaging with the Central-Kinsman community. The Clerk team, Marla McConnell and Melissa Brooks are quarantining returned materials, discharging items after 96 hours, reviewing the magazines, and the DVD/CD collections. The Youth Services team continue to present virtual story times for the Harvest Day Care, Rainbow Terrace Day Care, and the I Learn N Play Enrichment Center. Mr. Leonard Burks host the weekly Cleveland State University virtual tutoring program and Ms. Andrea Csia conducts the UBTECH Robotics Corp program. Library Assistants-Computer Emphasis, Latoya Barnes and Alycia Woodman continued to go above and beyond to provide great customer service and assist patrons with basic computer needs while following social distancing guidelines. Ms. Barnes and Ms. Woodman also continue to conduct the Greater Cleveland Foodbank Kids Cafe Program as well as offered a Cover Letter Workshop for the North Central-Kinsman patrons. During the month of November Mrs. Estrella and Mr. Smith, both attended the monthly MyCom community meetings.

Hough - The Hough Branch has had a steady flow of patrons this month until the smooth transition of curbside/walkup services. Children's Cafe has fluctuated day to day with the amount of meals served but it is going successfully. The branch has had two children participate in the tutoring offered. PC's for people has been a top initiative by all staff to share with our patrons. Youth Servies staff have started a virtual story time once a week, together for the local day care, Lexington-Bell. All staff attended the information Town Hall. Children's Librarian Ms. Spivey, Library assistant- Youth Emphasis Mr. Young and Branch Manager Lexy Kmiecik attended the Youth Services information meeting with break out groups. Ms. Kohr also met with the Digital C, Think Box and the Midtown virtually for community engagement. Library Assistant-Computer Emphasis Michael attended the Webinars COVID-19 & Collections - ICA-Art Conservation and Raising the Bar for Continuous Improvement for Customer Service. Mr. Barkacs also finished the Customer Service Academy from NEO-RLS! Branch Manager Ms. Kmiecik attended the Human Resources Forum and sat down with all staff to deliver yearly reviews.

Martin Luther King - The MLK branch team was part of a pilot group for Cleveland Public Library (CPL) Facebook branch pages. New arrivals, program advertising with accompanying video commercials, and book lists are regularly featured on MLK's Facebook page. In addition, links to social justice news such as the online availability of Martin Luther King's book about the Montgomery Bus protest, *Stride Toward Freedom*, through Arizona State University's Civic Classics Collection.

Sterling-Sterling continues to support Central Neighborhood adults, families and youth. Our most requested adult services continue to be fax, email, copy, print and computer use/instruction. Youth Services team, Sonja McCord and Charles Bailey, presented a story time via Zoom and distributed craft kits for the weekly Grab and Go program. Sumayyah Davis, Branch Clerk, recorded a story for dial-a-story. Kids Cafe after school snack program is well attended. The Food Bank's weekly backpack program is a success with 100% distribution. Branch Manager, Monica Rudzinski, attended the MyCom Partner meeting and is working with partners to distribute new books to Central youth.

Woodland - The Woodland Branch team is continuously following the new work protocols, working on special projects, and actively re-engaging with the Central-Neighborhood community. The Clerk team, Shannon Muhammad and LaTasha Brent are quarantining returned materials, discharging items after 96 hours, reviewing the magazines, and the DVD/CD collections. Ms. Kelli Newsom presented virtual storytimes for the All-Around Children Day Care and conducted the Fall into Winter program (virtually) on behalf of the Woodland Branch. Library Assistant-Computer Emphasis, Desiree Smith, continues to go above and beyond to provide great customer service and assist patrons with basic computer needs while following social distancing guidelines. In addition, Ms. Smith presented the Digital Services Crash Course program, and co-facilitated the Greater Cleveland Foodbank Kids Cafe Program with Mrs. Newsom. During the month of November, Mrs. Estrella also attended the monthly MyCom community meeting for the Goodrich Gannet-Kinsman Neighborhood, the November 2020 HR Forum, and the CPL Woodland/CDF - Design & Construction Kick-Off. Children's Librarian, Ayesha Drake El, resigned on Saturday, November 14, 2020.

District Four

East 131st - The East 131 Branch kicked off the month of November assisting patrons with reference questions regarding Election Day. Along with community partners, Branch Manager Marina Marquez co-hosted the Facebook Live program Books & Ballots: What to Expect on Election Day, Value in Voting. Branch Clerk Karie Felder and Library Assistant Carla Carraway assisted as Precinct Election Officials (PEO) at the polls. Six of the East 131 Corlett Volunteers hosted the Democracy Town Hall, moderated by Elizabeth TiOlu Oresanya. Along with Youth Services staff, Ms. Marquez attended the MyCom Community Meeting, participated in

the Design Thinking Committee meeting, completed OCLC's webinar Libraries and Sustainability: A Global Perspective and virtually met with a representative from Ideastream to plan for families of the East 131 Branch to participate in PBS's Play & Learn Science Family and Community Learning virtual program. The branch presented two Facebook Live events that included Children's Librarian Kelli Minter reading Eric Carle's the Grouchy Ladybug and From Head to Toe along with Library Assistant Youth Emphasis Rosa Simone presenting playful cooking programs. Library Assistant Computer Emphasis Carla Caraway, Ms. Minter and Ms. Simone created a seasonal book display highlighting WOIO Channel 19's Next 400 series. The East 131 Branch ended the month with a holiday program in celebration of being grateful.

Fleet - This month featured preparations for holiday programming. Branch Manager, Magnolia Peters is preparing for a weeklong Adult and Senior Patrons Appreciation Week in December. Community partners Oak Street Health and Zelma George have been invited to participate. Children's Librarian, Tracie Forfia is planning for the holidays with "take and make" crafts kits for the children along with a festive "take one" book giveaway courtesy of the Children's Book Bank. Due to flooding problems in the Children Room, partial carpeting was removed from the floor to prevent the development of mold.

Harvard-Lee - In November 2020, Harvard-Lee Branch hosted tutoring for students via Zoom every Tuesday afternoon. Five tutors were present each session, and one student signed in for homework help. Branch Manager Kristen Schmidt attended the Neighborhood Collaborative Meeting via Zoom by Harvard Community Services Center and the Mt Pleasant MyCom meeting. Ms. Schmidt conducted the photo/phone call site visit with the Food Bank of Greater Cleveland. Ms. Schmidt attended all CPL meetings for managers and the CPL Community Conversation webinars.

Mount Pleasant - In November, Mark Tidrick, Children's Librarian, participated in community outreach with Murtis Taylor at a Drive-through Diaper Giveaway. Mr. Tidrick handed out 50 backpacks filled with Cleveland Public Library program information and activities for families. Mr. Tidrick also coordinated with teachers at Murtis Taylor to bring virtual story time to their pre-school classes. Branch Manager, Shayla Boyce, attended orientation for the role of Chair for the African American Employee Resource Group. Ms. Boyce also became the library representative on the upcoming Mt. Pleasant Steering Committee being organized by MyCom.

Rice - Rice Branch kicked off the month of November by assisting in the election process. In partnership with the Greater Cleveland Board of Elections we were a polling location on Election Day. For the youth and adult patrons, Rice provided a multitude of fall and voting themed book and DVD displays. Youth, families and educators enjoyed seasonal crafts to share with each other, students and friends that coincided with our month's thankfulness theme. From paper pumpkins to hand turkeys Rice brought crafts to the buckeye woodland community. Youth Librarian Whitney Johnson participated with the Dial a Story and Virtual Storytelling at Main Library. Branch/District Manager Amiya Hutson attended West Parks virtual Design and Construction kick-off as a member of the CPL's building projects Core Team. The branch gift wrapped the month up by decorating its book cart to start the book sale season with 50% off themed books and popular artist picks.

Union - For the month of November, patron visits has been steady during the week as more people are looking for a safe, quiet space to sit and read. Youth staff continue to enjoy their time with the students during the UBTech Stem program sessions. The students that are participating in the program are very creative. We continue to offer Kids café, Kahoots Wednesdays and Virtual Story Time programs to our youth. Youth LA Valerie Johnson participated in CPL-ERG committee meetings and has been selected to co-chair the Women's ERG. Ms. Williams, Ms. Steward and Ms. Johnson took part in the Programs and Services 2021 and beyond workshop. Ms. Williams attended the Public Services Manager's meeting, the CPL-Fit meeting, HR Forum, Mental Health update for Book Ends and WOW committee meeting. Ms. Williams also completed Managing for Results video course which is offered through Lynda.com.

District Five

Addison - During the Month of November Addison staff was busy with professional and community development. Both Addison branch clerks completed one hour of professional development inclusive of the Ohio Reference Excellence module four. Branch Clerk Ms. Carter also participated in a Webjunction webinar called "What Would Walt Do? Quality Customer Service for Libraries." Ms. Means, The Branch Manager, attended the 3rd District Monthly Safety meeting and participated in NEORLS's webinar called "Coping in a New World: How to continue to thrive and cope while providing public service." LAYE, Ron Clark, watched a Webjunction webinar called "Dealing with Angry Patrons" and continues to participate with NEORLS' Teen/Youth Services

Virtual Networking Meetings. Mrs. Malinoski has connected with St. Francis in a library card drive for about 225 students' grades kindergarten through 8th grade to renew or apply for a new card prior to Christmas break. Mrs. Malinoski has connected with Rainey and Fatima learning pods in the Addison service area with 91 students for literacy support. Mrs. Malinoski attended NEORLS's webinar called, "Hot Tech Toys." Addison ended the month by switching out its Juvenile displays to Thanksgiving themes. And, The YA displays were switched to showcase new materials and a Next 400/Channel 19 series display was created featuring materials from the branch collection.

Collinwood - Collinwood library is thankful to be partnering with PCs for People "Free Computers and Internet for School Students K-12 attending schools in Cuyahoga County for a special distribution. With support of the District Manager, extra security and parking lot access was arranged to facilitate the drive thru process for receiving devices. Manager Peak and her staff reached out to schools, pods, and community organizations to spread the word and get applications completed. Our monthly article in the Collinwood Observer continues to be a primary resource to reach out to the public. Patron visits to the branch continue to increase and we have helped patrons to access online CMHA Section 8 Housing Vouchers applications. Friendly proper masks wearing signs were added to computers to comply with COVID-19. Youth Services Librarian, Adam Tully, visited the 'Better Together' learning pod taking 33 books for children and signed up 10 children with ConnectED cards. Kiaira Jefferson has connected with Cleveland Playhouse Square, site coordinator, Emmanuel Jackson to begin class visits in the coming weeks. Thoughtfulness and thoroughness continue to drive us in planning for success in providing the best customer service and programming for the Collinwood community.

Glenville - At the Glenville branch during the Month of November Youth Staff, Peter Roth and Difranco Barnes hosted weekly zoom story times. Every week they also have created a curbside craft project for the young patrons to pick up the kit and put it together at home. Mr. Roth created juvenile and picture books displays about social activism, honor to Veterans, the Transgender, Thanksgiving and Kamala Harris. Mr. Barnes created a YA book display that featured love stories. Mr. Roth and Mr. Barnes, both led the STEM@HOME program for the UKIT robots. Mr. Roth attended ERG training, worked as a poll worker for Election Day, and Program and Services 2021 training as part of the Youth Service meeting. Branch Manager, Sharon Jefferson attended Manager's Meeting, the Town hall meetings, HR Forum training,

and the Program and Services 2021 training. The ER&D office met with the Manager to discuss how the office can be supportive to the Branch.

Langston Hughes - Langston Hughes served as a voting site for the 2020 Presidential election. Langston Hughes partnered with local author/historian, Dr. Regennia N. Williams of the Western Reserve Historical Society who was instrumental with the planning of "Hughes, History and Harmony," Stories & Songs in the Key of Langston. Dr. Williams will be planning future virtual programming for the branch. Eric Herman of Property Management visited the branch to examine the logistics of installing lighting to illuminate the protest sculptures located on the west side of the branch bordering East Boulevard. Branch Manager, William Bradford, attended the Library HR discipline forum. Mr. Bradford also hosted a special virtual author speak for the annual Friends Council speaker series of the Oberlin College Library featuring author and Rutgers University History Professor, Erica Armstrong Dunbar. Additionally, Mr. Bradford hosted the virtual annual meeting of the Friends Council of the Oberlin College Library.

Memorial Nottingham - During the month of November, Memorial-Nottingham Branch continued to provide programs and services to adult and youth patrons. Manager, Pasha Moncrief Robinson created a variety of take and make bags for adults. Children's Librarian, Joanna Rivera also created a Thanksgiving take and make craft bags for children. Ms. Rivera conducted Have a Party with your Bear Day virtual program. Book requests for community partners Salvation Army and Helping Hands Daycare were filled to continue services to their children. Ms. Rivera conducted two virtual story times for O.H. Perry's Kindergarten and 1st grade classrooms that were fall and Thanksgiving themed. Library Assistant-Youth, Marvin Benton, promoted partnering services from CMHA and PC's to People to patrons in the branch.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

November was the last full month of 3E/OPS programming for 2020 calendar year. Participation in academic and nutritional support programs such as tutoring and violin for boys experienced declines in participation due to holiday school closings.

PARTNERS AND PROGRAMS

On November 28th the Library announced that it will be closed to the public through March 31, 2021; curbside delivery of bagged lunches courtesy of the Cleveland FoodBank continued at eleven branches: Eastman, Glenville, Harvard-Lee, Hough, Jefferson, Memorial Nottingham, MLK, Rice, Rockport, South Brooklyn, West Park.

After-school tutoring continued at five virtual locations through November. Participation remained light with an average attendance 5 students per week utilizing this service.

The STEM@HOME Program continued in November eight library branches with the registration of approximately seventy-five students. Over the month, an average of 8 students per session learned the basics of building and programming miniature robots.

On Saturday, Saturday 26th, as a part of the Writers & Readers author series, the Library hosted Cathy O'Neil, an American mathematician and the author of the blog mathbabe.org and several books on data science, including Weapons of Math Destruction. O'Neil is the former Director of the Lede Program in Data Practices at Columbia University Graduate School of Journalism's Tow Center and was employed as a Data Science Consultant at Johnson Research Labs. Following a short presentation, O'Neil participated in a moderated conversation with WEWS reporter Homa Bash.

In partnership with The City Club of Cleveland and nine regional Library's the Library offered a series of programs and resources as a part of Five Days for Democracy, a collaborative project designed to promote democracy through a series of daily challenges. During the week of November 28 library, patrons were encouraged to participate in thematic book discussions, online forums, and trips to public art installations at the Eastman Reading Garden and Addison Branch.

During the week of November 28, the Library hosted its first multi-day virtual conference, Global Cleveland's Sister City Conference. The Sister Cities conference was a 3-day interactive event bringing together representatives from 20+ sister cities to discuss their partnership goals, successes, and aspirations to cross-pollinate ideas and forge connections with global partner organizations and corporations.

The STEM@HOME Program launched on Tuesday, November 22, 2020, virtually across eight different library branches with registration of approximately seventy-five students.

STEM@HOME is a robotics, engineering, and science program for students. Each scholar received a UKIT with everything they needed to build, program, and control mini-robots. The UBTECH curricula will introduce and reinforce STEM and AI concepts, and make engineering and computer science engaging, accessible, and relevant for all learners while addressing educational standards.

The Young Scholars Academy Program launched on Monday, November 21, 2020. As of the 21st, twelve students registered for this four day a week online program. Young Scholars Academy is a new program for the Cleveland Public Library. Each grouping (Beginner, Intermediate, and Transitional) will have several unique lesson plans based on the Ohio Department of Education, Kindergarten Readiness Assessment (KRA), and Get Ready for Kindergarten Checklist. The program prepares students for Kindergarten. It will also increase parents' knowledge of what skills are on the Kindergarten Readiness Assessment and provide parents with information on creating and applying learning opportunities.

Starting November 22, 2020, Express Yourself! art workshops are virtually hosted by Art Therapy Studios and the following branches: East 131, Hough, Sterling, and West Park branches. On Tuesdays and Thursdays, students can virtually engage with their peers and a professional Art Therapist, continuing to learn various art mediums for self-expression. Fall sessions are scheduled to conclude in December 2020.

EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION

The following Office of External Relations and Development efforts took place November 2020:

External Relations & Advocacy Updates:

- *Goal: Increase Elected Officials and Key Stakeholders' Awareness and Understanding of CPL's Community Impact*
 - *Engage*
 - City Council Members participated in the Library's design and construction virtual kick-off events

- Councilman Charles Slife, West Park Branch
- Councilwoman Phyllis Cleveland, Woodland Branch
- Councilman Kerry McCormack, Jefferson Branch

CPL Development Updates:

- *Goal: Secure Funding to Buttress CPL Organizational Goals*
 - **Digital Equity:** Secured funding from the Public Library Association for a partnership with Microsoft to improve digital literacy and access, includes grant funds plus an in-kind contribution of refurbished Microsoft Surface tablets for distribution in alignment with digital access goals. The Microsoft Surface tablets will be given to Ohio Means Jobs participants through the Library's partnership with the organization.

CPL Foundation Updates:

- *Goal: Reach Annual Financial Targets*
 - *Fundraising*
 - End of year appeal mailed
 - Continued solicitation efforts with Cleveland Public Library Eastman Reading Garden Tile Campaign
 - Democracy 2020
 - Secured Corporate Sponsorships:
 - Westfield Insurance Foundation
 - The Sherwin-Williams Company
 - Cleveland Neighborhood Progress

Additional Department Efforts:

- Held CPL Foundation Development Committee meeting
- Staff attended virtual conferences/webinars including: Keybank & Grants Plus webinars "How Nonprofits Can Survive and Thrive in a Challenging Year" and "Grant Writing in the New Normal: Rewriting Your Nonprofit's Story for 2021"

COLLECTION & TECHNICAL SERVICES

Interim Director of Collection and Technical Services Sandy Jelar Elwell, Collection Manager Pam Matthews, and Collection Management Librarian Laura Mommers met virtually with Findaway Account Manager Donna Destefano to learn about new pre-loaded products from Playaway and new Wonderbook titles.

Ms. Jelar Elwell and Materials Handling Supervisor James Clardy attended a meeting led by Richard Ortmeyer of Bostwick Design

Partnership to review and finalize the invitation being sent to qualified vendors of Automated Materials Handling (AMH) systems. Ms. Jelar Elwell participated in an OCLC virtual discussion on public library cataloging and online visibility.

Collection and Technical Services staff attended the Town Hall Community Conversation with Ohio Means Jobs (OMJ). Ms. Jelar Elwell, Catalog Manager Andrea Johnson, Ms. Matthews, and Mr. Clardy attended the November HR Forum.

Acquisitions: The Acquisitions Department ordered 4,789 titles and 68,839 items (including periodical subscriptions and serial standing orders); received 24,439 items, 1,264 periodicals, and 220 serials; added 385 periodical items, 74 serial items, 292 paperbacks, and 342 comics; and processed 1,954 invoices.

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

Catalog: Librarians cataloged 2,627 titles and added 3,554 items for Cleveland Public Library. Librarians also added 1,203 titles, merged 51 records, and made 20 edits for CLEVNET member libraries. The Technical Services Associates cataloged 274 new titles for the Cleveland Public Library and added 217 records for the CLEVNET libraries. The Technical Services Senior Clerk added 2,077 items.

The Catalog Department Librarians attended a demonstration of Baker & Taylor's cataloging utility BTCat that was presented by BTCat Product Manager Eric Thronson on November 12. Technical Services Librarian Michael Gabe and Catalog Manager Andrea Johnson composed an announcement for CLEVNET regarding a new form for original record requests. Mr. Gabe handled the first batch of requests submitted using the new template.

Technical Services Librarian Erin Valentine met with Fine Arts Librarian Andrew Kaplan to identify and correct score call numbers for the Elgar complete series. Technical Services Librarian Barbara Satow cataloged two sets of the Sanborn Fire Insurance Maps recently acquired by the Library from the Western Reserve Historical Society. Ms. Satow attended the Ohio Library Council Leadership Conference via Zoom on November 10.

Collection Management: Collection Management continued to select in both the physical and electronic formats in November,

with 725 titles and 5,352 copies selected and over \$117,500 spent on physical items alone.

Collection Manager Pam Matthews attended three training sessions for Employee Resource Group (ERG) Chairs/Co-Chairs. Collection Management Librarian Laura Mommers attended three webinars on new books for children and young adults: "Booklist Winter Young Reader Announcements"; "Title Talk: Spring 2021 Publisher Preview for Babies & Early Readers"; and "Title Talk: Spring/Winter 2021 Beginning Chapter & Middle Grade Books."

High Demand: The High Demand Department ordered 597 titles and 4,488 items; received and added 6,304 items; processed 411 invoices, and added 337 records for the CLEVNET libraries.

High Demand Librarian Dale Dickerson cataloged and processed 105 circulating maps for the Map Collection.

Materials Processing: The Materials Processing Technicians processed 16,462 items for the month.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 18 items to the Main Library for requests and 58 items to fill holds. Main Library received 147 telescopes, the Branches received 292 telescopes, and CLEVNET received 78 telescopes. A total of 517 telescopes were shipped out. The Technicians sent out 223 items of foreign material and in total 15,311 new items were sent to the Acquisitions and High Demand Departments.

MARKETING & COMMUNICATIONS

Democracy 2020

Objective: Drive awareness and participation in the 2020 Presidential Election.

BE HEARD: November marketing efforts continued to encourage voter registration, early voting, and to cast their ballot on Election Day.

- Printed materials: table-top tents, flyers, posters
- Fall Program Guide for Adults and Seniors: features
- Digital and social: cpl.org, Off the Shelf monthly e-newsletter

- Media relations: Listings in local community calendars, cleveland.com; a media release. Click here for [coverage](#).

AUTHORS ON DEMOCRACY Culminating Event

BRYAN STEVENSON (SAT, DEC 5 @ 12 pm, ZOOM): The author of the award winning, New York Times bestseller, and recently adapted film *Just Mercy*, Bryan Stevenson shared insights and lessons from more than 30 years fighting injustice and inequality.

Marketing Efforts: Media release; advertisements (radio, digital, print, news), printed materials (post cards, table tents, posters, Fall Program Guide of Adults and Seniors); social and digital (cpl.org, Off the Shelf, community calendars, social media toolkit, [Eventbrite](#))

Library Services

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

CURBSIDE SERVICE: Due to the recent increase in COVID-19 cases across the county, Cleveland Public Library is making changes to protect staff and visitors. Starting Saturday, November 21, all Library buildings closed to the public, and transitioned to offering Curbside and walk-up services.

Marketing Efforts: Media release (Click here for [coverage](#)), signage and printed materials (sandwich board inserts, handouts); social and digital (cpl.org, Off the Shelf)

WORDS ON WHEELS: Starting January 1, all Cleveland residents can get books, movies, and more by mail with their Cleveland Public Library card. This is an expansion of The Library's Homebound Service, which caters to those unable to visit the library due to age or disability.

Marketing Efforts: Media release, ads (radio, TV, digital, billboards and bus shelters), social and digital (cpl.org, Off the Shelf)

CLEVELAND WORKS: Whether looking for a job, starting a business or seeking professional development, Cleveland Public Library can help. In addition to useful resources, the Library is partnering with Ohio Means Jobs, Reach Success and Digital Learn on a series of programs and services to help Clevelanders attain their career goals.

Marketing Efforts: Media release (Click here for [coverage](#)), ads (radio, TV, digital, billboards and bus shelters), social and digital (cpl.org, Off the Shelf)

CLE READS YOUNG ADULT BOOK FESTIVAL (FRI, DEC 4 @ 2 PM, HOPIN): CLE Reads Young Adult Book Festival returns with a day of panel discussions covering antiracism, injustice and diversity from amazing authors including Dr. Ibram X. Kendi (*Stamped*), one of the "Exonerated Five" Dr. Yusef Salaam (*Punching the Air*), and many more! CLE Reads is made in partnership with Cleveland Public Library, College Now, Rock & Roll Hall of Fame, and Cleveland author Justin Reynolds. Sponsored by Center for Arts-Inspired Learning.

Marketing Efforts: Media release (Click here for [coverage](#)), ads (radio, digital, print, news), printed materials (post cards, table tents, posters, Fall Program Guide for Kids, Teens and Families); social and digital (cpl.org, Off the Shelf, local community calendars, social media toolkit)

Other Features

SAVE THE DATE! MARTIN LUTHER KING, JR DAY TRIBUTE: Cleveland Public Library is partnering with WOIO to present three special airings - Sunday, Jan. 17 at 7PM on WUAB Channel 43; Monday, Jan. 18 at 9AM and 11AM on WOIO Channel 19. This year's theme is *And Justice for All*. Be sure to tune in for:

- Keynote Speaker Rev. Marvin A. McMickle, Ph.D., Pastor Emeritus
Antioch Baptist Church
- CPL Drum Major for Change 2021 Recipient India Pierce Lee
- Recognition of 28 Community Heroes who make a difference in our neighborhoods
every day
- Solo performances by members of the Cleveland Metropolitan School District
All City Choir

Marketing Efforts: media release, social and digital (cpl.org, Off the Shelf, community calendars), printed materials (post cards, calendar, commemorative poster); paid advertisement (radio, TV, digital, email)

PUBLIC RELATIONS OVERVIEW

Cleveland Public Library garnered over 202 mentions this month, reaching more than 15 million people in national and local TV news, and online and print. Coverage included:

- SPS officers receive [stun guns and professional training](#)
- Local author hosts a virtual, musical [puppet performance](#) based on bilingual children's book (in partnership with The Library)
- Reflect and Refract Democracy interactive [exhibition](#) in outdoor Eastman Reading Garden
- Cleveland Public Library Foundation's Eastman Reading Garden [paver](#) campaign
- Cleveland Public Library is moving to the next chapter of the [capital development project](#) and held community meetings to show the plans for the new [Hough Branch](#).
- The Library partnered with PCs for People to distribute [computers and hotspots](#) for qualifying K-12 students enrolled in a Cuyahoga County public or charter school.
- Cleveland Public Library offers a plethora of resources for patrons to trace their [family tree](#).
- The Library participated in The Rock Hall's virtual [Fam Jam series](#) by providing Storytime to viewers.





















	Total National TV Audience 1,615,685	Total National TV Publicity USD \$629,821	Total Local TV Audience 1,319,036	Total Local TV Publicity USD \$522,381
	Total Online + Print Audience 15,756,128	Total Online + Print Publicity USD \$258,161		

[Click here to view additional media coverage.](#)

SOCIAL MEDIA SUMMARY

November focused on Library-related news, partnership initiatives and closures as a result of a spike in COVID cases. Cross network total metrics for Instagram, Twitter, Facebook and LinkedIn experienced major increases of impressions (704%), engagements (98.1%) and post clicks (165%) compared to the previous month mostly due to closures and marketing initiatives around registration for CLE Reads YA Book Festival and the Authors on Democracy event with Brian Stevenson.

Impressions ⓘ 1,152,068 ↗704%		Engagements ⓘ 9,128 ↗98.1%		Post Link Clicks ⓘ 1,154 ↗165%	
 Cleveland... Thu 11/12/2020 ... #TBT Superior Ave. (West), undated. Cleveland City Hall  Total Engagem... 784 Likes 60 @Replies 2 Retweets 11 Post Link Clicks 3 Other Post Clicks 708	 Cleveland... Sat 11/14/2020 ... Author and civil rights lawyer Bryan Stevenson shares insights and  Total Engagem... 351 Likes 155 @Replies 1 Retweets 47 Post Link Clicks 49 Other Post Clicks 99	 Cleveland... Sun 11/8/2020 3:... "This is the time to heal in America." - President-Elect Joe Biden "While  Total Engagem... 130 Likes 12 @Replies 0 Retweets 4 Post Link Clicks 2 Other Post Clicks 112	 Cleveland... Thu 11/19/2020 ... Due to the recent increase in COVID-19 cases, Cleveland Public  Total Engage... 4,110 Reactions 324 Comments 52 Shares 117 Post Link Clicks 456 Other Post Cli... 3,161	 Cleveland... Sun 11/8/2020 8:... "This is the time to heal in America." - President-Elect Joe Biden "While  Total Engagem... 467 Reactions 137 Comments 17 Shares 5 Post Link Clicks 2 Other Post Clicks 306	 Cleveland... Thu 11/19/2020 ... New president, now what? How do we begin to heal? For our first  Total Engagem... 324 Reactions 48 Comments 23 Shares 13 Post Link Clicks 2 Other Post Clicks 238
 cleveland... Thu 11/12/2020 ... #TBT Up and over the Detroit-Superior bridge...looking west  Total Engagem... 112 Likes 102 Comments 4 Saves 6	 cleveland... Thu 11/26/2020 ... #TBT This cabinet card shows a young girl circa 1893. Gaining populari  Total Engagem... 80 Likes 78 Comments 0 Saves 2	 cleveland... Wed 11/4/2020 ... Bond over books and celebrate diversity at CLE Reads young adult bo  Total Engagem... 72 Likes 62 Comments 3 Saves 7			

PROPERTY MANAGEMENT

Carpenters

- Lorain- installed new panic bar device on door.
- East 131- scraped, plastered, and painted around windows in children's area.
- Delivered snow equipment to all branches. Also, installed snow plows on trucks.

MAINTENANCE MECHANICS

- Repaired/replaced parking lot and outdoor lighting at Carnegie West, Woodland, Langston Hughes and Westpark.
- Worked with the water department on replacing main supply lines for LSW, flushed piping and repaired plumbing equipment afterwards.
- Winterized/charged HVAC equipment system wide with glycol.
- Replaced HVAC pre-filters on all LSW/Main/Lakeshore air handlers.
- Worked with the Board of Elections on branch/polling location preparation/staffing.
- Continuing work to address programming/hardware issues with Siemens on the Desigo building automation system upgrade project.
- Continuing work with Wright Engineering on mechanical prints, purchasing and installation of Ionization systems.
- Installed free demo cameras (2 exterior, 1 interior) from new vendor (Verkada) in the Eastman Garden and Main building front lobby.
- Completed quarterly sprinkler system inspection for LSW/Main, Lakeshore and select branches.
- Continuing work with the Covid-19 Task force on a safe and comprehensive operating strategy.
- Continuing work/meetings with FMP Core Group, CMR, project engineers and architects and the Capital projects team on FMP design and building standards.
- Working with Kone Elevator on repair, compliance and capital projects for LSW/Main and branches.
- Continuing preventative maintenance on rooftop gas fired heating equipment, hydronic systems (boilers, pumps, etc.) for the upcoming heating season.

- 24/7 response to building emergencies and critical work orders.
- Continuing work on scheduled preventative maintenance requisitions generated by Hippo CMMS.
- Continuing work on the balance of the security camera project (IPS/Harrington Electric).

SAFETY & PROTECTIVE SERVICES

Safety Services

- Safety & Protective Services ordered replacement vest for officers with expiring vests.
- SPS participated in an online meeting with a CCTV camera vendor with CPL Property Management.

Protective Services

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
Nov 2020	2487	52	16	17	73	29
Oct 2020	2303	69	22	43	94	34
Sept 2020	2550	42	29	30	82	87
Aug 2020	2226	27	12	9	20	37
July 2020	1148	12	5	2	10	23
June 2020	802	13	8	1	30	30
May 2020	200	11	2	0	5	14
April 2020	909	29	0	0	0	4
March 2020	896	13	18	15	90	103
Feb 2020	1446	12	77	44	255	46
Jan 2020	1934	19	53	57	161	63
Dec 2019	2180	14	54	48	227	31
Nov 2019	1842	25	54	52	295	59

Special Attention, Special Events, and Significant Incidents

- SPS filled the following overtime requests: MFD pickups, and one officer to meet the three car minimum.
- Video requests fulfilled for Public Services and the Cleveland Police Department.

- SPS officers are posted at Carnegie West, East 131, Harvard Lee, Hough, Rice, Rockport, and South Brooklyn branches.

Protective and Fire Systems

- SPS branch patrol was dispatched to Woodland branch to troubleshoot an alarm keypad issue. The issue was corrected.
- New (trial) cameras have been installed inside the LSW lobby, Main lobby, and Eastman Reading Garden.

Contract Security

- Royce guards worked branches participating in the November 3rd elections. No problems or issues.

Administration

- Training of new SPS officers completed.
- SPS participated in the Finance and Board meetings to get PhaZZer approval. PhaZZers were ordered.

INFORMATION TECHNOLOGY & CLEVNET

Hilary Prisbylla, Director of CLEVNET and Larry Finnegan, Director of IT, worked with their four teams to keep their focus on the following:

- Helping member libraries adjust service levels gracefully
- Adopting new and innovative solutions to serve patrons in the time of COVID-19
- Finding solutions to help staff throughout CLEVNET work more effectively and efficiently
- Staying the course with 2020 priorities and goals
- Fulfilling regular duties and obligations with greater efficiency and accountability

Three particular projects are worth noting in detail. First, there is a new option in the CLEVNET mobile app to allow for self-checkout of library materials using the built-in smartphone camera. When a patron is in a participating library location, the patron will see the option for Self Service appear in the app. In three easy steps, a patron can check out a library item by scanning the barcode with the smartphone's camera. The project was piloted at Lorain Public Library System with great

success and is ready for rollout at all CLEVNET member libraries that use barcodes. RFID checkout will be tested next.

Second, as a current subscriber to OverDrive magazines, CLEVNET's existing 100-title subscription package was upgraded to a new collection of over 3,000 popular magazine titles at the end of November. With their recent acquisition of RBDigital, OverDrive is changing its magazine supplier to ZINIO. Moving forward, all new magazine issues in this package will be supplied by ZINIO and available with article view in Libby, OverDrive's app for accessing emedia from public libraries.

Third, CLEVNET has a new open access journal article collection that is being tested by staff throughout CLEVNET. After the testing phase, the SirsiDynix product-CloudSourceOA-will be integrated directly into the public catalog. CloudSourceOA makes it easy for our resource sharing network to take advantage of the growing body of scholarly Open Access (OA) content available today. At launch, CloudSourceOA will feature five million items from reputable publishers such as Wiley, Elsevier, and Oxford University Press.

In other CLEVNET news, elections were held for two positions on the CLEVNET Executive Panel that have terms ending in December 2020. Directors of the member libraries in the East Region reelected Katie Ringenbach, Director of Burton Public Library, to represent them for another term. Meanwhile, directors in the West Region elected Jamie Mason, Director of Rocky River Public Library, to serve a full three-year term. Director Mason is currently on the Panel, completing the term vacated by Stephanie Buchanan, former director of Bellevue Public Library, now outside of CLEVNET at Bucyrus Public Library.

The CLEVNET directors will hold their next quarterly meeting, using Microsoft Teams, on Friday, January 29, 2021 at 10:00 a.m.