

## **DIRECTOR'S REPORT**

February 15, 2022

### **Strategic Plan**

#### **Our Mission:**

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

#### **Our Strategic Priorities:**

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

## **PUBLIC SERVICES**

### **MAIN LIBRARY SERVICES DURING COVID-19**

The Library remained closed to patrons through January 18th, 2022. The Library had been scheduled to reopen at Phase 3 on January 18th, 2022, however, a snow storm delayed the reopening of the Library by one day. In person programming has been suspended through March 6th 2022.

## **PROGRAMS, SERVICES AND EXHIBITS**

### **2022 Norman A. Sugarman Children's Biography Award**

The 2022 Norman A. Sugarman Children's Biography Award winner is:

- *Exquisite: The Poetry & Life of Gwendolyn Brooks* by Suzanne Slade and Cozbi Cobrrea.

The 2022 Honor Books are:

- *Nina: A Story of Nina Simone* by Traci Todd and Christian Robinson.
- *Lizzie Demands a Seat!* by Beth Anderson and E.B. Lewis.
- *The Water Lady: How Darlene Arviso Helps a Thirsty Navajo Nation* by Alice McGinty and Begat Shonto.

The Program Committee Chair Annisha Jeffries would like to thank the committee members for their hard work during this challenging time. Ms. Jeffries will contact the publishers to inform the author(s) and illustrator(s) of this beautiful announcement and upcoming virtual ceremony on Thursday, September 29, 2022.

### **Passport Services**

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

### **Tax Form Program**

Business, Economics, and Labor Librarian Susan Mullee is coordinating the receiving of federal and city tax forms, working with the Central Collection Agency (CCA)-Division of Taxation for the City of Cleveland, ordering forms from the Internal Revenue Service (IRS), and coordinating with Property Management for the pickup of CCA tax forms for the Branches and Main Library.

### **COVID-19 Test Distribution**

- Lending staff distributed free BiNaxNow at-home COVID-19 tests to patrons via the Drive-Up window. Demand for the at-home COVID-19 tests continues to be very high. Lending staff have been busy answering hundreds of phone calls each day from patrons seeking at-home COVID-19 tests.
- During peak times and bad weather, management staff distributed COVID-19 tests on a book cart next to the drive-up window to walk-up patrons.
- Lending Department staff have distributed 3,456-COVID-19 tests thus far in January and have now distributed more than 23,000-COVID-19 tests since the program began in March 2021.
- On January 13th, 2022, the Ohio Department of Health announced they are pausing shipments of at-home COVID-19 tests to community partners, including libraries and local health departments until COVID-19 Test inventory and the supply chain have stabilized. The pausing of shipments of COVID-19 tests to public libraries is due to increased

demand nationwide for these tests with the surge of the Omicron variant.

- The Ohio Department of Health is prioritizing the limited supply of COVID-19 tests currently on hand to schools (K-12) across the state.
- As tests become available, after the urgent needs of K-12 schools and higher education institutions are met, the state plans to resume sending tests to libraries and local health departments.

### **Books by Mail Programs**

**Words on Wheels:** Eleven different patrons have used Words ON Wheels services for the month. Forty-four packages including 129 items have been sent to patrons.

**Homebound:** In December 2021, Homebound Services sent 123 packages to 116 patrons. In 2021, 1,865 packages were sent to fulfill 1,712 patron shipments.

### **OUTREACH**

Science and Technology Public Services Associate Karen Cerney is supporting an ongoing Sterling Branch request, to obtain an Individualized Education Plan appropriate resources for a courtyard beautification project at East Tech High School. The students there have obtained a grant and are interested in planting native Ohio plants and trees, possibly using the seed library.

Lending Manager Stephen Wohl assisted Mr. Benjamin Clark, Center Director at NEON Health Care Center, with information to help set-up at COVID-19 Test Distribution site at various Neon Health Centers in the City of Cleveland. Mr. Wohl shared signage, instructions, and general tips and best practices the Lending Department used to make the COVID-19 tests distribution program successful at CPL. Mr. Clark expressed his sincerest appreciation for the assistance and looks forward to utilizing the Cleveland Public Library as a resource and community partner going forward.

The Cleveland Digital Public Library (CDPL) began coordinating theater program scanning in coordination with the Literature Department and in collaborating with the Youth Services

Department, ILL CDPL continued supplying Y-Reads sets to a book club at Mansfield Correctional Facility.

### **COLLECTION MANAGEMENT**

Youth Services staff continue to shelve and maintain the stack and reference collection by organizing and distributing advanced reader copies located in the stack area. Staff also withdrew some damaged YRead? In addition, staff are processing new and replacement titles.

Center for Local and Global History Department (CLGH) Library Assistant Lisa Sanchez, submitted 53 items for Digital Gallery approval. The items are currently available through the Broadway-Slavic Village finding pathway. In addition, staff in CLGH completed the art move for Eastman, scanned, described, loaded into ContentDM, and digitally preserved several hundred images, mostly from Special Collections and Photographs. Staff also continued work on an art inventory of Branch Holdings, and logged environmental conditions at Lakeshore & Main.

The International Department collected, processed, and shipped 587 items as requested by three Long Loan partners for the first month of the New Year.

### **RESEARCH THAT'S ONLY POSSIBLE AT MAIN LIBRARY**

- Center for Local and Global History Library Assistant Lisa Sanchez compiled multiple images for a historic Ohio City walking tour guide, researched the locations of the Cedar Theatre and Alpha Theatre for a patron. In addition, Mx. Sanchez was able to find photos of the area near Alpha Theatre and 1980s photos of the Cedar Theatre.
- Center for Local and Global History Library Manager Olivia Hoge assisted a patron with finding maps of Little Italy spanning the 1880s-1950, in addition she assisted a patron with obtaining news articles relating to the 2021 Cleveland mayoral candidate.
- Staff assisted a patron in obtaining information about actor Margaret Hamilton, her family, and Hathaway School.
- Staff assisted patrons with scanning sheet music, journal articles, and items in Special Collections.

- Staff across Main Library answered basic information, directional, and research questions that came in through our chat service, LibChat.

### **STAFF DEVELOPMENT**

Social Science Librarian Forrest Kilb attended the OCLC Webjunction webinar, *Libraries and Eviction: Further Questions and Answers*.

Social Sciences Sr. Librarian Mr. Moore listened to the Librarians Anonymous podcast, *A Year of Pandemic Librarianship*.

Business, Economics & Labor Library Associate Alycia Woodman viewed the Data Axle webinar, *Entrepreneurship: Research for Starting, Managing and Growing Businesses*, along with the podcast, *Business Nonfiction*.

Business, Economics & Labor Librarian Susan Mullee completed two courses from LinkedIn Learning, *Improving Your Listening Skills* and *Entrepreneurship: Bootstrapping Your Business*. She also attend a webinar from the Network of the National Library of Medicine (NNLM), *Trauma-Informed Librarianship: Building Communities of Care*.

Assistant Manager Cynthia Coccaro is attending an NEO-RLS webinar *2021 Employment Law Updates* on January 20, 2022.

TechCentral Lacey Jorge Arganza, attended the following webinars; *How to Deal with Problem Behaviors Related to COVID-19* and *Homelessness 201: A Deeper Understanding*.

### **OTHER**

Staff members across Main Library continue to serve on teams and committees including the COVID-19 Team, the Re-Opening Task Force, Labor Management Committee, Public Service Training Steering Committee, BookEnds Training Team, and Employee Resource Groups.

Staff across Main Library attend the Library Thought Leaders programs.

## TECHCENTRAL

### Outreach

#### Inside Programs-via Zoom

Name of Program	Date of Program	Total # of Attendees	# of Adults	# of YA	# of Juveniles
Microsoft Excel I	Jan 4	3			
My Digital Life	Jan 5	0			
Microsoft Word I	Jan 6	0			
Resume Workshop	Jan 10	0			
Microsoft Excel II	Jan 11	4			
My Digital Life	Jan 12	0			
Microsoft Word II	Jan 13	0			
Job Searching	Jan 14	0			
Microsoft Excel III	Jan 18	closed			
My Digital Life	Jan 19	0			
Microsoft Word III	Jan 20	0			
Resume Workshop	Jan 24	0			
Microsoft Excel IV	Jan 25	4			
My Digital Life	Jan 26	0			
Microsoft Word IV	Jan 27	1			
Job Searching	Jan 28	1			
1-on-1s	January	4			

Cleveland Public Library was closed to in-person use January 1st-17th. Inclement weather closed the library January 18th. TechCentral used the downtime to conduct a deep clean of the department. TechCentral staff also prepped cases for the next round of incoming hotspots (842).

### Professional Development and Meetings

TechCentral staff attended the Library Thought Leaders Town Hall on January 13th. TechCentral staff meeting held January 13th. New MakerSpace reservations training held on January 15th.

Library Assistant-Computer Emphasis, Allison Collins

Date	Topic	Location
01/05/22	Reopening Task Force meeting	Teams
01/12/22	Reopening Task Force meeting	Teams

01/13/22	Rainbow Readers LGBTQIA+ ERG meeting	Teams
01/19/22	Reopening Task Force meeting	Teams
01/19/22	SEIU-CPL Chapter leadership monthly meeting	Zoom

Library Assistant-Computer Emphasis, Yehia Alhibishi-Devore

Date	Topic	Location
1/13/2022	Libcal Event Scheduling Training	TechCentral
1/2022	Vinyl Printer Design Assistance	TechCentral MakerSpace

TechCentral Assistant Manager, Matt Sucre

Date	Topic	Location
1/3	NTEN Check in	Online
1/10	FIT Committee	Online
1/13	NTEN NTC Speakers Call	Online
1/14	NTEN DIF Monthly Cohort Call	Online

TechCentral Assistant Manager, Melissa Canan

Date	Topic	Location
1/5/22	Public Services Managers Meeting	Virtual- Teams
1/10/22	Hotspot Procedures Update	Virtual-Teams
1/10/22	DPLA Open Board & Community Meeting	Virtual- Zoom
1/11/22	Digital Ambassadors Monthly Meeting	Virtual- Zoom
1/11/22	Central Neighborhood Working Group meeting	Virtual- Teams
1/13/22	TechCentral staff meeting	TechCentral lab
1/25/22	Central Neighborhood Working Group meeting	Virtual- Teams

TechCentral Manager, Suzi Perez

Date	Topic	
1/5	Public Services Managers Meeting Re-Opening Committee	
1/10	Hotspot Procedures Meeting Improved 001 Process Meeting	
1/11	Digital Ambassadors Meeting Central Neighborhood Working Group	
1/12	Main Managers Meeting Digital Equity Partnership CPL/DigitalC Re-Opening Committee	
1/19	CMSD, CPL, and DigitalC/Central Surge Project Re-Opening Committee	
1/20	CPL Regular Board Meeting	
1/25	Central Neighborhood Working Group	

	Transition Planning/Move Management	
1/28	Open grant projects/partnerships in digital literacy/access	

### **Computer Usage and Hotspots**

There were 573 computer sessions at Main for January. There were 288 hotspots circulated through the system in January.

### **PST Monthly Report: Dec 3rd 2021 - Jan 3rd 2022**

Service Calls and Tickets Summary:

Service Calls and Tickets Received: 134

- CPL Help Desk Tickets: 127

- CPL TechCentral Tickets: 7

Service Calls and Tickets Resolved: 113

Tickets currently in Progress: 69

Service Ticket and Project Detail:

Application: 15

Workstation: 26

Printer: 8

Office 365: 20

Form 001's: 5

Notes:

Working on organizing and cleaning Automation storage.

Received, tagged, and inventoried large PC orders.

### **CLEVELAND DIGITAL PUBLIC LIBRARY**

#### **Summary**

ClevDPL scanned, described, and uploaded, repaired books and flat paper, did ILL, and served patrons. The library was open for the last 10 days of January, limiting in-person public service activities.

#### **Programs & Exhibits**

We participated in Main Library meetings. We planned winter programs.

#### **Public Service Statistics**

The library did walk-up, and drive-through in early January. Library facilities were open to the public beginning the 19th of January. ClevDPL had 15 in-person visitors from January 19th to January 30th. We had 3 two-hour scanning appointments. From



January 1st to January 28thst, Google Analytics (GA) reports 7119 sessions for 5011 users and 133402 page-views. Search engines delivered 58.2% of our accesses. Searching in ContentDM accounted for 25.1% of our accesses. Referrals were 10.7% of our accesses (including 25% from Wikipedia, 15% from CWRU, 10% from CPL, and 5% from dp.la. 7.9% of our sessions came through social media (90% Facebook, 9% Twitter, and a bit from Reddit). 50.3% of our users accessed our site using desktop computers, and 47.7% accessed ContentDM through mobile devices (5% tablets and 44.7% mobile).

### **Outreach**

Community partner work in January was limited. We worked with Cleveland Orchestra (scrapbooks), and the Old Brooklyn Historical Society (newspapers) among others. ClevDPL ordered and installed a high speed microfilm scanner using ARPA/LSTA funds in January. ClevDPL is participating in the new exhibits project at Main Library. Staff will met again with Google in early January learn about Google Cultural Institutes project. We completed a scanning job for the Disney Archives.

### **Collection Development**

As of January 29th, 1540 images were scanned, 1267 were post-processed and QA'd, and 1267 images were uploaded, many of which were included in multiple-image .pdfs. Scanning highlights include continuing scanning sheet music, scanning urban renewal and public works plans, crowdsourced transcription of Civil War manuscripts and continuing the Cleveland Orchestra scrapbook project.

### **ILL**

Statistics from OCLC are one month behind and cover December. We had 54 requests from CPL users for materials from other libraries. Response time by other libraries, likely due to the pandemic, averaged a 13 day and 16-hour turnaround on our patron's requests for books and materials, and a 16 day and 21-hour turnaround for our patron's requests for copies. Partner libraries made 767 requests through OCLC to borrow from CPL and 46 requests through ALA forms. CPL staff managed a response time for books of 5 days and 7 hours and a 6 day turnaround for copies. We again had numerous ILL requests from incarcerated persons and general researchers using ALA forms. There were 8 copy requests.

### **Staff Development**

Staff learned about Google Cultural Institutes. Staff were trained on our new NextScan microfilm scanner.

## **Preservation**

As of January 29th, preservation received 60 items and returned 56 items. 22 labels were printed. 11 four flaps were done. The team prepared 39 complex and 7 simple repairs on codex books. We completed 20 complex and 19 simple flat paper repairs on difficult oversized maps and plans, including washing, and mending. We continued working on an inventory of artwork in the library system, focusing on branches in phase 1b of the master plan. The Eastman mural, taken down and rolled by ICA in January, will be moved by library staff in early February. Brooklyn, Walz, and MLK are in progress. The rest of 1b is still being planned.

## **Planning Activities**

We continue to plan for art moves and storage of art. Due to COVID, early winter programs were cancelled. We are trying to plan for upcoming online winter 2022 mini-book-making program. Patrons have expressed interest in an in-person chess club. 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. We are working with IT to put more of our digitization tracking and applications in the cloud.

## **OHIO LIBRARY FOR THE BLIND AND PRINT DISABLED**

### **Activities**

For January 2022, OLBPD circulated 67,314 books and magazines directly to patrons. The substantial increase in monthly circulation is a direct result of migrating patrons over to duplication-on-demand (DoD) and is only temporary through the conversion. OLBPD registered 94 new readers to the service. Approximately 716 BARD patrons among 1,364 active users downloaded 13,528 items.

OLBPD completed its DoD pilot. On January 10th, the next phase launched where all patrons receiving audio books are being converted to DoD circulation. The conversion is scheduled to take ten weeks, beginning with our most active readers. Arrangements are being made with the National Library Service (NLS) to return our physical holdings of audio books once the patron conversion is completed.

On January 19th, Bill Wilson, Research Consultant with QualityMetrics LLC coordinated a meeting with OLBPD and the State Library of Ohio (SLO) to discuss and evaluate Ohio's braille and talking book program activities since it uses Library Services

and Technology Act (LSTA) funds. QualityMetrics was contracted by SLO to conduct Ohio's required five-year LSTA evaluation.

An electronic document storage system was created in SharePoint to maintain digital copies of patron applications instead of paper files. NLS requires network libraries to keep a certified electronic or paper application for all active readers and has retention policies for applications once service is closed.

The OLBDP adult book club met remotely on January 13th to discuss *One Two Three* by Laurie Frankel. On December 9th, the OLBDP school chat students met remotely for a Story Time reading of *The Pigeon Has To Go To School* by Mo Wilson. On January 27th, the OLBDP youth chat discussed *Carl and the Meaning of Life* by Deborah Freedman.

OLBDP staff participated in remote programming and provided information and talks about the service during the Cleveland Sight Center Book Discussion on January 11th; and Foundation for Fighting Blindness Zoom meeting on January 22nd.

## **ARCHIVES**

### **Donations Received**

The Archives received a photograph of former Library staff member and children's book author Era E. Zistel dated 1926 from the Literature Department. Zistel, then a page at West Tech High School Library, played a leading role in the Library Players' production of Oscar Wilde's *The Importance of Being Ernest* at the Thimble Theatre in May 1926.

### **Research**

Research was conducted on the donation of the 200-volume library of the Cleveland Chapter of the American Institute of Architects to the Library in 1958. The donation included the *Collection of Etruscan, Greek, and Roman Antiquities from the Cabinet of the Honorable William Hamilton*, published in Naples in 1766.

Research was also conducted on the first Guest Book of Main Library, in which visitors of note were invited to sign their names. Numerous notable figures in the fields of library science, literature, and publishing visited the Library since its opening in May 1925, including Harlem Renaissance poets,

writers, and intellectuals Langston Hughes, Alain Locke, and Countee Cullen.

### **Other Activities**

The Library was invited to join the Guastavino Alliance, a nonprofit organization based in Black Mountain, North Carolina, dedicated to the preservation of the work of architect Rafael Guastavino, Sr., and his son Rafael Guastavino, Jr. The Guastavinos, who immigrated to the United States from Spain in 1881, developed a patented, fireproof vaulting technique for ceilings using structural tiles. The arched ceilings in Brett Memorial Hall and the entryway of Main Library were constructed using the Guastavino method. Cleveland Public Library is the first member institution of the Alliance in the state of Ohio.

### **PUBLIC ADMINISTRATION LIBRARY**

#### **Programs/Exhibits**

No Popular titles were on display during the month of January. The Business Department shared a selection of titles on mentoring.

#### **Collections**

PAL received a donation of books from the Mayor's Office of Capital Projects Survey Department. The titles from the donation PAL will be keeping include:

*Substandard housing as determined by low-income housing area survey /* by Howard Whipple Green

*Planes of living in Cuyahoga County as depicted by the real property survey /* Real Property Inventory of Metropolitan Cleveland, edited by Howard Whipple Green

*Standards of living in the Cleveland metropolitan district as depicted by the federal real property inventory /* Real Property Inventory of Metropolitan Cleveland, edited by Howard Whipple Green *Population, family, and housing data by blocks, Cuyahoga County /* Real Property Inventory of Metropolitan Cleveland, edited by Howard Whipple Green *Supplement to The City Record /* May 15, 1937.

The title *Region III, Glenville neighborhood: urban-infill housing study /* Whitley-Whitley Architects & Planners, 0009111715166 has been added to the Digital Gallery by the Cleveland Public Digital Library.

The title *Sixth anniversary of Outhwaite Homes, October 30-31, 1943*, 0009132297368 has been uploaded to ContentDM for approval and addition to the Digital Gallery.

### **Transferred**

PAL transferred 6 titles and withdrew 2 titles.

### **Reference Questions Unique to PAL**

Staff assisted a patron with question concerning residential parking.

Staff assisted History & Geography with Basheer Jones information.

Staff helped the Mayor's Office with Plain Dealer information to set up delivery.

A patron called wondering if the City of Cleveland had an official bird of the city. Nothing was found. Staff assisted Law Department with former wording of section of Cleveland City Charter and copies of Law Opinions.

Staff helped a patron with USERRA question.

A researcher from Case Western Reserve University visited PAL to review documents regarding the Council for Economic Opportunity from 1964 to 1966, specifically *Preliminary Proposal for Participation in the Economic Opportunity Act of 1964*, September 1964. The researcher stated she was unable to access these documents anywhere else.

Assisted a LibChat patron researching the history of RTA by providing a copy of Cleveland City Council Ordinance No. 2380-B-74.

Staff assisted a patron seeking information about the Richman Brothers building.

### **Outreach**

Due To safety concerns, Lunchtime Knitting Circle was cancelled this month and next.

### **Staff**

On January 3rd, Denise Williams-Riseng, Public Services Associate, joined PAL staff. On January 6th, Mayor Bibb visited PAL to meet the staff and tour the collection.

## **BRANCH NARRATIVES**

**D1 Eastman** (closed for FMP) - Eastman staff Kristin Galewood, Nancy Smith, and Jamie Lauver completed multiple professional development webinars inclusive of: *Creating Calm During Times of Stress, Rebuilding Our Why - For Library Staff, Why Not Us? The Case for AI in Libraries, Altered Patron Expectations After a Year of Upheaval*, and a State Library of Ohio webinar entitled *Too Many Bags*. Mr. Lauver attended the ODJFS Community Partner Conversation virtual meeting. Mr. Lauver visited Eastman to get pictures of the current building interior to share with staff. The branch Facebook page was used to promote the auction 29 lots of furniture from Eastman on govdeals.com to patrons and the community.

**D1 Lorain** (closed for FMP) - Lorain staff Crystal Tancak, Adela Santana and Marlie Hooper continued to take advantage of professional development opportunities while at their temporary locations during the Facilities Master Plan closure inclusive of: *Plan a Campaign to Draw People Back into Your Libraries, Rebuilding Our Why - For Managers, How to Reduce Police Calls and Keep Everyone Safe in Your Organization, COVID: How to Deal with Problem Behavior Related to COVID-19, and Getting Hit on by Customers: Women (and Men) Share their Tools for Stopping Unwanted Attention*. Ms. Hooper also received training on how to use TechCentral's vinyl printer which entailed how to create stickers, window clings, banners, posters, and heat-soft transfers for clothes and other fabrics.

**D1 Rockport** - During the month of January, we prepared for pre and post curbside service, staff updated community signage and created movie bundles, maintained the lobby display as we continued to help Rockport, West Park, and Eastman patrons. We held our second community outreach zoom meeting for the Facilities Master Plan. Rockport took over hosting the monthly community partner meeting typically hosted by MyCom.

**D1 BBTTTC @ Rockport** - In the Best Buy Teen Tech Center staff hosted a virtual escape room that was open to all ages. This was created by Jazmine Smith using Google Slides, Sites, and Forms. Our C2C program had its kickoff and has officially been launched. Participants have begun attending weekly meetings and new members are being recruited through the end of the month. All staff members helped to complete the Clubhouse Network's end of year A&P report. Jill Pappenhagen has completed the Refresh & Retool Grant Survey and Kelcey Saunders completed the C2C Grant Midyear survey.

**D1 Walz** - At Walz, we shifted our book and DVD displays to window displays and crafting programs to Take n' Make. The Take n' Make knitting kit for adults included free yarn, knitting needles and a wide array of beginner patterns. A gorgeous handmade Story Time kit featuring Jan Brett's "The Mitten" was passed out to families with early learners; these high-quality kits include a book, felt animals and activities.

**D1 West Park** (closed for FMP) - Librarian Libby McCuan distributed a Scrabble tile craft for children and families to help build all levels of literacy during National Thesaurus Day. Library Assistant Computer Emphasis Katie Power provided two snowy, blowy Story Times virtually to our friends at St. Augustine's Childcare. Library Assistant Youth Emphasis Jeanna Sauls attended *Free Burnout Training* and *Upcoming Manga* webinars.

**D2 Brooklyn** - Library Assistant Computer Emphasis Sarah Kolonick and Clerk Felicia File made Take n' Make crafts using the branch Cricut machine, including a paper cutting Year of the Tiger lantern, a Go Wild matching game, and a dinosaur themed pop-up card. Manager Ronald Roberts participated in a Cleveland Metroparks Zoo initiative as part of a listening session for community organizations.

**D2 Carnegie West** - Paul L. Dunbar 4th graders and their families coordinated by Librarian Helen Zaluckyj, came to Carnegie West to videotape their "I Have a Dream" speeches for inclusion in Cleveland Public Library's televised Martin Luther King Jr. Celebration on Channels. Also videotaped for the special was Ohio City's Unsung Hero, Mr. Thomas Knittel. Manager Angela Guinther and Helen Zaluckyj co-presented Northeast Ohio Regional Library System's summer reading workshop for youth librarians. They detailed successful partnerships initiated by Carnegie West over the years.

**D2 Fulton** - The Fulton team participated with the following webinars: *Sort it Out!*, *Rebuilding Our Why*, *Free Burnout Training*, *How to give negative feedback in a positive way*, as well as *Tips; Overcoming employees' resistance to change*. Rachel Irizarry made a new display in the lobby to welcome patrons back into the branch and updated job board postings. Leslie Barrett worked with the Curb Cut Collective to refine its logo and start working on a Townhall to be hosted for CPL Staff.

**D2 Jefferson** (closed for FMP)- The Tremont Think and Drink Book Club met via Zoom, discussing Elizabeth Kolbert's *Under a White Sky*. Librarian Karen Kelly Grasso attended the *2022 Spring Manga Book Buzz* webinar. Manager Steve Capuozzo attended Ryan Dowd *homelessness* webinars via the State Library of Ohio's online platform. He also met with staff from the Cleveland International Film Festival to discuss a partnership.

**D2 South** - South staff created displays by the windows along the ramp giving patrons the opportunity to view the selection of material during our closure to the public. Upon reopening patrons checked out much of the display.

**D2 South Brooklyn** - South Brooklyn staff Shellie Oreskovic and Tammy Houghton participated in multiple professional development opportunities during the month of January inclusive of: *Tools for Tense Situations with Angry Customers*, *Dealing with Hostile and Potentially Dangerous Library Users' Behaviors*, *Professional Office Etiquette Basics*, and *Building connections with community assets*. Ms. Houghton also attended the Cleveland Metroparks Zoo Service Provider Listening Session. She led the adult book club to discuss *The Anthropocene Reviewed: Essays on a Human-Centered Planet* by John Green. Library Assistant Youth Emphasis Raymond Cruz read *My Cat Looks Like My Dad*, *The Little Guys* by Vera Brosgol, and *Dragonboy* during Zoom Story Times to over 40 students at Horizon Education and Charles E. Mooney, in addition Mr. Cruz played a "The Little Guys"-themed literacy game. Regional Director-East Luigi Russo attended Old Brooklyn Community Development Corporation MYCOM meetings.

**D3 Garden Valley** - Library Assistant Youth Emphasis Leonard Burks facilitated two Story Times at Harvest Day Care. Assistant Manager Donald Smith weeded the adult section of the branch to make the collection more aesthetically pleasing to the public. Library Assistant Computer Emphasis Latoya Barnes, and Clerk Melissa Brooks created a job opportunity display in the Computer Lab. Library Assistant Computer Emphasis Alycia Woodman was promoted to the Business Department as a Public Services Associate.

**D3 Hough** - Staff scanned every item in the branch for holds while weeding to make room for new materials. The National Bird Day Craft was made available as a Take n' Make for the community. For virtual Story Time with the Lexington-Bell daycare, Library Assistant Youth Emphasis Romael Young read *Norman Didn't Do It* by Ryan T. Higgins, *You Will Be My Friend* by Peter brown, and *I Want a Dog* by Jon Agee.



**D3 Martin Luther King, Jr** - Martin Luther King, Jr Branch's youth team and manager virtually met the Glenville branch team to ensure the students at John Hay and Glenville high school receive similar project support and library services. The focus of the meeting was to discuss the Writers and Readers: Courage, Commitment and Change essay writing project.

**D3 Sterling** - Librarian Sonja McCord coordinated and distributed weekly Take n' Make craft kits for youth. Branch Manager Monica Rudzinski attended the Marion-Sterling Partnership and the 2022 Martin Luther King Jr. Day of Celebration. The 2022 celebration was the first time the annual event included all four hospital systems, CCF, Metro, UH and SVCMC.

**D3 Woodland** (closed for FMP) - Manager Maria F. Estrella concluded her service as a jury member for the 2022 Coretta Scott King Book Award. Clerk Shannon Muhammad attended the Ryan J. Dowd Homeless Training.

**D4 East 131** - East 131 had the honor of kicking off the New Year hosting the swearing-in ceremony of Justin Bibb, Cleveland's 58th Mayor of Cleveland. On behalf of Cleveland Public Library, Manager Marina Márquez welcomed the guests in attendance to the Honorable Bibb's swearing-in ceremony. The MyCom Resource Closet continues to offer services. Manager Marina Márquez attended Public Library Association's Advancing Family Engagement Session 7: Leadership & Promoting Your Vision, and Session 8: Wrap Up & Assessment.

**D4 Fleet** - With the reopening in January, Fleet welcomed back patrons with complimentary coffee to-go and take-home snacks. Inspirational displays for Dr. Martin Luther King Jr. were featured in both the Children and Adult rooms. SPS Officer Brandon Tisdale was assigned to Fleet replacing SPS Officer Curtis Williams.

**D4 Harvard-Lee** - Librarian Olivia Morales created a paper winter hat Take n' Make kit for distribution to patrons. Manager Kristen Schmidt met with CPL's FRONT Fellow RonDale Simpson. Staff weeded the magazine and CD collections, updated the lobby and computer lab bulletin boards, and began the process for 2022 materials ordering.

**D4 Mount Pleasant** - Staff transitioned all outreach to local daycares and schools to virtual via Zoom. Library Assistant Youth Emphasis Renita Carter led youth from Brightside Academy

in a group read of *Pete the Cat: I Love My White Shoes* by Eric Litwin. Librarian Mark Tidrick presented about connecting to youth with Uno at a Northeast Ohio-Regional Library System's Summer Reading Training. Library Assistant Computer Emphasis Kyra Berzonsky put together 40 snack packs and thank you gifts for patrons who have continued to utilize branch services during the winter weather. Clerk Latrisha Robinson accepted a position with a new employer.

**D4 Rice** - January began with the youth team changing their in-person programming to Take n' Make crafts distributing snow buddies and paper roll penguins. The BLK History 365 Dreaming in color and Vision Board Party became virtual events. Public Services Associate Dianna Trent and Library Assistant Computer Emphasis Ben Ford promoted all programming to the branch Facebook page along with the new DVD releases for 2022, and a New Year Wall, which encouraged patrons to add their plans for the new year either in-person or on Facebook. Pages Claudette Fowler and Marzi Margo completed DVD and CD weeding, along with shifting adding many desirable items to the branch book sale truck. Mr. Ford removed all movies from lock cases, providing additional shelving and displayed options for the 2022 DVD arrivals. Staff welcomed St. Martin de Porres student Eric Gray.

**D4 Union** - Youth staff handed out Canvas Paint Kits to community children. Librarian Tamara Steward attended a webinar hosted by Booklist entitled: *Newbery on Newbery: Celebrate 100 years of the Newbery*.

**D5 Addison** - Librarian Heidi Malinoski participated in NEO-RLS webinars *DEI in Youth Literature*, and *Youth Readers Advisory*. Mrs. Malinoski also participated in a parent information session at Superior Academy with 19 in attendance. Manager Tamara Means attended the Virtual Veteran's Cafe hosted by Hospice of the Western Reserve and Mt. Pleasant Region MyCom Partner meetings. Addison acquired two new staff members, PSA Maxine Williams, and PSG Shakenya Smith. Staff distributed Take n' Make crafts with KMPG books. Staff switched the youth display to highlight positive depictions of BIPOC children.

**D5 Collinwood** - Story Time was held for Keys 4 Kids daycares weekly via Zoom. During the sessions, Librarian Adam Tully read *The New LiBEARian*, *New Shoes*, *Happy New Year*, and *Spot*. Manager Caroline Peak and Mr. Tully participated in Cuyahoga County Citizens' Advisory Council webinar on how to hold Youth Community Conversations. Facebook postings occurred weekly with branch highlights and new book talks.

**D5 Glenville** - Glenville High School was added to 3E/OPS Writers and Readers: Courage, Commitment and Change essay writing project. Staff met to determine project support and library services. Manager Sharon Jefferson retired on January 28, 2022.

**D5 Langston Hughes** - In conjunction with the Oberlin College Library, plans are in the works to have the traveling exhibit of former author and activist of African American causes, Shirley Graham DuBois, featured at the branch in February and March of 2022. Manager William Bradford met with FRONT Int'l fellowship recipient RonDale Simpson to develop support of arts education emphasizing visual arts and live jazz. Mr. Bradford attended the webinars *Black Men's Health Awareness* on Diabetes Awareness, and *How Librarians can adapt and thrive through COVID*.

**D5 Memorial Nottingham** - Yvonne Drake, CareSource publicist, donated 50 tote bags to MNT. The tote bags were given to patrons. Over 30 Take n' Make puzzle and craft bags were given to adult and youth patrons. The adult DVD and CD collection was weeded and reorganized. Krystal Sierra, Employment Specialist at Greater Collinwood Development Corporation was selected as the Unsung Hero for Memorial Nottingham and was featured during the televised Martin Luther King Jr. program. Manager Pasha Moncrief Robinson, met with representatives from the Cleveland Metroparks to plan summer programming for children. Mrs. Moncrief Robinson also attended two Cleveland Leadership Center Way Forward Lunch Break Series sessions, and one Public Library Association webinar. Librarian Joanna Rivera hosted a virtual Story Time for babies and toddlers. The books and songs used during Story Time taught participants about the joys of the winter season. The youth virtual African American History Book Club was held weekly for children and pre-teens.

## **OUTREACH & PROGRAMMING SERVICES**

### **SUMMARY**

Due to an uptick in COVID-19 cases, the library temporarily discontinued in-person programming throughout January. Several OPS-led programs that demonstrated a measurable impact were transitioned to virtual-only. Because of safety concerns, the Library administration canceled its annual in-person Martin Luther King Jr. Commemorative Program. Instead, it concentrated its efforts on a tribute to Dr. Martin Luther King Jr.'s legacy broadcast in partnership with Channel 5, WOIO.

## **YOUTH**

Youth Art Workshops facilitated by the Art Therapy Studio were offered two days a week for school-age and high school students at the following branch locations: Hough, Sterling, South, and East 131st. While COVID restrictions were in place, Art Therapy Studio therapists offered virtual programming to scholars and adult caregivers. However, sessions returned to in-person the week of January 24, 2022.

On Monday, January 24, the Library resumed after-school tutoring at eleven locations and an additional virtual-only site coordinated by the staff at the Garden Valley Branch. This year's tutoring program will conclude on May 12 and resume in the fall.

## **EDUCATION**

Young Scholars Academy (YSA), a kindergarten readiness program designed for children, resumed in-person and virtual programming on January 18.

The arts engagement program, ProjectArt began serving the patrons of East 131 and Rockport Branches on January 18. While the month-long break from in-person programming affected attendance, the program facilitators are optimistic that class size will increase in the coming months.

At the Langston-Hughes and Rice branches, violin instruction continued virtually via FaceTime for three scholars. Despite the challenges of conducting class virtually, participating students have progressed over the past month.

## **ENGAGEMENT**

Legal services, both criminal and civil, all transitioned online in January. The Legal Aid Society offered their virtual advice clinic on January 22, and Legal Works offered weekly criminal support via telephone and Zoom meetings throughout the month.

The Library in partnership with WOIO, produced an hour-long television program in honor of Martin Luther King Jr. and community members who have furthered his legacy. The theme of this year's MLK 2022 program was "Courage, Commitment, and Change." As a part of the program, the Library honored Dr. Edgar Jackson, a local physician, and Augie Napoli, the CEO of United Way of Greater Cleveland. Program highlights included an *I Have a Dream* from a children's perspective read by scholars from the

Carnegie West Branch, a special message from the Cleveland Public Library Board of Trustees, and a performance by Alpha Phi Alpha Fraternity, Inc., Delta Alpha Lambda Chapter. In addition, as in past years, the Library honored 28 library patrons by giving them the *Drum Majors for Change* award and a complimentary gift basket.

## **DIVERSITY & INCLUSION**

DiverseCITY is a series of discussions throughout the year that matter to our community, civics courses, educational opportunities, and social justice actions. On Wednesday, January 26, the library launched the first conversation for its 2022 DiverseCITY series by hosting a discussion led by the Cleveland Rape Crisis Center. The Cleveland Rape Crisis Center facilitated a 90-minute virtual community-based awareness forum about human trafficking. The event consisted of a brief presentation and panel discussion by The Center's staff who work with survivors of human trafficking.

On January 28, CPL's inaugural Leadership Education Program held its third module, *Using Social Intelligence to Inspire Team Cohesion, Resilience, and Productivity*. Module three was developed as the Manager's Toolkit for Delegation, Accountability, and Results. To help the participants acquire the essential skills for managing people, resources, and time. For those new to a management or supervisory position, shifting from "doing" to "managing" requires a different set of skills and know-how. In addition to interpersonal and relationship-building skills, managers need practical tools for ensuring a team's productivity, including setting goals, managing priorities, and delegating tasks. This interactive module allowed the participants to focus on essential abilities for managing people and increasing productivity to help them succeed in their management roles. As a result of this module, participants learned how to get more done in less time through effective prioritization. They learned techniques for communicating critical information effectively in one-on-one and team settings. They discovered dominant motivators for themselves and others and how to adapt difficult situations to solutions. While also developing skills for addressing negative performance issues.

## **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**
  - Coordinated efforts for Justin Bibb, Cleveland 58<sup>th</sup> Mayor of Cleveland, swearing-in ceremony at East 131<sup>st</sup> Branch
  - Attended a virtual discussion on preserving African American cemeteries with Senator Sherrod Brown and Lonnie Bunch, Secretary of the Smithsonian Institution

### **CPL DEVELOPMENT UPDATES:**

- **Goal:** *Align fundraising to support CPL's new strategic plan and facilities master plan (FMP)*
  - Fundraising
    - **Submitted grant proposals aligned with the below Library priorities:**
      - Build 21<sup>st</sup> Century Resources
      - Create Opportunities for Conversations that Matter
      - Inspire through the discovery of arts & culture
        - Awarded funding to support new art initiative

- ***Additional CPL Development Efforts***

- Planning and preparations for 2022 Library Giving Day (April 6)

**CPL FOUNDATION UPDATES:**

- ***Goal: Reach Financial Targets***

- Continued to advance the Foundation's 2021 financial targets
  - Reached and surpassed 2021 financial goals
- Advanced efforts for 2022 corporate giving solicitations
  - Secured sponsorships
    - Ingram Content Group/Ingram Library Services
    - Midwest Tape/Hoopla
    - Panzica Construction Company
    - United Way of Greater Cleveland

- ***Additional CPL Foundation Efforts***

- Continued to advance the Foundation's 2021 major initiatives

**ADDITIONAL DEPARTMENT EFFORTS:**

- Staff attended conferences/virtual conferences/webinars including:
  - The Fundraising Outlook: 2021 Insights for Planning & Post-Pandemic Engagement
  - Raiser's Edge (NXT): Navigating Changes to your Mail Processes
  - Candid - Top Five Fundraising Trends to Capitalize on in 2022
  - Philanthropic Leadership: Engaging Board Members as Fundraising Ambassadors
  - Raiser's Edge NXT: - Using Actions in NXT

**COLLECTION & TECHNICAL SERVICES**

Director of Collection and Technical Services Sandy Jelar Elwell attended meetings regarding procedures for hotspots and CPL's digital equity partnership with DigitalC. Ms. Jelar Elwell also

met with Chief of Special Projects and Collections John Skrtic, Chief Operations Officer John Lang, and Director of Library Innovation Jean Duncan McFarren to determine the goals for the automated materials handling (AMH) system.

Collection and Technical Services staff attended the Library Thought Leaders: A Town Hall Series - Reinventing the Public Library featuring Executive Director of Anythink Libraries Pam Sandlian Smith.

Technical Services Senior Clerk Shirley Jones retired from her position in the Catalog Department on January 31 after almost 30 years of service.

**Acquisitions:** The Acquisitions Department ordered 2,595 titles and 29,237 items (including periodical subscriptions and serial standing orders); received 5,897 items, 1,193 periodicals, and 92 serials; added 240 periodical items, 44 serial items, 64 paperbacks, and 670 comics; and processed 835 invoices and 73 gift items.

Acquisitions staff began placing orders on January 12 after the entering of the 2022 fiscal year budget amounts were completed in Sirsi.

Acquisitions Coordinator Alicia Naab reinstated the Electronic Data Interchange (EDI) reports to import invoices from vendors once funds were setup in Sirsi. Ms. Naab coordinated efforts with other Librarians in the department as well as High Demand staff to manually edit and import invoices that could not be loaded with the reports. Ms. Naab worked with Blackstone representatives to determine why invoices were not arriving in shipments and have them re-established.

Ms. Naab created purchase orders for Main Library's 2022 OverDrive selections and discussed OverDrive spending with Collection and Acquisitions Manager Corrine Alldridge. Ms. Naab assisted High Demand Librarian Dale Dickerson in editing grid templates in the Baker & Taylor and Ingram websites for branch tiers that had been revised by Collection Management.

Ms. Naab worked with Carnegie West Children's Librarian Helen Zaluckyj to resolve an issue with unreceived titles and trained Ms. Zaluckyj on reading inventory status on Ingram iPage. Ms. Naab trained Public Administration Library Assistant David Furies in weeding OverDrive titles and worked with Mr. Furies to create a workflow for unweeding titles selected for purchase.



**Catalog:** Staff cataloged 2,685 titles and added 3,373 items for Cleveland Public Library. The Department also added 3,667 titles, merged 107 duplicate records, and made 88 corrections for CLEVNET member libraries.

Technical Services Librarian Michael Gabe finished identifying Stow-Munroe Falls Public Library records containing numbers before access points. He overlaid 1,078 records and merged 47 records for this project in January.

Technical Services Librarian Barbara Satow derived a record for a Czechoslovakian Special Collections book with the assistance of Technical Services Librarian Yeshen Dugarova-Montgomery and Mr. Gabe. Technical Services Librarian Erin Valentine created her first original record for a Plain Dealer pamphlet. Ms. Valentine created two original serial records for Annual reports from the Cleveland-area businesses Fisher Brothers Company and the Chandler Motor Car Company.

Ms. Valentine attended a NOTSL Board planning meeting on January 19 and recorded minutes in her role as NOTSL Secretary. Ms. Satow attended the Ohio Library Council Technical Services Action Council meeting on January 25 as a member of their retreat planning committee. Catalog Manager Andrea Johnson attended an OCLC Cataloging Community Meeting on January 28.

**Collection Management:** Collection Management selected 1,195 titles and 3,905 copies in January and spent slightly over \$68,500 on physical materials and \$20,000 on eMedia.

Collection and Acquisitions Manager Corrine Alldridge met virtually with Ingram Collection Development Curation Manager Beth Reinker to provide updates on the process of creating Opening Day Collections for the Jefferson, Hough, West Park, and Woodland Branches.

Collection management began submitting 2022 selection lists on January 12. Ms. Alldridge provided Branch Managers with the 2022 discretionary budgets for their branch. Collection Management Librarian Laura Mommers began the large task of reviewing and approving branch discretionary lists for January.

**High Demand:** The High Demand Department ordered 691 titles and 4,038 items; received and added 6,096 items; processed 346 invoices; and added 576 records for the CLEVNET libraries.

High Demand Librarian Dale Dickerson cataloged and processed the 2022 edition of the World Book Encyclopedia and edited the grid templates in the Baker & Taylor and Ingram websites to reflect the revised tiers for 2022.

**Materials Processing:** The Materials Processing Technicians processed 8,031 items for the month.

**Shelf/Shipping:** The staff of the Lake Shore Shelf/Shipping Department sent 5 items to the Main Library for requests and 87 items to fill holds. Main Library received 171 telescopes, the Branches received 156 telescopes, CLEVNET received 39 telescopes, and CSU received 1 telescope. A total of 367 telescopes were shipped out. The Technicians sent out 468 items of foreign material and in total 6,610 new items were sent to the Acquisitions and High Demand Departments.

## **MARKETING & COMMUNICATIONS**

### **EXECUTIVE SUMMARY**

In January, Cleveland Public Library happily welcomed the New Year. We were recognized by the Urban Libraries Council with an Honorable Mention in the "Anti-Racism, Equity, Diversity and Inclusion" category. We received very positive feedback on our Martin Luther King, Jr. Day Commemorative Celebration that aired on WOIO and WUAB after we were unable to host it in-person. Shortly after MLK day and a special closure due to inclement weather, we suspended curbside service and welcomed patrons inside once again. Central Surge, an initiative that the Library helped fund to bridge the digital divide entered phase one of rollout. The Writers & Readers 2022 series speakers were announced.

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.*

**LIBRARY INNOVATORS AWARDS:** The Library received an honorable mention from the Urban Libraries Council as part of their 2021 Innovations Celebration for the work we've done in establishing

a Supplier Diversity Council and our commitment to diversity, equity, and inclusion.

**MEDIA COVERAGE:**

- <https://www.infodocket.com/2022/01/21/urban-libraries-council-ulc-recognizes-20-public-libraries-as-2021-top-innovators/>

**MARTIN LUTHER KING, JR. & BLACK HISTORY MONTH:** Unable to take place in-person due to covid, the Martin Luther King, Jr. Day Commemorative Celebration aired on WOIO and WUAB. The annual program honors Unsung Heroes in the community who embody the spirit of Dr. King. The Library was also mentioned in several articles acknowledging the individual Unsung Heroes and for upcoming events celebrating Black History Month.

**MEDIA COVERAGE:**

- <https://www.cleveland.com/entertainment/2022/02/20-ways-to-celebrate-black-history-month-in-cleveland.html>
- <https://www.cleveland19.com/2022/01/12/unsung-hero-tom-knittel-nominated-his-giving-spirit-during-tax-season/>
- <http://laprensatoledo.com/Stories/2022/011422/cpl.htm>
- <https://clevelandmagazine.com/things-to-do/articles/8-things-to-do-this-mlk-day-weekend-in-cleveland-jan.-14-16>
- <https://www.audacy.com/q104/latest/q-tips-to-do-in-cleveland-over-the-mlk-weekend>
- [https://www.northeastohioparent.com/things-to-do/martin-luther-king-jr-day-activities-in-northeast-ohio/?mc\\_cid=9a4da58c37&mc\\_eid=5c3ea501e3](https://www.northeastohioparent.com/things-to-do/martin-luther-king-jr-day-activities-in-northeast-ohio/?mc_cid=9a4da58c37&mc_eid=5c3ea501e3)
- <https://www.cleveland19.com/video/2022/01/17/th-annual-rev-dr-martin-luther-king-jr-commemorative-celebration/>

**DIGITAL DIVIDE:** The Library prioritized bridging the digital divide and providing tech and access to Cleveland residents through involvement with The Digital Navigators program and Central Neighborhood Surge initiatives.

- <https://finance.yahoo.com/news/greater-cleveland-unites-bridge-digital-135500870.html>
- <https://www.wkyc.com/article/news/local/cleveland/cuyahoga-county-partnership-high-speed-internet-cleveland-central-neighborhood/95-bf175515-45c0-4a9e-9870-00ef7e84c480>
- <https://www.cleveland.com/news/2022/01/clevelands-central-neighborhood-residents-getting-surge-of-internet-access.html>

- <https://www.freshwatercleveland.com/inthenews/CentralSurgeRollsOut012022.aspx>
- <https://www.bespacific.com/transforming-metadata-into-linked-data-to-improve-digital-collection-discoverability-2/>

**CURBSIDE AND REOPENING:** On December 27, the Library shifted to curbside service due to the rising number of COVID cases. On January 18 in-person programming resumed.

**MEDIA COVERAGE:**

- <https://www.wkyc.com/article/news/health/coronavirus/cleveland-public-library-returning-curbside-service-due-to-covid-19-concerns/95-2ccd721a-2df4-4039-8dd3-b44d3b78b59f>
- <https://fox8.com/news/cleveland-public-library-closing-buildings-to-public-starting-dec-27/>
- <https://spectrumnews1.com/oh/columbus/news/2022/01/18/neo-hio-libraries-reopen-in-person-operations-as-covid-19-rates-drop>

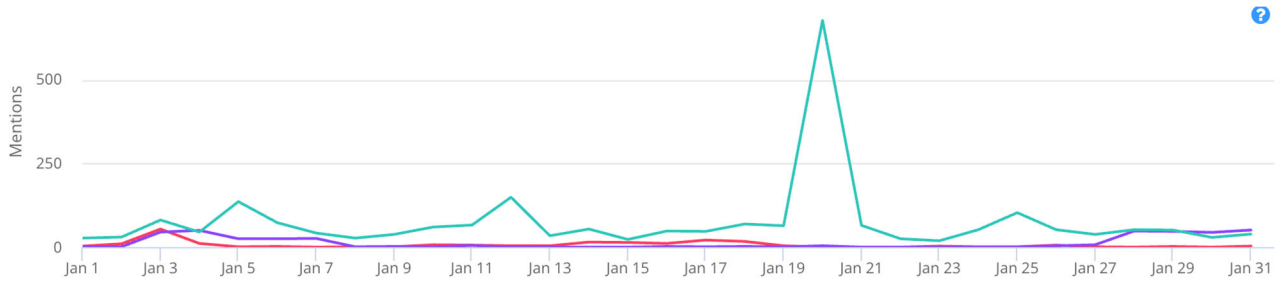
**COVID-19 RESOURCES:** We continue to hand out COVID test kits to those that need them.

**MEDIA COVERAGE:**

- <https://www.news5cleveland.com/news/continuing-coverage/coronavirus/cleveland-public-library-out-of-covid-19-tests>
- <https://www.newsbreak.com/news/2465364694550/cleveland-public-library-out-of-covid-19-tests>
- <https://fox8.com/news/coronavirus/looking-for-an-at-home-covid-19-test-kits-hard-to-find-as-holidays-near/>
- <https://www.ideastream.org/news/ohio-national-guard-to-offer-free-covid-19-tests-on-clevelands-east-side>

**PUBLIC RELATIONS OVERVIEW**

Cleveland Public Library garnered 2,336 mentions for the month of November reaching more than 1 billion people in national and local TV news, radio, and online and print.



Mentions 2,914    Audience 1,359,988,872    Publicity \$15,630,232

### SOCIAL MEDIA SUMMARY

**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 black female entrepreneurship
- **Book Drops (recommended reading by CPL) themes:** What we're reading in 2022

**CONTENT PRODUCTION:** Martin Luther King, Jr. segments

### Most Popular Posts by Platform:

Post Description	Total Engagements	Reactions	Comments	Shares
Did you know American film director, screenwriter, producer Wes Craven worked at Cleveland Public Library? Here's a photocopy of his box card from 1955. Found in the...	1,509	790	58	112
The swearing-in ceremony for Justin Bibb, 58th Mayor of Cleveland.	934	366	64	47
Cleveland Public Library's Writers & Readers welcomes four inspiring women who are redefining standards for race, culture, and society. Don't miss Misty Copeland, Anita Hill,...	583	276	14	48

**Cleveland\_PL**  
Mon 1/3/2022 5:23 am UTC

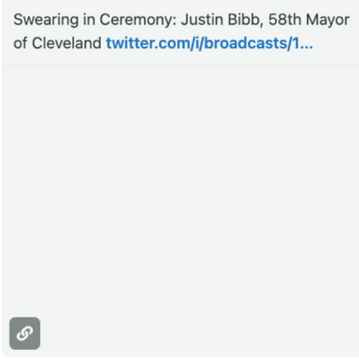
"It all started here at the Library...this place was my refuge" - Mayor Justin Bibb speaking after being sworn in as Cleveland's 58th Mayor.



Total Engagements	2,155
Likes	889
@Replies	18
Retweets	111

**Cleveland\_PL**  
Mon 1/3/2022 4:51 am UTC


Swearing in Ceremony: Justin Bibb, 58th Mayor of Cleveland [twitter.com/fi/broadcasts/1...](https://twitter.com/fi/broadcasts/1...)



Total Engagements	1,358
Likes	83
@Replies	7
Retweets	20

**Cleveland\_PL**  
Sat 1/29/2022 6:37 pm UTC

Warm Up Cleveland! Free hats and scarves at Main Library while supplies last.



Total Engagements	972
Likes	490
@Replies	0
Retweets	112

**clevelandpubliclibrary**  
Fri 1/28/2022 6:30 am PST

Did you know American film director, screenwriter, producer Wes Craven worked at Cleveland Public Library? Here's a photocopy of his box card from 1955. Found in the


SALARY		POSITION		DEPT. ASSIGN	
PER HR	PER MONTH	DATE	GRADE	DATE	DEPT.
.70		3-12-55	PAGE	3-12-55	MAJL
.75				11-1-56	HANN UB
				11-21-56	LEFT

Historic record  
CLEVELAND PUBLIC LIBRARY

Total Engagements	394
Likes	359
Comments	13

**clevelandpubliclibrary**  
Sat 1/29/2022 10:39 am PST


Warm Up Cleveland! Free hats and scarves at Main Library while supplies last.



Total Engagements	294
Likes	281
Comments	9

**clevelandpubliclibrary**  
Thu 1/13/2022 10:28 am PST

#TBT Let's go to Luna Park! Today's photograph shows patrons strolling the park's midway on drizzly Cleveland day. The park, located on 35 acres near the intersection of



Total Engagements	95
Likes	91
Comments	2

**PROPERTY MANAGEMENT**

Carpenters/Painters

- Memorial-Nottingham- finished painting meeting room and rearranged shelving in the computer area.

- Continued snow removal and salt delivery.
- Installed Phazzer safes in branches.
- LSW- painted Tech Central managers office, legal department, and vault wall.
- Removed fifty pavers from Eastman garden and delivered them to engravers.

### Maintenance Mechanics

- Repaired air handler economizer dampers/installed replacement pressure gauges on heating loop at Lakeshore.
- Repaired electric pre-heat bank on AHU#25.
- Worked with Cleveland Public Power on restoring power and resetting 3 phase equipment after partial power outage in Main building.
- Scheduled water shutdown to replace/repair plumbing fixtures in the men's/women's restrooms at Lakeshore.
- Repaired boilers at Fleet branch.
- Replaced heating water circulating pump at Addison.
- Tested/corrected glycol levels on Liebert dry coolers in Main building.
- Repaired Carnegie West boilers.
- Semi-annual sprinkler system testing at LSW/Main/Lakeshore with SA Comunale.
- Worked with Conkey pipefitters on repairing flange leak on main heating/hot water loop in LSW
- Recharged AHU#24 and #25 with glycol.
- Repaired/reset VAV boxes on all floors in LSW.
- Repaired MLK boilers.
- Fan coil PM's on Main building floors.
- Repaired boilers and AHU zones at South Brooklyn.
- 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 support for the Capital projects team on FMP design, building standards, move management and groundbreaking ceremonies.

FMP Update:

- MLK (Panzica): Finalizing the Amended Development Agreement including shared cost negotiations, schedule milestones, and CPL's overall project budget. CPL legal team is conducting final review of the Developer's proof of financing and guaranty of completion.
- Group 1A (Gilbane):
  - Jefferson: Branch is closed for construction. Interior renovations continue; all ductbank work complete. We are coordinating furniture and shelving orders and are tentatively tracking for completion in June, 2022.
  - West Park: Branch is closed for construction. Seeking budget increase to address change orders for wall/ceiling replacement, asbestos remediation, and elevator pit waterproofing. The pace of construction has increased; August, 2022 completion.
  - Hough: Branch remains open during construction. Exterior enclosure/building envelope construction is underway. Furniture and shelving orders are being released and we are tracking for completion in July, 2022.
  - Woodland: Branch is closed for construction. Awaiting delivery of structural steel; scheduling steel erection and floor slab placement during Feb-March. Completion (tentative) will be October, 2022
  - Central Distribution Facility: Interior construction continues; progress this month includes internal framing and rough electrical/plumbing. Completion (tentative) will be October, 2022.
  - Walz: Coordinating division of work and shared costs with Northwest Neighborhoods CDO. The joint-project architectural design was approved by the Landmark District/Gordon Square Design Review Committee. The project is over budget with no further value engineering feasible; exploring budget options with CFO. Branch closure scheduled for March 5;



demolition in April-May; new construction to start June-July.

- Group 1B (Regency/AKA):
  - Lorain: Branch is closed for construction. Abatement complete and demolition has commenced. Completion late 2022/early 2023.
  - Eastman: Branch is closed for construction. Construction Manager is mobilizing to start work. Groundbreaking delayed to April.
  - Brooklyn: GMP for roof replacement was approved by Board and materials submittals are underway. Architect is completing construction documents; anticipate bidding and GMP by May with construction to commence summer 2022.
  - Rockport: Architect has revised floorplan for value engineering and to incorporate staff feedback. The project is over budget with no further redesign feasible; exploring budget options with CFO. Initiating construction documents with bidding and GMP tentatively scheduled for May-June and construction to commence summer 2022.

**SAFETY & PROTECTIVE SERVICES**

Safety Services

- SPS ordered surgical masks for the LSW, Main, Rear dock, and Lake Shore security desks.
- Update on Digi Locks for Phazzers is Early April. SPS will look into combination locks to secure the Phazzers in the meantime.

**PROTECTIVE SERVICES**

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
<b>Jan 2022</b>	1945	61	19	8	101	30
<b>Dec 2021</b>	1731	28	69	32	121	47
<b>Nov 2021</b>	1900	36	32	19	126	46
<b>Oct 2021</b>	2438	19	83	27	239	59

<b>Sept 2021</b>	2199	24	27	34	197	28
<b>Aug 2021</b>	2339	38	69	15	188	28
<b>July 2021</b>	1999	38	30	18	86	30
<b>June 2021</b>	2088	24	63	27	125	26
<b>May 2021</b>	2374	36	25	22	155	32
<b>April 2021</b>	2145	61	37	26	95	36
<b>March 2021</b>	2326	54	12	5	119	28
<b>Feb 2021</b>	1575	34	1	15	51	16
<b>Jan 2021</b>	1819	39	8	2	24	34

#### Special Attention, Special Events, and Significant Incidents

- Video requests filled for Cleveland Police regarding the Garden Valley burglary.
- Overtime filled for the Mayor elect swearing in ceremony, OT for SPS Intrusion monitoring systems inspections, and to meet the three car minimum.

#### Protective and Fire Systems

- Fire extinguisher audits were completed at all locations in in January by SPS officers.
- SPS officers worked for four hours on a Sunday to check all the burglar systems from the monitoring service calls, door contacts, and motion detectors.

#### Contract Security

- Royce Security has a new Officer trained at the Lakeshore Tech center for the weekends.
- Mt. Pleasant Officer has been replaced due to performance issues.
- Had a meeting with Royce security about the account managers performance and responsiveness. Royce Security Owner notified us that he was working on replacing our current manager with a new account manager, Jeniqua Mclester, who is currently a Supervisor that has performed above expectations. Awaiting an official start date for this transition.

#### Administration

- Rent Wear and Royce invoices were reviewed and approved.
- Weekly mask compliance reports will begin being sent out weekly now that CPL is reopened.

## **INFORMATION TECHNOLOGY & CLEVNET**

The CLEVNET Directors met for their regularly scheduled quarterly meeting on January 28, 2022 at 10:00 am via MS Teams. Aurora Martinez, Director of Morley Library, and recently elected CLEVNET Executive Panel Chair, thanked outgoing panel chair, Lorena Hegedus, Director of Hubbard Public Library, for all her hard work and outstanding leadership as panel chair over the last few years. Ms. Martinez noted that she was looking forward to working with the CLEVNET team and the Directors Group. Ms. Martinez also welcomed several new Directors to the group including Jennifer Starkey from Elyria Public Library and Kris Carroll from Geauga County Public Library. Ms. Martinez also welcomed Julianne Bedel, from the Medina County District Library, as the newly elected panel representative from the southern region, and thanked Laura Leonard, Director of the Twinsburg Public Library, for her service on the panel over the last several years.

The group took a few minutes to recognize the passing of Rachel Nelson, former Director of the Cleveland Heights-University Heights Public Library, and her long tenure in the library community. She also played a role in the early development of CLEVNET.

Patrick Muscenti from McGowan Insurance gave a presentation to the Directors on the limited cyber liability insurance that is available to the CLEVNET member libraries. He explained that the coverage would only apply under specific circumstances and was limited to instances in which a CLEVNET-IT employee's acts caused a security or data breach.

Mr. Muscenti recommended that for complete coverage each Library should obtain their own cyber liability insurance. Some examples that might necessitate coverage would be storing personally identifiable information on separate media outside the integrated library system (ILS), having their own staff click on phishing link that may cause some type of data breach, or the need to protect data that is stored on their local financial system. Mr. Muscenti noted that he was available to answer additional questions regarding cyber liability coverage and referred the group to a memo that had been previously sent out to the membership.

John Skrtic, Chief of Special Projects and Collections for Cleveland Public Library, gave an update on the establishment of an independent IT department at CPL. He noted that John Malcolm IV had recently been hired as the Chief Innovation and Technology Officer. Mr. Malcolm has been meeting with Hilary Prisbylla, Director of CLEVNET, and Larry Finnegan, Director of IT for CLEVNET, and is developing plans for hiring staff for an IT department. Mr. Skrtic hopes to share more information in the next few weeks.

Mr. Skrtic also gave an update on the recent CPL job study and compensation plan. The panel had worked with Cleveland Public Library's Human Resources department on the appeals process for several CLEVNET-IT positions. Cleveland Public Library had undertaken an evaluation of all non-bargaining unit staff over the last 2 years and this was the last step in the process.

Ms. Prisbylla and Mr. Finnegan outlined the 2022 priorities and goals for CLEVNET. As part of the annual budgeting and planning process as outlined in the CLEVNET operating procedures, a list of priorities and goals are presented to the CLEVNET executive panel for review and then shared with the membership. Project highlights involving the Library applications teams includes the implementation of a centralized online user registration system and online card expiration renewal system, participation in a pilot with SirsiDynix for a new discovery layer/public catalog, continued implementation of the Patron Point customer engagement platform and plans to celebrate CLEVNET's 40th anniversary.

Highlights of projects for the Instructure team includes plans to begin the migration of the existing CLEVNET network to a new solution while maintaining the infrastructure and accommodating growth and plans to replace the Wi-Fi solution for all of CLEVNET including all access points and controllers.

Larry Finnegan noted that Robert Bobik, long time CLEVNET-IT employee, had passed away in December and that everyone was very saddened by his loss. He was very well known and appreciated by staff throughout CLEVNET. Ms. Prisbylla noted that she still had a Library Systems and Applications Specialist position open. Unfortunately, due to the paygrade assignment and subsequent appeal the posting was pulled and we lost about six months of the process. The position will be re-posted soon.

Ms. Prisbylla noted that she had spoken with Howard Fleeter and he had provided her with an update on the CLEVNET Return on

Investment study. Mr. Fleeter was very excited about the new ROI projections and Ms. Prisbylla also believes that the Directors will be pleased by the news. Mr. Fleeter has finished the first part of the calculations which quantify resource sharing and circulation. He will then move on to evaluating the shared services and economies of scale. Mr. Fleeter hopes to have a first draft of the report available at the end of March with the final report ready for release in May.

Brian Leszcz, Lead Solutions Architect, noted that at the last panel meeting there was a discussion about having a security audit of the CLEVNET member libraries to identify areas where computers or servers may be running out of date operating systems or require patching. We will be reaching out to the various libraries with the results of these audits.

Executive panel members also provided updates on the CLEVNET Special Interest Groups that had recently met.

The next quarterly CLEVNET Directors meeting will be held on April 29, 2022 via MS Teams.