

DIRECTOR'S REPORT

June 18, 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

Out an abundance of care for its staff and patrons and to prevent the spread of COVID-19, the Cleveland Public Library closed on Monday, March 16, 2020 and reopened for staff on Tuesday, May 26, 2020.

Programs and Events

During the Covid-19 quarantine, Managers across Main Library responded to e-mail reference questions sent to department and manager e-mail addresses and through the LibChat system. As an example, Center for Local and Global History Manager Olivia Hoge answered 350 History email reference questions from April 29 to May 31. In addition, after staff returned, an additional 52 questions were answering, totaling 403 email reference questions.

Youth Services Manager Annisha Jeffries prepared book recommendations for the Marketing Department for VirtualStorytime's featuring Cleveland Public Library staff, local government officials, and local celebrities.

Literature Department and Ohio Center for the Book Manager Don Boozer was busy coordinating the online Get Graphic! Book Discussions. Discussions were held every Thursday in May. The May 28th discussion and those going forward will be hosted by Dr. Valentino Zullo, the Ohio Center for the Book Scholar-in-Residence.

LibAnswers/LibChat

Assistant Director of Public Services Robin Wood trained all CPL Branch Managers to assist on LibChat during the months of June and possibly July. In addition, the Public Administration staff have been trained to assist on LibChat as well.

Between May 1, 2020 and May 31, CPL Public Service Managers responded to 1,164 on-line chat requests through the LibChat System.

Outreach

During the month of May, Literature/OCFTB Manager Don Boozer managed the online presence of the Ohio Center for the Book. The OCFTB social media accounts were used to promote the weekly book discussions and other events/resources of statewide significance.

Popular Library Manager Sarah Flinn was interviewed by Megan Gallagher of WKYC about summer reading picks for the whole family. and staff in the Popular Department prepared new items lists to be included in curbside pickup packages for patrons.

Youth Services Manager Annisha Jeffries created a booklist for WKYC with suggestions to help children process the protests and racial issues happening in the city right now._

Collection Management

Managers across main library continued researching and preparing book orders during the month of May.

The scheduled 2nd quarterly Schweinfurth meeting was conducted by email on May 8th. Committee members were able to select items from the vendors of Bookpress and Jordan Antiquarian.

Research this is Possible Only at Main Library

- Patron inquired if the Library had any information about Cleveland architect Harold C. Summersett. Special Collections has a watercolor by Summersett and were able to find an obit dated February 12, 1985.
- Patron request for an article about silversmith Clara Barck Wells who exhibited in Cleveland. Article was found in the

Plain Dealer, December 9, 1913 where she had an exhibit in a private gallery in Cleveland. Wells work also appears in a catalog entitled Chicago Metalsmiths.

- Researcher from Hungary requested if Special Collections had any information about a former CPL employee from the 1920s. The query was forwarded to Archivist Ann Marie Wieland who confirmed employment in 1921.
- Chess researcher from Germany wanted to confirm if Special Collections had photographs of William Davies Evans, Cecil de Vere, Charles Henry Stanley.
- Patron request if the Library owned any other books illustrated by Peter Newell. Special Collections does have a copy of A Shadow Show (1896) and a new profile was made.
- Hungarian photographer inquired about any holdings by illustrator Ylla Koffler (1911-1955) aka Camilla Henriette Koffer). The Library owns several books illustrated by her.
- Researcher from the Akron Art Museum requested information on Cleveland WPA artist Herman Kepets and his print entitled Public Square, Old Cleveland 1836. The Library also owns this linocut print and verified the buildings depicted in 1836 being The Old Stone Church, the Old Court House, and the "hotel".

Staff Development

Assistant Director of Public Services Robin Wood continued her service on the Re-Opening Team and the LibChat Team. In addition, she attended a webinar hosted by CWRU on "Developing High Potential Leaders in a Disruptive Environment on May 5th. Ms. Wood also attended several on-line meetings relative to her coordinator of the Census for CPL.

Interim General Research Collections Manager Sarah Dobransky she attended the following Webinars: Digital Collections at the National Forest Service Library - FDLP, Overview of COVID-19 and CDC's Response to the Pandemic with a Highlight of Federal COVID-19 Resources - FDLP, Navigating Benefits.gov: A Resource for Community Advocates - FDLP, Legislative Branch Resources 101 - FDLP, Global Employer Summit Webinar - Global Cleveland, Coaching with Compassion in Times of Uncertainty - Weatherhead School of Management, Case Western Reserve University, Developing High Potential Leaders in a Disruptive Environment - Weatherhead School of Management, Case Western Reserve

University" Creating Pathways to Civil Legal Justice" - OCLC. In addition, Ms. Dobransky attended the Spring meeting for the Ohio Government Documents Roundtable (GODORT) on May 12.

Fine Arts & Special Collections Manager Pam Eyerdam participated in a zoom session with the Cleveland Archival Roundtable (CAR) on May 6th and Special Collections librarian Stacie Brisker voluntarily participated watching several online webinars sponsored by the Foundation

Youth Services, Manager, Annisha Jeffries participated in online meetings with the Federal Reserve Bank of Cleveland and Heritage Ohio's Diversity Task Force.

Lending Department Manager Stephen Wohl continued serving as a member of the CPL Re-Opening Task Force. The task force held various virtual meetings to brainstorm and discuss ideas about CPL can assist our staff and patrons in readying our facilities for the eventual opening of all locations. In addition, on May 27th, Mr. Wohl attended the online CLEVNET Circulation SIG Meeting.

Census Activities

Assistant Director of Public Services Robin Wood and General Research Collections Interim Manager Sarah Dobransky hosted a live Facebook discussion on the 2020 Census on May 1st. Digital Manager Michael Young arranged the event to be held at different locations and assembled via WebEx so all parties could maintain social distancing. As of June 1st, the video had 584 views.

Other

The Lending Management Team remotely corresponded to hundreds of patron inquiries which resulted in the issuance of hundreds of new CPL eCards, and dozens of existing CPL accounts being renewed. The Lending Management team also continued to respond to dozens of daily LibChat and emailed questions from patrons.

Business, Economics, and Labor librarians Susan Mullee and Zachary Hay assisted Organizational Performance and Development Program Manager Sherri Jones with electronic workforce development resources. Both Ms. Mullee and Mr. Hay compiled a list of Cleveland Public Library databases as well as reliable websites used by the BEL staff when assisting patrons with career-focused reference questions.

Issues and Concerns

Interim Shelf Manager Demba Diawara announced that all the dumb waiters in Main Library will be disabled per the Fire Inspector. This will make it difficult to bring up all the art & music books to the mezzanine level of the 5th floor stack area. There is no elevator access to that mezzanine level, all books will have to be carried up to that level by hand. There are no plans to repair the dumb waiters.

Ohio Library for the Physically Disabled

Note: OLBDP was closed effective March 14-May 26, 2020 due to COVID-19 precautions. While OLBDP was closed, no library materials were being mailed to patrons. BARD applications to download library materials were approved; new reader applications were processed to facilitate access to BARD; BARD technical support was available; department email and voicemail were being monitored.

OLBDP resumed answering phones and circulation of library materials through the mail on May 27th.

For May 2020, OLBDP circulated 2,970 books directly to patrons. Approximately 800 BARD patrons among 1,436 active users downloaded 13,024 items.

OLBDP and CPL Financial Services submitted the State Fiscal Year 2021 Program Budget Request to the State Library of Ohio. The State Library of Ohio's Board of Trustees unanimously approved the budget requests for OLBDP during their May 28th meeting.

The State Library of Ohio (SLO) remains closed since March 17th. The SLO Talking Book Program has resumed limited circulation of library equipment. Arrangements have been made for OLBDP to receive a larger stock of talking book players and frequently requested accessories to supplement SLO services as they continue toward reopening and resuming services.

The National Library Service (NLS) also remains closed. Most NLS employees continue to work from home.

Network libraries that closed due to COVID-19 are beginning to resume services as directed by their parent agencies and their State's guidance on reopening. According to NLS, a majority of

network libraries have either reopened or resumed services in full or on a limited basis. Much in the same as OLBDP, priorities are focused on resuming circulation of books through the mail as soon as possible, and continuing to provide support for downloading library materials through BARD.

TechCentral

Outreach

No outreach due to COVID-19 closure.

Special Projects: In collaboration with CMHA, Cleveland Public Library is 3D printing 800 face shields for CMHA personnel. All branches and the Lending department received 3D printed face shields, door openers and ear savers for curbside services. All fifteen 3D printers across the system were relocated to TechCentral for this project.

Digital Literacy

No classes held due to COVID-19 Closure.

LibAnswers

Seventeen questions have been directed towards TechCentral.

Hotspots

Hotspots are currently active with no deactivations since the library closure and the state Stay at Home order went into effect. Some patrons have experienced issues with connectivity and have reached out to us via LibAnswers chat.

Professional Development & Meetings

TechCentral Manager, Suzi Perez & TechCentral assistant manager, Melissa Canan attended a web meeting for all Managers on May 12.

Mrs. Perez & Ms. Canan attended the Return to Work Guidelines/Teams training on May 22.

Mrs. Perez attended a SpringShare online webinar regarding Holds Pick up using libcal on May 22.

Cleveland Digital Public Library

The major item for our monthly report is that due to the Covid-19 outbreak, the library has been closed from May 1 to May 31. Staff returned to the library during the last week of May, completed video trainings related to Covid-19, and began to prepare for reopening.

Programs, Services & Exhibits

There were no programs, services, or exhibits delivered during May 2020. We hope to resume this summer.

Public Services Statistics

No live patron visits or services during May.

The digital gallery was busy. From May 1st, 2020 to May 31st 2020, Google Analytics (GA) reports 7048 sessions for 4659 users and 117,110 page-views. Organic Search channeled 48% of our accesses (Google search is the most common channel to our Digital Gallery). Direct access through CDM search accounts for 29% of our accesses. Referrals through other websites were about 18% of our access volume. Finally, Social media accounted for 5% of our sessions. The bulk of social media referrals, at 62% came from Facebook, 31%, came from Twitter. There were referrals from Pinterest, Pocket, and YouTube. The number one referral site, with 15% of all referrals, was Wikipedia.org. Our own cpl.org is at 3.5%.

The digital gallery pulled back a good deal from mobile accesses this month. In May, 58% of our users accessed our site using desktop computers. 42% of our users accessed ContentDM through tablets and phones with nearly 80% of those users on phones.

Outreach

We remained in contact with community partners during May, and are working to maintain existing engagement with Karamu, The Ukrainian Museum and Archives, and Cleveland Orchestra.

Collection Development

Digitization was idle during May. We plan to restart scanning collections in June.

ILL

ILL was idle during May. We neither accepted nor loaned books. We will restart ILL services in June.

Staff Development

There were workshops held by the Internet Archive, and we were informed that additional funding for web archiving were obtained for the program in which CPL has been a lead participant.

There were workshops help be OCLC on digitization and metadata where CPL has been a lead library in developing an online wiki-base system for presentation of digital objects. Our collections have been used s examples for other libraries.

Preservation

Preservation was idle during May. We plan to resume regular activities in June.

BRANCHES

During the month of May, the Public Services Branches continued to maintain its commitment to our communities by supporting and attending virtual community meetings, while sustaining the various relationships assemble within the branches. Our Sterling branch continues to support the Central neighborhood families during the pandemic. Branch manager Monica Rudzinski organized a second donation and delivery of family and infant care products to Friendly Inn. Our Collinwood Branch Manager, Caroline Peak volunteered to transport groceries to neighboring families with children yet, without transportation to retrieve meals.

Additional branch highlights are as follows:

District One

Eastman - Branch Manager Ken Knape attended the weekly meeting of District One Managers on May 4, 2020. Everyone is eager for the Library to reopen but we all realize that must proceed with caution. Mr. Knape watched a Facebook Live posting by Robin Wood about the 2020 Census and why it is important to get an accurate count of everyone. Mr. Knape has also been working with Westown Community Development Corporation, helping making people aware of COVID-19 Rapid Response Grants. Mr. Knape visited the branch

on Thursday May 7, 2020 to make sure everything was in good shape.

Lorain - Lorain Branch was closed most of the month of May due to the COVID-19 pandemic but reopened to the staff on May 26, 2020. While closed this month, Branch Manager Crystal Tancak attended weekly District One Manager Check-In Meetings and multiple Managers Meetings via Teams. Ms. Tancak joined the MyCom Steering Committee Community Partner Meeting to share virtual services provided by CPL. Ms. Tancak corresponded with MyCom to accept a grant to be used for the branch garden. Regular managerial duties were completed including completing book, CD, and DVD orders, submitting branch schedules, approving timecards, and communicating with staff regularly. Ms. Tancak retrieved the mail from the Post Office, picked up the Care Kit from Lakeshore, cleared the branch email, discharged the book drop and visited the branch weekly. She worked on the Book Ends: Tech@Work curriculum. Ms. Tancak performed virtual reference through LibChat and in preparation for it, reviewed transcripts and FAQs and created a reference binder. She participated in many webinars on topics that included The Storm Makes You Stronger: Managing Your Mind in the Face of Crisis, Practicing Fairness as a Manager, Learning Zoom, Leading in Crisis, Interpersonal Communication, Advice for Leaders During a Crisis, COVID-19 Safety Tips for Reopening Your Library, Phone Based Customer Service, Customer Service: Handling Abusive Customers, Managing Customer Expectations for Managers, Leading Virtual Meetings, Leading Productive One-On-One Meetings, as well as the Return to Work Guidelines Training and LibChat Training.

Rockport - In May, Rockport Branch remained closed. Rockport Manager Forrest Lykins continued to participate on the Reopening Task Force and the Library Operations Subcommittee. He also visited Lakeshore and the branch to prepare for the return to work, completed Ohio Reference Excellence (ORE) Online training and LibChat training, and joined the LibChat reference team. On May 26, 2020 staff returned to the branch and began to train and prepare to be one of the Library's curbside service locations. In the BBTTC, Coordinator Jill Pappenhagen continued to work with Mr. Lykins and Tracy Martin to bring additional grant monies and gifts to the space. Ms. Pappenhagen was able to distribute 9 devices gifted to our members from Best Buy to help them bridge the digital divide. We also received free Adobe CC Licenses for our members. Ms. Pappenhagen continued to attend Clubhouse Network trainings and meetings, as well as working to develop remote learning opportunities. She also joined CPL's Innovation Committee.

Walz - In addition to the great, many changes the library has seen, Walz Branch changed in leadership beginning May 11, 2020 when Jeannie Gielty, Walz' Children Librarian, was promoted to Branch Manager. While Kathleen Lefkowitz will retire on May 29, 2020, she has been able to guide Ms. Gielty remotely through these uncharted waters, offering her expertise and advice. Ms. Gielty brings to the position, not only her experience in the Walz community, but management experience from East Cleveland Public Library and a background in higher education. Over the month of May, Ms. Gielty and Ms. Lefkowitz kept the staff informed and educated on the closing of the library and its eventual reopening. Ms. Gielty spent a great deal of time researching how other libraries were continuing programming for both youth and adults. She is looking forward to sharing this information with her staff. As well, she has participated in remote meetings with Detroit Shoreway Community Development Organization and kept in touch with some other programming partners like OSU-Extension and SPARK. She has participated in webinars including on Homelessness (State Library of Ohio), Libby and Virtual Bookclubs (Overdrive) and Home Improvement Reference Center (OhioNet).

West Park - All May book orders, June CD orders, and June DVD orders submitted. Management reviewed/cleaned up branch email in preparation for returning. Mr. Dalby prepared preliminary "POD" schedule for West Park staff. Management continued to research and think about how we reopen. In our May branch visit we discharged quarantined materials, checked branch for any issues, and imagined how we could rearrange for social distancing. We picked up startup PPE supplies from Lakeshore and dropped them off at the branch. Staff participated in SWO Training. Dalby & Lauver started LibChat set up and reviewed initial training material and completed LibChat training with Robin Wood. We worked LibChat for a couple of shifts and revised June West Park schedule reflecting SWO. Management contacted WPKND and West Park Times with Library updates. Several training sessions were completed by Lauver and Dalby: NEO-RLS: Pandemic re-opening plan webinar, NEO-RLS: Tapas Virtual Escape Room video, NEO-RLS: Tapas Virtual Engaging Story Times Made Easy video, Homeless Librarian: Traumatic Brain Injury - Invisible Cause of Homelessness webinar, NEO-RLS: Reference Reboot webinar (Don Booser). Dalby continues to serve on Reopening Task Force.

District Two

Brooklyn - Branch manager Ronald Roberts continued online training and preparing for staff to reenter the branch. Mr. Roberts participated in several trainings which included Lynda.com trainings on effective leadership and conflict, along with other online learning related courses. As part of the library virtual programming, he assisted with virtual story times. Mr. Roberts also participated in archived and live training on LibChat.

Carnegie West - As part of the Re-opening Task Force, Library Services and Daily Operations Sub-committee, Branch manager Angela Guinther researched curbside pick-up operations throughout the country. The sub-committee then devised policies and procedures for this new pandemic-era Library service to present to the task force. Ms. Guinther was trained in LibChat.

Fulton - Branch remained closed until May 26, 2020 due to COVID-19. Branch manager Leslie Barrett attended a meeting on behalf of Harriette Parks and John Skrtic with Jumpstart regarding the Innovation Learning Lab for Community Engagement at Fulton. Mrs. Barrett attended the following webinars: Using Emotional Intelligence and Mindfulness to Navigate the Stress of Life, Social Distancing Checkout's Webinar, and RA for all: Flip the script & think like a reader (NEO-RLS). Mrs. Barrett also completed the Summer Feeding Training via the Foodbank, ordered all discretionary orders, and provided Libchat service (May 20). Mrs. Barrett attended the Managers Meeting (May 12), LibChat training (May 14), Return to work Guidelines and Team training (May 22) and the online meeting of Community Initiative Orientation Overview with JumpStart (May 29). On May 21, 2020 Mrs. Barrett picked up all PPE for the branch's reopening of staff. Mrs Barrett attended Mrs. Barrett is still working on a solution with community partners and War 14 Councilwoman Jasmin Santana in regards to the upkeep, repair and cleaning of the Reading Garden. The Branch reopened to staff only on May 26, 2020.

Jefferson - While the Library remained closed for most of the month due to COVID-19, Jefferson Branch Manager Steve Capuozzo spent time participating in continuing education and outreach activities. He participated in over twelve webinars provided by various organizations such as Northeast Ohio Regional Library System, Cleveland Leadership Center, and Cuyahoga Community College. Mr. Capuozzo kept in touch with community and school partners by participating in MyCom's Regional meeting for near-

west partner agencies, attended Central Tremont Block Club's monthly meeting, and watched State Senator Sandra Williams' online town hall. Mr. Capuzzo joined a team from Main Library and select branch managers to help staff the Library's new online chat service ASK CPL. Staff returned to the branch at half of their normal hours at the end of the month. Branch Clerk Lillian Conway retired after 32 years of service, including 25 years at the Jefferson Branch.

South - Mr. Declet has been visiting the Branch making sure that everything continues to be in order. After visiting the Branch last month, Mr. Declet informed Safety and Protective Services that there were people living in the patio of the Branch. Chief Duncan talked to them, and on May 15, 2020 Mr. Declet was instructed to call the police due to vagrancy. The plexiglass partitions have been added to the branch. Mr. Declet has attended The Reopening Taskforce weekly meetings, and the sub-committee weekly meetings. Mr. Declet has also attended the Tremont Economic development and the Tremont West Board of Directors meetings virtually. Mr. Declet continued to attend multiple webinars during this month, as well as complete discretionary orders.

South Brooklyn - Assistant Manager Tammy Houghton worked on discretionary book orders, was trained in Libchat, offered Libchat services, visited the branch to shelf read, and attended Managers and Team meetings. District Manager Luigi Russo participated in the following meetings: Branch Managers, Public Services Team, Reopening Task Force, Woodland's FMP, and Libchat. Mr. Russo visited the branch weekly, worked on AV discretionary orders, reviewed May & June schedules, texted/emailed branch staff and D2/D3 management weekly, trained in Libchat, offered Libchat services, and created D2/D3 Libchat schedule. Mr. Russo viewed the following webinars: Anti-Discrimination and Anti-Harassment Training for Management, Best Practices in Performance Documentation, Brainstorming and Innovation, Day for Page Supervisors: Training Shelves, and Delivering Effective & Strategic Performance Appraisals. Staff returned to the branch at half of their normal hours on May 26, 2020.

District Three

Garden Valley - Assistant Branch Manager Donald Smith took the initiative to check on the branch, and complete book, CD, and DVD orders while working from home. Mr. Smith also participated in the following webinars: Managing Change and Worry in Times of

Uncertainty (NEO-RLS), Maximizing and Measuring Virtual Programs (PLA), and Using Social Media Listening to Adapt your library for COVID-19 (PLA). Dyad Public Services Manager, Maria Estrella, compiled and submitted the juvenile and young adult book orders. Mr. Smith and Mrs. Estrella also collaborated to re-create and re-submit June 2020 schedule.

Hough - Branch Manager Lexy Kmiecik is the Chair of the Reopening Taskforce, and stayed busy with many weekly meetings to safely re-open the library branch. Mrs. Kmiecik received LIBChat training and the Return to Work Guidelines/Teams Training, as well as had an IMLS grant discussion. Mrs. Kmiecik also attended the Board Meeting and the following NEO-RLS webinars: It's a Manager/Supervisor's Job to Motivate Staff, Anti-Discrimination and Anti-Harassment Training for Management, Brainstorming and Innovation, A Firm Grasp: The Nonverbals of Influential Leaders, Preparing your Library for Returning to Work Post Stay at Home, Highly Effective Meetings and Facilities and Admin Virtual Networking Meeting: How to Plan to Return to the Library.

Martin Luther King - Branch manager Tonya Briggs visited the MLK branch on May 5, 13 and 20, and emailed staff on May 7, 12, 15 and 20. Ms. Briggs participated in a Police Commission/CPL project meeting, and Innovation Committee and sub-committee meetings on May 11, 2020 and May 14, 2020. For professional development, Ms. Briggs completed 3 webinars: WebJunction's Social Work Students and Public Library Partnerships, Midwest Tapes Cart Management, and NEO-RLS's Library Technology Planning for Today and Tomorrow.

Sterling - Sterling continued to support the Central neighborhood families during the pandemic. Branch manager Monica Rudzinski organized a second donation and delivery of family and infant care products to Friendly Inn. Product distribution coincides with GCFB food distribution and home visits. Ms. Rudzinski met with Johnny Robinson Jr., MyCom Regional Coordinator for Central and Goodrich Kirtland Neighborhood to promote Summer Lit League, Center for Arts-Inspired Learning virtual programs and an opportunity to distribute refurbished tablets, and laptops to Central neighborhood families. Ms. Rudzinski attended City Club virtual forums featuring Kevin J. Kelley, Eric Gordon, and State Senators Nickie Antonio and Matt Dolan. Ms. Rudzinski was delighted to welcome staff back to the branch on May 26, 2020.

Woodland - The Branch was closed until May 26, 2020. Dyad Public Services Manager, Maria Estrella, submitted monthly discretionary orders and revised June 2020 schedules. She also recorded and added to the Dropbox another story time, titled *Drum Dream Girl: How One Girl's Courage Changed Music* by Margarita Engle. She has viewed the following webinars: How to Be a Webinar Superstar! (PLA), Self-Care Is Not Selfish: Preventing Burnout (NEO-RLS) and Developing High Potential Leaders in a Disruptive Environment (Case Western Reserve University Weatherhead School). Mrs. Estrella also attended two Woodland + CDF + BSF weekly reviews, submitted an inventory of the Woodland Wonderland educational toys and toy furniture, and conducted a visual assessment of what the "other" collection category entitled to the Masterplan Team. Mrs. Estrella stopped by the Branch on several occasions to check the building. She completed the PowerPoint presentation, pre-recorded the presentation and panel discussion for the American Library Association Conference Harvester to be included in the 2020 ALA Virtual Event. The ALA presentation is titled: Juntos: Latinx Family Engagement at Your Library, and will be offered on Friday, June 26, 2020, 12:15 PM - 1:00 PM.

District Four

East 131 - The East 131 Branch was closed during the month of May 2020 in response to the COVID-19 closure. Branch Manager Marina Marquez started working as reference for LibChat. Ms. Marquez checked in on the branch weekly and submitted HIPPO Requests as needed. Ms. Marquez participated with the following Virtual Meetings- the First Street Coalition, MyCom Mt. Pleasant Community Meeting, Corlett Volunteens to discuss and survey the best platforms to start their virtual book club, met with Marilyn McHugh, Founder of the Cleveland Seed Bank to discuss the future of the Seed Library at Cleveland Public Library, the Innovation Committee Meeting to discuss the development of Cleveland Public Library's future program and service delivery models, the Corlett Volunteens to plan for the next month's National Youth Leadership Training webinar scheduled for June 2-4, the CLE Rising Co-Leader meeting to report out to the community regarding the Free Public Transit initiative. Ms. Marquez completed the following 18 classes and webinars: ALA Course: Creating Pathways to Civil Legal Justice, MyCom Wisdom for Wednesdays: Session 1 Defining Impact & the Opportunities it Presents, MidWest Tape Product Detail Training, Smart Growth: Advocating for and Creating Effective Public Transit, LibAnswers: Setting up Queues & Answering Tickets, MidWest Tape Cart Management Training, NEO-RLS: Library

Technology Planning for Today and Tomorrow Part 1, LibraryWorks Playing the Long Game: The Resiliency of Ordinary People Like You and Me webinar, MyCom Wisdom for Wednesdays: Session 2 Creating a Process to Demonstrate Your Impact, MidWest Tape Product Discovery Training, PLA's Maximizing and Measuring Virtual Programs, MyCom Wisdom for Wednesdays: Session 3 Creating Your Story to Demonstrate Your Impact, Good Leaders, Bad Decisions. East 131 staff returned to work at the branch on May 26, 2020.

Fleet - During COVID-19 emergency closing, Manager, Magnolia Peters maintained communication with her team. Branch Manager, Magnolia Peters attended LibChat Training; NEO-RLS, Adult Services; Self-Care is not selfish: Preventing Burnout; Good Leaders- Bad Decision; Preparing your library for returning to work post "stay at home order"; and Gale Courses, Leadership. Discretionary orders were submitted monthly in accordance with established deadlines. Fleet completed the month with a "virtual" meeting that included the Slavic Village's Community Partners to discuss the "Master Plan" Project for Fleet Branch.

Harvard-Lee - While the Library was closed to the public due to COVID-19, Branch Manager Kristen Schmidt stayed engaged with staff, shared resources with colleagues, performed weekly branch checks, and attended professional development opportunities. Ms. Schmidt completed webinars via Booklist, NEO-RLS, and Library Journal included Mindfulness, Self-Care is Not Selfish: Preventing Burnout, and Strategies to Engage Reluctant Readers & Minimize an Elongated Summer Slide. Ms. Schmidt attended the virtual MyCom meeting for the Mt Pleasant region of which Harvard-Lee is a partner. Additionally, she worked 8-10 reference shifts via the Library's new LibChat online reference service. Ms. Schmidt picked up the branch supply of personal protective equipment (PPE) and led all team members in communication and assigning duties for their return to work. In addition, Property Management worked with a contractor to resolve a major plumbing issue, which involved breaking up our concrete pad to access the discharge pipe.

Mount Pleasant - During May, staff at the Mount Pleasant Branch have continued to virtually attend community meetings and trainings hosted by community partners. Staff attended MyCom's Wisdom Wednesday trainings and they have left with a plethora of practical resources to help better serve young patrons in the community. Branch Manager, Shayla Boyce, continues to work with the reopening Task Force. Ms. Boyce was assigned to the Patron Focused Services subgroup that is focused on providing staff

support, as well as finding ways to give excellent customer service during these unusual times. Staff has continued to pursue continuing education opportunities focused on mental health and the reopening of public libraries. Ms. Boyce was trained on the LibAnswers reference service to help provide virtual support patrons.

Rice - Rice has been closed to the public and non-essential staff since March 16, 2020. Ms. Hutson continues to keep her staff informed and her managers busy. Two virtual meetings were held for D4/D5 Managers to check on progress and inform. Managers were trained on LibChat and have all completed at least one virtual reference session. Managers are completing weekly checks of their locations and keeping in contact with their staff via email, text and phone calls. June schedules were submitted. May material orders were completed and await submission. Ms. Hutson participates in weekly virtual core, public service leadership and reopening committee meetings. She continues to email professional development and other pertinent information to all CPL Managers and supervisors. Completed professional development and virtual meeting include - Wellness session with Ashley Lee, *Playing the Long Game: The Resiliency of Ordinary People Like You and Me*, *Introduction to Mindfulness: Nourishing Ourselves in These Times*, *School Library Journal's Day of Dialog*, *Using Emotional Intelligence and Mindfulness to Navigate the Stress of Life*, *Virtual Platform Possibilities - Providing Digital Skilling Resources for Patrons*.

Union - The Union Branch remains closed due to the Covid-19 Pandemic. Gradual reopening is scheduled to begin on May 26, 2020 with the return of staff only. Ms. Williams has continued to perform weekly building checks. Ms. Williams completed the Midwest tapes CD and DVD lists and the Ingram booklists are in progress. Ms. Williams attended a few virtual meetings with community partners- Mycom Partner Meeting, St Martin Supervisors Coffee and Conversation, and CLC Leader Lunch Break with Councilman Blaine Griffin. Other webinars attended include Midwest Tape update, Virtual Platforms possibilities and Pathways to Civil Legal Justice. St. Martin de Porres corporate work study student Daniya Wilder submitted her final project. Ms. Wilder chose to write a testimonial about her experience working at Union Branch.

District Five

Addison - Branch Manager Tamara Means participated in the following webinars: Stay Home and Stay SAFE Educational for K-12, How to Effectively Manage Remote Teams, Community Partner Conversation, and Midwest Tapes Webinars. Ms. Means participated in the LibChat training on May 12, 2020 with Robin Wood via Teams. Additionally, Ms. Means completed two hours of live LibChat and conducted four branch visits.

Collinwood - May has been filled with fresh ideas on how to both learn, teach and share information on a virtual platform. Community Zoom meetings for the month include CMSD Bond Accountability Commission, NAACP, CHNHousing Partners and Neighborhood Progress Q&A. Branch manager Caroline Peak volunteered to transport groceries to families with children who have no transportation to get to food. Ms. Peak continues to tune into State Senator Sandra Williams, Mayor Frank Jackson, Congresswoman Marcia Fudge, Cleveland Clinic and others to keep track of the continuing advocacy for unemployment opportunities for furloughed and laid off workers. Branch visits have proven to be successful. Ms. Peak participated in LibChat training and two hours of practice in preparation for future duties. Collinwood staff returned to branch on May 26, 2020.

Glenville - Branch Manager, Sharon Jefferson completed weekly Branch checks during the branch closure due to the COVID-19 pandemic. Additionally, she has been in contact with all staff concurrently. Ms. Jefferson completed the materials ordering for CD's, DVD's, and booklists. Ms. Jefferson attended the following webinars and meetings: Manager's Meeting, D4/D5 Meeting, Reopening Task Force, Reopening Task Force Sub Committee-Safety and Security, LibChat Training, Thermal Imaging Presentation, Seeds of Literacy Program Committee Meeting, and CLE Rising Summit Report Out Meeting.

Langston Hughes - Branch Manager William Bradford participated in the following webinars and trainings: COVID-19: Cleveland Clinic; How to Manage Remote Teams; Midwest Tapes, Product Detail; Calm or Crazy, Tri-C; Midwest Tapes, Cart Management; Midwest Tapes, Product Discovery; Forensic Psychology, Navigating the Stress of Life, What Crime Writers Need to Know, Playing the long game to Resiliency, Libchat Training, Publisher's Weekly Online, LiBCHAT Training. Mr. Bradford additionally completed the materials ordering for the branch. Community Meeting Attended were: Connection, Activation, & Community - University Circle Inc., Zoom meeting. Additionally,

Mr. Bradford completed branch visits throughout the month. Branch staff returned to Langston Hughes Branch on May 26, 2020.

Memorial Nottingham - Manager, Pasha Moncrief Robinson, conducted weekly visits to Memorial-Nottingham to ensure the branch was being properly maintained during closing due to the coronavirus pandemic. Mrs. Moncrief Robinson attend multiple virtual professional development workshops, shared useful resources with colleagues and community partners, and submitted adult and youth collection orders. Additionally, she also began taking a free online course at Harvard University. Mrs. Moncrief Robinson attended LibChat training and acquired hands-on experience with patrons working in LibChat. On May 26th, CPL staff returned to work. Mrs. Moncrief Robinson conducted a staff meeting to inform staff of new directives, responsibilities, and programs in the upcoming future at CPL.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

Cleveland Public Library (CPL) remained closed to staff and the public through May 26th. During this time, the Outreach & Programming Services Department (OPS/3E) collaborated virtually on building an infrastructure that can support online programming for the remainder of the year. Revised work plans and roles were developed by OPS/3E leadership with online service delivery in mind.

PARTNERS AND PROGRAMS

Cleveland State and Case Western Universities completed recruitment for this summer's virtual tutoring program. On Monday, June 8th, 23 undergraduate tutors will begin online tutoring sessions for children grades K-12.

The Library entered into an agreement with Literary Cleveland to deliver the Neighborhood Voices community-based writing program. Seven writing instructors who are locally-based were hired by Literary Cleveland to facilitate the workshops, and online registration opened on June 1st.

The Music School Settlement and Center for Arts Inspired Learning finalized staffing for each of their program offerings (*Read to the Beat* and *Make a Change*) that are a part of the Summer Lit League, the Library's summer reading program.

The Education Team has prepared the 9-week Kindergarten Club Program for launching on Monday, June 22nd, 2020. Using Zoom Education as the platform, each week's lesson has been converted into a virtual learning space. Due to the change in the program delivery model, minor modifications were made in each of the nine lessons for instruction and alignment of materials and supplies. Kindergarten Kits will be packaged and ready for delivery for the start of the program.

TECHNOLOGY

On May 15th, the Library opened registration for programs beginning June 1st. As a part of the initial promotions, a general interest form for the public was developed by OPS to gauge interest in summer programs. To date, approximately 30 families have registered for summer tutoring, and 40 individuals have expressed an interest in the Neighborhood Voices writing program. Nearly 170 families have registered for Summer Lit League using Beanstack, a summer reading application designed by Zoobean, a developer of online learning resources.

OPS completed Zoom Education account activation and set-up for 28 locations. OPS/3E staff participated in Zoom administrator training in the second week of May. Following the completion of training, the OPS/3E Leadership team assigned each partner/vendor a point-of-contact who will serve as their technology consultant for the duration of their program.

EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION

EXTERNAL RELATIONS & ADVOCACY UPDATES:

- **Goal:** *Increase Elected Officials and Key Stakeholders' Awareness and Understanding of CPL's Community Impact:*
 - *Inform:*
 - Informed all local, state, and federal elected offices within the Library's footprint on the Library's re-opening plan so they can inform their constituents.
 - *Engage:*
 - Engaged legislators in CPL's virtual storytime (VST) program including:

- U.S. Senator Sherrod Brown and Connie Schultz
- Engaged additional stakeholders in CPL's virtual storytime (VST) program including:
 - Tom Dewey, CPL Foundation Board President/ Medical Mutual
 - D.M. Pulley, Local Author
 - Marla Davis-Perez, NASA
 - Rick Chiricosta, Medical Mutual

CPL DEVELOPMENT UPDATES:

- *Goal: Secure Funding to Buttress CPL Organizational Goals*
 - Submitted funding requests to the following entities for programmatic support:
 - National Endowment for the Humanities submitted request for CARES ACT funding to support writing program in partnership with Literary Cleveland
 - The Bruening Foundation - submitted request to support workforce development programming

CPL FOUNDATION UPDATES:

- *Fundraising:*
 - Mid-Year Annual Appeal is scheduled to go out by the end of June/beginning of July
 - Hosted board development/fundraising committee meeting
- *Cultivation & Stewardship*
 - Stewardship/engagement communications have been going out weekly to donors keeping them informed and highlighting available resources and services during library closure.
 - Starting June 1, communications will be scheduled on a monthly basis updating donors on available resources and services as the library re-opens

ADDITIONAL DEPARTMENT EFFORTS:

- Staff participated in webinars with the Urban Libraries Council and Grants Plus

COLLECTION & TECHNICAL SERVICES

Interim Director of Collection and Technical Services Sandy Jelar Elwell continued to participate in meetings of the Automated Material Handling (AMH) Task Force and the Capital Improvement Plan Core Team. Ms. Jelar Elwell also participated in Midwest Tape's webinars on Cart Management, Product Detail, and Product Discovery; OhioNET's webinar "Introduction to ConsortiaManager;" and Tech Logic's webinar "totalAMH + Library Design | Libraries, Architects, and Automated Material Handling."

Ms. Jelar Elwell, Catalog Manager Andrea Johnson, Collection Manager Pam Matthews, and Materials Handling Supervisor James Clardy participated in weekly Collection and Technical Services Meetings, the system-wide Manager Meeting, and the Return to Work Guidelines/Teams training.

Ms. Jelar Elwell processed and approved 26 OverDrive invoices for 2,278 eMedia items.

Acquisitions: The Acquisitions Department received 7,198 items.

Catalog: Catalog Manager Andrea Johnson began doing bibliographic work remotely during the last week of the Library's closure. Technical Services Librarians Michael Gabe and Amei Hu downloaded the CLEVNET reports received during the closure when the Catalog staff returned to work. Mr. Gabe, Ms. Hu, and Technical Services Librarians Barbara Satow and Erin Valentine began overlaying the short records identified by the reports. This was Mr. Gabe's first experience with handling the physical items report.

As a member of the Reopening Task Force Patron Focused Services Subgroup, Ms. Johnson contributed to Tip Sheets to help Public Services staff respond to patrons when service resumes. Ms. Johnson participated in a Northeast Ohio Regional Library System (NORLS) webinar "Preparing your Library for Returning to Work."

Librarians cataloged 25 titles and added 30 items for Cleveland Public Library. Technical Services Associates cataloged 22 new titles for the Library. Technical Services Associates and Senior Clerks added 122 items. Librarians also added 602 titles, merged 27 records, and made 3 corrections for CLEVNET member libraries.

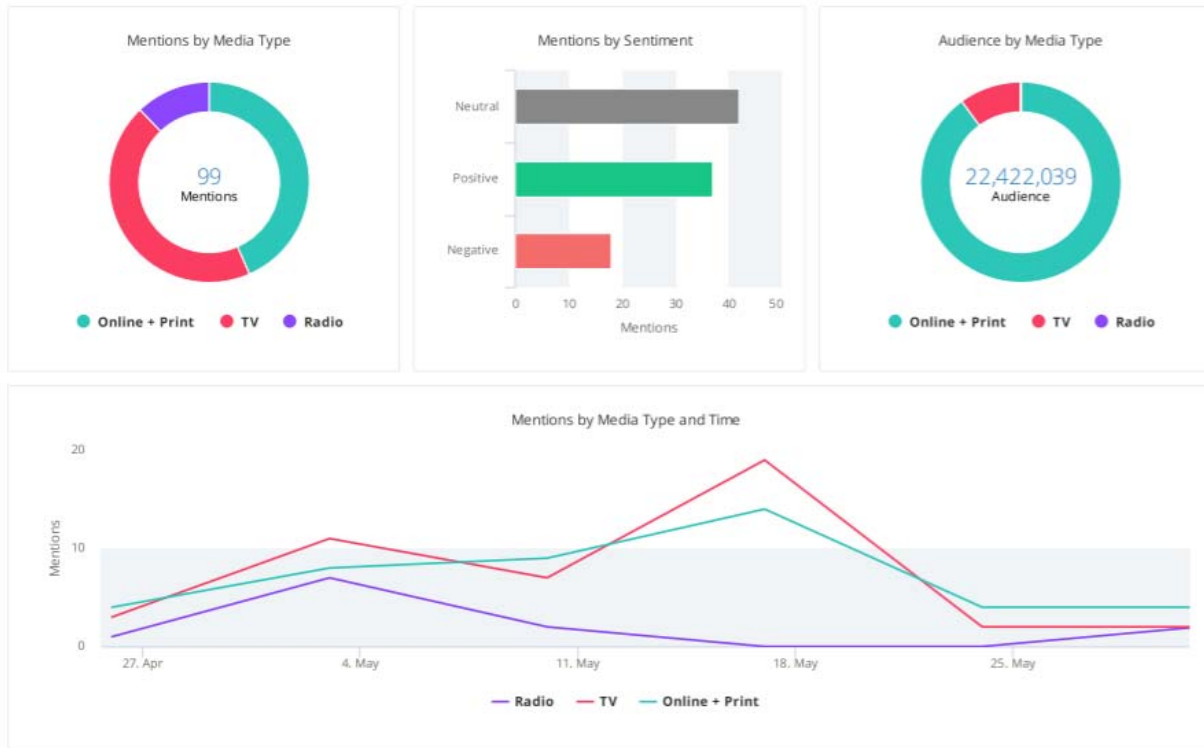
Collection Management: Collection Manager Pam Matthews continued to select and purchase eMedia materials from OverDrive

during the Library's closure. Ms. Matthews purchased 3,035 titles and 3,982 copies of eMedia materials.

MARKETING & COMMUNICATIONS

Marketing and communications efforts in May focused on Cleveland Public Library's phased reopening plan, cost-saving measures to offset the decrease in funding caused by the COVID-19 pandemic, and the continued promotion of our digital programming such as Summer Lit League.

PUBLIC RELATIONS OVERVIEW: Cleveland Public Library received media attention from all major media outlets about the Library's [reopening plan](#), budget cuts, and face shield production. The Library announced [budget cuts](#) because of the impact COVID-19 had on state funding and tax revenues. Director Felton Thomas, Jr. and Cuyahoga Metropolitan Housing Authority (CMHA) CEO Jeff Patterson promoted our partnership to supply [400 face shields](#) to protect CMHA workers. Other media mentions included a new [three-year contract agreement](#) with Laborers International Union of North America Local 860 and [online programming](#) to encourage participation in the 2020 Census.



Total National TV Audience 2,249,356
 Total National TV Publicity USD \$695,997
 Total Local TV Audience 1,256,946
 Total Local TV Publicity USD \$181,007



Total Online + Print Audience 20,172,683
 Total Online + Print Publicity USD \$3,477,584

Total Number of Clips 99

GRAPHICS: The Graphics team focused on designing the 2018 annual report and promotional materials - ads and printed materials - for early Summer Lit League registration.



DIGITAL & SOCIAL MEDIA: IMPRESSIONS: Visitors to social media properties. **ENGAGEMENTS:** Reaction to CPL content - retweets, shares, and likes. **LINK CLICKS:** clicks on links to select destinations.

While total engagements dipped during the month of May, the Library's social media engagement rate per impression and the Library's audience increased v. April, suggesting that patrons are interested and engaged with the online programs.

The decline in impressions is likely a result of the popularity of Virtual Storytime guest readers featured in May compared to the previous month (i.e. Austin Carr drew a large audience in April) and the posts about the library's 3D printing of PPE were very popular. Users remained engaged on our platforms as reflected by an increase in the engagement rate by 20.39% over last month.

Impressions ⓘ





356,248 ↘ 23.7%

Engagements ⓘ

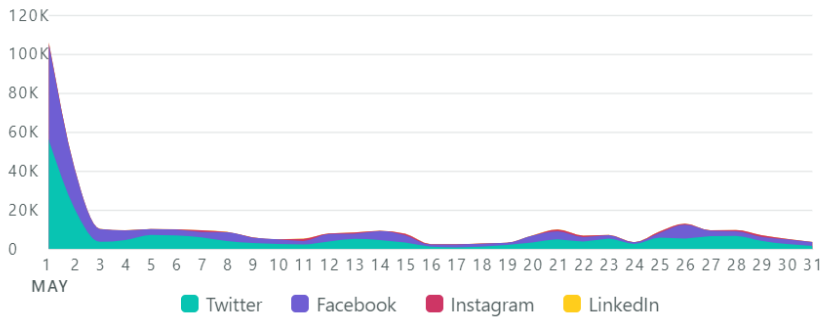
9,375 ↘ 24.5%

Post Link Clicks ⓘ

1,080 ↘ 6.9%

Profile ▲	Audience	Net Audience Growth	Published Posts	Impressions	Engagements	Engagement Rate (per Impression)
Reporting Period	38,251	262	114	356,248	9,375	14.6%
May 1, 2020 - May 31, 2020	↗ 0.7%	↘ 26.6%	↘ 0.9%	↘ 23.7%	↘ 24.5%	↘ 9.4%
Compare to	37,996	357	115	466,602	12,421	16.2%
Apr 1, 2020 - Apr 30, 2020						
 Cleveland Public L...	13,936	55	46	155,828	5,871	3.8%
 Cleveland Public L...	3,816	66	10	10,239	493	4.8%
 Cleveland Public L...	2,510	20	-	492	22	4.5%
 Cleveland Public L...	17,989	121	58	189,689	2,989	1.6%

Impressions Per Day



Impression Metrics	Totals	% Change
Total Impressions	356,248	↘ 23.7%
Twitter Impressions	189,689	↘ 20.9%
Facebook Impressions	155,828	↘ 26.1%
Instagram Impressions	10,239	↘ 27.9%
LinkedIn Impressions	492	↘ 71.2%

Twitter Top Posts

Review your top posts published during the selected time period, based on the post's lifetime performance.

By Lifetime Engagements

Cleveland_PL
Fri 5/1/2020 6:30 pm UTC

Cleveland Cavaliers bilingual play-by-play announcer, [@ElalcaldeRafa](#) shares Si Le Das Una Galletita A Un Ratón (You Give a Mouse a Cookie) for

Total Engagements	591
Likes	44
@Replies	1
Retweets	18
Post Link Clicks	260
Other Post Clicks	268
Other Engagements	0

Cleveland_PL
Mon 5/25/2020 12:32 p...

Happy Memorial Day! Greater Cleveland Roll of Honor. The Roll of Honor contains the

Total Engagements	204
Likes	37
@Replies	0
Retweets	11
Post Link Clicks	-
Other Post Clicks	156
Other Engagements	0

Cleveland_PL
Sat 5/23/2020 1:38 pm ...


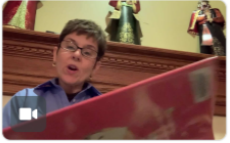

We're so honored that we could partner with [@CityofCleveland](#) to help

Total Engagements	147
Likes	23
@Replies	0
Retweets	6
Post Link Clicks	-
Other Post Clicks	118
Other Engagements	0

Facebook Top Posts

Review your top posts published during the selected time period, based on the post's lifetime performance.

By Lifetime Engagements

Post Preview	Total Engagements
<p>Cleveland Publ... Fri 5/1/2020 8:30 am PDT</p> <p>Cleveland Cavaliers bilingual play-by-play announcer, Rafa Hernandez-Brito shares Si Le</p> 	880
<p>Reactions</p>	131
<p>Comments</p>	13
<p>Shares</p>	9
<p>Post Link Clicks</p>	-
<p>Other Post Clicks</p>	727
<p>Cleveland Publ... Tue 5/26/2020 6:30 am P...</p> <p>Everyone knows about Mary and her little lamb. But do you know Maria? Dr. Maria E.</p> 	665
<p>Reactions</p>	201
<p>Comments</p>	9
<p>Shares</p>	40
<p>Post Link Clicks</p>	-
<p>Other Post Clicks</p>	415
<p>Cleveland Publ... Fri 5/8/2020 6:00 am PDT</p> <p>What is love? Would you recognize it if you saw? If you heard it? Author Connie</p> 	469
<p>Reactions</p>	146
<p>Comments</p>	20
<p>Shares</p>	19
<p>Post Link Clicks</p>	-
<p>Other Post Clicks</p>	284

PROPERTY MANAGEMENT

Carpenters

- Installed Plexiglas in offices on 10th floor, LSW and shipping.
- Installed new lock and hardware to Woodland, Rice and Glenville.
- Installed bathroom partition at Lorain branch.

Maintenance Mechanics

- Continuing work with Reopening committee and Covid-19 Task force on a safe and comprehensive phased reopening strategy.
- Working with several vendors on a new entry sequence solution, integrating thermal imaging kiosks. Currently taking quotes and proposals.

- Continuing work/meetings with FMP Core Group, CMR, project engineers and architects and the Capital projects team on FMP design and building standards.
- Scheduled Main campus, Lakeshore and branch HVAC PM's/pre-filter changes.
- Scheduled General pest for branches.
- Working with vendors on testing and acquiring new sanitizing equipment.
- Continued remote monitoring of facilities and systems via Siemens building automation and security cameras.
- Actively sending out staff for emergencies reported by SPS, weekly fire pump testing and rounds for LSW/Main and Lakeshore.

SAFETY & PROTECTIVE SERVICES

Safety Services

- Safety & Protective Services extended CPL branch and facility lockdown's using Access Control.
- Safety & Protective Services officers are investigating submitted online reports.

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
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
Oct 2019	2039	20	64	53	345	42
Sept 2019	1792	19	62	24	243	52
Aug 2019	1854	13	46	26	147	272
July 2019	1916	25	64	20	186	96
June 2019	1939	23	53	24	147	35
May 2019	1958	24	58	38	116	65

Special Attention, Special Events, and Significant Incidents

- SPS filled the following overtime requests: downtown Cleveland protests.
- Video requests fulfilled for Cleveland Police Department.
- An abandoned car was picked up by its owner from the Jefferson branch parking lot.

Protective and Fire Systems

- SPS management is passing water leak information, maintenance issues, and other irregularities on to Property Management.

Contract Security

- SPS is using Royce Security after hour's armed response to address any alarm issues after normal business hours.
- SPS has initiated training for Royce guards posted at the Lake Shore facility.

Administration

- SPS Supervisors and manager are receiving regular updates from Homeland Security regarding issues which may affect CPL.
- Officer Wayne Kresak resigned. A form #452 was submitted for his replacement.
- SPS has officers scheduled to post at the five curbside locations and the downtown campus.

INFORMATION TECHNOLOGY & CLEVNET

The CLEVNET Executive Panel held an online meeting on May 4, 2020, at 1:00pm. The discussion centered on the reopening of the member libraries as the COVID-19 crisis continues. Hilary Prisbylla and Larry Finnegan, the directors of CLEVNET, outlined the extensive planning and preparation their teams were doing to assist the libraries with a myriad of issues they will be facing as they try to reinstitute library services in a time of fear and great uncertainty.

Dealing with materials alone is a daunting proposition. Over 858,000 items owned by CLEVNET libraries were checked out and in the homes of patrons when the libraries closed in March; of those, 115,055 were items owned by CPL. How can libraries prevent their bookdrops from overflowing when they open them back up? And how will they quarantine the materials before

reshelving them or putting them in shipment? On a typical day, before the pandemic closed the libraries, patrons would place over 8,000 holds on library materials without assistance from staff; CLEVNET staff would assist with an additional 4,000 holds each day. Over 140,000 holds were put "on hold" during the closure. Ms. Prisbylla's team has the challenge of finding ways to reintroduce resource sharing without overwhelming the system.

Amidst all the problems, however, emerge opportunities for new ways to serve our patrons. In the wake of CPL's recent success with LibAnswers, the patron communications platform from Springshare, the Panel approved purchasing the service for all of CLEVNET. LibAnswers is a ticketing system that allows patrons to chat online with librarians, access FAQs, text, and connect through social media.

Ms. Prisbylla also: 1) offered her team's continuing support for the installation of book lockers at CLEVNET sites (book lockers allow patrons to pick up their holds without staff intervention); and 2) announced that Geauga County Public Library would soon pilot the *Books by Mail* feature from SirsiDynix; unlike home delivery services currently in place at many CLEVNET libraries including CPL, this service is fully integrated with SirsiDynix Symphony, CLEVNET's ILS.

Speaking of the ILS, Ms. Prisbylla informed the Panel that it was time for CLEVNET to test SymphonyWeb, the cloud-based workflows client. With so many staff throughout CLEVNET working remotely or in ways previously not considered, this cloud-based client would drastically reduce the need for staff to have VPN installed on their hardware. Ms. Prisbylla has been watching the development of the client and believes it is at a stage where she would like to test it with CLEVNET staff.

Finally, Ms. Prisbylla and Mr. Finnegan discussed the success their teams have had while working from home since CPL closed its doors in March. CLEVNET staff are more productive. Communication is better. Team spirit is stronger. And they noted that staff are reporting that they are healthier. With that said, Jamie Mason, Director of Rocky River Public Library, moved that CLEVNET staff continue to work from home beyond the date CPL reopens its administrative offices—a more formal restatement of a similar recommendation made at the Panel meeting on April 7, 2020. The motion passed unanimously. Lorena Hegedus, Chair of the Executive Panel, said further deliberation will be needed regarding the overhead CLEVNET members pay for staff office

space, security services, and maintenance. She requested that these line items should be reconsidered as the 2021 budget is prepared.

Much of this information was shared with the rest of the CLEVNET Directors at their general meeting, held online on May 13, 2020 at 11:00am, with over 50 participants. Ms. Prisbylla also shared that more than 5,000 CLEVNET registrations had been processed since the launch of the OverDrive Instant Digital Card campaign at the end of March. And Mr. Finnegan reminded the directors that should they wish to provide additional WiFi access on the exterior perimeter of their buildings, CLEVNET would provide the access points and work with them on the planning of a successful installation.

During these tumultuous times, the timely sharing of information is critical. CLEVNET is using its members' site as the knowledge management center. CLEVNET will also make good use of its Special Interest Groups (SIGs) during this time. The Circulation SIG held its first online gathering on May 27, 2020, to discuss the many challenges involved with reopening and reintroducing resource sharing.