

DIRECTOR'S REPORT

November 19, 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

PROGRAMS, SERVICES & EXHIBITS

Literature department staff members Senior Librarian Nick Durda, Librarians Evone Jeffries and Timothy Phillips, Library Assistant Michael Haverman, and Manager Don Boozer handled 22 sessions on Cleveland Public Library's *Ask CPL* online chat reference service.

ClevDPL continues to archive local non-profit's work on the Census. As we have been able, we are adding metadata to the 20/20 exhibit in ContentDM. We successfully prototyped, tested, delivered, and evaluated a hybrid video/chat bookbinding course that taught patrons how to make a mini-book.

Map Collection Librarian Thomas Edwards gave an overview of the Map Collection to students from Cleveland State University's Natural History of Cleveland led by Greg Soltis on October 3rd. The class also visited the Photograph Collection where Library Assistant Adam Jaenke had examples on display for the students and also gave an overview of the Collection.

Library Assistant Lisa Sanchez chose five Throwback Thursday images that were featured on the library's social media platforms. Some of the photos included the Woman's General Hospital, the Savings and Trust building, East 79th St., and East Tech High School.

OUTREACH

CLGH Manager Olivia Hoge attended a virtual event for St. Martin de Porres Corporate Work Study Program on October 8th. The event allowed students to meet different professionals who gave a short "elevator speech" about their careers followed by a short question and answer session.

In October, Homebound Services - primarily coordinated by Literature/OCFTB Librarian Timothy Phillips with processing of outgoing and incoming materials being carried out by Library Assistant Michael Haverman and Senior Clerk Debbie Nunez - sent out 191 packages to fulfill 179 requests from patrons.

During the month of October, Lending staff worked diligently in getting over 600-students, grades K-5th, of Campus International School with new library cards. Students were unable to come into the library due to social distancing measures related to the COVID pandemic, however, Stephen Wohl, Lending Manager, worked directly with Allison Snyder, Media Specialist at Campus International, to compile a spreadsheet with the names and addresses of Campus International students. Lending staff then used the spreadsheet to remotely register over 600-students for new cards, and renewing roughly 50-existing accounts for students who already had cards. Ms. Snyder stated that she and the students were so grateful for the remote assistance and were very eager to start utilizing the cards to access all of the incredible resources available to CPL cardholders.

We increased work with community partners during October and have continued working to maintain existing engagement with Cleveland Grays (glass plate scanning), Karamu House (we advised on collection assessment and description this month), Old Brooklyn Historical Society (newspaper digitization), The Ukrainian Museum and Archives (collection links and new projects), Cleveland Orchestra (scrapbook project), Moreland Courts (scanning project for anniversary and display), Cleveland Architecture Foundation (interviews), and many others. Partners have been invited into the library to make use of reopened services.

Collection Development

The Main Manager team attended a collection development meeting on October 21st led by special projects coordinator Michael Ruffing.

Ms. Hoge continued to work with Senior Subject Department Librarian Sandy Witmer on the LSW 8 stack folio project.

Mr. Jaenke met Cuyahoga County Board of Elections, Community Outreach Manager Mike West at the Board of Elections on October 29th to photograph early voting for the November 3rd General Election.

Mr. Edwards added additional metadata to the G.M. Hopkins Plat Book of Cleveland, Ohio, Volume 1, 1921 & Volume 3, 1914 ContentDM records. This allows for better searching and discoverability for patrons. Records were sent to Cleveland Digital Public Library to be uploaded.

Photograph Collection Librarian Brian Meggitt continued working on the item-level inventory of the second section of the Cleveland City Hall Collection, a group of approximately 18,000 8" x 10" photographs created by various City Hall departments. During October, Mr. Meggitt added unique identifying numbers, re-housed items, and created initial metadata for 1,268 items (bringing the current total to 9,386 items out of approximately 18,000 items).

In preparation for his November program, Mr. Meggitt selected about 200 City Hall Collection photographs for digitization.

Mr. Meggitt scanned approximately 230 photographs in the month of October; the scans were made in support of patron requests and for Mr. Meggitt's upcoming program featuring items from the Cleveland City Hall Collection.

Mx. Sanchez continued to add item descriptions to the Cleveland City Hall Collection and has described about 11,900 items.

Mx. Sanchez continued scanning images from the City Hall Collection and organizing them in digital neighborhood folders, totally 600 new images scanned from the collection.

Mr. Jaenke photographed and processed 68 images for the Neighborhood Photographic Survey. He covered Brookmere Cemetery, Old Brooklyn, and Brooklyn Centre.

Mr. Jaenke digitized 50 photographs from the Cleveland Picture Collection.

Fine Arts librarian Andy Kaplan shifted 105 music books from 3rd floor shelves to STACK on the 5th floor and Bruce Biddle shifted art books in the circulating area.

Fine Arts & Special Collections Manager Pam Eyerdam researched two drawings by Ziah H. Jammé. She contacted the Carnegie Library and they provided census information that stated he was a casket designer in Pittsburgh.

An 1899 Rubaiyat was transferred from Lake Shore to Special Collections.

The London based art advisory company, Pall Mall requested a scan from the Jasper Johns catalogue raisonne of his artwork entitled *Savarin Can*.

Special Collections librarian Ray Rozman added the names of six chess player photographs to the EAD of the *Chess Portraits Collection*.

Cataloger Erin Valentine worked on the following during her monthly visit: create a Cataloging/ DACS template; create a catalog record for artwork by Ziah H. Jammé, created a bib record for a 1710 publication Special Collections found based on the *Tryal of Dr. Henry Sacheverell* who spoke out against the English government. This was a hand-written transcription of what happened during the trial.

There were 23 items scanned and uploaded from the Eyman Collection to the Digital Gallery. A copy of the 1628 text of *Chasse Ennuy, ou l'Honneste entretien des bonnes companies* was digitized.

Chess historian and author Juan Sebastian Morgado donated a three volume set of his book, *El Impresionate Torneo de Ajedrez de las Naciones 1939*.

Thanks to an LSTA grant from the State Library of Ohio, Literature/OCFTB Librarian Evone Jeffries worked on a project throughout October to increase the holdings of the Ohio Center for the Book Ohio collection. Ms. Jeffries, in coordination with Mr. Boozer and the staff of the Acquisitions Department, expanded the collection of *Choose To Read Ohio* honored titles and a slate of authors reflecting the diversity of creators from the Buckeye State. The LSTA funds are also allowing Ms. Jeffries and Mr. Boozer to collaborate with Sandy Jelar-Elwell and

Overdrive to also create an e-media special collection highlighting a diverse selection of *Ohio Authors*.

This month, Literature/OCFTB Librarian Timothy Phillips continued to work through multiple boxes of the voluminous collections of Ward Marsh and Leo Weidenthal archival materials in Literature, collating and organizing for future creation of Finding Aids and potential digitization. Just one item of note was a collection of letters and photographs of Clara Morris, whose house stood on the current site of the Eastman Reading Garden.

Preservation received 54 items and returned 56. The team produced 6 labels. The team did 65 complex and 14 simple book repairs and completed 12 simple and 11 complex flat paper repairs, including washing, encapsulation, and mending.

1183 images were scanned, 2193 were post-processed and QA'd, and 1347 images were uploaded, some of which were included in 143 multiple-image .pdfs. We uploaded media to Youtube and linked to it from ContentDM records. ClevDPL supported projects documenting local non-profit's Census efforts, did more interviews for the #VoicesofCle art project on the George Floyd protests. The web archives have material in 44 unique archives documenting Cleveland and NE Ohio. We closed out our efforts on the Census this month. Scanning highlights include continuing scanning the Brooklyn News and restarting the Cleveland Orchestra scrapbook project after a meeting with their archivist.

Daunte Bolden, Popular Library Clerk, April Lancaster, Popular Library Assistant, and Doug Westerbeke, Popular Library Assistant worked on the reference periodical section.

Ricardo Jackson, Popular Library Assistant, worked to update and weed the TV show section of the DVD collection.

Sarah Flinn, Popular Library Manager, weeded and refreshed the satellite collection at Tri-C.

RESEARCH THAT IS ONLY POSSIBLE AT MAIN LIBRARY

- A small sampling of items requested by Cleveland Public Library patrons from the Literature collection this summer included:
 - CPL was the ONLY public library in Ohio to own:
 - *Beads of Tasmer* (1891) by A.E. Barr

- *Isopel Berners* (1904) by George Borrow
- *The Hands of Compulsion* (1909) by Amelia Barr
- *The Journal of Leo Tolstoi* (1917) translated by Rose Strunsky
- *To the Best of My Memory* (1930) by Albert Payson Terhune
- *Diary and Letters of Madame D'Arblay* (1931), edited by Muriel Masefield
- Several volumes in the Dr. Thorndyke series by R. Austin Freeman including *As a Thief in the Night* (1928), *Dr. Thorndyke's Discovery* (1932), and *Dr. Thorndyke Intervenes* (1933)
- *Six Sides to a Man: New Sonnets* (1935) and *Sonnets from New Directions* (1938), both by Merrill Moore
- *Jane Austen and Her Art* (1939) by Mary Lascelles
- *The Lives and Times of Archy and Mehitabel* (1940) by Don Marquis and illustrated by George Herriman
- *Under My Elm* (1942) by David Grayson
- *The Fleas Come with the Dog* (1954) by Ralph McGill
- *Anguish Languish* (1956) by H.L. Chace
- *Life of Robert Burns* (1959 ed.) by J.G. Lockhard
- *War Poems* (1968) edited by Diane di Prima
- *Sesame Street "Revisited"* (1975) by Thomas Cook

The Thanksgiving Treasure Book (1928) by Noel Faurier (pseudonym of Lenore Hazel Hetrick) and published in Dayton, Ohio, was requested by a patron. However, only seven libraries own the book including Buffalo State (The State University of New York), University of Wisconsin - Madison, Brown University, and The Library of Congress. Copyright renewals and Ohio connections are being researched to determine if this is a candidate for digitization.

Scanned and emailed 1919 "*American Red Cross March*" music score to patron in Philadelphia.

Patron reference assistance requests for Fine Arts include: art appreciation and art education for children, books on African art, lyrics for 1921 western song "*Goodbye Old Paint*", info on artist Wilfredo Lam, improvisational models of music therapy, books about Charles Schweinfurth, contact information for PIXAR, Vivaldi opus history, research on Monteverdi's *Vespers*,

Sheet music score requests for: tenor sax, song *The Spiritual and the Blues*, songs by Regina Belle, Luther Vandross score for *If only for One Night*, Soprano solos for voice.

Patron requests for *Chi dice donna: 3587 proverbi sull'amore, il matrimonio, il tradimento, la gelosia* (a book on Italian proverbs); *Innahu la-Qur'ān karīm fī kitābin maknūnin* (a Koran in Arabic).

Patron request for scans from the Howell & Thomas architectural collection of a home located in Chillicothe OH.

Chess research request of chess columns from the *Chicago Tribune* and the *Philadelphia Inquirer*.
Chess research request for articles on a 19th century Romanian chess player.

Chess research assistance about a correspondence collection between two Jewish chess collectors in the 1930s and 40s.
Chess research request about German born, American chess collector Albrecht Buschke.

The librarian from the Rowfant Club inquired about displaying and processing miniature books.

Patron request to see 2 boxes from the [*Clarence Mack collection: photographs of residences, with miscellaneous documents*]. Mack was a Cleveland architect who designed many residences along Lake Ave. in Cleveland in the early 20th century.

Researcher called from Denver Colorado inquiring about the book, *Hawaiian Idyll* and requested scans of the exhibition checklist. Only a few libraries in the country have it.
Patron inquired about family history of John G. White and was directed to several resources including what has been digitized in the Digital Gallery.

A professor of French Literature at the Sorbonne in Paris inquired about the CPL copy of Louis Garon's *Chasse Ennuy, ou l'Honneste entretien des bonnes companies* (1628) and requested scans of various chapters. The book is a collection of five centuries of funny stories and chess anecdotes.

Researcher asked about the Judaica collection and was given historical background about Leo Weidenthal (Cleveland editor and reporter and founder of the Cleveland Cultural Garden

Federation) who donated some of the collection and left an endowment to the Library in the 1960s.

Mr. Meggitt assisted a patron with finding and obtaining a collection of images of Karamu House (2355 E 89th St in the Fairfax Neighborhood) in support of renovations and additions to the site.

Mr. Meggitt assisted a patron with locating and obtaining images of his grandfather, a Cleveland police officer, with Eliot Ness during Ness' tenure as Cleveland's Safety Director. Mr. Meggitt also found and emailed two other photographs of the patron's grandfather in the Collection's unprocessed items.

Mr. Metter used the *Call & Post* and *Plain Dealer Historical* databases to assist a researcher and an author working on a book about the Wings Over Jordan Gospel Choir

Mr. Metter used Ancestry Library edition to identify a photograph a patron acquired at a local estate sale. The patron believed that the photograph might be an image of one of their ancestors. Mr. Metter was able to determine that the photograph was taken in Milwaukee around 1890.

Mx. Sanchez found photos and conducted property research for a patron who wanted to find images of his historic West 41st St. home and learn more about the history of the property. Using the Plain Dealer Historical database, the Cleveland City Hall Collection, and the Cleveland City Directories, Mx. Sanchez found the name of the Funeral Home that operated out of the house in the late 19th century. Mx. Sanchez also found news articles about the owner at that time, Fred Dress, and his mortuary business. The patron said that there is lots of new construction in his neighborhood and he wanted to get a sense of meaning behind his home.

Mx. Sanchez found photos of Herman "Scatter" Stephens and his restaurant for a patron. Mr. Stephens owned a famous barbecue restaurant, Scatter's Barbecue, at 931 East 105th St. Unfortunately, Mr. Stephens was killed in 1967 in a suspected mob hit.

Mx. Sanchez conducted research on C.E. Gowen for a patron C.E. Gowen (also spelled Gowan) was a Cleveland capitalist in the early 20th century and the president of Kelley Island Lime & Transport Company. The patron wanted to find photos of Mr. Gowen

if possible. Although Mx. Sanchez didn't find any photos; they did find entries in "Cleveland: The Making of a City" and the Plain Dealer Historical database. Mx. Sanchez also looked in "Cleveland club men in caricature: Union, University, Country, Tavern, Colonial, Hermits, Euclid, Rowfant, Roadside, Clifton and Cleveland Athletic" and found a caricature of Albert Gowen, C.E. Gowen's son and business successor.

Staff Development

Subject Department Librarian Terry Metter listened to a recording of the webinar "Vocational Awe: Examining the Cost of Your Service with Fobazi Ettarh" presented by the State Library of Ohio and a recording of the webinar "Engage the Community with Your NewsBank Resources" presented by NewsBank.

Fine Arts librarian Andy Kaplan attended the NEO-RLS virtual presentation on Oct 27th called "*The Show Must Go Online: Virtual Performances at Your Library*" on October 27 regarding ways to move your programs to zoom.

Fine Arts & Special Collections Manager Pam Eyerdam watched an SAA (Society of American Archivists) presentation on Oct. 8th on how public libraries are handling virtual exhibitions, digitization projects, and public programming during COVID. She was also a presenter on zoom for the Cleveland Archivist Roundtable (CAR) discussing how COVID had an impact on our collections on Oct. 15th.

On October 26, Literature/OCFTB Manager Don Boozer took part in the meeting of the Choose to Read Ohio Advisory Council in discussing nominations for the annual Floyd's Pick award.

Stephen Wohl, Lending Manager, 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 staff can safely and effectively assist our patrons.

October 2, Michael Early, Subject Department Clerk (Lending), participated in recording a reading of a story for the Dial A Story program. Dial A Story provides children and adults the opportunity to enjoy a remote story time while maintaining social distancing measures amidst the current COVID pandemic.

October 29, Mr. Wohl and Mr. Rudolph attend a virtual BookEnds trainers meeting to discuss curriculum changes to future

BookEnds training classes. Mr. Wohl and Mr. Rudolph are working towards updating and "blending" the existing SIRSI and Circulation training modules into a revised training class that will be built into future New Hire Orientations.

Senior Librarian Lan Gao, serving on CPL Workforce Development Program Committee, attended committee meetings on 10/1 and 10/12. This committee has been partnering with Ohio Means Jobs (OMJ) to provide employment resources and support for people who are seeking employment. Team members are working together to identify CPL external and internal resources that would be beneficial for OMJ to assist jobseekers.

TechCentral

Inside Programs-via zoom

Name of Program	Date of Program	Total # of Attendees	# of Adults	# of YA	# of Juveniles
Excel I	10/5	4			
Excel II	10/12	3			
Excel II	10/19	3			
Excel IV	10/26	2			
CodeCentral part I	10/6	4			
CodeCentral part II	10/13	3			
CodeCentral part III	10/20	3			
CodeCentral part IV	10/27	3			
Resume Workshop	10/7	2			
Resume Workshop	10/21	1			
Job Searching	10/08	1			
Job Searching	10/22	2			
Word I	10/2	2			
Word II	10/9	3			
Word III	10/23	2			
Word IV	10/23	2			
eMedia	10/1	0			
eMedia	10/29	?			
IConnect: Zoom bookclub-CPL Resources	10/27	3			
1-on-1	October	25			

Computer Usage

There were 1,843 computer sessions(TechCentral, 15-minute, MakerSpace)

PST - Sep 29 to Oct 30 - 2020 Report

Service Calls and Tickets Summary

Service Calls and Tickets Received: 61

CPL Help Desk Tickets: 49

CPL TechCentral Tickets: 14

Service Calls and Tickets Resolved: 53

Tickets in Progress: 21

Service Ticket and Project Detail

Workstation: 44 iPad Management: 1 Hotspot Resets: 5

Maker Equipment: 4

Form 001's: 6

OLBPD

For October 2020, OLBPD circulated 34,536 books and magazines directly to patrons. OLBPD registered 108 new readers to the service. OLBPD also circulated an additional 11,576 Dimensions Newsletters to readers. Approximately 744 BARD patrons among 1,476 active users downloaded 21,529 items.

OLBPD submitted to the National Library Service (NLS) its full Federal Year 2020 readership and circulation statistics. Following a comprehensive review of inactive readers with active accounts, readership was 10,715 for the year. 1,080 new readers were added to the service. OLBPD directly circulated nearly 373,000 library items to patrons. An additional 214,000 items were downloaded through BARD.

OLBPD and CPL Financial Services submitted the State Fiscal Year 2021 First Quarter Budget Report to the State Library of Ohio.

The Ohio Braille and Talking Book Program Consumer Advisory Committee (CAC) meeting was held via conference call on October 22nd. Consumers were provided updates about the service, including COVID-19 advisories and procedures, and information regarding NLS inviting OLBPD to participate in phase two of the braille e-reader pilot.

Karen Keninger, NLS director since March 2012, announced she would retire in 2021, with a tentative date of March 31st. The Library will conduct a nationwide search for her replacement.

OLBPD staff provided information and talks about the service to the Akron Low Vision Group via phone presentation on October 28th.

BRANCHES

The five districts, which encompasses our 27 branch locations continues to provide effective services while meeting the community outreach needs of our patrons. This month, our Best Buy Teen Tech Center (BBTTC) received three grants - \$1,000 for the Youth Leadership Council restart, \$20,000 for starting a SCOL (Safe Center for Online Learning), and a \$10,000 retool and refresh grant to update and add to our existing facilities. The SCOL is open for 2 sessions Mon- Friday (10-12 and 1-3) and one on Saturday (10 - 12). The facility is available to students in grades 6-12.

Additional branch highlights are as follows:

District One

Eastman - Decorating continued this month and our branch has been transformed into a Harvest/Halloween themed space by branch staff. Branch staff enjoyed getting into the Fall spirit and suggested that we have a Patron Appreciate Day, which ended up being a two-day event. Branch staff handed out cookies, apple cider, CPL trinkets, and patrons could enter a drawing for a Fall themed gift basket. Eighty-eight patrons visited our table. We received very positive feedback from patrons - thanking us for being open again and for providing the treats! Children's Librarian, Cassandra Feliciano, reconnected with the Family Life Pre-K class and was able to virtually resume story-time. The UB Tech Coding Program is going smoothly after a bit of a rough start. Four of our Beginner coding students were far too advanced, so we asked to have them moved to the Intermediate Program. Patron attendance has been light, but consistent. We are seeing many of the same people each week and they are respecting the time limits. Branch Manager, Jamie Lauver, continues to assist with LibChat.

Lorain - During the month of October the Lorain Branch hosted virtual tutoring on Wednesdays and Thursdays. The Cleveland Sews Virtual with Cosmic Bobbins series was presented by Sharie Renee and hosted by Lorain staff on October 10th, 17th, and 24th with an average of twelve participants per session. Branch Manager Crystal Tancak and Children's Librarian Adela Santana provided

LibChat virtual reference services throughout the month. The new Library Assistant Computer Emphasis Larisse Mondok attended Cuyahoga Job and Family Service's Virtual Community Partner Conversations Meeting. Ms. Mondok was named the co-chair of the newly formed Multi-Cultural Employee Resource Group. Library Assistant Computer Emphasis Marlie Hooper attended Northeast Ohio Regional Library System's How to Teach Students to Fact-Check Like a Pro Webinar.

Rockport - We had 25 youth attend our Pre-K Storytime on Zoom for three Head Start classes. We held various other programs including Toddler Storytime on Zoom, Halloween Grab and Go craft kits, decorating mini pumpkins, yoga program, trivia on Zoom, and a Zoom Halloween party. Staff weeded Fiction, DVDs and Comic Books and created several book displays: Voting, Hispanic Heritage Month and Halloween. The BBTC continues to add new members, with 6 new members added to the rosters. Even with two weeks without programming, we had 34 in person visits, and 43 virtual visits. Programs this month have included a virtual paint and sip, EFTW meetings, and multiple Club Meetings (Origami and D&D - no sewing due to vacation close). Our UKIT advanced robotics program has 21 students from John Marshall IT High School. Our Youth Leadership Council restarted this month after receiving a grant of \$1000 to support the YLC service projects and programming projects. The YLC has identified 2 service projects - a story walk featuring a book by Cleveland Author Margaret Bernstein called Father's Walk, and a Thanksgiving food drive - and has started researching and budgeting. Another program that will run through the month of October is The Neighborhood through My Lens. This is a photography walk in partnership with New Bridge Academy. The program uses photography to express and explore SEL principles. In this time period, the BBTC has received three grants - \$1,000 for the YLC restart, \$20,000 for starting a SCOL (safe center for online learning), and a \$10,000 retool and refresh grant to update and add to our existing facilities. The SCOL is open for 2 sessions Mon- Friday (10-12 and 1-3) and one on Saturday (10 - 12). The facility is available to students in grades 6-12. Finally, Merle and Jill continue to work on professional development. Merle attended webinars on Mental Health for Youth during COVID, and a bullying prevention webinar and strategies to address loneliness and social isolation in teens. Jill participated in webinars on Makey Makey, Sphero Bolt, and 3 EFTW webinars.

Walz - October has seen even more of Walz' patrons returning to use the computers or check out materials. The monthly Senior

Movie/Book club continues to be a success; participants enjoyed the lively ZOOM discussion of the movie and book, "The Color Purple" by Alice Walker. Ms. Gielty is looking to the future towards more engagement with seniors through programming. Last week also included a PreK Zoom story time and the giveaway of 10 kits of Take and Make Monsters! craft, including book recommendations and an invite to a ZOOM school age story time. Our STEM-centered programming for 3-8th grade with OSU-Extension concludes this month. We continue to promote after-school tutoring and Kids' Cafe meals via the library and our local community organizations.

West Park - Branch circulation continues to grow as more people return to library use, keeping West Park (and District 1 neighbor, Rockport) at the top of the monthly numbers. We offered 2 take home crafts this month including a pumpkin made from buttons and a pop-up Halloween card. Many patrons with children specifically come in for these crafts and Children's Librarian Libby McCuan and LACE Katie Power have gotten very creative with these offerings. Manager Dalby continues to attend regular PS Leadership, Reopening Committee, and Editorial Team meetings. He also held district meetings with D1 and D2. West Park continues to serve as a pickup location for PCs for People and many patrons have come in over the last month to retrieve their PCs, laptops, and hotspots.

District Two

Brooklyn - October 2020 was highlighted by branch attempts to re-engage patrons in socially distanced activities including take home crafts prepared by library assistant Catherine Hankins. Ms Hankins also assisted with online tutoring on Mondays. Librarian Laura McShane continued online interaction with area schools including a virtual presentation on Community Helpers. Branch manager Ron Roberts participated in NEO-RLS virtual workshops which included, The Show Must Go Online: Virtual Performances at Your Library and Raising the Bar! Tools for Continuous Improvement with Your Customer Service Team.

Carnegie West - Manager Angela Guinther met with CPL Foundation staff to discuss the concept and sources of funding for a StoryWalk®. She also attended the webinar One Step at a Time: How Libraries Can Promote Healthy, Thriving, and Livable Communities. Children's librarian Helen Zaluckyj, library assistant Angelina Rosario and L.A.C.E., Lily Korte, created and distributed 125 Halloween take-n-make craft kits for neighborhood families and child centered organizations this

month. Some of the kits went to the Journey Center for Safety and Healing (formally the Domestic Violence and Child Advocacy Center) with which Carnegie West has recently formed a partnership. Zaluckyj also recorded a story for CPL's new Dial a Story initiative.

Fulton - October at the Fulton Branch was spent cleaning up and rearranging shelving and desks at the branch. Children's Librarian Beverly Austin conducted 23 story times throughout the month using Zoom, Microsoft teams and our webcam. On October 12th Mrs. Leslie Barrett attended a Jumpstart/CPL meeting regarding the Learning Lab at Fulton via Microsoft Teams. She also attended a District 2 meeting on Thursday, October 15th. Mrs. Barrett hosted a walk-through meeting with the External Relations and Development department on Thursday October 15th. On Monday, October 19th, Mrs. Barrett had a meeting with Shenise Johnson-Thomas regarding the learning lab space and layout. Beverly Austin hosted an outdoor craft (while still social distancing) making masks and playing hangman with children. Mrs. Austin and Mrs. Barrett assisted with the Fall Tutoring by being moderator on Thursdays in conjunction with Jefferson branch. Fulton branch continues to prepare for November 3rd election by planning how to remove all the furniture from the meeting room.

Jefferson - The Jefferson Branch continues to engage the community with in-person services as well as virtual programming. Youth offerings include the Stem @ Home robotics coding course, Wee Read story time, Make-and-take Halloween crafts, and a special Halloween story time and party were provided. For adults, the Tremont Think & Drink book club discussed Breathe: A Letter to My Sons by Imani Perry. The branch also hosted a presentation entitled "Off the Ruling Class: Notes from a Cold Case at the Cleveland Museum of Art" by local author Randal Doane. Staff also created two virtual escape rooms. "Escaping Tremont" aimed at adults is based on local history and trivia. "Making a Break for It" was aimed at the 'tweens and focused on age appropriate knowledge and skills. Outreach efforts included meetings with Merrick House staff, Tremont MyCom, and the Cleveland Police Second District Community Relations Committee. Branch staff met with the architectural team to review designs for upcoming renovations.

South - The South Branch continued celebrating Hispanic Heritage Month, which ended on October 15. The South Branch Children's Staff created DIY piñatas and maracas as part of the craft to go for the holiday. The South Branch hosted 4 virtual tutoring programs this month. A total of 6-7 students logged on each

session. Family Circle Time and La Hora De Cuentos were held weekly via Zoom. Virtual Storytime was held for Horizon Market Square via Zoom with 64 kids in attendance. The South Branch was also a part of "Fall into Literacy," a program hosted by Luis Munoz Marin Dual Language Academy and was held on 10/28/2020. Throughout this month 689 people have interacted with the South Branch posts on the Facebook Page.

South Brooklyn - Continuing with the momentum of reopening to the public, staff continued to offer various new services as well as assist with CSU America Reads Virtual Tutoring program. LAYE Raymond Cruz processed ecards, conducted ZOOM story time and a Virtual Field Trip, and created a Welcome PowerPoint for future ZOOM tours. Children Librarian Ronald Palka-Roman conducted ZOOM story times and attended the following workshops/meetings: Literacy Development: How to avoid COVID slide & Digital Divide Pitfalls, and YS meeting. Assistant Manager Tammy Houghton attended the following meetings: United Way/Community Shares, Public Services managers, D2 Check-in, Book Ends, and Second District Community Relations.

District Three

Garden Valley - The Garden Valley Branch team is continuously following the new work protocols, attending training, working on special projects, and looking forward to re-engaging with the Central-Kinsman community. The Youth Services team continues to present virtual story times for daycares. Mr. Leonard Burks facilitates the weekly virtual tutoring program for the Garden Valley Branch, and Ms. Andrea Csia conducts the STEM Robotics Zoom program. In the absence of Dyad Public Services Manager, Maria Estrella, Assistant Branch Manager, Donald Smith, has provided the Garden Valley Branch team with guidance throughout the library's new initiatives. Mr. Smith also, worked on both the Garden Valley Branch and Woodland Branch schedules for the months of October and November. During the months of September and October, Mr. Smith facilitated the Garden Valley Branch Virtual Adult Chess program via Zoom.

Hough - There has been an overall increase in patron attendance during the month of October! The staff has continued to go above and beyond to meet the needs of our community during this time of social distancing. Voter registration forms and absentee ballot applications have been made available and easily accessible.

Kid'sCafé has been going really well with an average of 15 children served per day. Virtual preschool story times have also been well received with one of our area day cares regularly attending via zoom. The Youth staff has worked hard to help make online tutoring and Art Therapy a success by assisting with hosting and providing children with iPads to use in the branch to attend the sessions. On October 19th, Library Assistant-Youth Emphasis Romael Young planned and distributed a grab-n-go pumpkin craft activity. The Youth staff has also provided a variety of impromptu story times, coloring sheets and craft activities throughout the month. Michael Barkacs completed Public Service Academy.

Martin Luther King - The MLK team was excited and grateful to have been selected to participate in CPL Play. Tristan Wheeler has been working with MLK team members Prince Foster and Eric Eubanks to improve our technology infrastructure, equipment and skills to provide MLK youth with engaging activities. MLK's manager, Tonya Briggs, participated in a NEO-RLS Technology Committee meeting where she suggested leasing computers (similar to what higher education institutions do) to more easily update technology and using Diana Silveira's *Library Technology Planning for Today and Tomorrow: A LITA Guide* to assist in the creation of a NEO-RLS Technology Strategic Plan.

Sterling - Sterling continues to support Central Neighborhood families. The Food Bank's weekly backpack program is a success with 100% distribution. Our most requested adult services continue to be fax, email, copy, print, and computer use/instruction. Youth Services team, Sonja McCord and Charles Bailey, designed and distributed craft kits for the weekly Grab and Go program. Branch manager, Monica Rudzinski, promoted virtual tutoring and art therapy programs at the Marion-Sterling Partnership and MyCom Community Partners meetings. Thom Olmstead, Director of External Affairs and Designated Institutional Official-St. Vincent Charity Medical Center, met with Ms. Rudzinski at Sterling to continue conversations about the hospital's Community Advisory Board. Ms. Rudzinski attended the Greater Cleveland Food Bank annual meeting.

Woodland - The Woodland Branch team is continuously following the new work protocols, attending training, working on special projects, and looking forward to re-engaging with the Central neighborhood community. The Youth Services team continue to

gather information for developing virtual story times and programs at the Woodland Branch. Ms. Ayesha Drake EL took the initiative to research a variety of interactive, engaging, and educational programs aligned with school curriculums. Ms. Kelli Newsom contacted local daycares to discuss potential programs in the future. In the absence of Dyad Public Services Manager, Maria Estrella, Assistant Branch Manager, Donald Smith, has provided the Woodland Branch team with guidance throughout the library's new initiatives. Mr. Smith also, worked on both the Garden Valley Branch and Woodland Branch schedules for the months of October and November. During the months of September and October, Mr. Smith assisted in the facilitation of the Woodland Branch Virtual Yoga program via Zoom.

District Four

East 131st - The East 131 Branch kicked off the month of October as a recipient of the Sierra Club's plant grant. With this grant the Corlett Volunteens will participate in the Ohio Sierra Club Pollinator Plant Project. Branch Manager Marina Marquez participated in community engagement efforts that included the First Street Coalition's landscape design meeting for a pocket-park on the corner of Glendale and East 131st Street. Ms. Marquez also attended the MyCom Community Meeting. In partnership with MyCom and First Street Coalition Ms. Marquez continued to facilitate the Corlett Volunteens garden club who dug out and potted the plants in the planters along the East 131st Street corridor. Along with community partners, Ms. Marquez co-hosted the Facebook Live program Books & Ballots: Vote-By-Mail Ballot & Board of Elections Job Opportunities. Ms. Marquez participated in the Design Thinking Committee meeting. Kelli Minter and Ms. Marquez completed the Case Western Reserve University Weatherhead School of Management's CCYWI Virtual Workshop Youth Work Methods Series. The series included Reframing Conflict; Cooperative Learning; Planning and Reflection and Ask-Listen-Learn. Ms. Marquez and Ms. Minter partnered with CMSD Teacher Ms. Sharp to set up and test the OveDrive app Sora to assist her to teach her students. Ms. Minter, Pat McCoy and Carla Carraway hosted and presented the Extra Yarn Facebook Live program which included 25 knitting kits that patrons picked up. The East 131 Branch closed the month by welcoming Branch Clerk Pat McCoy to the East 131 family.

Fleet - In October there was a noted increased interest from area daycares for ZOOM story times. CPL is trying to find alternate avenues for those community partners without access to technology. Branch Manager, Magnolia Peters made introductions

of what can be found at the Fleet branch and services available at the new area Oak Street Seniors Health Clinic and virtually at the University Settlement. She also participated in a ZOOM Connecting the Dots Collaboration Meeting that focused on programming and services for adults and seniors. In preparation for cooler temperatures Property Management serviced Fleets boiler which consisted of replacing belts and filters.

Harvard-Lee - In October 2020, Branch Manager Kristen Schmidt attended the Neighborhood Collaborative Meeting via Zoom by Harvard Community Services Center. A representative from Reach Success met with Ms. Schmidt to engage library patrons for help pursuing employment and education. Shenise Johnson-Thomas and Tracy Martin of CPL's External Relations & Development team visited Harvard-Lee to meet with Ms. Schmidt about future ideas for the Branch. Youth Librarian Olivia Morales created new book displays and decorated for fall and Halloween. Ms. Schmidt attended a NEO-RLS virtual workshop titled, It's a Manager/Supervisor's Job to Motivate Staff. Indoor lighting repairs were continued by Property Management.

Mount Pleasant - The Mt. Pleasant continued to focus on community engagement in October. Mark Tidrick, Children's Librarian was able to engage classes from two of the neighborhood daycares, Greater Achievement I and Greater Achievement II, in weekly story times on Zoom. Mt. Pleasant staff members participated in the Murtis Taylor Education Outreach to promote library programs and services.

Rice - During the month of October, Rice provided patrons of all ages with a multitude of Fall Themed Programs. Youth patrons and families have enjoyed various take and make themed activities from elections buttons to mini clay pumpkins that coincided with our virtual pumpkin patch Story times. Over 50 take home activities have been claimed! The Rice branch hosted "pumpkin patch" Story times that included stories for the season and a live demonstration to create a clay pumpkin. Fall and voting themed books have been added to the activity table to encourage families to read at home and support the "Fall time is Storytime" promotional advertising from the marketing department. Youth Librarian Whitney Johnson attended the Cuyahoga County Youth Work Institute Virtual Workshop: Planning & Reflection. Branch/District Manager Amiya Hutson assisted Human Resources with Safety and Protective Service and sub interviews.

Union - For the month of October, many of our regular patrons are still discovering that we are open to the public again. Teachers and students are beginning to come in looking for a space do school work. Youth staff are having a grand time with the students during the UBTech Stem program sessions. The students that are participating in the program are very creative. We continue to offer Kids café, Kahoots Wednesdays and Virtual Story Time programs to our youth. Shenise Johnson Thomas and Tracy Martin from External Relations and Development visited the Branch for a tour and information gathering.

District Five

Addison - The LAYE and Branch Manager had a meeting with Joel Israel for a Black and Brown History Presentation in February of 2022. Addison branch clerks have completed one hour of professional development this includes the Ohio Reference Excellence module on reference services and conducting a reference interview. Branch Clerk Ms. Carter went to Health happens in the Library on Web Junction. Juvenile displays were switched to fall and Halloween themes. Mrs. Malinoski did LibChat training for future scheduling and watched a Webjunction webinar called "Extreme Customer Service every time". LAYE, Ron Clark, attended Penguin Random Houses "Youth Book Buzz" and continues to participate with NEORLS's Teen/Youth Services Virtual Networking Meetings. Manager Tamara Means participated in NEORLS's webinar called "It's your job to motivate".

Collinwood - Relying on established partnerships has helped the Collinwood Branch provide services to our community via Facebook and in person outreach opportunities. Manager Peak along with collaboration and program planning with Educational Pods in the area attended the Kenneth Clements Boys Academy open house. Adam Tully has an ongoing program, Urban Ecology with one of our classroom teachers at East Clark School. LACES report that much time has been spent helping patrons register to vote, apply for mail-in ballot, and update their IRS information to receive COVID-19 relief stipends from Ohio Unemployment. Staff continues to take advantage of professional growth opportunities via Zoom, online webinars and print literature. Patron visits to the branch have picked up as more and more people realize that the library is open. We continue to strive and plan for success in providing the best customer service and service to the Collinwood community.

Glenville - At the Glenville branch in October youth Staff, Peter Roth and Difranco Barnes, both have hosted weekly zoom

story times. Every week they also have created a curbside craft project for the young patrons to pick up the kit and put it together at home. Mr. Roth planned a chalk festival in front of the building and Page, Andrew Langford created an autumn mural of favorite children's book characters. Mr. Barnes has

planned a Pumpkin Paint Party for pick-up to include the pumpkin and paint. Books and window displays have been created to cover these themed topics, democracy, Native Americans, and Halloween.

Langston Hughes - Branch Manager, Mr. Bradford, took part in a ZOOM meeting for the Friends Council of the Oberlin College Library. He also attended the following webinars, Refresh Your Reference Interview Skills with Stephanie Rollins, Ethics of Library Customer Service, Dealing with Hostile and Potentially Dangerous Library Users and Digital Bytes, Communication Tips. A partnership with Patrick Henry elementary through Charles Byrd, CPL Director of Education, has been established which will allow up to ten students to take part in a virtual violin class. Using ZOOM technology, the program, Leaves in the Wind was offered to our patrons. Oberlin College has reached out to CPL/Langston Hughes, to be a community partner with their IMLS CARES Act grant with the theme of "Perseverance". Tracy and Giovanni from the External Relations and Development Office visited the branch to discuss how their department could offer further support to the branch.

Memorial Nottingham - For the Month of October the Memorial-Nottingham Branch celebrated Breast Cancer Awareness Month. Memorial-Nottingham Branch partnered with Susan G. Komen Foundation to prepare breast cancer awareness bags for patrons. The bags contained a pamphlet about breast cancer, a pink face mask, pen, and bracelet for patrons to show their support of breast cancer. Memorial-Nottingham Branch continues to lead District 5 in circulation and attendance during the pandemic. Children's Librarian. Joanna Rivera conducted a Popsicle Scarecrow program. Make and Take bags were made for families to pick up before the virtual program. For Hispanic Heritage Month and Halloween different books and decorations were displayed for families.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

In October, the OPS/3E department focused on fine-tuning its online academic support and student engagement programming,

launch digital experiences that engage new audiences, and restructuring its delivery model to align with the Library's strategic priorities.

PARTNERS AND PROGRAMS

On October 10, the Library began a free series of workshops designed to empower creative artists to monetize their work. In this 10-week series, professionals in the fashion, fine arts, and music fields will share their experience and provide information about three creative disciplines' legal and business aspects. The library staff provided information about patents and trademarks to help artists protect their intellectual property.

After-school tutoring continued at five virtual locations. While the program has struggled to engage the number of students that utilized the in-person service, an increasing number of families and children have become consistent users and have provided overwhelmingly positive feedback.

The Cleveland 20/20 photography exhibit was successfully redesigned to be offered online via the cpl.org website. The Cleveland 20/20 exhibit's digitization is a part of OPS/3E's overall plan to reach new audiences with user-generated content.

The STEM@HOME Program continued in October at eight library branches with the registration of approximately seventy-five students. Over the month, 50 students learned the basics of building and programming miniature robots.

Violin for Boys began on October 6 in partnership with the Cleveland Metropolitan School District's Patrick Henry School. The program targets 3-4 grade students and teaches beginner violin using the John Schaum Note Speller Book.

The Young Scholars Academy Program continued through October. At the end of October 21 students had registered for this four day a week online program, and 12 children consistently attended the 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*
 - *Engage*
 - Virtual Storytime & Dial-A-Story program support
 - Engaged legislators in CPL's virtual storytime (VST) program and Dial-A-Story program including:
 - Councilman Charles Slife, City Council
 - Engaged additional stakeholders in CPL's virtual storytime (VST) program including:
 - Nancy Bostwick, CPL Foundation Board

CPL DEVELOPMENT UPDATES:

- **Goal:** *Secure Funding to Buttress CPL Organizational Goals*
 - Submitted request to Ohio EPA for Electric Vehicle Charging Stations at Hough and Woodland
 - Submitted request to the Governor's Office for Faith-Based and Community Initiatives for workforce development programming
 - Submitted request to the Public Library Association for a partnership with Microsoft to improve digital literacy and access
 - Secured funding from The Clubhouse Network and Best Buy for a Refresh and Retool grant for the Best Buy Teen Tech Center at Rockport Branch

CPL FOUNDATION UPDATES:

- **Goal:** *Reach Annual Financial Targets*
 - *Fundraising*
 - End of Year Appeal scheduled to be mailed
 - Continued efforts with Cleveland Public Library Eastman Reading Garden Tile Campaign
 - Democracy 2020
 - Secured Corporate Sponsorships:
 - Sisters of Charity Foundation
 - Margaret W. Wong & Associates LLC
 - Dominion Energy
 - The Albert M. Higley Co.
 - United Black Fund of Greater Cleveland
 - Panzica Construction Co.

- o Osborn Engineering
- o Cuyahoga Community College
- 2021 Secured Corporate Sponsorships:
 - o Cuyahoga Community College

ADDITIONAL DEPARTMENT EFFORTS:

- Staff attended virtual conferences/webinars including: Cleveland Foundation Fund Forum: Virtual Presentation Series Embracing Equity, Inclusion and Anti-Racism; Key Bank - How Non Profits can thrive; Ohio Library Council's Road Ahead Tour 2020; Carl Bloom's Library Giving Day 2021 webinar

COLLECTION & TECHNICAL SERVICES

Interim Director of Collection and Technical Services Sandy Jelar Elwell met again with Family Engagement Specialist Sandy Nosse and Martin Luther King, Jr. Branch Youth Services Librarian Angela Pope Margerum and Library Assistant Eric Eubanks to continue the discussion about the implementation of categories to organize and shelf picture books at the Martin Luther King, Jr. Branch. Ms. Jelar Elwell also met with Youth Services Manager Annisha Jeffries to discuss the categories and labels currently being used in the Youth Services Department for picture books.

Ms. Jelar Elwell met with Special Assistant to the Director Timothy Diamond, Directors of Public Services John Skrtic and Harriette Parks, and Collection Services Director / Interim Coordinator for Facilities Master Plan Jean Duncan McFarren to discuss the organization of the collection as part of the Facilities Master Plan (FMP).

Ms. Jelar Elwell, Fine Arts & Special Collections Manager Pam Eyerdam, and Subject Department Librarian Andrew Kaplan participated in a demonstration of MUSICat, which is software that provides a platform for libraries to develop a collection of local music artists.

Ms. Jelar Elwell, Catalog Manager Andrea Johnson, Collection Manager Pam Matthews, and Materials Handling Supervisor James Clardy attended a meeting led by Ms. McFarren and Capital Projects Manager Kathleen Sonnhalter to review the office space design and workspaces for managers and other staff at the

Central Distribution Facility (CDF) with the architects assigned to this project.

Ms. Jelar Elwell attended virtual meetings of the Ohio Technical Services Directors and the Urban Libraries Council (ULC) Collection Leaders and continued to participate in meetings of the Capital Improvement Plan Core Team. Collection and Technical Services staff attended the first Town Hall Community Conversation and the Sick Leave Conversion TEAMS meeting.

Acquisitions: The Acquisitions Department ordered 8,105 titles and 9,624 items (including periodical subscriptions and serial standing orders); received 15,295 items, 1,585 periodicals, and 170 serials; added 326 periodical items, 79 serial items, 453 paperbacks, and 657 comics; and processed 2,349 invoices and 279 gift items.

Acquisitions Coordinator Alicia Naab provided Collection Manager Pam Matthews and the Main Library Subject Department selectors with updated fund balances in preparation for the year end ordering deadlines.

Acquisitions Librarian Leslie Pultorak and Technical Services Senior Clerk Paula Stout continued to assist with the unpacking, verifying, and receiving of new materials in the Lake Shore Shelf/Shipping Department when needed.

Catalog: Staff cataloged 4,138 titles and added 7,369 items for Cleveland Public Library. The Department also added 1,835 titles, merged 26 records, and made 46 corrections for CLEVNET member libraries.

Catalog Manager Andrea Johnson ran reports to identify on-order copies with class scheme LCPER. When the call number included a date, the copies had a date analytic such as |z 2020, which was causing problems with holds in some cases. Technical Services Librarian Barbara Satow learned to run the report also. Technical Services Librarian Michael Gabe, Ms. Satow and Ms. Johnson fixed the copies on over 400 titles.

Ms. Satow cataloged the facsimile "redlining" map from the 1930s that was featured in Emily Campbell's community conversation on poverty, presented October 30. Technical Services Librarian Erin Valentine created a draft bibliographic record template that incorporates latest archival (DACS) and catalog (RDA) content standards with input from Special Collections Librarian Raymond Rozman. Ms. Valentine also met with Fine Arts & Special

Collections Manager Pam Eyerdam and Library Assistant Mark Fox-Morgan about the special cases for a juvenile book project.

Ms. Johnson and Ms. Satow met with Information Technology & CLEVNET staff Brian Leszcz and Jim Benson regarding the new web-based version of the bibliographic input workform. Ms. Johnson assisted Mr. Leszcz with wording for an agreement page to accompany the new form, and suggested calling it "original record template." Mr. Gabe provided input on the name and wording.

Ms. Johnson attended a CLEVNET Technical Services SIG breakout session. Ms. Valentine attended a Northern Ohio Technical Services Librarians Board meeting.

Collection Management: Collection Management continued to select in both the physical and electronic formats in October, with 990 titles and 8,209 copies selected and over \$167,000 spent on physical items alone.

Collection Manager Pam Matthews attended two meetings of the Editorial Team and two meetings of the Workforce Development Program Committee meeting. Ms. Matthews also attended the webinar "What's Next for Library E-books and Digital Content?"

Collection Management Librarian Laura Mommers attended three webinars on new books for children and young adults this month: "Graphic Jam!"; "Genre Bending Young Adult Titles That Can't Be Missed"; and "Mad about Middle Grade."

High Demand: The High Demand Department ordered 1,013 titles and 8,242 items; received and added 10,869 items; processed 627 invoices, and added 411 records for the CLEVNET libraries.

High Demand Librarian Dale Dickerson cataloged and processed 114 circulating maps for the Map Collection.

Materials Processing: The Materials Processing Technicians processed 18,761 items for the month.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 7 items to the Main Library for requests and 58 items to fill holds. Main Library received 147 telescopes, the Branches received 292 telescopes, CLEVNET received 96 telescopes, and CWRU received 1 telescope. A total of 536 telescopes were shipped out. The Technicians sent out 1,389

items of foreign material and in total 16,664 new items were sent to the Acquisitions and High Demand Departments.

MARKETING & COMMUNICATIONS

EXECUTIVE SUMMARY

Democracy 2020

Objective: Drive awareness and participation in the 2020 census and election.

BE COUNTED: October marketing efforts continued to encourage census completion and participation in library programming and events through:

- Printed materials: table-top tents, flyers, and posters
- Fall Program Guide for Adults and Seniors: features
- Digital and Social: cpl.org, *Off the Shelf* monthly e-newsletter
- Media relations: media release (click here for [coverage](#)); Listings in local community calendars and on cleveland.com

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

- Promoted Programs/Events: FB discussion on October 12
Vote-by-Mail: What You Need to Know Also, Election Job Opportunities
Guest: Tony Perlatti, Director of Cuyahoga County Board of Elections & Mike West, Community Outreach Manager, Cuyahoga County Board of Elections.
- Printed materials: table-top tents, flyers, posters
- Fall Program Guide for Adults and Seniors: features
- Digital and social: cpl.org, *Off the Shelf* monthly e-newsletter
- Media relations: Listings in local community calendars, cleveland.com; a media release. Click here for [coverage](#).

SAVE THE DATE! AUTHORS ON DEMOCRACY Culminating Event

BRYAN STEVENSON (SAT, DEC 5 @ 12 pm, ZOOM): The author of the award winning, New York Times bestseller, and recently adapted

film *Just Mercy*, Bryan Stevenson will share insights and lessons from more than 30 years fighting injustice and inequality.

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

Library Services

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

STUDENT SUCCESS @ CPL: Demonstrate how the Library is here to help kids be successful throughout the school year with small group tutoring, kindergarten readiness, take-and-make activities, online and outdoor programs, and more.

Marketing Efforts: :15 second TV ads continue to run on WKYC and Fox8, printed materials (brochure, featured in the Fall Program Guide for Kids, Teens and Families); digital and social (cpl.org, Off the Shelf, community calendars, cleveland.com); and media release. Click here for [coverage](#).

8th ANNUAL CLEVELAND MAKER FAIRE (SAT, NOV 7): This family-friendly day of invention, ingenuity, creativity and resourcefulness showcases "makers" from engineers to artists to scientists to crafters, demonstrating the hobbies, experiments, and projects that they love to do.

Marketing Efforts: media release; social and digital (cpl.org, Off the Shelf, local community calendars); features in Fall Program Guide Kids, Teens and Families and Fall Guide for Adults and Seniors.

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

Marketing Efforts: Media release (Click here for [coverage](#)), ads (radio, digital, print, news), printed materials (post cards,

table tents, posters, Fall Program Guide for Kids, Teens and Families); social and digital (cpl.org, Off the Shelf, local community calendars, social media toolkit, [Eventbrite](#))

Other Features

WELCOME NEW COO, JOHN LANG: Cleveland Public Library announced our new Chief Operating Officer.

Marketing Efforts: media release (click here for [coverage](#))

CLEVELAND PUBLIC LIBRARY, OUR FUTURE IS BUILDING: As the Library moves into its next phase of the [capital development project](#), marketing continued to promote the series of design and construction meetings, create printed materials and graphics for promotional items.

Marketing Efforts: media release (click here for [coverage](#)); social and digital (cpl.org, Off the Shelf, community calendars), printed materials (bookmarks and signage); graphics for promotional items (winter hats, buttons, window clings, pencils, stress relief balls, key chains)

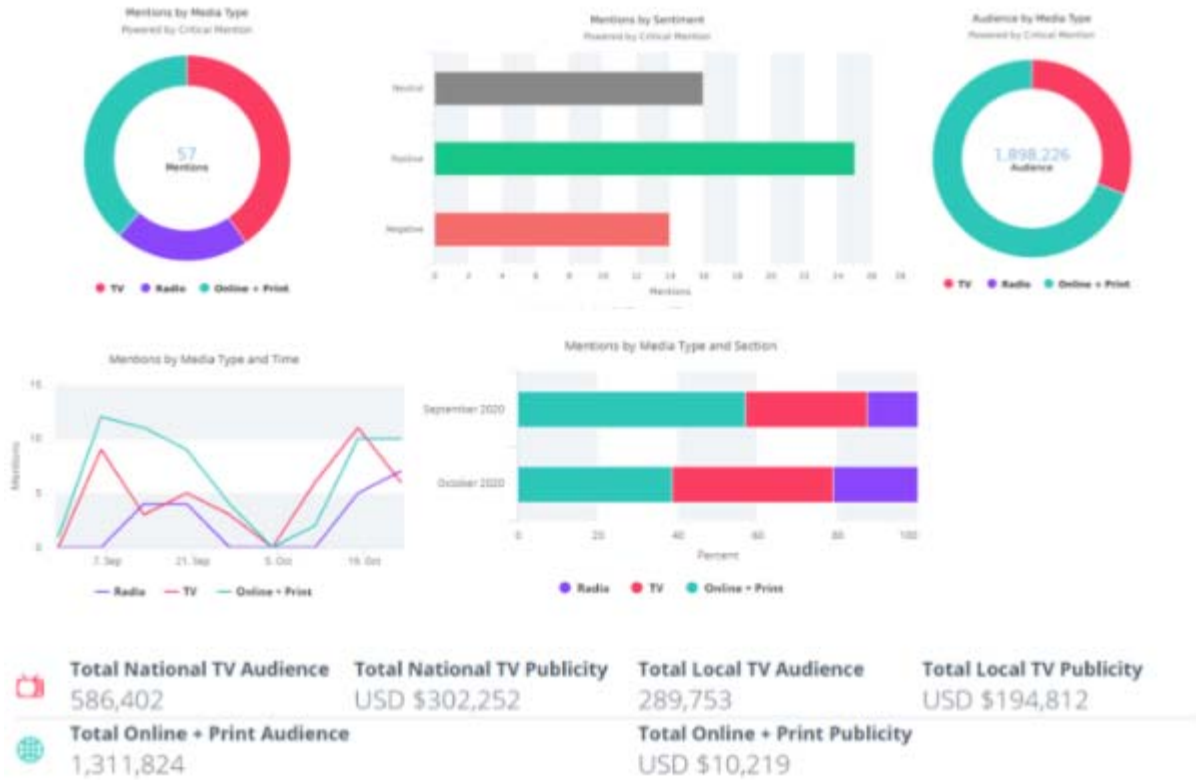
NEXT 400: The Library is providing resources to support WOIO Channel 19's in-depth series surrounding the African American experience. In addition to covering the partnership itself (click here for [coverage](#)), marketing created signage to distribute to branches and select departments to display materials that support the series.

PUBLIC RELATIONS OVERVIEW

Cleveland Public Library garnered over 55 mentions this month, reaching more than 1.9 million people in national and local TV news, and online and print. Coverage included:


- The Library's partnership with [LegalWorks](#) to offer patrons assistance with removing legal obstructions and impediments that can disrupt an individual's pursuit towards employment and community engagement.
- Cleveland Public Library Foundation's Eastman Reading Garden [paver](#) campaign
- Best Buy Teen Tech Center [virtual classes](#) at the Rockport Branch
- [COVID safety measures](#)

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

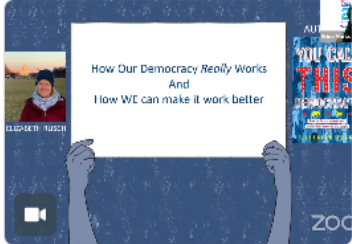


SOCIAL MEDIA SUMMARY

October focused on Library-related news, Democracy 2020, and partnership initiatives with other organizations. Cross network total metrics for Instagram, Twitter, Facebook and LinkedIn experienced a slight increase of impressions (+0.1%) and decrease in engagements (-12.5%) due to a decrease in the number of posts, but saw increase in engagement rate, which is up 4.8% over the previous month. Post-click links saw a 48.8% increase compared the prior month as a result of post centering the Facilities Master Plan, the announcement of new COO, John Lang, and virtual classes offered at the Rockport Branch.


 Cleveland Public Library
Thu 10/1/2020 1:30 pm PDT

How does democracy really work? Author Elizabeth Rusch explores our government, flaws in the system, and what people of all




Total Engagements 177

Reactions	11
Comments	9
Shares	5
Post Link Clicks	1
Other Post Clicks	151

 Cleveland Public Library
Tue 10/13/2020 2:50 pm PDT


A major gift will create a safe space at Cleveland Public Library for students to attend virtual classes.

Cleveland Public Library opens a safe ...




Total Engagements 175

Reactions	62
Comments	1
Shares	9
Post Link Clicks	69
Other Post Clicks	34

 Cleveland Public Library
Fri 10/16/2020 7:52 am PDT


West Park's rich past will be restored, updated, and brought into the future.

Reclaiming History at West Park Branch




Total Engagements 127

Reactions	50
Comments	8
Shares	8
Post Link Clicks	43
Other Post Clicks	18

 Cleveland Public Library
Fri 10/9/2020 2:32 pm UTC


We're excited to announce that John Lang will be joining Library leadership as our Chief Operating Officer. Lang will lead the Library

New Leadership at Cleveland Public Li...




Total Engagements 187

Reactions	55
Comments	6
Shares	3
Post Clicks (All)	123

 Cleveland Public Library
Wed 10/14/2020 2:31 pm UTC

A major gift will create a safe space at Cleveland Public Library for students to attend virtual classes.

Cleveland Public Library opens a safe ...



Total Engagements 117

Reactions	56
Comments	0
Shares	11
Post Clicks (All)	50

 Cleveland Public Library
Thu 10/29/2020 5:02 pm UTC

Cleveland Public Library is moving to the next chapter of the Facilities Master Plan. Starting next month, we want to share our plans with

Cleveland Public Library: Our Future is...



Total Engagements 58


Reactions	22
Comments	1
Shares	5
Post Clicks (All)	30

 Cleveland_PL
Thu 10/29/2020 3:00 pm UTC

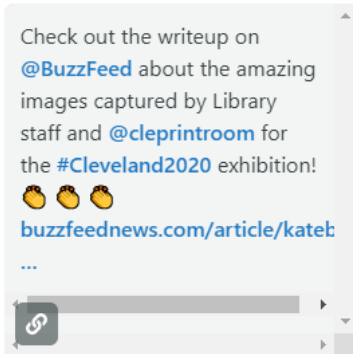
Wade Park Ave., 1966. Cleveland City Hall Collection No. 33357. Cleveland Public Library Photograph collection. Source: Board of




Total Engagements	176
Likes	16
@Replies	0
Retweets	3
Post Link Clicks	-
Other Post Clicks	157
Other Engagements	0

 Cleveland_PL
Fri 10/30/2020 4:05 pm UTC

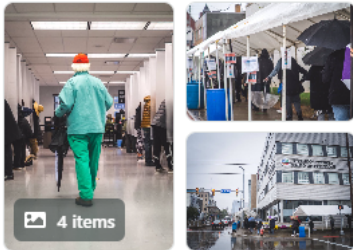
Check out the writeup on @BuzzFeed about the amazing images captured by Library staff and @cleprintroom for the #Cleveland2020 exhibition! 🍌🍌🍌
buzzfeednews.com/article/kateb



Total Engagements	149
Likes	29
@Replies	1
Retweets	11
Post Link Clicks	50
Other Post Clicks	58
Other Engagements	0

 Cleveland_PL
Sat 10/31/2020 3:57 pm UTC

Cuyahoga County is showing up to vote in record numbers. @cuyahogaboe is making sure every vote counts! Have you dropped




Total Engagements	124
Likes	16
@Replies	1
Retweets	5
Post Link Clicks	-
Other Post Clicks	102
Other Engagements	0

 clevelandpubliclibrary
Thu 10/1/2020 8:00 am PDT

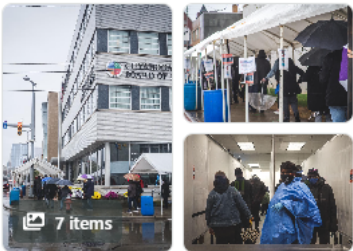
#TBT The doctor will see you now. This 1884 photo shows nurses standing in front of the Board of Elections @cuyahogaboe? There's still time! Don't be left out, make your voice




Total Engagements	145
Likes	135
Comments	3
Saves	7

 clevelandpubliclibrary
Sat 10/31/2020 8:48 am PDT


Have you dropped off your ballot at the Board of Elections @cuyahogaboe? There's still time! Don't be left out, make your voice



Total Engagements	144
Likes	144
Comments	0
Saves	0

 clevelandpubliclibrary
Thu 10/15/2020 8:00 am PDT

Can you tell where this photo was taken? This 1899 snap shows the Stone building and the Savings and Trust Company on the south s



Total Engagements	89
Likes	86
Comments	1
Saves	2

PROPERTY MANAGEMENT

Carpenters

- Installed security lockdown pins in all west side CPL branches.
- LSW- Installed art exhibit in Venable room.
- Rice- Installed outside furniture.
- Jefferson- Painted parking lot lines.
- Carnegie-West- Replaced damaged ceiling tiles in meeting room also painted ceiling.
- Mobile Services- Painted vestibule.
- Fleet- Changed out molded ceiling tiles

Maintenance Mechanics

- Addressing programming/hardware issues with Siemens on the Desigo building automation system upgrade project.
- Working with Wright Engineering on mechanical prints, purchasing and installation of Ionization systems.
- Completed repairs on E.131 and Union HVAC systems.
- Completed quarterly sprinkler system inspection for LSW/Main, Lakeshore and select branches.
- Installed supplemental lighting for Fulton branch parking lot.
- Continuing work with the Covid-19 Task force on a safe and comprehensive operating strategy and CPL's response to isolated positive cases within the system. Working closely with the custodial supervisors and assistant facilities manager on ensuring that the new cleaning standards are implemented and maintained.
- Continuing work/meetings with FMP Core Group, CMR, project engineers and architects and the Capital projects team on FMP design and building standards.
- Continually working with Warren Roofing, All Seasons Roofing and Taylor Consulting on roof leaks at the main campus and branches
- Working with KONE Elevator on repair, compliance and capital projects for LSW/Main and branches.
- Continuing preventative maintenance on rooftop gas fired heating equipment, hydronic systems (boilers, pumps, etc.) for the upcoming heating season.

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

SAFETY & PROTECTIVE SERVICES

Safety Services

- Safety & Protective Services branch patrol officers reviewed fire alarm meeting locations with new branch managers.
- SPS participated in an online meeting with a CCTV camera vendor with CPL Property Management.

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
Oct 2020	2303	69	22	43	94	34
Sept 2020	2550	42	29	30	82	87
Aug 2020	2226	27	12	9	20	37
July 2020	1148	12	5	2	10	23
June 2020	802	13	8	1	30	30
May 2020	200	11	2	0	5	14
April 2020	909	29	0	0	0	4
March 2020	896	13	18	15	90	103
Feb 2020	1446	12	77	44	255	46
Jan 2020	1934	19	53	57	161	63
Dec 2019	2180	14	54	48	227	31
Nov 2019	1842	25	54	52	295	59
Oct 2019	2039	20	64	53	345	42

Special Attention, Special Events, and Significant Incidents

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

- SPS officers are posted at Carnegie West, East 131, Harvard Lee, Hough, Rice, Rockport, and South Brooklyn branches.
- Calfee Halter and Griswold is unable to accommodate CPL staff in their lobby during an inclement weather fire alarm. I have reached out to a nearby property manager for use of their first floor meeting room during an inclement weather fire alarm.

Protective and Fire Systems

- SPS branch patrol was dispatched to Woodland branch to troubleshoot an alarm keypad issue. The issue was corrected.
- Branch camera times were not synchronized. SPS worked with IPS to resolve this issue.
- Quotes received for upgrading CPL's staff identification card production equipment (camera and printer).

Contract Security

- Royce Security removed the Addison branch guard because of information discovered during a background check.
- Royce guards were scheduled to work some branches participating in the November 3rd elections.

Administration

- Requested online reports were forwarded to Human Resources.
- ALICE refresher training was provided to new SPS officers by Officer Tisdale and Lindsey Duncan III.
- SPS budget submitted to Public Services administrators.
- Meeting with Homeland Security to review their CPL Security Assessment is scheduled for November 10th.
- Field Officer Training has begun for new SPS officers.
- Three SPS officers are out on extended leave.

INFORMATION TECHNOLOGY & CLEVNET

The CLEVNET Directors held their annual meeting on October 30, 2020, using Microsoft Teams. The first part of the meeting focused on how CLEVNET staff are serving the member libraries during this challenging time. Hilary Prisbylla, Director of CLEVNET and Larry Finnegan, Director of IT, structured their reports as follows:

- Helping member libraries reopen gracefully
- Adopting new and innovative solutions to serve patrons in the time of COVID-19

- Finding solutions to help staff throughout CLEVNET work more effectively and efficiently
- Staying the course with 2020 priorities and goals
- Fulfilling regular duties and obligations with greater efficiency and accountability

The second part of the meeting focused on the CLEVNET contract costs for 2021. Timothy Diamond, Special Assistant to the Director and CPL's liaison to CLEVNET, explained how the CLEVNET Executive Panel reviewed each line of the 2021 budget at their meeting on September 30, 2020, as required by the CLEVNET Operating Procedures. The Panel also examined the issue of how two of the four pricing measurements used to determine the allocation to each member library have been affected by library closures and curtailed services in 2020. While total inventory and square footage were not affected by the unprecedented closures, total circulation and the number of active users certainly were. (Simply put, the measurements are used to rank the member libraries by size so the smaller libraries pay less and the larger libraries pay more of the shared costs.) Not having good circulation and user data from this unusual year, the Panel voted to use the data from last year for all four measurements. The other major budgetary issue, discussed by the Panel, involved the unencumbered balance in the CLEVNET Special Revenue Fund. The Panel members decided to set aside a third of the balance for unforeseen future expenses; a third for the network; and a third to be applied to the 2021 contract costs.

Carrie Krenicky, CPL's Chief Financial Officer, shared a detailed presentation on the 2021 contract costs and the good news that each member library can budget 4.5% less than they did in 2020. This savings comes at a time when all member libraries are facing loss of revenue because of the pandemic. Ms. Krenicky ended her presentation with the surprise announcement that the directors can expect a further reduction when their monthly invoices begin arriving in January. This is based on the Panel's decision regarding the unencumbered fund balance. The exact amount will not be known until December 2020 is closed, but based on the unencumbered balance from December 2019, the member libraries may see a total reduction of close to 12% compared to 2020. This is a remarkable achievement, due to the careful and strategic management of CLEVNET's finances, operations, and resources over the last six years by the dedicated staff led by Ms. Prisbylla and Mr. Finnegan.

The last part of the meeting focused on changes to e-rate funding, previously unavailable to consortia such as CLEVNET. The sticking point is that, in order to receive the funding, all the member libraries would have to be CIPA (Child Internet Protection Act) compliant and filter the internet. Currently, 20 member libraries do not filter the internet, including Cleveland Public Library. The robust discussion made it clear that a decision to pursue e-rate funding would not be made that day. It was suggested that smaller, regional meetings be held to discuss the matter further.

Elections will be held for two positions on the CLEVNET Executive Panel that have terms ending in December. The CLEVNET directors will hold their next quarterly meeting, using Microsoft Teams, on Friday, January 29, 2021.