

DIRECTOR'S REPORT

October 15, 2020

Strategic Plan

Our Mission:

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

Our Strategic Priorities:

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

PUBLIC SERVICES

LIBRARY SERVICES DURING COVID 19

Directors of Public Services, John Skrtic and Harriette Parks, Assistant Director of Public Services Robin Wood, Tech Central Manager Suzi Perez and Lending Manager Stephen Wohl continue to represent Main Library on the CPL Re-Opening Task Force.

On September 28th, Main Library eliminated the 1.25-hour patron time limit and is now allowing patrons unlimited time access at Main Library however; patrons are still limited to one hour of computer time per day following the Tech Central Cleaning Schedule.

Lending Manager Steve Wohl and Lending Assistant Supervisor Reginald Rudolph attended a meeting with the Knowledge Office to discuss various circulation related procedure changes to better accommodate patrons during the pandemic on September 4th. Updates were made to the eCard application process, as well as permitting patrons to renew their library cards over-the-phone.

PROGRAMS, SERVICES, AND EXHIBITS

The Youth Services Department celebrated the Norman A. Sugarman Children's Biography Awards virtually on Thursday, September 24th.

Subject Department Librarian Terry Metter pre-recorded a *Books and Ballots* program for Facebook about voting in the age of COVID-19 with East 131st Branch Manager Marina Marquez on September 11th. The program consisted of an online interview of Cuyahoga County Board of Elections Community Outreach Manager Mike West. The discussion was the second in a monthly series leading up to the November 2020 Election.

General Research Collections Manager Sarah Dobransky co-hosted the September Facebook Live "Count on Us" Census discussion with Assistant Director of Public Services, Robin Wood. Guest Joe Cimperman, President of Global Cleveland, discussed Cleveland's rich cultural communities and how they are impacted by the US Census.

Library Assistant Lisa Sanchez co-hosted the second September Facebook Live "Count on Us" Census discussion with Assistant Director of Public Services, Robin Wood. The pair interviewed Billy Sharp, head of the Cleveland Urban League Guild, and a census student ambassador, Madison. The interview focused on counting children and how the census affects school funding. The Ohio Center for the Book hosted online *Get Graphic!* comics discussions. The Fall series highlights the *Sandman* series by Neil Gaiman.

Staff across Main Library created book displays and mini exhibits including a display on *Freedoms Voice for All* created by Library Assistant Danilo Milich, a Photograph Collection exhibit of 19th-century photographs by Moritz Liebich and his son, Arthur K. A. Liebich created by Librarian Brian Meggitt and to honor the life of Supreme Court Justice Ruth Bader Ginsburg, the Government Documents Department and Social Science Department each gathered materials to highlight her life and impact on civil liberties.

LIBCHAT

Staff across Main Library and Branches answered 601 patron chats during the month of September.

CLEVELAND DIGITAL PUBLIC LIBRARY

CDPL staff continues to remain in contact with community partners and have continued working to maintain existing engagement with Cleveland Grays (glass plate scanning), Karamu House (collection survey and evaluation), 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.

Digital gallery use was up 30% over last summer. From September 1st to September 28th, Google Analytics (GA) reports 5,546 sessions for 3478 users and 85,750 page-views. Search engines delivered 54% of accesses (99%+ from Google). Searching in ContentDM accounts for 28% of accesses. Referrals were 10% of accesses (32% of referrals came from Wikipedia). Social media referred the remaining 8% of sessions (71% came from Facebook and 24% from Twitter). 57% of users accessed the site using desktop computers, 43% of users accessed ContentDM through mobile devices (12% tablets and 88% phones).

Preservation

As of September 30th, preservation received 52 items and returned 157. The team produced 7 four-flaps, 11 oversized enclosures for Park Plans, and 24 labels. The team did 31 complex and 14 simple book repairs, received and returned nearly a hundred books to HF group for copi-covers, and completed 1 simple and 27 complex flat paper repairs. The preservation team has continued working on an inventory of artwork in the library system, beginning with branches in phase one of the master plan.

Interlibrary Loan

Statistics from OCLC are one month behind and cover August. Request volume returned to normal in August. 42 requests from CPL users for materials from other libraries, and response time by other libraries, likely due to the pandemic, averaged 27 and a half days for turn around on patron's requests. Partner libraries made 518 requests during August and CPL staff managed a turn-around average of 6 days. 18 copy requests (digital and analog) were fulfilled. Staff have taken copy requests over the phone and internet for digital delivery as well as walk-up and drive through service. The ILL team spent significant time this month working with Lending to sort out legacy fines and fees on transit accounts.

TECHCENTRAL

Professional Development and Meetings

TechCentral staff meeting - 9/22

TechCentral staff attended a variety of webinars throughout September including Net Inclusion, Emerging Technology Symposium and various NEO-RLS sessions.

TechCentral Manager, Suzi Perez, continued meeting with the reopening committee

Computer Usage

There were 1,828 computer sessions (TechCentral, 15-minute, MakerSpace), with 69 reservations.

Special Projects

TechCentral 3D printed iPad stands for all 27 branches to aid in hands free programming.

TechCentral continues to vinyl print labels for hand sanitizer and sanitation spray.

TechCentral is heat pressing CPL logo face masks for staff.

TechCentral is 3D printing replacement keys for hand sanitizer dispensers.

PST Sep - 2020 Report

Service Calls and Tickets Summary

Service Calls and Tickets Received: 82

Service Calls and Tickets Resolved: 74

Resolved Main Library Service Calls and Tickets: 24

Resolved Tech Central Service Calls and Tickets: 10

Resolved Branches Services Calls and Tickets: 40

Tickets from CLEVNET: 54

Service Ticket and Project Detail

Computer Imaging/Prep: 3

3D Printer: 1

Workstation: 36

iPad Management: 3

Hotspot Resets: 2

Application: 13

OUTREACH

Government Documents Clerk Erick Walker led the event, "A Call for Change" at the Concerned Citizens Community Council in the Mt. Pleasant neighborhood. In addition, Popular Department Page Deborah Gray, assisted in hosting. The event sponsored by Reclaim Ward 4; a neighborhood group focused on increasing voter participation in Ward 4 as well as government concerns at all levels. Cleveland Public Library's Tech Central provided Wi-Fi hot spots and the Rice Branch provided iPads to allow event goers to connect to the US Census and Board of Elections websites.

Literature/OCFB Manager Don Boozer, along with coordinators of other State Centers for the Book, prepared a "virtual booth" for the Library of Congress's National Book Festival held online September 25th to the 27th. Each state was provided with a platform by Decibel Management to upload videos, handouts, and links. Ohio's "booth" featured an interview with Prof. Douglas Brinkley, author of Ohio's featured book - *American Moonshot: John F. Kennedy and the Great Space Race* (Young Readers' Edition), resources related to NASA and Apollo (including a link to a virtual tour of Ohio's own NASA Glenn Research Facility), information on Ohio's winner of the Library of Congress's State Literacy Award Winner (Adopt A Book), and much more!

The International Department reports there were three long loans processed for partner agencies, CPL-JEFF (30), ME-BR (40) and HU-MAIN (2,075) for a total of 2,145 items.

COLLECTION MANAGEMENT AND DEVELOPMENT

Collection management and development continues across Main Library. Following is an example of some of the work being done.

Youth Services Senior Subject Department Librarian, Lan Gao continues working on an LC weeding project and restructured First Reader Collection.

CLGH Library Assistant Lisa Sanchez has continued to add item descriptions to the Cleveland City Hall Collection, continued scanning images from the Cleveland City Hall Collection and organizing them in digital neighborhood folders, and has completed a public-facing newspaper microfilm finding aid for patrons.

Special Collections staff shifted and weeded octaves, quartos, folios and elephant folios. Special Collections librarian Stacie Brisker is working on a pathfinder for the Langston Hughes collection.

Special Collections and the Catalog Department resumed their monthly embedded cataloger project on September 9th. Cataloger Erin Valentine is assigned to work with Special Collections and Barbara Satow works with Maps.

On September 23rd, Photograph Librarian Brian Meggitt officially took possession of a donation of thousands of image slides and prints. Taken by a local art historian, the images depict archaeological and cultural sites during the 1970s and 1980s in Europe, North America, South America, and Asia.

Photograph 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. CLGH Manager Olivia Hoge started a project working with the Louis Stokes Wing folios. Grossly out of order, Ms. Hoge is doing a review of the items to make sure they are in the catalog, adjusting notes, reorganizing and relabeling the items. Once items are in order, the shelving will be labeled to aid in the finding and shelving of materials.

Library Assistant Adam Jaenke photographed the people, places, and things of downtown post-quarantine and political demonstrations as a part of the Neighborhood Photographic Survey on September 23rd.

Map Collection Librarian Thomas Edwards continued entering data for the G.M. Hopkins plat book Volume 1, 1921 in ContentDM. He also sent over 200 circulating maps to High Demand to be inventoried in the catalog.

CLGH Library Assistant Adam Jaenke digitized 168 photographs from the Cleveland Picture Collection. This range focused on parks in Cleveland such as Wade, Rockefeller, and larger reservations in the Emerald Necklace such as Euclid Creek, Rocky River, and Hinckley.

Business, Economics and Labor Senior Subject Librarian Sandy Witmer started working with Center for Local and Global History Manager Olivia Hoge on reorganizing the multi-department folio storage area on LSW 8. The project involves making sure all items are inventoried and have a standard location item note. Thanks to an LSTA grant from the State Library of Ohio, Literature/OCFTB Librarian Evone Jeffries worked on a project throughout September to increase the holdings of the Ohio Center for the Book Ohio author 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 diverse authors. Ms. Jeffries and Mr. Boozer are collaborating with Sandy Jelar-Elwell and Overdrive to create an e-media special collection highlighting a selection of *Ohio Authors*. In addition, a generous benefactor donated approximately 250 playbills from various area theaters.

Literature/OCFTB Librarian Timothy Phillips began inventorying and creating finding aids for some of the Literature department's legacy archival collections.

RESEARCH THAT'S ONLY POSSIBLE AT MAIN LIBRARY

- Professor from Sorbonne University in Paris requested scans from *Le Chasse-Ennvy* (1628) related to anecdotes of chess.
- Local researcher requested to see John G. White's *Genealogical Charts of the American ancestors of Bushnell White and Elizabeth Brainerd Clarke* (1895-parents of JGW).
- Professor requested information about the marginalia in *Britainni vtriusq[ue] regu et principum* (1517 text on the legend of King Arthur). She is writing a grant to cover travel so she can study 16th century manuscripts at various institutions soon.
- Local researcher requested to see the 1920s issues of *The Cleveland Dial*.
- The former head of Reference from the Ingalls Library of the Cleveland Museum of Art told the owner of Greenwald Antiques to contact Manager Pam Eyerdam about provenance information on a print by Joan Miro. Fine Arts owns the *catalogue raisonne* for Miro artwork.
- Researcher from New York requested information on public art in Cleveland from the Nina Gibans archive for a book he is working on. Ms. Gibans was active in the public mural project in downtown Cleveland during the 1970s called *City Canvases*. Staff found announcements and a gallery invite.
- Fine Arts Librarian Andy Kaplan had a call from a gentleman from Atlanta looking for a copy of a copyright license issue to the song "*Boo Boo Bear*" by Steve Vine and the Electras on Yucca records and thought CPL might have it because "you're a big library". After some research he discovered Yucca records

masters were bought by Norton Records in NYC. He called Norton Records in NYC and spoke with someone there to confirm they still had the licensing rights to Yucca records, which they do. He called the patron back to pass along the information and it turns out he was the writer of the song and had lost his original copy of the copyright issue.

- Chess author requested a scan of a photo of Alekhine vs. Golombek from the 1940 *American Chess Bulletin* for an online article in *Chess Notes*.
- Local photographer and researcher requested information about a flour mill once located in the Flats on Merwin Ave. Fine Arts staff, Photograph and Map Collection were able to assist.
- CLGH staff found images for a patron the building that housed the patron's great-great-grandparents' saloon in the Hough Neighborhood.
- CLGH staff found the only known image of the Cuyahoga River fire of 1969 (its aftermath) for an exhibit on the creation of the Environmental Protection Agency for a research assistant from a presidential library.
- CLGH staff found news articles about the musical group, the Ohio Breakers for a patron. The patron was a member of the Ohio Breakers in 1984 when they were just 16 years old.
- CLGH staff researched Charles Vance for a patron. Charles Vance was an African American lawyer and President of the Greater Cleveland Neighborhood Centers in the 1960s.
- CLGH staff found images for a patron who was looking for photos of his grandfather's deli, located at 2122 West 32nd Street.
- CLGH staff assisted a patron with finding an article about their family in the Plain Dealer. Printed in 1966, the story covers military families in Cleveland and the work of mothers taking care of children while their husbands were in Vietnam. The patron gifted this to their grandchildren as a memento to remember their grandmother by.
- Social Sciences librarian Helena Travka continued assisting a National Geographic journalist by locating another item that may be helpful to his research in our collection - *The School Use of Cleveland's Public Library*. Cleveland Public Library is

the only Ohio library and only public library to hold this title. This item is significant enough to be held by only seven other academic libraries, including Yale and Columbia.

- Business, Economics and Labor Librarian Zac Hay assisted a patron researching the Cleveland-based Standard Sewing Machine Company. Business, Economics & Labor Department holds a copy of the 1902 book *Finance: business proclamation number* in their Library Research Materials Reference Collection, which has entries on many Cleveland companies (including the Standard Sewing Machine Company). Cleveland Public Library is the *only* library to have this title.
- Business, Economics and Labor Librarian Zac Hay assisted a patron looking for information about the Garfield Heights record pressing plant, Pama. Information was found in the Plain Dealer Historical database, the Cleveland Orchestra Scrapbooks in the Digital Gallery, and listings found at the Ohio Secretary of State's Business Search. Additional sources included the Business Department's Cleveland Corporation Files microfilm resource of listings from the Cleveland Chamber of Commerce. This is a unique collection that is only available in the Cleveland Public Library's Business, Economics, and Labor Department.
- Science and Technology Librarian Rose Mary Hoge assisted a patron in finding a 1942 article in the serial, *Publication*, from the American Association of the Advancement of Science.
- Science and Technology Librarian Rose Mary Hoge assisted an engineer searching for research on the torque of bolt fastening. She found two unique titles for this inquiry. The first is *Torque tensioning: a ten-part compilation* compiled by Fastener Technology International. Cleveland Public Library is the *only* Ohio library to hold this item, and one of two in the world.
- In addition, Ms. Hoge assisted a patron requesting an article from a 1996 conference, *North American Water and Environment Congress and Destructive Water*. Cleveland Public Library is the only Ohio public library owning the conference.
- A PhD student from the University of Bologna, Italy, contacted the Literature Department to request scans of hard-to-find editions of several books written by or about women authors

for her project in "Translation, Interpreting and Interculturality."

STAFF DEVELOPMENT

Assistant Director of Public Services Robin Wood attended the on-line Special Districts Summit on September 17th.

Fine Arts librarian Bruce Biddle attended a NEO RLS webinar on *The Quiet Approach for Serving Customers* on September 9th.

Social Science Librarian Helena Travka attended the NEO-RLS webinar on *Magic, Mischief, or Malevolence? Online Privacy, Internet Security, and You*.

CDPL Staff attended the Ohio Preservation Council meeting online. In addition, CDPL staff were trained to use the new scanner.

Social Science Sr. Librarian Mark Moore attended to the Indiana State Library's webinar, *Social Media: How Many Accounts Do I Really Need?* And he also attended the City Club Forum *CSU 2.0: Reimagining Our Future* featuring Harlan Sands.

Government Documents Library Assistant Alea Lytle began taking courses at Kent State University's iSchool.

Lending Manager Steve Wohl and Lending Assistant Supervisor Reginald Rudolph attended a virtual BookEnds trainers meeting on September 22nd 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.

OLBPD

For September 2020, OLBPD circulated 32,167 books and magazines directly to patrons. OLBPD registered 104 new readers to the service. Approximately 733 BARD patrons among 1,491 active users downloaded 20,120 items.

OLBPD and CPL Financial Services submitted the State Fiscal Year (SFY) 2020 Fourth Quarter final close-out report to the State Library of Ohio (SLO) which includes expenses paid on or before August 31, 2020 that were encumbered as of June 30, 2020. The

biennial SFY 2022-2023 budget activity detail and responses for OLBPD were also submitted to SLO as requested.

The National Library Service (NLS) and SLO buildings remained closed to the public. Both NLS and SLO have limited staff reporting to their buildings. SLO has been able to send out library equipment to patrons, and OLBPD has received an allotment of players and accessories to assist SLO as needed with equipment distribution.

During a national teleconference forum with network libraries, NLS discussed concerns from network libraries that they were deliberately censoring material when certain titles were recently removed and replaced in BARD, including John Bolton's "The Room Where It Happened" and Mary Trump's "Too Much and Never Enough." NLS affirmed that they are not censoring any titles, and what took place was simply a technical glitch that occurred during the file transfer. NLS temporarily removed these books while they were being fixed. NLS also recently removed seven talking books from BARD due to issues of diversity and the quality of the narration. After reviewing these books - all older titles - with one based on patron feedback, NLS agreed that they could have been cast more appropriately based on the context and the author's intended voice behind the characters. As a result, NLS will not be removing these titles from their collection. Instead, they plan to replace these recordings with updated versions more appropriately cast and read in order to address issues of diversity.

The OLBPD adult book club met on September 13th to discuss "Nothing to See Here" by Kevin Wilson.

BRANCHES

The five districts, which encompasses our 27 branch locations continues to provide effective services while meeting the community outreach needs of our patrons. Six of our locations participated in voter and census registration by partnering with Census Counts. Census Counts provided a van which allowed patrons to participate in this initiative. Additional branch highlights are as follows:

District One

Eastman - Back to School! With school resuming virtually at CMSD and most of the charter and parochial schools, we have designed and prepared programming ideas to work in a virtual format. The Eastman Branch is also participating in the UB Tech Coding Program offered through OPS/3E this fall. Grab 'n Go Lunches began this month. We continue to monitor and track patron activity in the branch, sticking with the guidelines provided. The system seems to be working better now that the computer schedule has been resolved. Branch staff trained on LibChat continue to offer support to this systemwide service. Training and meetings this month included: Manager's Meeting (Jamie Lauver), Youth Services Meeting (Cassie Feliciano and Nancy Smith), UB Tech Training (Jamie), HR Forum (Jamie), Westtown CDC (Jamie), and SEIU Delegate (Kristin Galewood). Betsy Martinez-Serrano started her EFMLEA leave this month. CD, DVD, and book orders were all submitted on time. We continue to weed and curate our collection to meet the needs of our community. Horror DVDs have been separated out from the Entertainment section to make it easier for patrons to find this very popular genre.

Lorain - September was the first full month of being open to the public again and Lorain assisted an average of 35 patrons each day. Lorain hosted a Census Media Blitz to encourage people to complete the 2020 Census. Kids Café resumed, providing free grab and go meals to youth through a partnership with the Greater Cleveland Food Bank. The How Does Your Garden Grow virtual gardening series concluded on September 3rd. Lorain hosted an animal meet and greet virtually with Jungle Terry. Lorain Branch Staff began hosting virtual tutoring again the week of September 21st. Branch Manager Crystal Tancak and Children's Librarian Adela Santana provided virtual reference services to patrons via LibChat throughout the month. Library Assistant Youth Emphasis Todd Fagan, Santana, and Tancak attended Zoom virtual tutoring training. Branch Page Michael Patton, Library Assistant Computer Emphasis Marlie Hooper, Fagan, Santana, and Tancak attended the virtual Kids Café 2020-2021 training. Tancak attended the Managers Meeting, Book Ends Meetings, an External Relations and Development Meeting, and an HR Forum and Santana attended the Youth Services Meeting.

Rockport - Rockport Branch continued to welcome patrons back to the branch in September, and our attendance numbers grew steadily throughout the month. We were excited to be notified that architects have been chosen for our branch design! New, socially distanced programs restarted at the branch, and we

kicked off with a weekly outdoor yoga series on the field next to the branch. Our Zoom skills continue to grow as we have risen to the challenge to hold Talk Like a Pirate Day, Book Cover Bingo, and Family Trivia Night virtually. As part of the Facebook Location Pages pilot, we have created events for all of our September programs, promoted new items, and shared branch information, growing our following from zero to over 70 people. Since reopening, the BBTTC has had 43 members in person. 144 people have viewed our Instagram TV programs (Mindful Mondays, Wellness Wednesdays, Thankful Thursdays), 3 members participated in the virtual program "Write It Out" storytelling tips and tricks, 5 members participated in our 4th Story Slam: Hopes and Dreams, 8 members are enrolled in our EFTW class which meets twice a week, 7 members are participating in our weekly origami club, and a total of 8 members are participating in our bi weekly D&D club and Sewing club. BBTTC staff continued to participate in regional Clubhouse Network meetings, MyCom Meetings, and NEORLS webinars. We also kicked off a partnership with John Marshall to participate in the advanced UKIT program.

Walz - September found many loyal Walz patrons excited to return to the branch to see their favorite library workers and utilize the full services the branch has to offer. Week by week, daily attendance is growing as word spreads. Walz is offering a mix of youth and adult programming through ZOOM with a few stand out successes. The first week of September Ms. Gielty hosted a ZOOM book/movie club for seniors. All 10 participants enjoyed reading and/or watching "Wild" by Cheryl Strayed, but especially loved the chance to talk and meet with each other again. Last week also included a PreK Zoom story time which included two happy participants, and the giveaway of 10 kits of Take and Make Fish Fun 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 continues through October. Both Ms. Gielty and Imani Scruggs (OSU) are examining how to better get word out to kids and their families. The collaboration with the Food Bank Kid's Cafe is once again picking up steam as the school year begins. An email blast was sent to Walz schools (teachers, principals) to update them on the library's latest offerings. Ms. Gielty has continued to participate in the Detroit Shoreway Community Dev. Organization steering committee for MyCom.

West Park - The West Park community has been returning to branch use in its various forms in increasing numbers throughout the month of September. Staff continues to manage walk up, curbside, text-ahead, LibChat shifts, and in-person service along with a

variety of other new tasks. West Park has been serving as a pickup location for PCs for People as well as UBTECH robotics kits. We have also offered a take home craft as well as Kids Café grab and go meals for youth. This month we also created a "pirate walk" chalk trail (designed by our brilliant artist and LACE Katie Power) in our reading garden for children as September 19th was "talk like a pirate day". Children's librarian Libby McCuan has also been doing virtual story times, though the attendance has not been substantial as of yet. District/Branch Manager Dalby attended various virtual gatherings throughout the month including Reopening Committee, Public Service leadership, HR forum, and Editorial Marketing Team meetings as well as serving on a panel interviewing for prospective SPS new hires. The week of September 21st saw the beginning of many new programs assigned to us by OPS, including tutoring, art therapy, and teaching robotics.

District Two

Brooklyn - The Brooklyn Branch saw a return of some regular patrons with CPL's reopening to the public. Children Librarian Laura McShane collaborated with Horizon Science Academy Denison for a virtual family night. Youth Services Manager Annisha Jeffries and Branch manager Ron Roberts joined the presentation on library resources and programming. Discussions took place with CMSD Denison School on assisting with acclimating parents to technology use for virtual learning. Mr. Roberts attended the virtual Cleveland Foundation annual meeting entitled The Power of Unexpected Neighborhood Partnerships.

Carnegie West - The Branch was permanently gifted five watercolor paintings from local artist and Ohio City resident Mr. Chuck Delpapa. The paintings were on a long, temporary loan, feature the outdoors in all four seasons, and currently hung in the Rookwood Room. Although patrons are returning at a slow pace, the daily attendance of students and teachers from Welsh Academy make up for the lack of patrons not visiting, and the other schools being open during the Covid-19 pandemic.

Fulton - The month was spent welcoming the community back into the branch and continuing walk-up service. Kids Café resumed September 1st and is being offered a grab n go service. Children's Librarian Beverly Austin, and LACEs Niyre Merriweather and Justin Smith all were facilitators as LibChat Operators. Clerk Rachel Irizarry and Page Gabrielle Murray updated the branch lobby display to the theme of VOTE and CENSUS

2020. Ms. Austin attended the Youth Services Meeting, hosted an outdoor craft making tie dye socks using markers and rubbing alcohol with 15 in attendance, and held 22 story-times via Zoom. Branch Manager Leslie Barrett attended the managers meeting, HR Forum, and CPL-FIT committee, and was named the Person with Disabilities Employee Resource Group Chair. Mrs. Austin and Mrs. Barrett attended the Fall Tutoring Orientation presented by OPS. Fulton received 2 new security cameras that were installed on the exterior of the building.

Jefferson - Jefferson Branch staff have been in contact with neighborhood schools to ensure that we are supporting student success. A plant swap took place in the parking lot and yoga participants filled the branch's front yard. The Tremont Think and Drink Book Club relocated to ZOOM, where at the inaugural online meeting participants discussed Eliese Colette Goldbach's memoir *Rust*, about her experience at the Cleveland steel mill. Friday morning Wee Read Storytime resumed via ZOOM and in a combination of modern technology and traditional crafting, and families participated in a Feed the Birds program. Additionally, Jefferson was selected as one of the branches to pilot the STEM @ Home UKIT program, bringing robotic kits to CMSD students.

South - The Children's Staff sent letters to all the School Teachers and Media Specialists in the Branch's service area. Story times have also started at the various schools. A Facebook Page was created for the Branch, and the Children's Staff have been recording story times and posting on Facebook. The story times have been quite successful with over 7,000 views, and over 2,000 engaged with the content. The Branch held the first Zoom outreach visit to Horizon Education Center.

South Brooklyn - Along with reopening to the public, staff continued to offer curbside, walk up and Grab 'n' Lunches in partnership with Greater Cleveland Food Bank. The branch was also chosen as a PCs For the People pick up location. LAYE Raymond Cruz processed ecards, conducted a ZOOM story time, and reached out to Horizon Education Center for upcoming ZOOM programming. Children Librarian Ronald Palka-Roman set up ZOOM weekly story times, and attended the following workshops/meetings: Fall Youth Announcements, The Human Spirit Through Illustration, and YS meeting. Assistant Manager Tammy Houghton provided Travel by Cuisine (Mexico) program, and attended the following: HR forum, Public Services managers

meeting, Book Ends meeting, and Kids Café training. District Manager Luigi Russo participated in the following meetings: Old Brooklyn CDC MYCOM, Public Services Team, Reopening Task Force, and HR Forum. Staff bid farewell to Page Michelle Leung after 3 years of service.

District Three

Garden Valley - The Clerk team Marla McConnell and Melissa Brooks continued to quarantine returned materials, discharged items after 96 hours, and reviewed the magazine, DVD and CD collections. The Youth Services Team have conducted virtual story times at Harvest Day Care, Rainbow Terrace Day Care, and I Learn 'N' Play Enrichment Center. LACEs Latoya Barnes and Alycia Woodman, continues to assist patrons with basic computer needs while following the social distancing guidelines. Assistant Manager Donald Smith presented the Virtual Adult Chess program via Zoom.

Hough - September saw the return of more of our patrons to use computers, fax, make copies, check out items and overall enjoy the library. Kid's cafe has steadily seen more children. A Census/Voting Pop Up Van was on site for one day. A Black Panther Display was set up to honor Chadwick Coleman. Library Assistant-Youth Emphasis Romael Young did an impromptu story time for the youth. Multiple staff members attended the virtual Board Meeting. Library Assistant-Computer Emphasis Michael Barkacs and Branch Manager Lexy Kmiecik attended the webinar: Ditch the Drama: Strategies for Peak Performance and More Peace, Less Drama and The Quiet Approach to serving customers. Mr. Barkacs also attended the following webinar: Magic, Mischief or Malevolence. Children's Librarian Manisha Spivey and Mr. Young attended the Youth Services Meeting. Mrs. Kmiecik attended the monthly Manager's Meeting, Human Resources Forum, various Re-opening Task Force Meetings and the Midtown's Virtual Annual meeting.

Martin Luther King - Along with reopening to the public, staff continued to offer curbside, walk up and Grab 'n' Lunches in partnership with Greater Food Bank. The branch was also provided with a Facebook account. Clerk Brittany Ervin worked with the branch's new Facebook account and promoted upcoming program "What's Your Story?" Clerk Bessie Colman assisted patrons with voter registration. LACE Prince Foster and LAYE Eric Eubanks have been meeting to discuss tech necessary for programs. Mr. Eubanks attended Acute Respiratory Illness Pandemic: Preventive

Training, YS meeting, and hosted Line Dance Club. Children Librarian Angela Pope hosted Wordplay Wednesday and volunteered to Chair an ERG. Both youth staff attend YS meeting, Picture Book Categories Pilot Project, and Fall Tutoring Orientation.

Sterling - The Sterling Branch continues to welcome back our friends and neighbors of all ages. The most requested adult services are computer use, copying, printing, emailing, and faxing. Sterling staff attended ALICE active shooter training and completed the Acute Respiratory Illness Pandemics: Prevention course. Kids Cafe afterschool snack resumed this month. Four staff members completed the Food Bank's online training. GCFB began the weekly backpack program. A St. Vincent Charity Medical Center staff member made and donated beautiful cloth masks for children ages 6 to 13, which the mask have superhero character or sports team logo. Branch manager Monica Rudzinski attended the MyCom Community Partners, Cleveland Central Promise Advisory Council, and St. Vincent Charity Medical Center Community Advisory Board virtual meetings. Ms. Rudzinski attended these City Club of Cleveland virtual forums: Uniting Communities and Demanding Equity: The Changing Narrative of Philanthropy, and 2020 State of the Schools.

Woodland - The Clerk team Latasha Brent and Shannon Muhammad continued to quarantine returned materials, discharged items after 96 hours, and reviewed the magazine, DVD and CD collections. The Youth Services Team collaborated to work on Master Kits for future virtual programming at the Woodland branch. LACE Desiree Smith continues to assist patrons with basic computer needs while following the social distancing guidelines. Mrs. Estrella presented the Free Virtual Family Yoga program via Zoom.

District Four

East 131st Street - The East 131st Street Branch happily provided services to the East 131st community throughout the month of September. The branch continued to provide walk-up service for patrons uncomfortable with entering the building due to COVID-19 concerns. Throughout the month of September Branch Manager Marina Marquez participated in community engagement efforts that included the First Street Coalition's initial meeting around land acquisition of an abandoned gas station and landscape designs for a pocket-park on East 131st Street. Ms. Marquez also attended the MyCom and Murtis Taylor Community meetings. In partnership with MyCom, First Street Coalition and the Corlett

Garden Society Ms. Marquez continued to facilitate the Corlett Volunteens garden club to water and weed all planters along East 131st Street. On September 10, 2020, Ms. Marquez read several stories for the Dial-A-Story program. Along with Subject Department Librarian Terry Metter and Board of Elections Manger of Community Outreach Mike West, Ms. Marquez hosted the Facebook Live program *Books & Ballots: National Voter Registration Day and Voting in the Age of COVID-19* on September 14, 2020. On September 23, 2020, Ms. Marquez participated in the Innovation Design Committee meeting. In partnership with Dickens Reads, led by Rhonda Crowder, Children's Librarian Kelli Minter and Youth Services Assistant Rosa Simone participated in the Facebook Live event Johnny Appleseed to virtually connect with the children who attend our partner school Charles Dickens Elementary. East 131st Street Staff participated in Facebook Live events to support literacy by offering a variety of story times and programs. Branch Clerk Cathy Jennings' Facebook Live program highlighted all the wonderful kindergarten readiness kits and additional early childhood literacy resources available for checkout reaching 145 patrons.

Fleet - During the month of September, "walk-up" activities have decreased with the opening of the building. Patrons have been abiding by the new social distancing and attendance time limit restrictions. Fleet now has full Plexiglas installed around the circulation desk, the desks of the Youth Services Staff, L.A.C.E and the Manager. The work order submitted concerning air-conditioning issues has been resolved. Patch work repairs were made to the roof to fix interior leaks. Community Partner Clarence from the SPARK Program has graciously agreed to host a family friendly ZOOM African American History program for our patrons.

Harvard-Lee - Harvard-Lee Branch hosted the Census Counts van on September 17, 2020 to register patrons to vote and complete the Census. The Branch started to distribute lunches via the Grab & Go program of the Food Bank of Greater Cleveland, at 20 lunches five days a week. Branch Manager Kristen Schmidt virtually attended a Managers Meeting, the tutoring orientation by OPS, and the HR Forum. Youth Services meetings resumed, and Children's Librarian Olivia Morales and Library Assistant Youth Emphasis Kevin Moore both attended online. New employee Lisa Held started in the Library Assistant Computer Emphasis (LACE) position. Ms. Schmidt conducted several days of training on all aspects of Cleveland Public Library and customer service in a branch library. Branch Clerk Bianca Jackson assisted in training Ms. Held at the Circulation Desk, and LACE Stacy Brown assisted

in training Ms. Held in the computer lab. Staff requested and had installed additional plexiglass walls to surround the desks located on the main floor. Emergency lights were repaired by Property Management. Weekly attendance at Harvard-Lee Branch has been approximately 250 patrons since we reopened.

Mount Pleasant - The staff focus this month was creating programs for an on-line environment. Manager (Shayla Boyce), Youth Librarian (Mark Tidrick), Clerk (Quentin Congress), LACEs (Kyra Berzonsky and Larrise Mondok), and LAYE (Renita Carter) are all contributing to our on-line presence. Each week more and more of our patrons are returning as the word spreads that the library is open. Staff have continued to purchase items to grow the collection. Patrons returning to the branch have expressed appreciation for the expanded DVD and Blu-ray collection.

Rice - Rice made September patron appreciation month with giveaways and prizes to welcome back the community letting them know we missed them. In that same vein of appreciation, youth staff submitted weekly virtual programming to OPS and has placed a weekly rotation of Craft kits on the youth tables for patrons of all ages who come in the branch with the desire to do a hands on activity. To maintain safety, a HIPPO was placed to repair the emergency lights. Board of Elections representatives set up a weekly information table for patrons to learn how to register to vote, how to vote by mail, and how to update their information. Ms. Hutson was appointed the co-chair of the Public Library Association's Membership Advisory committee and as a member of the American Library Association's (ALA) Membership Committee. She continues to serve on the ALA's Diversity Committee.

Union - Patrons are now beginning to realize that we are back open at the Union Branch. Patrons have expressed their elation over our reopening and staff are excited to see returning faces as well as the new ones. Youth staff are offering virtual story time for three age groups, toddlers, preschool and school age. Youth staff has been in contact with Miles Park Elementary School and will be attending future virtual parent teacher meetings and other programs as needed. Ms. Steward will be one of the facilitators for the UBTech Robotics program that will begin on Monday September 21st. Ms. Williams attended the following meetings MyComm Partnership, BUCS Collaborative, Book Ends for New Hires, and CPL Fit.

District Five

Addison - The Addison Branch has been working on the collection. We have realigned shelf space to accommodate more fiction and black world at branch. Staff members attended professional development from NEO-RLS, OLC, and PCI webinars.

Collinwood - It's back to school time and our Youth Staff has been busy planning and recording story times to post utilizing our new Face Book Page. The branch welcomes its new custodian, Brandon Masters who is on top of keeping the branch clean under COVID-19 guidelines. Collinwood staff has been participating in online safety training and in-person Active-Shooter Training, Kids Cafe and reviewing the COVID-19 Playbook. Patrons are gradually returning to the branch and mostly come for computer use, printing, faxing and making copies on the MFD. Of course DVD's are still on the top of the list for check outs. LA-CEs are very happy to have a workstation with a staff abled computer to retrieve emails and information needed to assist patrons. Manager Peak continues to network via zoom and email with community members and partners on library services and attend zoom meetings. We continue to track our patron visits and report numbers on a weekly basis. We are enthusiastic about continuing to provide a high level of customer service as possible during this pandemic.

Glenville - Youth Staff, Peter Roth and Difranco Barnes have been busy with the programs that were created and implemented at the branch. Both have done Good Morning Glenville Storytime, Back to School Picture Day, and Wednesday Word games online. They also created for the kids curbside crafts for pickup. Mr. Roth will host the Drive-In Storytime with Balloon Bender Dave and the Glenville Quarazine to teach the young adults the art of zine. Mr. Barnes will host Glenville Play using the Twitch account to allow children to play educational games online with each other. He also will host the Tie-Dye Shirt making program outside the front building and lead a science fair craft giving kids STEM Projects to complete over Zoom at home. Manager, Sharon Jefferson attended the Manager's Meeting, Fall Tutoring Orientation, and HR Forum training. She also completed along with the complete staff the ACUTE Respiratory Illness Pandemic training online. Mr. Roth and Mr. Barnes attended Youth Service Meeting, FoodBank Kid's Cafe Online training, along with the Fall Tutoring Orientation. Mr. Roth, in addition to the above did UKIT training and SEIU 1199 Union Meeting.

Langston Hughes - Langston Hughes staff participated in the following webinars: Reader's Advisory When your Readers are at home; Dealing with Angry library Patron Behaviors; Providing Library Senior Services in a COVID-19 World. Additionally, staff attended virtual orientation for CSU's America Reads program. Mr. Bradford took part with CPL Lib-Chat. Plexi-glass has been installed at all public service desks. 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; Read Publisher's Weekly Online. A partnership with Patrick Henry elementary has been established which will allow 10 students to take part in a virtual violin class. The Census organization held a meeting at the branch in conjunction with CPL-OPS. The Abdul-Wadood family brought a gift basket to the branch that included small gift bags (that included hand sanitizer) for each staff to welcome the Langston Hughes staff back and to let us know that we were missed and are appreciated.

Memorial Nottingham - During the month of September at Memorial-Nottingham, the Board of Elections representatives informed patrons on how to register to vote, how to vote by mail, and how to update their information. Manager Mrs. Moncrief Robinson, attended two virtual professional development workshops hosted by Cleveland State University. Children's Librarian, Ms. Rivera, and Library Assistant, Mr. Benton conducted two virtual children's programs. Ms. Rivera hosted a Hispanic Heritage Month program where youth created an Ojos de Dios craft using wooden popsicle sticks and weaving yarn. Mr. Benton conducted a virtual home scavenger hunt where youth find common household items. The young adult non-fiction collection was moved to the teen area. A teen lit lounge sign was created and posted in the teen area. Also, the young adult collection was weeded to create more space for new materials. Book requests for community partners were filled to continue services for their students. Both Ms. Rivera and Mr. Benton attended the virtual Youth Services meeting. Memorial-Nottingham staff ended the month of September by decorating the branch with fall colors.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

In September, the Library re-launched some of its signature programs such as Writers & Readers and its after-school tutoring program. The Library leveraged its partnerships, The City Club of Cleveland and Global Cleveland, to promote voter

participation and the strengthening of economic ties between Cleveland and its sister cities from around the world.

PARTNERS AND PROGRAMS

On September 14, the Library's after-school tutoring resumed at five virtual locations. These virtual locations correspond with each of the five neighborhood districts. Within each site, approximately 6-10 Cleveland State University students assist students with basic reading and math homework. Sixty-seven children have registered for the tutoring program via the library website, with a far greater number of pre-registered CMSD students participating as direct referrals from CMSD partner schools.

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

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

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

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

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

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

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

EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION

EXTERNAL RELATIONS & ADVOCACY UPDATES:

- *Goal: Increase Elected Officials and Key Stakeholders' Awareness and Understanding of CPL's Community Impact*
 - *Engage*
 - U.S. Census Event
 - Partnered with Cuyahoga County, Representative Bride Rose Sweeney, and U.S. Census representatives to host a Census awareness event at our Lorain Branch. Various media outlets reported on this event.

- Virtual Storytime & Dial-A-Story program support
 - Engaged legislators in CPL's virtual storytime (VST) program and Dial-A-Story program including:
 - Councilman Basheer Jones, City Council
 - Engaged additional stakeholders in CPL's virtual storytime (VST) program including:
 - KPMG (various employees)

CPL DEVELOPMENT UPDATES:

- *Goal: Secure Funding to Buttress CPL Organizational Goals*
 - Secured funding from:
 - The Clubhouse Network and Best Buy to create a Safe Center for Online Learning within the Rockport Branch's Best Buy Teen Tech Center
 - The Eva L. and Joseph M. Bruening Foundation for workforce development programming

CPL FOUNDATION UPDATES:

- *Goal: Reach Annual Financial Targets*
 - *Fundraising*
 - Launched Cleveland Public Library Eastman Reading Garden Tile Campaign
 - Democracy 2020
 - Secured Corporate Sponsorships:
 - KeyBank
 - Bricker & Eckler
 - United Way
 - Moody Nolan
 - RPM

ADDITIONAL DEPARTMENT EFFORTS:

- Hosted quarterly Cleveland Public Library Foundation board meeting
- Staff attended Donor Perfect Virtual Conference

COLLECTION & TECHNICAL SERVICES

Interim Director of Collection and Technical Services Sandy Jelar Elwell met with Family Engagement Specialist Sandy Nosse and Martin Luther King, Jr. Branch Youth Services Librarian Angela Pope Margerum and Library Assistant Eric Eubanks to discuss moving forward with piloting the implementation of categories to organize and shelf picture books at the Martin Luther King, Jr. Branch.

Ms. Jelar Elwell, Catalog Manager Andrea Johnson, and High Demand Librarian Dale Dickerson participated in the BTCat Initial Training webinar to learn more about Baker & Taylor's new library cataloging utility and database. Ms. Jelar Elwell also participated in the BTCat version 4.0 Enhancements and the BTCat - Customizing the new Home Page webinars.

Ms. Jelar Elwell, Collection Manager Pam Matthews, and Materials Handling Supervisor James Clardy each met individually with Collection Services Director / Interim Coordinator for Facilities Master Plan Jean Duncan McFarren and Capital Projects Manager Kathleen Sonnhalter to review the plans for the Central Distribution Facility (CDF) at the Woodland campus. Ms. Jelar Elwell continued to participate in meetings of the Capital Improvement Plan Core Team.

Acquisitions: The Acquisitions Department ordered 9,135 titles and 13,989 items (including periodical subscriptions and serial standing orders); received 26,663 items, 1,389 periodicals, and 586 serials; added 419 periodical items, 113 serial items, 378 paperbacks, and 1,048 comics; and processed 2,054 invoices.

Acquisitions Coordinator Alicia Naab and Library Systems and Applications Analyst Jim Benson were finally able to resolve an ongoing issue that had been causing the auto generated selection record orders for Main Library to be immediately cancelled after the orders had been transmitted to the vendor Baker & Taylor. Orders for this account were carefully reviewed and were resubmitted if needed.

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 3,078 titles and added 6,551 items for Cleveland Public Library. The Department also added 2,115

titles, merged 125 records, and made 226 corrections for CLEVNET member libraries.

Technical Services Librarians Barbara Satow and Erin Valentine resumed the embedded cataloger project at Main Library. Ms. Satow created four map records at the Map Collection, including a large map of Painesville from 1869 that would have been too fragile to transport to the Lake Shore facility. While at Main Library, Ms. Satow and Ms. Valentine met with Fine Arts & Special Collections Manager Pam Eyerdam and Digital Library Strategist Chatham Ewing to discuss a new workflow to more quickly increase patron access to unique archival collections in Special Collections. Following some of the new guidelines discussed in this meeting, Ms. Valentine updated several collection-level bibliographic records for key collections and created a new record for the collection Dust jacket artwork for Two muskets for Washington.

Catalog Manager Andrea Johnson reviewed changes to the webform report procedures with High Demand Associates as they resumed overlaying CLEVNET records. Technical Services Librarian Amei Hu revised 161 records for Mentor Public Library's book discussion kits. Mentor staff requested the revisions to make their records more flexible and consistent.

Collection Management: Collection Management continued to select both physical and electronic formats with a total of 946 titles and 10,589 copies selected and nearly \$175,000 spent on physical items alone.

Collection Manager Pam Matthews worked with Technical Services Associate Nathaniel Infante to finalize the Branch magazine selection lists for 2021. Ms. Matthews attended two meetings of the Editorial Team and a Workforce Development Program Committee meeting.

High Demand: The High Demand Department ordered 1,103 titles and 10,551 items; received and added 4,295 items; processed 253 invoices, and added 167 records for the CLEVNET libraries.

High Demand Librarian Dale Dickerson cataloged and processed 309 circulating maps for the Map Collection. High Demand Associates Rosalyn Easley and Summer Salem resumed handling the overlaying of records for CLEVNET libraries. Technical Services Senior Clerk Mya Warner returned from a leave of absence on September 22.

Materials Processing: The Materials Processing Technicians processed 17,418 items for the month.

Materials Processing Technician Maria Russell resigned from her position in the Materials Processing Department on September 11 after 18 years of service.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 25 items to the Main Library for requests and 33 items to fill holds. Main Library received 201 telescopes, the Branches received 172 telescopes, CLEVNET received 30 telescopes, CSU received 6 telescopes, CWRU received 12 telescopes, and Tri-C received 7 telescopes. A total of 445 telescopes were shipped out. The Technicians sent out 297 items of foreign material and in total 9,969 new items were sent to the Acquisitions and High Demand Departments.

MARKETING & COMMUNICATIONS

October marketing efforts largely focused on encouraging the public to Be Counted and Be Heard through its DEMOCRACY 2020 campaign. Democracy 2020 seeks to increase engagement and participation in the 2020 Census and this year's election through ad campaigns, printed materials, digital and social platforms, and the promotion of our Sept. 26th Author on Democracy talk with Cathy O'Neil.

What started as a request from WOIO Channel 19 to film at Main Library blossomed into a partnership with the Library to support the station's in-depth series "Next 400." CPL serve as a resource for WOIO to help viewers get a deeper understanding of the issues surrounding the African American experience.

ADVERTISING: In partnership with the Cleveland Foundation, Euclid, and East Cleveland public libraries, a :15 census spot was created and aired 9/18 - 9/27 on Fox8 urging Clevelanders to fill out their census. CPL underwrote :15 and :30 radio spots on 90.3 WCPN ideastream to promote Author on Democracy, Cathy O'Neil's virtual author talk.

PUBLIC RELATIONS OVERVIEW: Cleveland Public Library reached more than 3.25 million in the news on a range of topics including the elimination of patron visitation limits, back-to-school support and partner events.

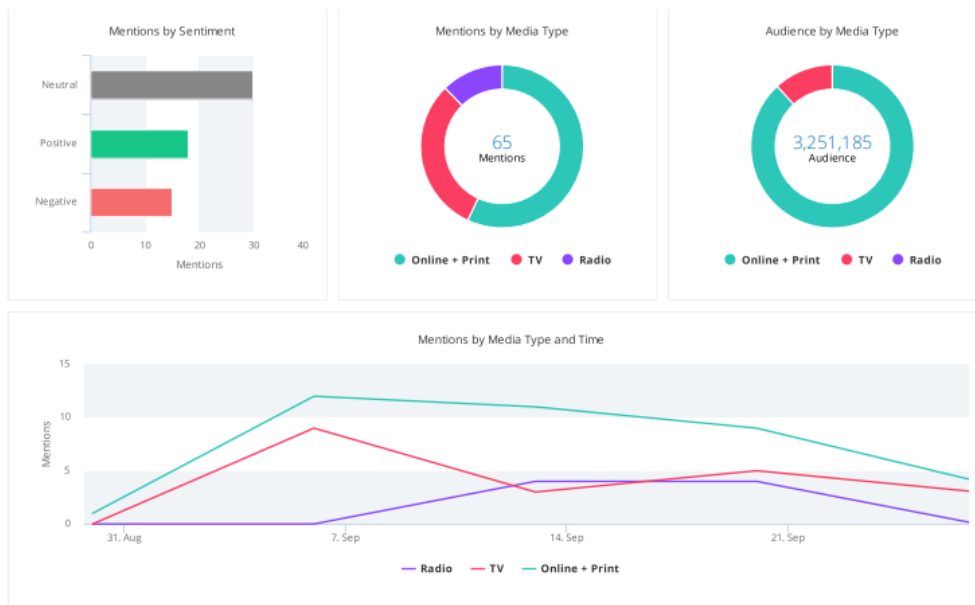
Democracy 2020: The Library continued to receive coverage about its Democracy 2020 initiative that encourages census participation and partnering with the Cuyahoga County Board of Elections to implement temporary Vote-by-Mail ballot collection sites at its South Brooklyn, Harvard-Lee and Glenville branches.

Back-to-School: As kids geared up to head back to school virtually, we promoted Cleveland Public Library resources for students including tutoring, kindergarten readiness and e-media. The Library also promoted the STEM @Home program, online fitness classes through HOOPLA and OVERDRIVE, and our collection of cookbooks and cooking videos.

Sister Cities: The Library partnered with Global Cleveland for the 2nd annual Sister Cities Conference, a 4-day event that aims to cultivate meaningful connections with representatives from 32 international cities.

Service Changes: Additionally, the Library eliminated the one-hour visitation limit at its downtown location, and hosted a virtual author with Cathy O’Neil who led a discussion about how algorithms affects each of us and our society.

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



Total National TV Audience 384,381
 Total National TV Publicity USD \$82,458
 Total Local TV Audience 384,381
 Total Local TV Publicity USD \$82,458



Total Online + Print Audience 2,866,804
 Total Online + Print Publicity USD \$64,897

Total Number of Clips 65

GRAPHICS: All designs and printed materials supported programming and organizational initiatives including the kickoff of our seasonal campaigns, Democracy 2020, and the fall program guide for kids, teens and adults. In addition to distributing the guides to our local branches and departments for display and for local outreach, 500 of each program guide were delivered to the Cuyahoga Metropolitan Housing Authority (CMHA) for distribution to their residents.



SOCIAL MEDIA: September posts focused on Library-related news, cultural heritage months, Census Day, Democracy 2020 author Cathy O'Neil, 5 Days for Democracy, Sister Cities Conference and the Sugarman Awards ceremony. Impressions (+23.2%) and engagements (+29.9%) increased compared the prior month on Instagram as a result of the return of Photograph Collection's Throwback Thursday posts.

The Library concluded the last of its Facebook Live Census chats, "Count on Us" featuring community partners Joe Cimperman, president of Global Cleveland, and Billy Sharp with Madison Reid from the Urban League of Greater Cleveland.

 **clevelandpubliclibrary**
Mon 9/21/2020 8:26 am PDT

"Fight for the things that you care about, but do it in a way that will lead others to join you." - Justice Ruth Bader Ginsburg



Total Engagements 146

Likes	143
Comments	2
Saves	1

 **clevelandpubliclibrary**
Thu 9/17/2020 8:00 am PDT

Quittin' time! This 1957 photo shows the Jones & Laughlin Steel Corp., AKA Cleveland Works, and Otis Steel Co. The plant was



Total Engagements 96

Likes	93
Comments	2
Saves	1


 **clevelandpubliclibrary**
Fri 9/11/2020 5:35 am PDT

#CPLCollectionHighlights Cleveland Goes Modern: Design for the Home 1930-1970 Catalog showcasing modern architecture




Total Engagements 89

Likes	79
Comments	0
Saves	10


 **Cleveland_PL**
Thu 9/24/2020 3:00 pm UTC

#TBT Downtown Cleveland after dark, circa 1960s. Williamson & Cuyahoga buildings featured, looking northeast on Superior Av




Total Engagements 383

Likes	38
@Replies	0
Retweets	4
Post Link Clicks	1
Other Post Clicks	340
Other Engagements	0

 **Cleveland_PL**
Wed 9/23/2020 12:32 pm UTC

Cards so nice that you'll want to hang them on your wall. Which library card do you own? #LibraryCardSignupMonth Join the club:



Total Engagements 176

Likes	21
@Replies	0
Retweets	6
Post Link Clicks	13
Other Post Clicks	136
Other Engagements	0

 **Cleveland_PL**
Thu 9/3/2020 3:00 pm UTC

#TBT Southeastern corner of Lorain and West 25th St. looking east toward downtown and the Lorain-Carnegie bridge. The West Side




Total Engagements 157

Likes	17
@Replies	0
Retweets	1
Post Link Clicks	-
Other Post Clicks	139
Other Engagements	0

Cleveland Public Library
Thu 9/10/2020 11:18 am PDT

#CuyahogaCounts




Total Engagements	287
Reactions	90
Comments	3
Shares	13
Post Link Clicks	-
Other Post Clicks	181

Cleveland Public Library
Tue 9/8/2020 12:22 pm PDT

The city's Planning Commission on Friday unanimously approved the design concept for the Cleveland Public Library's proposed

Cleveland Planning Commission appro...



Total Engagements	229
Reactions	134
Comments	14
Shares	7
Post Link Clicks	45
Other Post Clicks	29

Cleveland Public Library
Mon 9/21/2020 10:13 am PDT

"Fight for the things that you care about, but do it in a way that will lead others to join you." - Justice Ruth Bader Ginsburg



Total Engagements	150
Reactions	77
Comments	0
Shares	6
Post Link Clicks	-
Other Post Clicks	67

PROPERTY MANAGEMENT

Carpenters

- Patched holes in parking lot at the following branches...Fleet, Glenville, Lakeshore facility, and Mt. Pleasant.
- Completed all special request Plexiglas installations throughout CPL.

MAINTENANCE MECHANICS

- On the final stages of the Desigo building automation system upgrade project and the main campus lighting system software upgrade. Currently installing fire/smoke rated Ethernet switches for Siemens Panel network connections.
- Continuing work with Reopening committee and COVID 19 Task force on a safe and comprehensive phased reopening/operating strategy. 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 compliance/capital projects for LSW/Main.
- Currently performing 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 the balance of the security camera project (IPS/Harrington Electric).

SAFETY & PROTECTIVE SERVICES

Safety Services

- Safety & Protective Services participated in a Zoom meeting with University Circle PD regarding the Presidential debate accommodations.
- LSW & Main panic buttons checked on all patron and staff only floors. All branch panic buttons were tested by SPS prior to August 24th.

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
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
Sept 2019	1792	19	62	24	243	52

Special Attention, Special Events, and Significant Incidents

- SPS filled the following overtime requests: MFD pickups
- Video requests fulfilled for Garden Valley and Lake Shore branches for the Cleveland Police Department.
- SPS officers are posted at Carnegie West, East 131, Harvard Lee, Hough, Rice, Rockport, and South Brooklyn branches.
- A male was found deceased in his vehicle behind the Lake Shore facility by SPS. CPD, EMS, and the coroner responded.

Protective and Fire Systems

- 3rd quarter fire drills completed at all branches.
- Downtown panic button tests were completed.
- Fire extinguisher, exit sign, and emergency light checks completed at all branches.

Contract Security

- Royce Security has CPL branches fully staffed.

Administration

- Interviews were completed for open SPS officer positions.
- ALICE refresher training will be provided to new SPS officer's after CPL orientation by Officer Tisdale and Lindsey Duncan III.
- Safety & Protective Services has resumed daily bank drops for accounting.
- SPS has resumed MFD morning pickups with accounting staff.

INFORMATION TECHNOLOGY & CLEVNET

The CLEVNET Executive Panel held their regular meeting on September 30, 2020, using Microsoft Teams. The first half 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

As expected, most of the conversation focused on solutions to safely serve patrons while protecting staff: lockers for self-service holds pick-up; SirsiDynix's Books by Mail feature being tested at Geauga County Public Library and Lorain Public Library; the components of the Springshare platform including LibAnswers for multi-channel communication and LibCal for space reservations, now with a module for reserving individual seats to meet social distancing guidelines; and the new self-checkout feature on the CLEVNET app that will roll out in October 2020.

The second half of the meeting focused on the 2021 CLEVNET budget that must be finalized in October, in time for CLEVNET's annual meeting. Timothy Diamond, Special Assistant to the Director and CPL's liaison to CLEVNET, raised 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 involved the unencumbered balance in the CLEVNET Special Revenue Fund. The Panel members were all of the same mindset: they would like a third of the balance for unforeseen future expenses; a third for the network; and a third to be applied to the overhead costs reimbursed to CPL. The portion going to the network would help even out the budget year to year, as some of CLEVNET's largest expenses (e.g. replacing firewalls) occur every three years. The network portion also anticipates upgrades to the CLEVNET data center that will be needed in the future as hardware ages out.

Over the last six years, Ms. Prisbylla and Mr. Finnegan have carefully and strategically managed CLEVNET's finances, operations, and resources. Thanks to their management, the CLEVNET directors will see a reduction in costs next year. This will be welcome news as all the member libraries are facing loss of revenue because of the pandemic.

The CLEVNET directors will hold their annual meeting as a Microsoft Live Event on Friday, October 30, 2020. Elections will be held for two positions on the CLEVNET Executive Panel that have terms ending.