

## **DIRECTOR'S REPORT**

October 21, 2021

### **Strategic Plan**

#### **Our Mission:**

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

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

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

## **PUBLIC SERVICES**

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

Phase 3 of CPL's reopening was continued through September of 2021, however, due to the rise in COVID-19 cases the Library reinstated the requirement for visitors to wear masks inside all buildings.

### **PROGRAMS, SERVICES AND EXHIBITS**

Popular Library Manager Sarah Flinn and Literature/Ohio Center for the Book Manager Don Boozer continued presenting *Book Drops* on Facebook with over 2,500 views for all episodes so far.

Social Sciences Librarian Helena Travka collaborated with the local business, The Tea Lab (located in the 5<sup>th</sup> Street Arcade) to promote the Social Science and Science and Technology collections on tea, including its history and etiquette. Ms. Travaka worked with the Graphics Department to create a bookmark highlighting specific titles and encouraging patrons to visit the Library to learn more. The bookmark was distributed to Social Sciences, Science and Technology, and the Tea Lab. Future programming will be planned once in-person programs with food and beverages are approved.

Government Documents Library Assistant Alea Lytle created a presentation for *Constitution Day*, which is annually celebrated

on September 17th. Ms. Lytle sent the materials to branches for display.

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

Library Assistant Danilo Milich created new book display entitled *Freedom Is Not Free*.

Youth Services staff continue to conduct Storytimes in the reading garden for children and families. Children's Librarian Eric Hanshaw offered a fun Dungeons and Dragons program called "Afternoon Adventures" via Zoom on Friday, September 10th.

Literature and Ohio Center for the Book Manager Don Boozer recorded an online conversation with Jasmine Warga (author of *Other Words for Home*, the 2021 Great Reads selection for the National Book Festival) and Paula Brehm-Heeger, Director of the Cincinnati Library on August 17th.

### **Books by Mail Programs**

30 packages with 74 items were sent to patrons through The Words on Wheels program in September.

Homebound Services sent 146 packages to 132 patrons during the periods of August 17<sup>th</sup> to September 15<sup>th</sup>.

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

Lending Manager Stephen Wohl provided interviews to local Channel 5 and Channel 8 news teams regarding the distribution of COVID-19 Tests at CPL. Mr. Wohl provided information on how patrons can obtain the COVID tests at the library and spoke to the benefit this service is providing to our community.

Following the airing of the TV News interviews, Lending staff distributed 1,035 COVID tests at the Drive-Up window before exhausting the current supply on Thursday, September 9th. More COVID-19 tests have been ordered through the Ohio Department of Health, and are expected to arrive in the coming days.

### **OUTREACH**

Business, Economics, and Labor Senior Librarian Sandy Witmer and General Research Collections Manager Sarah Dobransky trained

Director of Development Tracy Martin and Cleveland Foundation Intern Ngoc Nguyen on the database *Data Axle*, which will be used to identify potential local businesses for collaboration and donation.

International Department staff collected, processed and shipped a total of 464 items to two Long Loan partners, shipped 136 items to 21 patrons who placed phone requests for materials, assisted eight Homebound patrons and delivered 56 requested items.

Literature and Ohio Center for the Book Manager Don Boozer participated in a discussion panel with four other coordinators of state Centers for the Book and the authors representing their states at the National Book Festival on September 8<sup>th</sup>.

### **COLLECTION MANAGEMENT**

Across Main Library, Subject Department staff regularly work on collecting materials generated from the daily pull lists, re-shelving items returned from patrons, shifting collections, moving items from floor to stack, and ordering and processing new materials. As an example, the Literature Department staff added 4,325 items to the collection and weeded 4,070 during the period of January 2021 to August 2021.

Shelf Department pages are diligently working to clear the backlog of recently returned books. This backlog is due to staff shortages and the state courier catching up from deliveries that were missing in the previous month. Assistant Manager Cynthia Cocco has begun taking the donated books to the assigned area on the 5th floor Main building. Upon completion Subject Department Managers will be directed to browse through items for possible inclusion in the library collection.

Photograph Collection Librarian Brian Meggitt created ninety new metadata records for the Neighborhood Photographic Survey (NPS) in CONTENTdm and uploaded them to the Digital Gallery.

Center for Local and Global History Department staff have made progress on several collections: Library Assistant Lisa Sanchez created a list of microfiche from the Newspaper Clipping File that details the ethnic communities of Cleveland. Library Assistant Adam Jaenke photographed, processed, and added metadata to 160 unique items for the Neighborhood Photographic Survey. Librarian Terry Metter began a review of flat maps in Map Collection case #17.

Social Science Librarian Helena Travka is weeding the Print United Nations Documents.

Popular Library Assistant Ricardo Jackson finished adding DVDs and CDs from West Park and a large donation of hundreds of DVDs to the collection.

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

- Social Sciences Librarian Helena Travka assisted a professor from the Philippines looking for information from James Liveright's 1968 book, *Simple Methods for Detecting Buying and Selling Points in Securities*. Cleveland Public Library has the only Ohio copy of the book according to WorldCat. This item was a gift of the New York Stock Exchange Member Firms in Cleveland in recognition of the 175th Anniversary of the Exchange.
- Science and Technology Librarian Rose Hoge assisted a research patron who called the Science and Technology Department to find the standard PSTC-3, which was included in *Test Methods for Pressure Sensitive Adhesive Tapes* (PSTC-101) published by the Pressure Sensitive Tape Council. The standard was referenced in a patent, and the patron wished to see the text of the original PSTC-3. Cleveland Public Library is the only library in the world with this item, according to WorldCat.
- Science and Technology Librarian Rose Hoge assisted a patron who inquired about a specific wood used on the wall for his 1920's era home remodel. She found the name of the material and provided several books, including *Solid and Fibrous Plastering* (1939) by W. Verrall.
- A California researcher contacted The Literature Department to ask for a scan of information in the department's Clipping Files on the TV series "THE SECRET STORM, 1968-73".
- Center for Local and Global History Department Photo Librarian Brian Meggitt assisted the Cuyahoga County IT Multimedia Department with finding and obtaining images of grocery stores and corner markets in Cleveland's Central neighborhood for use in a video project.
- Center for Local and Global History Department Library Assistant Lisa Sanchez found articles in the Cleveland Gazette (a 19<sup>th</sup> century African American newspaper) about the Supreme Court decisions that led to the enforcement of Jim Crow laws.
- Center for Local and Global History Department Library Assistant Adam Jaenke assisted a patron searching for a

photograph of his family that was printed in the Plain Dealer in which his father received a Purple Heart.

- Center for Local and Global History Department Librarian Terry Metter used the Sanborn and Hopkins maps to assist a Kent State University student who is researching the history of underground infrastructure in Playhouse Square.
- Center for Local and Global History Department Librarian Terry Metter used the Cleveland Subject Clipping file along with digitized maps and aerial photographs to assist a Clark-Fulton resident who is researching the Jones Home and the development of the neighborhood immediately surrounding that institution.
- Center for Local and Global History Department Librarian Terry Metter used 1952 Sanborn Maps and the Plain Dealer Historical database to assist a librarian in Shaker Heights who was helping a patron with a question about a speakeasy or mafia-affiliated bar called the Casablanca Lounge that existed in Shaker Heights just after World War II.

### **STAFF DEVELOPMENT**

Shelf Department Manager Demba Diawara and Assistant Manager Cynthia Coccaro attended the *Good Hiring Practices* training offered by NEO-RLS on September 16th. Ms. Coccaro also attended a seminar through OhioNet titled *Critical Conversations - Sustainable Thinking: What the World Needs Now* on September 8th.

Literature/Ohio Center for the Book Senior Librarian Nick Durda attended an online webinar about homelessness and libraries and shared his notes with staff on September 1<sup>st</sup>.

Literature/Ohio Center for the Book Manager Don Boozer participated in MailChimp training with Director of Digital Content Michael Young and September 9th.

Social Sciences Librarian Forrest Kilb attended the Webjunction webinar *OurStoryBridge: Creating Community through Stories*.

Business, Economics, and Labor Subject Librarian Zachary Hay watched the archived NEO-RLS webinar *Empathy in Enforcement: 10 Rules for Handling Difficult Situations*.

General Research Collections Manager Sarah Dobransky viewed the webinar *Intergenerational Leadership - Leveraging the Strengths of Five Generations in the Workplace* from Case Western Reserve University's Weatherhead School of Management.

Government Documents Library Assistant Alea Lytle viewed the Federal Depository Library Program webinars *U.S. Merchant Marine Academy: Contemporary and Historical Information Resources*, *Education Statistics 101*, and *We the People's Collection – The National Collection of U.S. Government Public Information*.

Youth Services Manager, Annisha Jeffries conducted the monthly Youth Services meeting on Wednesday, September 15th via teams. In addition, Ms. Jeffries hosted the first Norman A. Sugarman committee meeting on Thursday, September 16th.

**OTHER**

Government Documents Senior Clerk Erick Walker won his primary election in his bid for Cleveland City Council for Ward 4.

Main Library is happy to host seven students from St. Martin de Porres for this academic year in the following departments: Business, Economics, and Labor, Science, Social Science, International, Shelf, Youth Services and Center for Local and Global History.

Lending staff continued to distribute free RTA Bus Passes, donated by the Ohio Department of Health, to patrons to assist in attending vaccination appointments.

**TEHCENTRAL**

**Outreach**

Inside Programs-via zoom

Name of Program	Date of Program	Total # of Attendees	# of Adults	# of YA	# of Juveniles
Microsoft Word I	9/2	4			
Microsoft Excel I	9/7	4			
Resume Workshop	9/8	3			
Microsoft Word II	9/9	6			
Microsoft Excel II	9/14	1			
Microsoft Word III	9/16	6			

Microsoft Excel III	9/21	1			
Microsoft Word IV	9/23	4			
Microsoft Excel IV	9/28	1			
Microsoft Mail Merge	9/30	3			
1-on-1s	September	31			

### **Professional Development and Meetings**

Monthly staff meeting held September 15 in Eastman Reading Garden.

TechCentral participated in IngenuityFest on the Lake on September 25<sup>th</sup>. Participants engraved dog tags and made buttons.

Library Assistant-Computer Emphasis, Allison Collins

<b>Date</b>	<b>Topic</b>	<b>Location</b>
09/01/21	Reopening Task Force meeting	Teams
09/15/21	TechCentral staff meeting	Reading Garden
09/15/21	Reopening Task Force meeting	Teams
09/15/21	SEIU-CPL Chapter leadership monthly meeting	Zoom
09/22/21	"Can Everybody See My Screen?"; accessibility online	Zoom
09/29/21	Reopening Task Force meeting	Teams
09/30/21	Director meeting with staff	LSW auditorium

Library Assistant-Computer Emphasis, Denise Williams-Riseng

<b>Date</b>	<b>Topic</b>	<b>Location</b>
8/30	CPL Town Hall Towards Reopening	Stream
9/15	TC Staff Mtg	TC
9/28	Director/Staff Mtg	LSW

Library Assistant-Computer Emphasis, Alison Guerin

<b>Date</b>	<b>Topic</b>	<b>Location</b>
9/15	TechCentral Staff Meeting	Reading Garden
9/20	FIT Committee Meeting	Zoom
9/22	Harvest for Hunger Committee Meeting	Zoom

9/28	Director's Meeting	Auditorium
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TechCentral Manager, Suzi Perez

9/14	Digital Ambassadors	
9/14	CPL Board Finance Meeting	
5/19	Re-Opening Committee; Main Managers Strategic Planning Mtg	
9/16	CPL Regular Board Meeting	
9/17	Meeting with CLEVNET regarding printer issues	
9/20	Meeting with CLEVNET regarding print solution	
9/25-30	Digital Navigators Training	

### **Computer Usage**

There were 2179 computer sessions at Main for September.

### **PST Monthly Report: Aug 26th - Sept 22nd**

#### **Service Calls and Tickets Summary**

Service Calls and Tickets Received: **241**

- CPL Help Desk Tickets: 226
- CPL TechCentral Tickets: 15

Service Calls and Tickets Resolved: 199

Tickets currently in Progress: 76

#### **Service Ticket and Project Detail**

Workstation: 33

Printer: 111

Computer Software: 6

iPad Management: 1

Hotspot Resets: 1

Form 001's: 4

Notes:

Increased ticket volume is due to a couple factors:

1. All tickets put in by CPL staff now come to the TechCentral PC techs.
2. Printing issues caused by a Microsoft security patch.

### **CDPL**

#### **Summary**

ClevDPL scanned, described, and uploaded, repaired books and flat paper, did ILL, and served patrons.



### **Programs & Exhibits**

We participated in Main Library meetings regarding exhibits, proposed to OPS and had accepted programming for winter, and ordered supplies for mini-book making.

### **Public Service Statistics**

Library facilities were open to the public this month. Also open were walk-up, and drive through services. ClevDPL had 42 in-person visitors from September 1<sup>st</sup> to September 29<sup>th</sup>. We had 6 two-hour scanning appointments. From September 1<sup>st</sup> to September 29<sup>th</sup>, Google Analytics (GA) reports 5703 sessions for 4,348 users and 90,889 page-views. Search engines delivered 50.4% of our accesses (Google). Searching in ContentDM accounted for 28.3% of our accesses. Referrals were 7.8% of our accesses (including 28% from Wikipedia and 12% from CPL, and 4% from DPLA). 13.5% of our sessions came through social media (90% Facebook, 9% Twitter, and a bit from Pinterest, Blogger, and YouTube). 53% of our users accessed our site using desktop computers, and 47% accessed ContentDM through mobile devices (6% tablets and 41% mobile).

### **Outreach**

Community partners work in September included the Cleveland Architecture Foundation (scanning), Cleveland Orchestra (scrapbook project), Soldiers and Sailors Memorial (posters), Cleveland Playhouse (letter of support for a grant) and many others. Working with Toledo/Lucas PL, Cincinnati-Hamilton PL, and Columbus PL, and the State Library, ClevDPL obtained a \$75,000 grant of ARPA/LSTA funds for a new book scanner and a new high speed microfilm scanner. ClevDPL, along with librarians from collections and the library's archivist visited Cinecraft to discuss promotions of the Hagley Museum's Cleveland Industrial Films project.

### **Collection Development**

As of September 29th, 2247 images were scanned, 2463 were post-processed and QA'd, and 970 images were uploaded, many of which were included in multiple-image .pdfs. The web archives continue to document 44 unique Cleveland and NE Ohio organizations. Scanning highlights include continuing scanning sheet music, manuscripts for transcription, and continuing the Cleveland Orchestra scrapbook project. ClevDPL continues scanning volumes listing electors of Cleveland for the Social Science Department. The project involves working with oversized volumes that are delicate and need to be dis-bound for scanning and reassembled afterwards.

We ran a comparison with Internet Archive this month showing that 32% of CPL's collections are available through IA's Open Library. ClevDPL proposed to our collections team that we put together a joint digital, collections, and cataloging team to explore how CPL might make those records available to our patrons. Exploring collection overlap and getting a membership estimate from Hathi Trust was also proposed.

### **ILL**

Statistics from OCLC are one month behind and cover August. We had 86 requests from CPL users for materials from other libraries. Response time by other libraries, likely due to the pandemic, averaged a 13 day and 17 hour turn-around on our patron's requests. Partner libraries made 822 requests through OCLC to borrow from CPL and 43 ILL requests using ALA forms. CPL staff managed a response time of 4 days and 10 hours. We again had numerous ILL requests from incarcerated persons and general researchers using ALA forms. There were 9 copy requests.

### **Staff Development**

Digitization staff attended the yearly meeting of the ArchiveIt cohort and learned about the tool.

### **Preservation**

As of September 29th, preservation received 25 items and returned 27 items. The team produced 6 labels and put materials in 4 four-flaps. The team prepared 32 complex and 58 simple digicovers, and 16 complex and 3 simple book repairs. The team completed 33 complex and 13 simple flat paper repairs on difficult oversized maps and plans, including washing, and mending. The preservation team continued working on an inventory of artwork in the library system, focusing on branches in phase 1b of the Facilities Master Plan. Lorain and Eastman's murals will be taken down and rolled by ICA and moved by library staff. Walz and MLK are in progress. The rest of 1b is still being planned.

### **Planning Activities**

We continue to plan for art moves. We are planning for the winter 2021 Mini-Book Making program, Chess Club, and Introduction to Digital Resources programs. We continue researching metadata from WorldCat Collection manager for both controlled digital lending collections and open-access collections to get more and better access to online books for our patrons.

## OLBPD

### **Activities**

For September 2021, OLBPD circulated 23,033 books and magazines directly to patrons. OLBPD registered 117 new readers to the service. Using Mailchimp, OLBPD successfully delivered 2,376 electronic newsletter notifications. Approximately 711 BARD patrons among 1,364 active users downloaded 15,419 items.

OLBPD and CPL Financial Services submitted the State Fiscal Year (SFY) 2021 Fourth Quarter final closeout report to the State Library of Ohio (SLO), which includes expenses paid on or before August 31, 2021 that were encumbered as of June 30, 2020.

On September 1st, the Director of OLBPD met with the CPL Marketing and Strategy team to discuss branding and creating an updated logo as part of the name revision of OLBPD to the Ohio Library for the Blind and Print Disabled in 2022.

On September 9th, OLBPD staff received training from Keystone (KLAS) as part of plans to migrate from single-copy specific circulation to multiple titles on single cartridges duplicated-on-demand (DoD). Training was held for patron support staff to demonstrate how procedures and routines will change between these two methods of circulation. OLBPD also received 25,000 cartridges, 25,000 mailing containers, 13,500 mailing cards, and 2 DoD computer workstations from the National Library Service (NLS) to initiate DoD service. Plans are to begin a soft launch in mid-to-late fall with new patrons and high demand readers.

NLS continues its work on implementing the Marrakesh Treaty. The treaty provides for the exchange of accessible-format works across international borders by organizations (Authorized Entities, or AEs) that serve people who are blind, visually impaired, or print disabled. To date, there are 1,118 Marrakesh-obtained works (DBGs, BRGs, and BRTs) in eight languages on BARD. NLS now has more than 101,000 titles (including DBCs) on the Accessible Books Consortium's Global Book Service, by far the most of any Marrakesh AE.

The OLBPD adult book club met in September to discuss "The book woman of Troublesome Creek" by Kim Michele Richardson.

## **PAL**

### **Programs/Exhibits**

Popular continues to share titles for display outside of Public Administration Library.

### **Collections**

The title *Cleveland Union Terminals Company* 0000184896405 has been added to the Cleveland Digital Gallery with assistance from Cleveland Digital Library.

PAL received the 2020 *Annual Report for the Division of Water Pollution Control* and the 2020 *Department of Economic and Development Report to Council*.

### **Transferred**

PAL has transferred 9 titles to Main library.

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

Assisted patrons by email with questions concerning trees, signs, vacant properties, rental dwelling standards, dog nuisances and marijuana.

Assisted a patron with old ordinances concerning parks.

Provided resources for a patron researching any publications dealing the Cleveland Police Department during various Mayorships.

Received from a patron assisted in June with information concerning "history of Cleveland City Council's authority to suspend its rules" and "origin of the mandated three readings of legislation." The link:

<https://www.theclevelandobserver.com/the-pace-of-passage-how-quickly-city-council-makes-laws-and-what-that-means-for-clevelanders/>

"Thank you so much for sending all the materials you did, which helped to ground me in some historical context."

On September 22nd, assisted Case exchange students with City Council information and tour of Cleveland City Chambers.

PAL helped a patron with the Ohio Rules of Civil Procedure so the patron could understand the court process for case dismissals.

PAL assisted a patron with City Hospital and tuberculosis information.

### **Staff**

David Furies continues to assist the Collection Management Department with purchasing eBooks for the library system as a whole.

Lunchtime Knitting Circle dates for December 2021 - February 2022 were approved by John Skrtic and submitted into LibCal. The approved dates were selected by Sarah Flinn. The meetings can begin November 2021.

### **BRANCHES**

#### **Regional West**

**D1 Eastman** - The branch held "Talk like a Pirate Day" and Tie-Dye Tuesday programs for youth. Manager Jamie Lauver worked with Lori Bachand from Vocation Services Unlimited (VSU) to accommodate their request to have a client work at the branch as part of their job training services. We hosted Keith Hochevar and his Job Coach, Cheryl Whitlow from VSU for two weeks.

**D1 Lorain** - Branch manager Crystal Tancak assisted 63 patrons at the Edgewater Book Box to check out books, receive seed packets, and take home crafts. Library Assistant Computer Emphasis Marlie Hooper attended the *Kicked Out! How to Safely Ask Someone to Leave without Calling the Police* webinar and also completed a six-week Resume Writing Workshop through Gale Courses. The 2021 Seed Library at the Lorain Branch concluded with over one hundred patrons checking out over 500 seed packets during the last six months.

**D1 Rockport** - A schematic design for the new Rockport Branch was presented to staff by Eric Herman for feedback and design improvement suggestions. We were excited to kick off a couple of unique programs: "Outdoor Family Yoga" with Studio 11 and "ProjectArt" a 30-week art program for youth taught by a local artist, completion leads to a certificate. Rockport welcomed a new Saint Martin De Porres Corporate Work Study student Zaria for this school year.

**D1 BBTTTC @ Rockport** - The BBTTTC at Rockport welcomed our new Assistant Coordinator: Jazmine Smith! We had 120 in-person member visits in September. Two peer-to-peer mentors began their training this month and will continue into the Clubhouse 2

Career program. The grant to fund our C2C program was formally accepted by the board and the search has begun for a new C2C Coordinator. Notable programs this month included the start of a new D&D campaign, Youth Leadership Council meetings, and a new e-sports team meeting. Jill Pappenhagen participated in the NEORLS *Emerging Technology Symposium* as well as a workshop offered by The Clubhouse Network on Trauma-informed, culturally responsive mentoring. C2C weekly meetings have begun, and we have started working directly with two new partners: Cyber-Seniors and EveryoneOn, who will help facilitate the program.

**D1 Walz** - In the Walz Youth Department, Ms. McCaun and Ms. Power created beautiful, handmade "The Very Hungry Caterpillar" Storytime kits for early learners and their families to enjoy at home. Ms. McCaun read back-to-school books with the Pre-K students at Marion Seltzer and Joseph Gallagher. Ms. McCaun's after-school programs included two colorful Hispanic Heritage crafts, a mini golf course, and whimsical Hobbit door Take n' Make craft. Branch manager Ms. Gielty held the September Senior Book and Movie Club with Seniors in the Detroit Shoreway Neighborhood via Zoom and finally, she attended the First Annual Northeast Ohio *Aging & disABILITY Virtual Summit*.

**D1 West Park** (closed for FMP) - Manager Michael Dalby met with Kamm's Corners Neighborhood Development Corporation's non-profit community group. Mr. Dalby sat in on interviews for the new Public Services Associate position. He also attended the inaugural session of *The People's University Leadership Education Program*, and staffed the Newburgh Hts. Fall Festival and the Edgewater Book Box.

**D2 Brooklyn** - The branch reconnected with afterschool kids with the formation of a chess, anime, and manga group. A group of youth began regularly participating in chess activities with weekly instructional time led by branch manager Ronald Roberts and librarian Laura McShane. The ongoing manga interest of the afterschool regulars led to designating a day for anime and manga related programming. Plans were begun for a virtual group in collaboration with MLK branch. Community connections were highlighted by class visits from eighth graders from Denison. Branch manager Ron Roberts joined Art House Inc. in their kickoff event for their NEA Big Read grant award project, featuring the book *The House on Mango Street*.

**D2 Carnegie West** - Children's Librarian Helen Zaluckyj began Public Library Association's *Advancing Family Engagement in Libraries* professional development series as a member of its

Fall 2021 cohort. Manager Angela Guinther assisted Hatchling CLE with an outreach event held in Frank Novak Park for new and expectant mothers. Clothing and other infant care items, resources for families and Library information were provided. Ms. Guinther met with Vanessa Jackson, the Senior Wellness Coordinator for May Dugan Center, to discuss programming for the center's "Seniors on the Move" group.

**D2 Fulton** - Children's Librarian Karen Kelly-Grasso and Library Assistant Computer Emphasis Bernadette Lemak assisted and hosted the Fulton Branch's Comic Book Day program. Branch Clerk Rachel Irizarry and Branch Manager Leslie Barrett updated the lobby display to GET IN THE GAME READ. Library Assistant Computer Emphasis Bernadette Lemak attended the 8th Annual *Emerging Technology Symposium*, while Branch Manager Leslie Barrett attended the *Supporting Patrons to Obtain In-Demand Credentials that Boost Employability and Career Mobility* webinar. Branch Manager Leslie Barrett assisted with interviews for the Fulton Learning Center Coordinator hiring.

**D2 Jefferson** (closed for FMP) - Outreach efforts in the neighborhood included an informational table at the Tremont Farmers Market, hosted by Library Assistant Youth Emphasis Alex Story. Mr. Story also led the Anime Club at the Merrick House. Ms. Kelly Grasso represented the Library at Tremont Montessori's Open House. Steve Capuozzo, Branch Mmanager, started working one day a week in Collection Services, assisting in creating the opening day collection at the reimagined branch.

**D2 South** - September 15th marked the beginning of the Celebration of Hispanic Heritage month. This year the kickoff program for the Library took place at the South Branch. Performers included El Grupo Azteca Guadalupano, and the band Suavecito Project. Food was provided by Half Moon Bakery in Cleveland.

**D2 South Brooklyn** - Library Assistant Youth Emphasis Raymond Cruz held an impromptu craft to create "Papel Picados" for Hispanic Heritage Month. Assistant Manager Tammy Houghton attended the webinar *Meet Your Favorite Radical Indie Publishers*. Ms. Houghton hosted the South Brooklyn Book Club to discuss *The Henna Artists* by Alka Joshi. Regional Director Luigi Russo participated in the Old Brooklyn CDC MYCOM and CPL's Leadership Education Program.

## Regional East

**D3 Garden Valley** - Youth staff facilitated on-site outreach visits to daycares, All around Children Daycare and Friendly Inn Settlement. Children's Librarian Andrea Csia hosted a four-week STEM Series: *Hexbugs, Rockets to the Rescue, and Make an Extendable Grabber*, which was facilitated by Rob Isner of 4-H Agriscience In the City, and sponsored by the Ohio State University Extension. Library Assistant Leonard Burks facilitated the *Moving Around the World* program in honor of Latinx Heritage Month.

**D3 Hough** - Ms. Spivey and Mr. Young offered weekly Storytimes at the Lexington-Bell daycare. Ms. Spivey read *Big Frog Can't Fit In* by Mo Willems, *I Don't Want to Be a Frog* by Dev Petty and *Where's My Frog* by Mercer Mayer is. For an activity she used the flannel board play of *Five Little Speckled Frogs*, and sang the songs "Hello, Hello, Hop, Hop, Hop", and "See You Later Alligator". Mr. Young hosted a Zoom Storytime, in which his focus was the shape oval. He read *The Happy Egg* by Ruth Krauss, *The Good Egg* by Jory John, and *Don't Let The Pigeon Stay Up Late!* by Mo Willems, played Simon Says, and sang the songs "The Elmo Slide" and "The Freeze Dance". Branch Manager Lexy Kmiecik taught Bookends Operations 101 class.

**D3 Martin Luther King** - Branch Manager Tonya Briggs and Youth staff worked with students from Hawken Mastery School in University Circle on a 3-week project to create a strategy to increase teen engagement at MLK. Twenty Hawken Mastery School students and two teachers visited and toured MLK. During the visit, Ms. Briggs provided background on Public Librarianship, MLK's current programs, vision for providing services to teens, and surveyed students about the types of social justice learning activities they were interested in. The students researched and prepared an 8-minute presentation about how to increase MLK's teen engagement. Ms. Briggs and Youth staff attended the presentation.

**D3 Sterling** - Children's Librarian Sonja McCord presented "Mary Had a Little Glam", the first in a series of nursery rhyme programs using music and video apps to create remixes of old favorites. Monica Rudzinski, Branch Manager, attended the Central MyCom meeting. Ms. Rudzinski worked with Central youth to submit questions to the Cleveland mayoral candidates for the September forum.



**D3 Woodland** - Branch Manager Maria Estrella attended the following meetings: MyCom Partner Meetings and the Central Collaborative Meeting/Community Based Services. She also attended the NEO-RLS 8th Annual *Emerging Technology Symposium*, Augusta Baker Lecture Series: *Critical Conversations in LIS*, ASERL Webinars: *A Special Afternoon with Dr. Carla Hayden*, and *Sprouting Talent: Growing Library Leadership at Every Level*.

**D4 East 131** - The Branch kicked off the month celebrating Library Card Sign-up Month. Children's Librarian Kelli Minter offered TinkerLab's Tinkersketch - Mini Sketchbook as a Take n' Make craft. Two in-person programs were offered: ProjectArt and Express Yourself Youth Art workshops. Library Assistant Rosa Simone facilitated the virtual Johnny Appleseed program, and demonstrated how to make an apple treat. Branch Manager Marina Márquez participated in community engagement efforts with the Jewish Federation of Cleveland, and completed several site visits to MyCom's Old Brooklyn Community Development Corporation, The Friendly Inn, and North East Ohio Alliance for Hope Resource Closets. In partnership with MyCom, along with the Volunteens, Ms. Márquez researched and planned a Resource Closet for teens and their families, which is expected to open at the branch in October. In partnership with the Western Reserve Land Conservancy, Ms. Márquez hosted an information table and pick up location for free tree adoption. As a member of ALA's Sustainable Round Table, Ms. Márquez completed *Sustainable Thinking: What the World Needs Now* webinar, and attended *Advancing Family Engagement in Public Libraries PLA Professional Development* series. In collaboration with the Mt. Pleasant Branch, East 131<sup>st</sup> Street Branch hosted the Children's Reading Foundation Meeting in the Reading Garden to discuss the vision of ensuring that every child learns to read early.

**D4 Fleet** - Branch Manager Magnolia Peters, in preparation for the Newburgh Heights Village official "Book Locker" launch, scheduled daily visits to Newburgh Heights Village City Hall to practice using the locker. Ms. Peters also provided floor and desk staff with on-site Book Locker training. In addition, Ms. Peters met with Slavic Village University Settlement, Work Force Development Manager, Sandra Buckner for planning and preparation for an onsite Virtual Job Fair. Lastly, this month was the kick-off for a pilot program partnership with Slavic Village Oak Street Health Medical Center where Ms. Peters will facilitate monthly adult book discussions.

**D4 Harvard Lee** - Library Assistant Kevin Moore assisted at the Rice Branch Carnival to help with library card sign ups. The

Harvard Lee Branch signed a partner agreement with Robert Jamison School. Youth staff performed Zoom Storytime with Robert Jamison School, and read: *It's Okay to Make Mistakes* by Todd Parr, and *Goodbye Summer, Hello Autumn* by Kenard Pak. Youth staff provided Storytime at Bright Eyes Day Care and read: *The Color Monster: A Story About Emotions* by Anna Llenas, *I Feel Lonely* by DK Children, and *This Makes Me Silly* by Hilli Kushnir. Branch Manager Kristen Schmidt promoted the collection of neckties for Jowan Smith's 1,000 Ties and Get Our Babies to College mentorship program.

**D4 Mount Pleasant** - Branch Youth staff partnered with a local photographer to host Camera Fun, a four part program to teach youth the joys of photography. Youth staff read *Hi, Pizza Man!* by Virginia Walter and *The Wide-Mouth Frog* by Keith Falkner, and offered literacy-focused programming and activities in-person to daycares during Storytime outreach. Children's Librarian Mark Tidrick began Public Library Association's *Advancing Family Engagement in Libraries* professional development series as a member of its Fall 2021 cohort. Staff welcomed a St. Martin De Porres sophomore student.

**D4 Rice** - The branch held its first Library Card Sign-Up Carnival for youth patrons. Staff hosted over 105 guests who enjoyed outdoor activities, such as sack races and sidewalk chalk drawing. Three participants won a library swag bag. Youth Librarian Ms. Johnson held the gardening growth series with youth patrons to learn about watering, pruning and sustainability. A Creation Station was made available for the youth to create artwork using an array of materials. Great Lakes Science Center hosted Boat float and Bubblemania S.T.E.M programs for families with children ages zero to five. The branch welcomed St. Martin De Porres student worker Ivion Yates for work study. Legal Aid Society spent a Saturday offering legal advice to patrons. Primary voting was held for the upcoming mayoral candidate. Assistant Manager Shanell Jones attended a webinar through Cleveland Leadership Center entitled *HR Prospective on Returning to Work*. Rice Manager Amiya Hutson accepted an appointment by the American Library Association to serve on their Council Orientation Committee.

**D4 Union** - The Great Lakes Science Center conducted a Boat Float program, and there were six families in attendance. Chyna, who was the presenter, read *Who Sank the Boat* by Pamela Allen, and participants were given a gift bag consisting of a copy of book that was read, an activity, a gift card and snacks. Saint Martin

De Porres Corporate work study student, Curtasia Ward joined the branch.

**D5 Addison** - Staff participated in a LinkedIn Learning webinar entitled *Communicating with Diplomacy and Tact and Learning to Be Approachable*. Children's Librarian Heidi Malinoski participated in the following webinars: *Chapter Books & Early Readers* and *PLA's Data Literacy for Youth*. Youth staff presented a preschool Storytime at Superior Academy with yoga and stretch poses. Branch Manager Tamara Means attended Virtual Veteran's Cafe, hosted by Hospice of the Western Reserve, and Mt. Pleasant Region MyCom Partner Meetings. The Branch welcomed Library Assistant Computer Emphasis Shavonne Bolton to the team.

**D5 Collinwood** - Children's Librarian Adam Tully collaborated with the Memorial Nottingham Branch to present a Hispanic Heritage Month program, which included interviews from Fox 8 and Channel 19 News. Mr. Tully attended the Waterloo Arts Festival to promote the Collinwood Branch to the community. Mrs. Peak attended the East 185th Street, East 156th Street and East 140th Street block meetings, and attended the CMSD Bond Accountability Commission meetings. Youth staff attended the Open House at the Boys' Academy.

**D5 Glenville** - The Branch celebrated students' return to school with a special Back-to-School program featuring a take-your-own photo booth with a back-to-school backdrop scene. Tri-C's GED classes resumed. St. Martin de Porres High School sophomore, Janiyah Bruce started her work study program for the school year.

**D5 Langston Hughes**- Children's Librarian Christopher Busta-Peck and Library Assistant Ron English offered the following programs: Summer Tales where participants described the craziest things that happened during the summer, Printmaking where participants created their own original works of art, and learn about textiles with Textile Magic where participants were encouraged to create their own weavings. Patron Justin Hopson was the 2021 Grand Prize winner of the SLL's Nintendo Switch gaming system. Mr. Bradford attended the webinar *Providing Library Senior Services in a COVID World*.

**D5 Memorial Nottingham** - The Branch hosted various adult and family programs such as: Pound Fit with Pound Pro Erin Williams, Patron Appreciation Ice Cream Social, and a Community Pop-Up Roller Skating Event hosted by the Rollin Buckeye Foundation. Both Memorial-Nottingham and Collinwood Branches collaborated to

host Baila Conmigo! for Hispanic Heritage Month programming. This 5-week program offered new Latin dances for participants to learn and was featured on Fox 8 News and Channel 19 News. Children's Librarian Joanna Rivera conducted Storytime visits to Robyin's Nest Daycare and Kidtopia Daycare that consisted of concepts books covering shapes, numbers, letters and colors. Ms. Rivera held a weekly Show and Tell Book Club to discuss current books youth have read and/or topics learned in school. Ms. Rivera and Library Assistant Marvin Benton participated in PLA's Census Data Literacy Project. Branch Manager Pasha Moncrief-Robinson attended The Waterloo Arts Festival with Collinwood Branch's Children's Librarian Adam Tully to promote programs and services offered at both locations. Mrs. Robinson attended CSU's Women's Leadership Workshop, and PLA's *Community Employment* Webinars.

## **OUTREACH & PROGRAMMING SERVICES**

### **SUMMARY**

During September, the Library continued its reentry into in-person programming; after-school tutoring resumed at 11 neighborhood branches, community events were held in the Eastman Reading Garden, and the department hosted a hybrid author event (in-person and virtual) in honor of Cleveland Book Week. Legal Aid @ The Library and Hispanic American Heritage Month programs, programs that were idled in 2019, began in-person programming for the first time since January of 2020.

### **YOUTH**

The Cleveland State University Viking Corps Program (America Reads) began offering in-person services for the first time since 2020. Students in grades K - 12 receive homework help in the subjects of math, science, history, and language arts, Monday through Thursday, 3:00-6:00 pm After-school tutoring is currently at the following branches: Addison, East 131, Fleet, Fulton, Garden Valley, Glenville, Harvard Lee, Hough, Langston Hughes, Memorial Nottingham, Mt. Pleasant, Rice, Rockport, and South Brooklyn.

In partnership with College Now Greater Cleveland, the Library resumed hosting ImpACT 216, an SAT and ACT preparation program for high school students attending schools in northeast Ohio. The second session of 2021 began on September 7 and will conclude on November 12 and is being held at two locations: Main

Library and the Martin Luther King Jr. Branch. ImpACT 216's average class size is 15 students per location.

In partnership with Cleveland Book Week and the Cleveland Foundation, the Library hosted an in-person event with young adult author Ayana Gray on Wednesday, September 29, at the Cleveland Metroparks Zoo. This event coincided with the official release of Gray's critically acclaimed first novel, *Beasts of Prey*. Described as "the next big thing in [Young Adult] fantasy by Kirkus Review, *Beasts of Prey* is a pan-African fantasy story of two teenagers who form an alliance to hunt down and mythical creature that is threatening their home.

Approximately 100 patrons (in-person and virtual) attended the program, including a significant number of teachers and students. Students and educators from Wade Park School, Patrick Henry, Pinnacle Academy, Apex Academy, Our Lady of the Lake, St. Adalbert Catholic School, Kirk Middle School, Marion C. Seltzer, and East Preparatory attended the event with each student receiving a free signed copy of Gray's novel.

#### **EDUCATION**

The fall session of Young Scholars Academy (YSA), a kindergarten readiness program designed for children ages 3-6, commenced on September 28. Approximately 33 scholars participated in both the beginner level virtual courses on Mondays and Wednesdays, and 30 scholars attended the transitional level sessions on Tuesdays. The Rice Branch hosted an additional in-person transitional level course on Saturday mornings. The lessons and activities are based on the Ohio Department of Education Learning Standards; participating parents are given researched-based tips that support learning opportunities at home.

Violin for Boys + One, the Library's music education program that provides one-on-one violin instruction to school-aged students, was offered twice a week at 3 locations: Langston-Hughes, Rice, and the Faith Foundation/Family for Life. A total of 9 scholars are actively enrolled in this program.

#### **ENGAGEMENT**

In partnership with Consulate of the Republic of Slovenia, the Library hosted *Ohio Authors Explore American Identity* in the Eastman Reading Garden on September 14. Cleveland Arts Prize winner Ray McNiece, Pulitzer Prize nominee Bruce Weigl, and Gail Bellamy, past Cleveland Heights Poet Laureate, gave their

insights on being “hyphenated” Americans and how heritage and memory influenced their personal and professional lives. The event was moderated by writer, historian and filmmaker Joe Valencic.

On Friday September 17<sup>th</sup> the Library held its annual Hispanic Heritage Month Celebration at the South Branch. The event included live music and dance performances by Suavecito Project, a Latin fusion sequence band from Ohio which encompasses various styles and genres of Latin music, and Grupo Azteca Guadalupeana, a dance troupe specializing in traditional Aztec dance. This event was the kick-off to a series of programs that will conclude on October 15.

The Library hosted its first in-person Legal Aid Clinic of the year on September 25 at the Rice Branch. Twenty-five patrons registered for this event, with 13 attending and receiving consultations from Jones-Day, Cleveland Clinic, and Legal Aid attorneys. Law students from The University of Akron, Case Western Reserve University, and Cleveland Marshall also participated in this clinic.

#### **DIVERSITY & INCLUSION**

Beginning September 15, the Hispanic & Latinx Employee Resource Group (ERG) hosted, sponsored, and volunteered with a series of activities throughout the month to recognize and celebrate Hispanic Heritage Month.

CPL's Latinos Juntos ERG led the Hispanic Heritage Month kickoff held on September 17 in partnership with South Branch. During this event, the community enjoyed the sights, sounds, and traditions of Cleveland's Hispanic heritage, including live music and dance performances by Suavecito Project and Grupo Azteca Guadalupeana, along with a sampling of Latinx treats.

On Friday, September 24, the Art Therapy Studio presented the Latinx Make Art arts program where youth and adults explored Latin America's culture through hands-on art activities.

While September is National Prostate Cancer Awareness Month, prostate cancer is the second most common cancer in American men. In partnership with University Hospitals, the Cleveland Public Library's Black ERG hosted a lunch and learn, designed to educate staff about the risk factors and symptoms and advocate for further research on prostate health issues, more specifically African American men.

This lunch and learn, held on September 21 was the first of a scheduled three-part staff education series, hosted by the Black ERG, that aligns with the cultural awareness topics associated with the September, October, and November - Prostate Cancer, Depression & Mental Health, and Diabetes.

Every month, 3E/OPS publishes a 3 Three Things to Know DEI article that consists of 3 DEI terms that we define and explain the importance of these words. Not only do we post these internally, but we have also partnered with Ohio Means Jobs to share the same DEI monthly publication with their 100+ partners.

The Cleveland Public Library understands and recognizes the impact voting can have on our communities. At The People's University, we work hard to engage, educate, shift mindsets, and empower our community on topics that matter, such as voting. This September, we were committed to educating the community on why it matters to vote. We supported, sponsored, and hosted a series of activities to educate our communities on the importance of voting.

We partnered with community organizations and leaders to bring awareness and education regarding the importance of voting.

On September 22 the Cleveland Public Library hosted a social media conversation on why voting matters. We enlisted partners deeply connected in the community to help lead the discussion. The talk covered the following topics, Why Voting Matters to our panelists and Clevelanders, our Communities of Color, and Voter Suppression - Why should Clevelanders be aware of this? What should they know? What are their rights?

The conversation was moderated by community social action influencer Meredith Turner from the Cuyahoga County Board of Elections. The panelist included: Leon A. Harris III, Ph.D., Assistant Director of Health and Human Services Cuyahoga County, Kayla Griffin, ESQ., MPA, State Director at All Voting Is Local Greater Cleveland and Richard "Dick" Peery, retired Journalist, Cleveland Plain Dealer & The Call and Post.

On September 28, in association with National Voter Registration Day and support from Director Thomas, the Cleveland Public Library hosted a systemwide Why It Matters Voter Registration Drive at 25 of our locations. Our stretch goal was to have at minimum 25-30 new voter registrants at each of our branches. We enlisted the help of community volunteers to assist with this

drive. These volunteers staffed the tables and assisted patrons and community members with completing the voter registration cards.

On September 17, CPL launched its inaugural Leadership Education Program. The kickoff included a program orientation, in which we combined facilitated virtual training with online pre-work and follow-up tools to create a personalized learning experience to help participants understand and appreciate the different priorities, preferences, and values everyone brings to the workplace and how they can learn to adapt to the styles of others. Everything DiSC Workplace delivers a comprehensive, easily customizable workplace development solution to engage every employee regardless of title, position, department, or function—in building more productive and effective relationships at work.

## **EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION**

### **EXTERNAL RELATIONS & ADVOCACY UPDATES:**

- *Goal: Increase Elected Officials and Key External Stakeholders' Awareness and Understanding of CPL's Community Impact*
  - ***Elected Official Engagement***
    - Facilities Master Plan (FMP) Branch Updates
      - Met with local legislators to provide continued FMP updates for the branches in their jurisdiction.
        - City Council
          - Councilwoman Jasmin Santana
          - Councilman Brian Mooney
        - County Council
          - Councilman Martin Sweeney
  - ***External Stakeholder Engagement***
    - FMP Branch Updates
      - Met with community development corporations (CDC's) to provide continued FMP updates for the branches in their jurisdiction.



- ***Additional External Relations & Advocacy Efforts***
  - CPL welcomed Ngoc Nguyen, Cleveland Foundation Public Service Fellow, who started at the Library in September and will be working on various initiatives focusing on the Library's new strategic plan.

**CPL DEVELOPMENT UPDATES:**

- ***Goal:*** *Align fundraising to support CPL's new strategic plan and facilities master plan (FMP)*
  - Fundraising
    - **Strategic Plan Priority: Build 21<sup>st</sup> Century Resources**
      - Awarded grant from the State Library of Ohio American Rescue Plan to support new equipment purchases for the Cleveland Digital Public Library.
      - Submitted application to The Clubhouse Network for a Refresh and Retool grant for the Best Buy Teen Tech Center.
      - In concert with JumpStart, a request for artist proposals was developed for a piece that will be showcased at the Fulton Branch. This effort is part of a larger effort that will take place at the Fulton Branch in early 2022.

**CPL FOUNDATION UPDATES:**

- ***Goal:*** *Reach Financial Targets*
  - Met mid-year appeal fundraising goals.
- ***Additional CPL Foundation Efforts***
  - Continued to advance the Foundation's 2021 major initiatives.
  - CPLF Board
    - Held quarterly board meeting
      - New member(s) include:
        - Ronald V. Johnson, Chief Ethics Officer, KeyBank

- o Mark Ross, Former Cleveland Managing Partner, PWC
- Held CPL Foundation Executive Committee monthly meeting.

#### **ADDITIONAL DEPARTMENT EFFORTS**

- Staff attended conferences/virtual conferences/webinars including:
  - o Build a #GivingTuesday campaign that inspires and converts

#### **COLLECTION & TECHNICAL SERVICES**

A vaccination clinic for the second shot of the COVID-19 vaccine was held at the Lake Shore facility on September 3.

Director of Collection and Technical Services Sandy Jelar Elwell attended the Executive and quarterly meetings of the Women's Employee Resource Group (ERG), a follow-up meeting of the Doing Business with CPL Committee, and the Orientation for the Leadership Education Program. Ms. Jelar Elwell continued to participate in meetings of the Capital Improvement Plan Core Team and Transition Planning/Move Management Team.

An issue with the chiller system caused the Lake Shore building to close early for two days resulting in Collection and Technical Services staff working at other locations until the repair could be completed.

**Acquisitions:** The Acquisitions Department ordered 5,711 titles and 6,255 items (including periodical subscriptions and serial standing orders); received 8,713 items, 1,143 periodicals, and 110 serials; added 250 periodical items, 63 serial items, 68 paperbacks, and 470 comics; and processed 1,424 invoices and 49 gift items.

Acquisitions Coordinator Alicia Naab worked with Technical Services Librarian Tonya Jenkins to troubleshoot an issue with Electronic Data Interchange (EDI) orders not properly importing into Sirsi. Once it was discovered that the problem was with the data on the vendor Ingram's end, the vendor was able to correct the issue in two days. Technical Services Librarian Lisa Kowalczyk discovered that there was an issue with multiple bibliographic records being created for the same items from the

vendor Midwest Tape. Ms. Kowalczyk worked with Ms. Naab and Catalog Manger Andrea Johnson to resolve this issue by adding an additional match point for incoming vendor selection records when importing orders into Sirsi.

Ms. Naab continued to work on OverDrive eBook and audiobook collection development in the absence of a Collection Manager. Ms. Jenkins attended the Teacher Created Materials webinar "Easy-to-Implement SEL Strategies for Your Classroom" and the "Identity-Celebrating Stories" webinar sponsored by Booklist.

**Catalog:** The department cataloged 2,982 titles for Cleveland Public Library and 2,247 titles for CLEVNET member libraries. Librarians completed 161 transfers and edited 51 records for CLEVNET. Librarians also added 2,744 items for Cleveland Public Library. Clerical staff added 2,364 items.

Technical Services Librarian Michael Gabe completed a truck of Albanian books, nearly all of which required original cataloging. Technical Services Librarian Celia Halkovich created an original bibliographic record for a traditional Tenek cookbook, *Ruta Gastronómica de la Comida Tradicional Huasteca Tének*. This is only the second book in the library collection containing Tének (or Huastec), a language spoken in east-central Mexico. Catalog Manager Andrea Johnson identified some records with coding errors that prevented them from automatically matching records already in the local catalog when Stow-Munroe Falls Library items migrated to CLEVNET. Mr. Gabe merged the resulting duplicate titles.

Technical Services Librarian Barbara Satow cataloged seven maps as part of the Embedded Cataloger Project. Most were topical maps related to Cleveland and Cuyahoga County, pulled for the project by Lisa Sanchez of the Center for Local and Global History. This batch of maps included two showing library locations in the early 1900s and the ethnicity of Cleveland neighborhoods at that time. Another map depicted the African American population in 1948, based on statistics that were also included with the map.

Technical Services Librarian Erin Valentine created original records for five manuscripts from the East India Company manuscript collection. Ms. Valentine, using brief work forms completed by a CPL employee familiar with Arabic and Persian, created original records for a 19th century manuscript of Persian poetry, an undated manuscript of Persian and Arabic poetry, and an 18th century Persian translation of the Qur'an.

Ms. Valentine attended a webinar "Cool things we've cataloged," sponsored by the Association of College and Research Libraries Rare Books and Manuscripts Section, on September 9.

Catalog Librarian Perry Huang, Ms. Satow, and Ms. Valentine assisted with cataloging branch material while Technical Services Associate Dwayne Jones was on leave. Ms. Johnson assisted Acquisitions staff with changing a load report's properties to reduce duplicate vendor records for video recordings. Technical Services Senior Clerk Shirley Jones corrected 161 book items incorrectly coded as other formats.

**Collection Management:** Collection Management Librarian Laura Mommers continued to handle the purchasing of additional copies for titles with holds and patron requests in the absence of a Collection Manager. Ms. Mommers attended the "Disney Publishing Worldwide Preview" webinar sponsored by Booklist.

**High Demand:** The High Demand Department ordered 639 titles and 4,423 items; received and added 6,793 items; processed 500 invoices; and added 749 records for the CLEVNET libraries.

High Demand Librarian Dale Dickerson continued to handle additional tasks due to the temporary redistribution of work assignments for the Collection Management Department.

**Materials Processing:** The Materials Processing Technicians processed 23,650 items for the month.

**Shelf/Shipping:** The staff of the Lake Shore Shelf/Shipping Department sent 21 items to the Main Library for requests and 74 items to fill holds. Main Library received 160 telescopes, the Branches received 254 telescopes, CLEVNET received 67 telescopes, CSU and Tri-C received 2 telescopes each, and CWRU received 3 telescopes. A total of 488 telescopes were shipped out. The Technicians sent out 225 items of foreign material and in total 10,941 new items were sent to the Acquisitions and High Demand Departments.

## **MARKETING & COMMUNICATIONS**

In September, Cleveland Public Library's promotional efforts focused on [author visits](#), Diversity, Equity, and Inclusion with [Hispanic Heritage](#) celebrations and discussions about Critical Race Theory. The Library continued to provide [Covid-19 test kits](#) and resources. We worked with our community partners to hold a

system-wide voter registration drive and a digital discussion about why voting matters.

Our marketing efforts included media releases, social media and digital (cpl.org, Off the Shelf, community calendars), and printed materials.

### **Library Programs & Services**

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

**COVID-19 TEST KITS:** Cleveland Public Library continues to offer COVID-19 rapid result test kits free of charge via the Main Library drive through window. With the rise virus variants, staff gave away record numbers of kits and attracted the attention of local news media who interviewed Lending Manager, Stephen Wohl.

#### **MEDIA COVERAGE:**

- <https://www.news5cleveland.com/news/continuing-coverage/coronavirus/demand-for-covid-19-testing-skyrockets-across-northeast-ohio>
- <https://fox8.com/news/coronavirus/at-home-covid-testing-kits-become-popular-item-from-unexpected-place/>
- <https://www.ideastream.org/news/how-to-get-a-free-covid-19-rapid-test-in-northeast-ohio>
- <https://www.news5cleveland.com/news/continuing-coverage/coronavirus/what-to-do-if-you-got-an-expired-covid-19-test-from-your-local-library>

**HISPANIC HERITAGE MONTH:** Cleveland Public Library hosted several events across branches to celebrate Hispanic and Latinx culture and heritage. Some programs of note were: ¡Baila Conmigo! dance class, CPL Play guest Edgardo Miranda-Rodriguez, Hispanic Roots genealogy, Hispanic Heritage celebration at South Branch, etc.

#### **MEDIA COVERAGE:**

- <https://www.cleveland.com/entertainment/2021/09/cleveland-public-library-to-host-hispanic-heritage-month-events.html>
- <https://www.wkyc.com/article/news/local/hispanic-heritage-month/hispanic-heritage-month-cleveland-public-library-events/95-3716a59c-7e95-4467-b22f-9f51c1a1cb83>
- <https://www.newsbreak.com/news/2367260573703/cleveland-public-library-presents-family-friendly-events-that-celebrate-hispanic-heritage-month>

- <https://www.newsbreak.com/news/2370837757256/cleveland-public-library-to-host-hispanic-heritage-month-events>

**VOTER REGISTRATION:** Library staff and volunteers manned registration tables throughout the Library system on National Voter Registration Day (September 28) to help get Cleveland residents registered before the October 4 deadline.

**MEDIA COVERAGE:**

- <https://www.news5cleveland.com/news/election-2021/are-you-registered-to-vote-tuesday-is-national-voter-registration-day>
- <https://wtam.iheart.com/content/2021-09-28-today-is-national-voter-registration-day/>
- <https://www.newsbreak.com/news/2386158560289/national-voter-registration-day-events-happening-today>
- <https://www.cleveland19.com/2021/09/28/voter-registration-day-cleveland-where-get-set-cast-your-vote/>

**FACILITIES MASTER PLAN:** News of our branch reimagining plans continue to spread throughout neighborhoods. Patrons, citizens, and local news media continue to be excited for neighborhood improvement and new spaces.

**MEDIA COVERAGE:**

- <https://energynews.us/2021/09/23/in-cleveland-a-potential-model-for-equitable-community-owned-solar/>
- <https://www.news5cleveland.com/news/local-news/whats-going-on-with/part-of-circle-square-street-design-gets-final-green-light-as-the-artisan-goes-up>
- <https://madmangreatlake.wordpress.com/2021/09/20/a-lofty-idea-whats-going-on-at-university-circle/>

**NEXT 400 ROUNDTABLE:** In partnership with WOIO 19 News and its "[The Next 400](#)" initiative, Cleveland Public Library hosted a Facebook Live discussion on the topic of [Critical Race Theory](#).

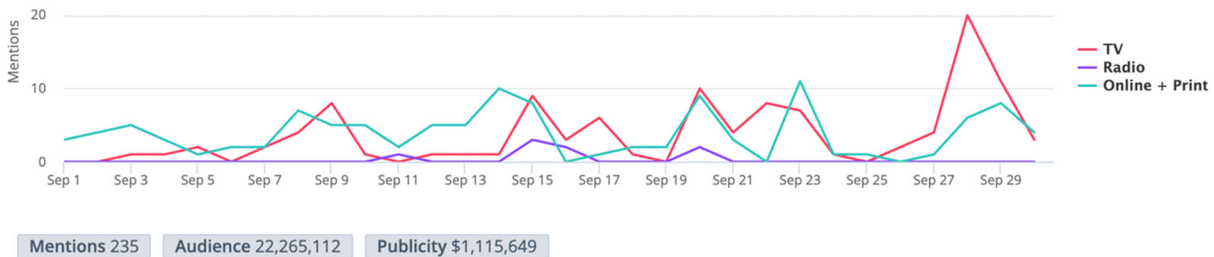
**CLEVELAND BOOK WEEK:** Presented in conjunction with Cleveland Book Week, Cleveland Public Library hosted an author discussion with Ayana Gray (Young Adult author of *Beasts of Prey*) at the Cleveland Metroparks Zoo Rainforest. CMSD students were bused to the event, which was livestreamed as well.

## MEDIA COVERAGE:

- <http://laprensatoledo.com/Stories/2021/091721/cbw.htm>

## PUBLIC RELATIONS OVERVIEW

Cleveland Public Library garnered 235 mentions for the month of September reaching more than 22 million people in national and local TV news, radio, and online and print.



## SOCIAL MEDIA SUMMARY

### AUDIENCE GROWTH:

During September, the Library's total audience growth increased on its social platforms. Engagement rate is up 27.7% compared to August. This growth means that the Library's messaging is resonating more with our audiences and is encouraging engagement and conversation. Our #tbt posts of historical photographs continue to perform well. Another notable stand out was a pop culture music reference.

**Broadcasts:** Marketing continues to explore streaming opportunities, conversations, and content that promote learning and timely topics. Popular examples include:

- **The Next 400 Digital Round Table:** The Library hosted a discussion with WOIO 19 on the topic of [Critical Race Theory](#).
- Book Drops (recommended reading by CPL)
- Why I Vote (voter advocacy discussion for #5Days4Democracy)




**CONTENT PRODUCTION:** Highlights include: [CPL highlight video](#), ad spots commercials for local tv news stations.

### Additional Content production


- Video production for Rock X CPL virtual programming (<https://www.youtube.com/watch?v=CqEGvNs2iLw>)
- 3D Tour for Celebrate Those Who Give Black Exhibition (<https://cpl.org/tsop/>)

- Provided additional streaming support for author visit with Ayana Gray at Cleveland Metroparks RainForest.
- Kindergarten Readiness videos
- Latinx Make Art virtual program

**Most Popular Posts by Platform:**

Platform	Post Content	Total Engagements	Likes	@Replies	Retweets
Twitter	<p><b>Cleveland_PL</b> Thu 9/2/2021 3:16 pm UTC</p> <p>#TBT This photo, circa 1917, shows buildings on the southwest corner of Euclid Ave. at the intersection</p> 	253	51	0	10
Twitter	<p><b>Cleveland_PL</b> Thu 9/16/2021 3:00 pm UTC</p> <p>#TBT Toot toot! This 1930 photo of the flats shows the tug boat Nebraska pulling an ore carrier; t</p> 	133	23	1	9
Twitter	<p><b>Cleveland_PL</b> Thu 9/30/2021 3:00 pm UTC</p> <p>#TBT Let's go! The 1936-1937 Great Lakes Exposition brought millions of visitors to Cleveland fo</p> 	105	20	0	7



 **Cleveland Public Lib...**  
Thu 9/16/2021 8:00 am PDT

#TBT Toot toot! This 1930 photo of the flats shows the tug boat Nebraska pulling an ore carrier; t




<b>Total Engagements</b>	<b>192</b>
Reactions	112
Comments	4
Shares	15

 **Cleveland Public Lib...**  
Thu 9/23/2021 8:00 am PDT


#TBT One wheel, zero problems. This 1954 photo of the Fairfax neighborhood shows a packed



<b>Total Engagements</b>	<b>180</b>
Reactions	90
Comments	6
Shares	8

 **Cleveland Public Lib...**  
Wed 9/1/2021 9:09 am PDT

Looks like there are a lot of new albums releasing. We want to show off our skills, too! Keep an eye ou




<b>Total Engagements</b>	<b>135</b>
Reactions	51
Comments	3
Shares	5

 **clevelandpubliclibra...**  
Thu 9/16/2021 8:00 am PDT


#TBT Toot toot! This 1930 photo of the flats shows the tug boat Nebraska pulling an ore carrier; t



<b>Total Engagements</b>	<b>463</b>
Likes	435
Comments	6

 **clevelandpubliclibra...**  
Wed 9/1/2021 8:52 am PDT

Looks like there are a lot of new albums releasing. We want to show off our skills, too! Keep an eye ou



<b>Total Engagements</b>	<b>282</b>
Likes	255
Comments	20

 **clevelandpubliclibra...**  
Thu 9/30/2021 8:00 am PDT

#TBT Let's go! The 1936-1937 Great Lakes Exposition brought millions of visitors to Cleveland fo



<b>Total Engagements</b>	<b>180</b>
Likes	166
Comments	3

## PROPERTY MANAGEMENT

### Carpenters/Painters

- Main- removed old door to men's restroom and installed new door.
- LSW- removed shelving from 8<sup>th</sup> floor vault.
- Harvard-Lee- removed old exit exterior door and installed new door.
- Addison- installed new lock cylinder to door across from circulation desk.
- E.131- stained three picnic tables and wooden gate to the reading garden.
- Memorial-Nottingham- scraped and painted ceiling by computers.
- Lakeshore- painted entire cafeteria.
- Rockport- tuck-pointed flower beds and repaired any damaged bricks, power washed flower beds.

### MAINTENANCE MECHANICS

- Continued ionizer installation project for Main building air handlers.
- Boiler/heating equipment preventative maintenance.
- Continued LSW return fan motor/VFD replacement project.
- Continued installation of outdoor air quality sensors for the US Ignite air monitoring collaboration with CWRU, Digital C and CSU.
- LSW/Main lighting work orders - ballast replacement and re-lamping.
- 24/7 response to building emergencies and critical work orders.
- Continuing work on scheduled preventative maintenance requisitions generated by Hippo CMMS.
- Continuing work on the balance of the security camera project (IPS/Harrington Electric).
- Continuing work/meetings with FMP Core Group and the Capital projects team on FMP design, building standards and move management.

FMP SCHEDULE UPDATE

- Re-open dates are tentative pending progress of construction.
- 

Group	Branch/Project	Closure	Re-Open	Note
1A	Woodland	4/1/2021	9/1/2022	In construction (site, foundations)
1A	Central Distribution	N/A	9/1/2022	In construction (renovation)
1A	Jefferson	4/1/2021	6/1/2022	In construction (framing)
1A	Hough	N/A	7/1/2022	In construction (site, foundations)
1A	West Park	4/1/2021	7/1/2022	In construction (roof, framing)
1A	Walz	4/1/2022	9/1/2023	In design (DD); dates tentative
MLK	MLK	N/A	9/1/2023	Bidding complete
1B	Lorain	10/9/2021	12/1/2022	Bidding complete
1B	Eastman	12/4/2021	2/1/2023	In design (CD)
1B	Brooklyn	3/5/2022	12/1/2022	In design (DD)
1B	Rockport	N/A	9/1/2023	In design (DD)

## **SAFETY & PROTECTIVE SERVICES**

### Safety Services

- SPS is in the process of purchasing new ID badge reels for CPL staff with the new logo. Marketing will approve the proof prior to ordering.
- A 452 was completed and forwarded to the Chief of Public Services to bring SPS to its full complement of officers.
- SPS Standard Operating Procedures for Phazzers were created and the Use of Force Continuum was updated.

### **PROTECTIVE SERVICES**

#### Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
<b>Sept 2021</b>	2199	24	27	34	197	28
<b>Aug 2021</b>	2339	38	69	15	188	28
<b>July 2021</b>	1999	38	30	18	86	30
<b>June 2021</b>	2088	24	63	27	125	26
<b>May 2021</b>	2374	36	25	22	155	32
<b>April 2021</b>	2145	61	37	26	95	36
<b>March 2021</b>	2326	54	12	5	119	28
<b>Feb 2021</b>	1575	34	1	15	51	16
<b>Jan 2021</b>	1819	39	8	2	24	34
<b>Dec 2020</b>	1846	9	12	4	21	8
<b>Nov 2020</b>	2487	52	16	17	73	29
<b>Oct 2020</b>	2303	69	22	43	94	34
<b>Sept 2020</b>	2550	42	29	30	82	87

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

- Video requests filled for North Olmstead Police Department regarding a stolen vehicle that was at Lorain branch, CPD sex crimes unit requested video from Walz as follow up to a call, East 131 manager for plants pulled up on the exterior, LSW manager for patron threatening lending staff, and Eastman manager for damage to a yard sign and the newspaper box.
- Overtime filled for Finance department detail, Hispanic Heritage Month Celebration, Memorial Nottingham Skate event, and Election coverage.

- Reassigned Lorain branch staff had their passcodes entered at their new branches and their ID badges access levels were updated when applicable.

#### Protective and Fire Systems

- Fire extinguisher audits were completed at all locations in September.
- Troubleshooting multiple alarms at Harvard Lee led to a discovery of existing issues with the alarm panel there. Property Management is obtaining quotes for a replacement panel.
- Walz branch alarm communication issues were corrected by AT&T technicians.
- Sterling branch alarm keypad issues were forwarded to Property Management and they replaced the batteries.
- Alarm issues at Carnegie West were corrected by AT&T technicians.

#### Contract Security

- Requests for Proposal updates were forwarded to the Chief of Public Services.
- The Walz Royce guard was removed for poor work performance.

#### Administration

- SPS participated in all Transition Planning/Move meetings.
- SPS participated in the new employee orientation.
- Rent Wear and Royce invoices were reviewed and approved.
- PhaZZer training completed for all SPS staff.
- Branch patrols Ford Fusions were returned and branch patrol officers are now driving the Jeep Renegades.
- Redacted reports were forwarded to Sherry Parker.

### **INFORMATION TECHNOLOGY & CLEVNET**

On Sept 23, 2021, at 10:30 am the CLEVNET Executive panel met via MS Teams for their bi-monthly meeting.

John Skrtic, Chief of Collections and Special Projects and CPL's liaison to CLEVNET, provided an update on the creation of an independent CPL IT department. The first step in the process is to hire a CITO, Chief Innovation and Technology Officer at CPL. After the first round of interviews with members of CPL's executive team, Hilary Prisbylla, Director CLEVNET and Larry Finnegan, Director of IT for CLEVNET, will meet with prospective

candidates to conduct a technical interview and provide feedback regarding their expertise.

Ms. Prisbylla noted that on September 13, 2021, Stow-Munroe Falls Public Library went live on CLEVNET. Stow is the 47th library to join the CLEVNET cooperative. CLEVNET-IT staff worked diligently with staff at SMFPL to make this transition as seamless as possible.

A Library Systems and Applications Specialist position on the ILS team has been open since Megan Trifiletti was promoted to the position of Library Systems and Applications Analyst earlier in the year. Ms. Prisbylla and her team are interviewing applicants and hope to fill the position soon.

CLEVNET has contracted with Howard Fleeter to provide an update to the 2009 CLEVNET Return on Investment study. Mr. Fleeter was part of the original team, Driscoll and Fleeter, that evaluated the economic savings associated with CLEVNET membership. The 2009 report concentrated on savings related to resource sharing and circulation but with the growth of CLEVNET over the past decade, the updated study will incorporate additional cost savings available with new shared services and economies of scale. The final report will be ready in spring 2022 to mark CLEVNET's 40th Anniversary.

The group discussed upcoming regional elections in the western and southern region for current panel member terms ending in December 2021. A call for applicants will be sent out soon with elections taking place electronically in late October.

Ms. Prisbylla and Mr. Finnegan provided updates on a few ongoing projects.

- Ms. Prisbylla noted that we are working on guidelines for outlining services that fall outside of the CLEVNET system agreement. These guidelines were recommended by GFOA (Government Finance Officers Association) as part of the CLEVNET pricing model study.
- Patron Point, CLEVNET's community engagement software, will be moving from a shared system to individual software instances specific to each member library. These separate software instances will allow for greater flexibility, customization, and data segmentation.
- Mr. Finnegan discussed progress on the VOIP project with Easton. The team is moving forward and hopes to have a few libraries ported over soon.

- A member library had an older file server fail recently. CLEVNET-IT staff were able to recover it, but it illustrates the importance of moving to OneDrive and Share Point for better redundancy and stability.
- The solutions and pc tech teams also worked on printing issues with older versions of windows that was affecting several libraries.

Finally, under the CLEVNET operating procedures the Executive Panel must review and approve the budget for the upcoming year. The Panel reviewed and discussed major budget areas including salaries and benefits, computer maintenance, software, e-media and databases.

Mr. Finnegan noted that he plans to refresh all equipment at the SOCC, State of Ohio Computer Center, and replace the current WIFI solution including access points in 2022. Funding for these two projects will be taken from the unencumbered balance of the CLEVNET Special Revenue fund. In 2020, the Executive Panel agreed to set aside portions of the unencumbered balance for large scale projects of this type to reduce overall costs.

The full Directors group will review the final CLEVNET costs at their quarterly meeting scheduled for October 29<sup>th</sup>, 2021, at 10:00 am using MS Teams.