

DIRECTOR'S REPORT

March 15, 2018

CELEBRATING A GLOBAL PERSPECTIVE

Saturday, February 17th, the Cleveland Public Library welcomed Angie Thomas, Young Adult author of *The Hate U Give*. Over 500 multigenerational patrons attended this event. Local groups/schools in attendance included Campus International, College Now, Case Western Reserve University, Cleveland School of the Arts, PNC Fairfax Community Center, West Side Community House and East Cleveland City Schools. The Cleveland Public Library worked with A Cultural Exchange to purchase books for Campus International and Cleveland School of the Arts students, who met Ms. Angie Thomas during a meet and greet prior to the main presentation.

Cleveland Public Library's 3rd Man Up, Cleveland empowerment event for males ages 11-17 took place on Friday, February 23rd. This year, the guest speaker was Lamar Giles, author of *Overtuned*. 240 students from Citizens Leadership Academy, Campus International, Martin Luther King Jr., Wade Park, John Marshall, Lincoln West, A.J. Rickoff, Glenville, James Ford and Iowa Maple were in attendance. Various local organizations and Cleveland Public Library staff facilitated breakout sessions for students. Each participant received a copy of *Overtuned*.

An Evening of Excellence celebrated the achievements and contributions of outstanding African Americans in the Cleveland community. A musical performance was provided by The Real Thing Jazz Band, dance performance provided by Cleveland Inner City Ballet, and the Keynote Speaker was Mrs. Romona Robinson, 19 Action News Anchor and author of *A Dirt Road to Somewhere*. Copies of *A Dirt Road to Somewhere* were sold and signed after the keynote presentation.

On February 16, Adult Outreach & Programming Coordinator Shayna Muckerheide worked to host an author visit by Donald Freeman for his newly published book, *Reflections of a Resolute Radical*. Mr. Freeman's book chronicles his life as a founding member of the Revolutionary Action Movement (forerunner of the Black Panther Party), organizer of Cleveland's Afro-American Institute, former director of the League Park Community Center, and grassroots activist in 1960s Cleveland. Approximately 50 people attended this event.

The International Languages Department hosted the 2018 Lunar New Year Event in the LSW Auditorium on February 3rd. Over 175 patrons attended program and were entertained by over 68 intergenerational performers. The program concluded with the Kwan Family Lion Dance Team. Patrons enjoyed refreshments and cultural demonstrations including calligraphy, origami, and traditional Chinese water color paintings.

International Languages Librarian Caroline Han hosted six Chinese language learning lessons for the month, held in the International Languages department.

FORMING COMMUNITIES OF LEARNING

Youth

College Now SAT preparation classes met Monday - Friday throughout the month of February, with an average attendance was 7 students per class. College Now classes are held on the 2nd floor of the Louis Stokes Wing at Main Library.

Club Create, an interactive creative writing after-school program that reconvened in January for the second session continued through the month of February at Martin Luther King Jr, Harvard Lee, Memorial Nottingham, Jefferson, and Langston Hughes branch locations. All branches have successfully retained 70% of participants, ranging from 10-15 students per session, over a 6-8 week period.

Art Therapy at West Park, Sterling, South Brooklyn and Hough branch locations continued throughout the month of February. Participating branches report that each site has reached its maximum capacity of 20 students per session. Art Therapy began on January 23rd and will continue through the month of May for the first session.

Punch-n-Paints a visual arts-based program developed by OPS staff and facilitated by September Shy, a contractor, occurred at 3 branch locations. This hour and a half introductory program exposed school-aged students to various painting and color-mixing techniques. During the month of February, 15 students at Hough, Union and Walz branch locations painted self-affirmation artwork inspired by African American History Month.

Main Library Tours and School Visits

Main Library staff hosted tours for many schools and groups including the Denbrook DeMolay Youth Group, the Salvation Army, Intermuseum Conservation members, St. Marks, Metro Catholic, Denison Middle School, Horizon Science Academy, and others.

Youth Services conducted tours of the Superman exhibit and hosted several puppets shows, with about 500 students visiting the library. Lending Assistant Supervisor Tracy Isaac spoke to an estimated 245 children, who were on hand for a Lunar New Year celebration with Youth Services, about the importance of obtaining a library card.

TechCentral

Events and Community Engagement

TechCentral and Outreach and Programming staff collaborated to present the forth monthly Maker Monday evening event at the Rice Branch on February 5. Activities included the mobile 3D printer, button making, Sphero Robotics, Lego building, and sewing.

TechCentral Coordinator, Melissa Canan, partnered with Children's Librarian, Cori Mesenger, Jefferson Branch, to represent the Library at the International Women & Girls in Science Day event at the Cleveland Museum of National History on February 10. Around 139 people visited the booth and saw information about the Library's technology and science offerings, including a TechCentral 3D printer.

TechCentral hosted a demonstration of the Mobile MakerSpace equipment in the North Reading Room for the Lunar New Year school tour groups on February 15.

TechCentral hosted a tour of several people from the Cleveland Foundation on February 16.

TechCentral staff participated in the Man Up!, Cleveland event on February 23. A tour and demonstration of the TechCentral MakerSpace was given to attendees at the session.

Mr. Lynce presented as part of a maker space panel discussion on February 23 for the Alliance for Working Together (AWT) annual meeting at Lakeland Community College. AWT works with manufacturers from Lake, Geauga, and Cuyahoga Counties.

Mozilla LACE Training

A total of 28 Library Assistants, Computer Emphasis completed training on Mozilla Web Literacy in February. This concluded a three-month training program led by TechCentral Manager, CJ Lynce and assisted by TechCentral Coordinator, Melissa Canan. To date, 79 total staff have received Mozilla Web Literacy training.

Research that's Possible Only at Main Library

- Staff assisted a local amateur genealogist with locating and obtaining images for roughly 30 local subjects, ranging from local schools, theaters, and stores.
- Staff assisted a researcher with finding and obtaining images of her father's deli on Lakeview Avenue.
- Staff assisted a researcher with locating images of local bank robber and Alcatraz prisoner Louis Emery Teller.
- Staff provided scans of the Daily True Democrat to a researcher in Washington D.C. who is researching Northeast Ohio abolitionists.
- Staff assisted a patron from Cincinnati to acquire three articles about artist Robert H. Colescott. Quotes and other information from these articles will be included in a catalogue for a traveling exhibit on the artist.
- Staff assisted a patron from Hanover, Ontario to find the burial place of a relative. Unable to determine the exact location, staff found that most of the patron's family is buried in Lakeview Cemetery.
- Staff helped a patron find a City Directory listing for a man who died in 1942 during a battleship explosion.
- Staff assisted a patron to find a 1993 Plain Dealer article about herself.
- Staff assisted a patron find images of the Levi Scofield house in Hunting Valley. The patron intends to use the images for preservation. The property is being sold and stands as an important Cleveland historical landmark.
- A patron requested information about architect Fenimore C. Bate who was an architect for the Cleveland Water Works Department and many mansions throughout Cleveland in the late 1800s.
- A patron requested scans from the 1789 book Johann Lorenz Boeckmanns Versuch einer Erklärung des vom Hr. (about a chess automaton).

- Staff assisted a patron with information about Cudell & Richardson, architects of the Bradley Buidling on West 6th.
- A researcher from Europe requested copies of a chess match of 1895/96 of the Wiener Schachgesellschaft.
- Staff assisted a patron in finding historical silver prices going back to 2008 to present via American Metal Market online Price Tracker.
- Staff helped a genealogist seeking information about Al Jackson, a Cleveland boxer from the 1920s.
- Science and Technology supplied Interlibrary Loan with a number of books, in particular was Dining During the Depression by Karen Thibodeau (CPL owns the only copy in Ohio).
- A patron called Government Documents looking for information on an old World War II Army patch that she had. Staff from several departments worked together to find information, including value, relating to the patch.
- An investigator from St. Louis came to the Government Documents department looking for information on ships that were on the Great Lakes in the last 75 years for a client. Staff was able to find the shipping records he was looking for.
- A patron requested the oldest grammar books available at the library. Microfilm was available for material dating back to the mid-1600s. Fourteen books from the 1800s were pulled from storage for the patron, all of which were the only Clevnet copies.

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

CLEVNET

CPL has over 12,000 followers on Twitter and the Facebook page currently has over 8,000 fans.

GRANTS & DEVELOPMENT

Submitted request to The Cleveland Foundation for their Digital Inclusions Initiative, to implement a mobile HotSpot lending and Digital Literacy training program at CPL.

Submitted preliminary proposal to the Institute for Museum and Library Services for a Laura Bush 21st Century Librarians National Leadership Grants for Libraries to continue working with Mozilla and the Web Literacy Leaders to bring digital literacy education programs to teens at CPL.

Submitted proposal to Shaker Lakes Garden Club to create a pollinator and native plants garden at Carnegie West Branch.

Submitted final report to Mozilla for the web literacy for libraries project.

Best Buy Teen Tech Center - Submitted drawings and a timeline for creation of the Teen Tech Center at Rockport Branch.

CPL 150 - Began planning strategy for CPL150 centered around raising the profile of the CPL Foundation.

Letters of Support

- Dance CLE for their Read to Learn, Dance to Move PreK program
- The National Teachers College for general support of their new initiatives
- Legal Aid Society of Greater Cleveland for their Legal Aid at the Library series
- Center for Arts-Inspired Learning for their ArtWorks program
- The Music Settlement for general support of their programs
- Karamu House for a Save America's Treasures grant to process their historical records
- Community Planners for the 2nd Annual Collinwood Community Potluck
- To Neighborhood Connections for an individual's Guess Who's Coming to Dinner project

PUBLIC SERVICES

Outreach and Programs

In the month of February the Library hosted approximately 168 programs ranging from the annual Lunar New year celebration to an author visits in celebration of Africa-America History Month. Also during the month the Library offered 62 pre-school story times to children. Education services such as GED and ESOL classes, after-school tutoring, and ACT preparation classes were held at 14 branch locations and Main Library. In the month of February the Library encumbered \$60,152.64 in support of library programming; 53% (\$32,432.00) of February total encumbrances was devoted to out-of-school time programming funded by the Cleveland Foundation.

Youth

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Club Create, an interactive creative writing after-school program that reconvened in January for the second session continued through the month of February at Martin Luther King Jr, Harvard Lee, Memorial Nottingham, Jefferson, and Langston Hughes branch locations. All branches have successfully retained 70% of participants, ranging from 10-15 students per session, over a 6-8 week period.

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Adult

The One Community Reads program, a partnership between the Cleveland Public Library, The City Club, Playhouse Square, and Cuyahoga county libraries, continued in February. County residents were encouraged to read *Evicted: Poverty and Profit in the American City* by author Matthew Desmond and join in discussions and related programs. The book chronicles Desmond's experiences living in the poor neighborhoods of Milwaukee, where families spend most of their income on housing, landlords try to make a profit, and evictions are common. His book shows how housing insecurity accelerates health, social, financial, and education problems and how this vicious cycle deepens America's inequality. The goal of One Community Reads was to bring about awareness of housing insecurity and opportunities around the Cleveland area.

CSU Urban Affairs faculty Drs. H. Dennis Keating and Beth Nagy led a book/community discussion on February 2 that garnered 16

people. CSU Urban Affairs Dean Dr. Roland Anglin led another book/community discussion on February 20, drawing nearly 40 people to Carnegie West Branch!

Four additional librarian-led book discussions for partner organizations (Lutheran Metropolitan Ministry, Detroit-Shoreway Community Development Organization-Cogswell Hall, OhioMeansJobs, and Sisters of Charity Foundation) will be hosted after the author's visit on March 15.

On February 16, Adult Outreach & Programming Coordinator Shayna Muckerheide worked to host an author visit by Donald Freeman for his newly published book, *Reflections of a Resolute Radical*. Mr. Freeman's book chronicles his life as a founding member of the Revolutionary Action Movement (forerunner of the Black Panther Party), organizer of Cleveland's Afro-American Institute, former director of the League Park Community Center, and grassroots activist in 1960s Cleveland. Approximately 50 people attended this event.

On February 22nd at the Detroit-Shoreway Community Development Corporation annual meeting the Cleveland Public Library Lorain Branch was awarded a *Community Spirit Award* for the many services and safety forums offered over the past year. Shayna Muckerheide, Adult Programming and Outreach Coordinator OPS and temporary Lorain Branch Manager Crystal Tancak accepted the award on behalf of the Library. The plaque and four proclamations will be displayed in Main's display cases.

Staff

On February 23rd as a panelist at the *Library Journal Think Tank* in Miami, Florida, Aaron Mason, Assistant Director, Outreach & Programming Services gave a presentation on library services to teenage patrons. The emphasis of the presentation was on how topics such as, drug abuse, family discord, and violence are addressed in a library setting.

Erica Marks attended the American Library Association Midwinter Conference in on February 8. Ms. Marks is a member of the Coretta Scott King Book Award Jury and holds a position as the Coretta Scott King Book Awards Executive Board Corresponding Secretary. In addition to attending various meetings throughout the conference, Ms. Marks participated in the 2018 Youth Media Awards on Monday, February 12th.

On Wednesday, February 28th, Erica Marks, Shayna Muckerheide, and Deborah Hajzak, participated in the Change Management training,

facilitated by Judy Anderson of *ERCtraining* at the Lakeshore Facility. Detailed information on how to manage and prepare others for change was provided.

Heidi Strickland, Event Services Coordinator, Outreach & Programming Services, attended the library's leadership certification program's Role of the Supervisor and Manager Onboarding on February 8th and 20th.

Meeting Rooms

During the month of February there were 178 reservations for the Louis Stokes Wing, Learning Commons and Main with an estimated total attendance of 3,555.

The Lake Shore Facility was reserved 45 times and there were 505 reservations placed for branches meeting rooms.

African American History Month

Library Assistant Lisa Sanchez's program, The Legacy of James Baldwin, hosted on February 24th screened the film *I am Not Your Negro* and was followed by a discussion of the film. Twenty-five people attended the event.

Fine Arts Library Assistant Mark Fox Morgan prepared an art session about African American artist Faith Ringgold for the Youth Services Art Lab on February 21st.

GED Aspire

Business, Economics, and Labor Librarian Susan Mullee assisted GED Aspire students in decimals and math word problems on February 5th and 26th.

Lunar New Year

The International Languages Department hosted the 2018 Lunar New Year Event in the LSW Auditorium on February 3rd. Over 175 patrons attended program and were entertained by over 68 intergenerational performers. The program concluded with the Kwan Family Lion Dance Team. Patrons enjoyed refreshments and cultural demonstrations including calligraphy, origami, and traditional Chinese water color paintings.

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Poetry of Love - Cleveland Public Poetry Reading

The Literature Department & Ohio Center for the Book hosted an open mic event, Poetry of Love, on February 14th. The event was organized by Literature Librarian Evone Jeffries. Guests came to share an original or classic poem that celebrated the romantic tradition of Valentine's Day.

Poetry Out Loud

Literature Manager Amy Dawson hosted the Poetry Out Loud regional competition on February 24th. Poetry Out Loud, the nation's largest youth poetry recitation competition, is presented by the National Endowment for the Arts and the Poetry Foundation in partnership with the Ohio Arts Council.

Genealogy and Family History Research Clinics

The Center for Local and Global History Department hosted Genealogy and Family History Research Clinics on February 10th and February 17th.

Patron Tax Form Service

Business, Economics and Labor Librarian Susan Mullee is again coordinating CPL's Patron Tax Form Service. Ms. Mullee worked with Marketing to develop information for the Staff Intranet and Cleveland Public Library's web site and ordered forms for all CPL patron locations.

Youth Services Programming

Library Assistants Christine Feczkanin & Crystal Huggins and Children's Librarians Eric Hanshaw & Julie Gabb conducted Growing Readers Preschool Storytime.

Music at Main

Jah Messengers performed reggae music as part of African American Heritage Month on February 3rd, with 53 attendees.

Knitting at PAL

Knitting meetings were held on February 7th & 21st at PAL. The meetings are regularly attended by the same group of patrons. Attendees are advancing their skills and working on individual projects. In addition, they are learning baby blanket designs to make donations for the holiday season.

Main Library Book Clubs

CLGH Manager Olivia Hoge held a Brown Bag Book Discussion on February 26th discussing *Jane Crow* by Rosalind Rosenberg and Library Assistant Danilo Milich hosted a program about the 2016 election based on the book *Alexander Hamilton* by Ron Chernow on February 17th. Literature Librarian Tim Phillips hosted the *Friday Literary Frolics* on February 16th and 23rd. The books discussed were Muriel Spark's novel *The Prime of Miss Jean Brodie* and Dame Agatha Christie's *Secret Adversary*.

Get Graphic! With Ohio Center for the Book

Senior Literature Department Librarian Jean Collins hosted, along with Guest Reader Valentino Zullo and Library Assistant Nicholas Durda, a discussion of the book *March Book One* and *Book Two*, by John Lewis and Andrew Aykin on February 1st. Library Assistant Nicholas Durda along with Ms. Collins presented the final two books in the *Black Lives in Comics* series: *Black Panther: A Nation Under Our Feet*, and *Black Panther and the Crew: We Are the Streets*. The book club was held on Thursday, February 15th, the opening day for the new *Black Panther* film.

Main Library Tours and School Visits

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Youth Services conducted tours of the Superman exhibit and hosted several puppets shows, with about 500 students visiting the library. Lending Assistant Supervisor Tracy Isaac spoke to an estimated 245 children, who were on hand for a Lunar New Year celebration with Youth Services, about the importance of obtaining a library card.

Main Library Blogs

Special Collections Librarian Stacie Brisker posted a blog celebrating *African American History* month about Cleveland author Chester B. Himes and his novel, *A Third Generation*. In the mid-1930s, Himes worked for Cleveland Public Library.
<https://cpl.org/the-third-generation-a-novel-by-chester-b-himes/>

Library Assistant Sanchez selected images for Photograph Collection's February TBT images. The images featured cabinet cards, stereographs, and images centered on African American History Month.

Main Library Outreach

International Languages staff Milos Markovic and Chatham Ewing met with community partner Ukrainian Museum Archives on February 8th to discuss exhibit ideas and digital scanning efforts.

Special Collections Librarian Ray Rozman presented at his alma mater Ohio Wesleyan on February 20th. As a medievalist, he addressed current students about job opportunities in librarianship as medievalists.

Fine Arts Librarian Bruce Biddle and Manager Pam Eyerdam attended the February 15th program of the Community Partnerships for Arts & Culture discussing arts outreach and government policy. Mr. Biddle also participated with a CPAC webinar hosted by the City Club on February 16th entitled *Art Weighs In* about how art can have social, political and civic impact.

Youth Services Manager Annisha Jeffries and Senior Librarian, Lan Gao visited KinderCare Daycare to conduct Storytime to preschoolers.

Popular Library Manager Sarah Flinn spoke about romance books to librarians at the Readers' Advisory Network meeting at the Twinsburg Public Library on February 16th. She discussed the history of the genre, popular subgenres, the appeal to readers, and tools for librarians to find great romances.

Main Library Displays

Fine Arts Library Assistant Mark Fox Morgan created a tabletop display for African American History Month that included books

about artist Kehinde Wiley who recently painted President Obama's national portrait. Mr. Fox Morgan also displayed books about drawing super heroes in conjunction with the CDPL program. Social Sciences Librarian Helena Travka created book displays for the *Evicted* book discussion and the Winter Olympics. Youth Services staff created displays for Winter, Valentine's Day, and the Lunar New Year. Special Collections Librarian Ray Rozman set up a tabletop exhibit of love related Special Collections titles for Valentine's Day. Senior Literature Librarian Jean Collins organized displays for the Cleveland Play House production *The Invisible Hand* and the Great Lakes Theater production of *Misery*, as well as the upcoming Get Graphic! book club subjects. PAL staff made a display and set up donation for American Heart Month and the American Heart Association.

Collection Development

Center for Local and Global History Librarian Brian Meggitt and Manager Olivia Hoge reviewed the storage conditions for the Poster Collection at the Lakeshore Facility. Afterward, Mr. Meggitt created an item-level inventory for the Collection. The inventory was created to support a digitization program devised by Ms. Hoge and Government Documents Supervisor Sarah Dobransky in collaboration with the Cleveland Digital Public Library. Map Collection Librarian Tom Edwards added metadata to thirty-two plates of the 1988 Historic Aerials of Cuyahoga County in ContentDM and Library Assistant Adam Jaenke processed several boxes of photographs, adding photos into the Subject Cleveland Collection, including restaurants, events, and most notably schools.

Special Collections staff sent several items to be digitized including a framed 1873 lithograph of *Monument Park* (now Public Square, printed by the Morgan Lithograph Co., Cleveland).

Special Collections also received four gifts of rare children books and a rare book from Bali about shadow puppets for the Orientalia collection. A patron donated a dozen books on Islam for the collection.

General Research Collections Manager Don Boozer conferred with CDPL Coordinator Rachel Senese on the feasibility of getting two items scanned: the 97 microfilm rolls of the Cleveland

Corporation File and the 13 volume *Scrapbooks of Newspaper Clippings, 1911-1920*, from the Woman Suffrage Party of Greater Cleveland. A retired professor and graduate student from Oberlin College visited Social Sciences to examine the scrapbooks in-depth and stated it was uncommon for a city to have its own suffrage party in the early 1900s.

Research that's Possible Only at Main Library

- Staff assisted a local amateur genealogist with locating and obtaining images for roughly 30 local subjects, ranging from local schools, theaters, and stores.
- Staff assisted a researcher with finding and obtaining images of her father's deli on Lakeview Avenue.
- Staff assisted a researcher with locating images of local bank robber and Alcatraz prisoner Louis Emery Teller.
- Staff provided scans of the *Daily True Democrat* to a researcher in Washington D.C. who is researching Northeast Ohio abolitionists.
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- A patron requested information about architect Fenimore C. Bate who was an architect for the Cleveland Water Works Department and many mansions throughout Cleveland in the late 1800s.

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- A patron requested the oldest grammar books available at the library. Microfilm was available for material dating back to the mid-1600s. Fourteen books from the 1800s were pulled from storage for the patron, all of which were the only Clevnet copies.
- The Patent and Trademark Resource Center (PTRC) in Science and Technology continues strong usage. 20 walk-in customers asked for assistance on PTRC matters in January and more than 12 came in during February. There were also eight phone customers for the first two months of the year.

Staff Development

Assistant Director of Public Services Robin Wood attended the ALA Midwinter Meeting in Denver Colorado February 9th - February 12th. Ms. Wood is a member of the ALA TOLD Committee.

Staff throughout the Main Library completed the on-line training course on Fire Extinguisher safety and also attended various training sessions at the Lakeshore facility, including the BookEnds Customer Service training, CPR/AED Certification, The Role of the Supervisor, and the Change Management workshop.

CLGH Librarian Terry Metter attended the OhioNet webinar *Maps: Interpreting Current & Historical Resources* on February 28th.

Fine Arts staff Ray Rozman and Pam Eyerdam attended the Intermuseum Conservation Association program on February 22nd on *Disaster Management*. Discussions included emergency disaster kits, active shooter and insurance policies.

Social Sciences Librarian Helena Travka attended the NEO-RLS Readers Advisory Network Meeting. The romance genre was presented, and Ms. Travka is working on ways to tie that into Social Sciences topics.

Senior Librarian Jean Collins and Librarian Evone Jeffries attended the YWCA *It's Time to Talk: Forums on Race* program on February 23rd.

Senior Librarian Jean Collins attended the Baker and Taylor webinar: *Comics Build Better Worlds: World Building, Reader Engagement, and Empathy* on February 27th.

Three members of the Greater Cleveland Film Commission did a photo shoot in the Special Collections Reading Room on February 20th.

Branches

District One

Eastman - Children's Librarian Cassandra Feliciano visited Horizon After School Program every Tuesday at 4:45 with 8th graders at Louis Agassiz. A book club was established with students currently reading *Bunnicula* by Deborah Howe. On

Wednesday February 14, Ms. Feliciano held a Valentine's Day scavenger hunt in the kids area of the branch. Kids had to follow clues hidden throughout the children's area and received a treat when the clues were collected.

Lorain - The branch was closed for repairs during the month. The internal repairs are part of the Safe, Warm and Dry initiative the library has undertaken.

Rockport - Rockport welcomed three new staff members on February 5, with the temporary closing of the Lorain branch. Rockport also hosted the Great Lakes Science Center for three weeks of S.T.E.A.M programming which began February 12. The Rainey Institute finished their six weeks of Visual Arts and Dance programs on February 15, 2018.

Walz - Daily Trivia Questions and Black History Jeopardy were the highlights of February's Black History month at Walz. St Augustine Towers, St Augustine Manor, Gordon Square Apartments and Algart Health Center all had visits from the Black History Jeopardy Board. Daily Trivia was played by both youth and adult patrons in the library. The Adults won black history themed mugs and the youth won books and candy bars.

West Park - The Lorain Branch's 3D printer is on loan during the temporary closure, we have been excited to share this technology with our patrons. In conjunction with the Virtual Reality and PlayStation, we are seeing more youth visit the library on a daily basis. Manager Michael Dalby attended the Lakewood Area Collaborative Leadership Team meeting and agreed to present to Collab membership in April 2018.

District Two

Brooklyn - On February 13, Brooklyn manager Ron Antonucci, and Children Librarian Laura McShane met with six Baldwin-Wallace Urban Scholars led by faculty teacher Christy Walkuski to discuss possible programming partnership for the coming year as well as instituting tutoring hours for teens after school. Carlos Laboy from the Old Brooklyn Community Development also attended the meeting. The Urban Scholars is part of Project Affinity; each student is focusing on an aspect of urban living, and is currently assigned to a local non-profit, i.e., the West Side Catholic Center, Malachi House, the Cleveland Food Bank, etc.

Carnegie West - Carnegie West Branch hosted a discussion of the One Community Reads book *Evicted: Poverty and Profit in the American City* by Matthew Desmond on February 20th. Almost forty neighborhood employees, residents, and students from CSU and CWRU enjoyed an often lively discussion moderated by Dr. Roland V. Anglin from CSU. The Ohio Humanities Council provided ten free copies of the book, and the branch and Main Library subject departments, provided an array of related titles for browsing and check-out. Neighborhood families had an overwhelmingly positive response to The Music Settlement educator Pamela Maben's first series of musical story times at Carnegie West on February 21st. Children from birth to age four enjoyed a musically rich story time filled with movement, singing, and early literacy activities. Kentucky Gardens is a decades-old and very large community garden located in the heart of Ohio City at W 38th and Franklin Blvd., and over fifty returning gardeners attended their annual meeting on February 22nd at the Carnegie West Branch.

Fulton - On February 14, staff member Rodney Lewallen partnered with the Cleveland Clinic, Janice Gonzalez, RN to hold a Healthy Heart initiative. Bilingual speaker Dr. Ana Monica Yepes-Rios, Internal Medicine at Lutheran Hospital presented, and health screenings were offered. The branch had greater than 50 participants in attendance. Sewing 101 classes had a steady 10 participants with students making dresses, skirts or shirts. The Mean Green Science Machine (MGSM), entering the 6th season, and is actively attended. Fulton Branch welcomed back Children's Librarian Beverly Austin.

Jefferson - The temporary closing of the Jefferson Branch for the much needed repairs that will take place for the Safe, Warm and Dry is just a month away. Mr. Declet Branch Manager and Mr. Capuozzo Assistant Manager met various members of the Administrative Team to discuss possible changes to the internal footprint of the collection while the Branch is closed. The Jefferson Branch's Anime Club was held weekly on each Friday with the attendance of 25 to 35 youth. They enjoyed watching Anime and discussing the latest great Manga reads. Children Librarian Cori Mesenger represented the Library at the Cleveland

Museum of Natural History's International Women and Girls in Science Day. In partnership with Lake Erie Ink, Club Create was held every Wednesday at the branch. The program engages children with a variety of creative endeavors, crafts, storytelling, and writing, among other activities. In honor of Black History Month, Youth Staff created an informative and inspirational game of Black History Jeopardy.

South - The South Branch welcomed back Joel Lefkowitz from his adventure in Australia. The South Branch kids were very curious of his whereabouts so we held a "Where in the World is Mr. J" contest. The children had the opportunity to guess where Mr. J was based on the clues they received and by looking at a map of the world. There were a lot of great guesses but only one right answer! February also marked the beginning of Black History Month. The South Branch had various displays throughout celebrating Black History Month, representing all facets of Black History, the Civil Rights Leaders, Musicians, Artists and much more. Children designed their own Valentine's Day cards. Excitement filled the Branch when Property Management delivered the brand new Cleveland Public Library Foundation Book sale truck. Finally, a recruiter from El Barrio visited our Branch and held a presentation for our patrons. In her presentation, she talked about the different types of services El Barrio has to offer their clients; some of those services included job hunting, resume writing, basic computer skills training and much more.

South Brooklyn - During the month of February, the branch was also given a temporary art display from the Earth Day Coalition: EarthFest 2017 (winners of city wide poetry & art contest). Numerous organizations utilized the meeting room for study space, after hours Councilman meeting, nonprofit meetings, AARP Free tax prep every Thursday, workshop for the Mayor's Office of Sustainability, and Art Therapy sessions every Tuesday and Thursday. The South Brooklyn Coffee Cart, in partnership with Recovery resources passed the health inspection and will have a soft opening at end of month. Adult Library Assistant Anna Kaufman Ford had her last monthly book club at a local cheese shop to discuss Baldacci's *No Man's Land*. Assistant Manager Forrest Lykins participated in Rockport Teen Tech Center Design. He also participated in an interview for New Media Advocacy

Project for Digital Divide Documentary, and working on Raspberry Pi cohort.

District Three

Garden Valley - For the Month of February, the Garden Valley branch featured a program entitled Moments in Time, a senior program inviting the community to listen to music and remembering and sharing unforgettable moments. A Valentine's Day craft was featured where the kids were able to make hearts with Children's Librarian Ms. Csia and Mr. Burks. Assistant Branch Manager Kevin Ray and Children's Librarian Andrea Csia participated in the True2U training and mentoring sessions at Daniel Morgan and Sterling Schools. Kevin Ray is also attending the Onboarding Cohort.

Ms. Csia She attended NEO-RLS workshop: Teen Summer Programming.

Hough

The highlight of February was a program sponsored by Operations, called Punch and Paint. The children were able to paint canvasses while enjoying light refreshments. The kids all had a great time as they explored their creativity. Art Therapy has continued twice a week and it's been a great opportunity for youth to explore art in different avenues.

Martin Luther King, Jr. - For the month of February, MLK hosted the 6th Sense Open Mic night. Artists came out and shared their poetry, raps and songs. Ronald Roberts and Shanell Jones visited St. Phillip Neri Elementary School for a black history program which included stories, crafts and games for students. Ronald Roberts continued with outreach in the community visiting daycare for future scholars and PNC for story time. Prince Foster held the weekly video game night for teens. Cynthia Davis met with the young ladies of her N.I.A group where they begin with introductions and goals for their upcoming sessions. Lake Erie Ink continued its partnership with MLK and its creative writing workshops. Each session is designed to engage youth in the various avenues of literary expression.

Sterling - Sterling Branch received two generous donations during February from readers of the September 24, 2017 PD article "Sterling library gives children food for mind, body and soul". Deborah Ratner made a \$1000 gift to the CPL Foundation to purchase a VitaMix for the branch and a stipend for fresh fruits and vegetables for our Saturday Smoothie program. Lois Knife of San Antonio, Texas made a very nice donation to the CPL Foundation in honor of the Sterling Branch. As a child, Ms.

Knife resided at Olde Cedar Estates and worked at Sterling during the 1960's. Gretchen Faro, Tracy Martin and Monica Rudzinski met with Marsh Dobrzynski (Executive Director of the Center for art-inspired learning) regarding summer residencies at Sterling.

Woodland - For the Month of February, the Woodland Branch continued to provide outreach at DIKE School of the Arts and George Washington Carver School by Library Assistant-Youth Emphasis, Ms. Whitney Johnson. Nate LaPrairie, Library Assistant-Computer Emphasis, joined the Woodland Branch Team. Stacy Brown, Library Assistant-Computer Emphasis, conducted a workshop on how to utilize Flipster magazines. Public Services Manager, Maria F. Estrella, attended the 2018 American Library Association Midwinter Meeting in Denver, Colorado. She was a speaker in the Symposium on the Future of Libraries Session: A New Generation in Charge: How Millennial Leadership is Changing Library Staffing.

District Four

East 131st Street - During the month of February, through another partnership with Sharp Shooters, youth were able to participate in a Photography class every Thursday afternoon. Children's Librarian Kelli Minter and Library Assistant, Youth Emphasis Rosa Simone led several different themed programs for the youth with topics including Inventions of African Americans, Mardi Gras, and Valentine's Day. Ms. Minter presented story times for Miles Elementary School and Ms. Simone attended a MyCom meeting at the Mt. Pleasant Branch. Acting Branch Manager Kristen Schmidt transferred to the Rice Branch as the Asst. Manager and Crystal Tancak temporarily transferred from Lorain Branch to E131st Street Branch while Lorain undergoes repairs for the Safe, Warm, and Dry project.

Fleet - Pasha Moncrief-Robinson attended an Industrial Roundtable at Third Federal Bank. She and other P-16 Employment Committee members promoted an initiative to help community based manufacturing companies hire residents in the Slavic Village community. The Youth Services Team performed multiple outreaches at neighborhood daycares and preschools. The newly developed Fleet on the Street outreach model continues to be popular with several teachers commenting on how much the children and parents enjoy making a craft together. Monthly branch programs included a 3-week Black History month scavenger hunt, a Mardi Gras celebration, a Valentine's Day party, and Monopoly Mania for teens.

Harvard-Lee - In observance of Black History Month, Ms. Bianca Jackson created a Black History display showcasing the collection. Additionally, Ms. Jackson in collaboration with Ms. Olivia Geaghan, created a Valentine's Day photo frame for patrons to enjoy while taking photos/selfies. The Harvard Lee team participated in the CPL FIT American Heart Association initiative, purchasing hearts to raise money and awareness of the cause. Club Create continues to be a success for the youth of our branch. Mr. Moore and Ms. Geaghan continues to provide effective story times experiences for our youth. Additionally, Mr. Moore attended the Action Team planning meeting for the Louise Stokes Daycare. He continues to serve as a member of the committee. Mr. Moore also met with a representative from COACH Sam, a community partner who sponsors many of the summer reading programs provided at Harvard-Lee. COACH Sam agreed to sponsor two popular events for 2018: Jungle Terry and Crooked River Comedy Kids Improv. Mr. Zach Hay attended the final two TechCentral training's for the Mozilla Web Literacy project.

Mr. Hay also created a document advertising Ohio Means Jobs and CEOGC's job training opportunities to assist our patrons. A display advertising 2018 Grammy winners and nominees was also created by Mr. Hay to promote and circulate our cd collection; a huge success with our patrons.

Mount Pleasant - During the month of February Mrs. Scurka, MTP Manager, attended her monthly MyCom meeting at the Mt. Pleasant where Ms. Wynetta Cater from the Serenity-Covenant House spoke about their programming for young mothers and parents. Serenity-Covenant House provides emergency housing for young pregnant mothers or mothers with young children. She also attended the monthly Murtis Taylor Community meeting where several community partners such as Thea Bowmen and Youth Opportunities Unlimited discussed their Volunteer In Service to America program. MTP's Youth Services Department continued to visit the local daycares and school such as Brightside, Kidz R Kidz, Kids Corner, and A. J. Rickoff for the Story time and Play N' Learn programs. Two daycares come to the branch for a story time sing along sessions. Healthy meals were served daily courtesy of the Cleveland Food Bank.

Rice - Black History Month started out strong with an art display by local neighborhood artist Mary Kay Thomas. Ms. Thomas provided Rice with hand crafted jewelry, kiln blown pottery, various types of art, photos and books for the display. The display will be in place through February 28, 2018. Four Maker Mondays courtesy of Tech Central and OPS were held for patrons

of all ages. DIY Wednesdays were also held weekly for the youth at Rice. During DIY Wednesdays Rice's youth staff provided supplies and empowered youth to make unique crafts using whatever was in front of them. The youth knitting, Line Dancing, Yoga, adult knit, poetic power, meditation continue to draw large crowds.

Union - Branch hosted a Paint-n- Punch program for the youth. Artist September Shy, Owner of Colorful Mess Studios, guided after school students through a fun filled afternoon of artistic creativity. The students learned how to draw and paint on canvass. Afternoon students continued their artistic creativity during the Valentine's Day Craft where they made cards for their loved ones. Over 300 lunches have been served so far this month during the after school Kids Café program. LA Youth Gregory Parker and LA Computer Emphasis Matthew Love assisted with the Man Up, CLE program to be held at the Main Library. Youth Staff Tamara Steward and Gregory Parker presented outreach story times to CEOGC Head Start, Oakfield Child Enrichment Center and Katai's Child Development Center. Story times were also present at the following schools: Miles Park Elementary, Miles Elementary, and E-Prep/Wooland Hills.

District Five

Addison - Storytimes by Ms. Landskroener and Mr. Clark were held at Superior Academy, New Beginnings, Learning to Grow and St. Philip Neri. Ms. Landskroener provided books for a preschool class at Learning to Grow and visited UPSTREAM. Glenville Branch Manager, Sharon Jefferson, will manage the Addison branch while the Glenville branch is undergoing structural improvements through the Warm, Safe and Dry initiative.

Collinwood - Manager, Caroline Peak, collaborated with the Mobile Unit's Office of Family Engagement via Manager, Rhonda Pai and Sandy Nosse to bring the "Lap Sit" story time to the Branch. Sandy was able to do hands on presentation demonstrating to Children's librarian, Adam Tully how to present one. We welcomed staff from the Glenville branch, Clayton Cunningham, LA Youth and two pages, Andrew Langford and Donoather Page. Computer classes for March will start on Fridays from 11:15 to 12:45. Ms. Peak continues to attend community, committee and faith-based neighborhood meetings.

Glenville - The branch was closed for repairs during the month. The internal repairs are part of the Safe, Warm and Dry initiative the library has undertaken.

Langston Hughes - Dr. Belinson and Ms. Eulinberg from Metroworks met with Mr. Bradford to discuss plans for staffing a table at the branch to offer wellness screenings for patrons that will take place each Monday in March.

Memorial Nottingham - The branch featured programming commemorating the ten year anniversary of the Collinwood School Fire of 1908. Along with an exhibit of historical photographs and a youth program on fire safety, the Collinwood Nottingham Historical Society scheduled a book talk with local writer Edward (Sonny)Kern, author of the book, "The Collinwood School Fire of 1908."

TechCentral

Events and Community Engagement

TechCentral and Outreach and Programming staff collaborated to present the forth monthly *Maker Monday* evening event at the Rice Branch on February 5. Activities included the mobile 3D printer, button making, Sphero Robotics, Lego building, and sewing.

TechCentral Coordinator, Melissa Canan, partnered with Children's Librarian, Cori Mesenger, Jefferson Branch, to represent the Library at the International Women & Girls in Science Day event at the Cleveland Museum of National History on February 10. Around 139 people visited the booth and saw information about the Library's technology and science offerings, including a TechCentral 3D printer.

TechCentral hosted a demonstration of the Mobile MakerSpace equipment in the North Reading Room for the Lunar New Year school tour groups on February 15.

TechCentral hosted a tour of several people from the Cleveland Foundation on February 16.

TechCentral staff participated in the Man Up!, Cleveland event on February 23. A tour and demonstration of the TechCentral MakerSpace was given to attendees at the session.

Mr. Lynce presented as part of a maker space panel discussion on February 23 for the Alliance for Working Together (AWT) annual

meeting at Lakeland Community College. AWT works with manufacturers from Lake, Geauga, and Cuyahoga Counties.

Mozilla LACE Training

A total of 28 Library Assistants, Computer Emphasis completed training on Mozilla Web Literacy in February. This concluded a three-month training program led by TechCentral Manager, CJ Lynce and assisted by TechCentral Coordinator, Melissa Canan. To date, 79 total staff have received Mozilla Web Literacy training.

Staffing Changes

Library Assistant, Computer Emphasis, Julie Gabb, was promoted to the role of Children's Librarian, Youth Services, Main Library, effective February 5.

Library Assistant, Computer Emphasis, PTR, Rockport Branch, Michael Credico transferred into a new role as Library Assistant, Computer Emphasis, PFT, TechCentral effective February 19.

Professional Development and Meetings

TechCentral Manager, CJ Lynce, and TechCentral Coordinator, Melissa Canan, attended a two-day training on the Library's new ShopBot CNC router held at the manufacturer's headquarters in Durham, NC on February 1 and 2.

Library Assistant, Computer Emphasis, Julie Gabb attended *Customer Service BookEnds* training on February 1.

Mr. Lynce, along with Executive Director, Felton Thomas, met with representatives from the Cleveland Foundation on February 5 regarding a possible grant opportunity.

Mr. Lynce attended four supervisor training sessions at the ERC offices on February 6, 13, 20, and 27. Topics included *Communication, Conflict Management, Managing Employee Performance, and Employment Law*.

TechCentral Coordinators, Melissa Canan and Suzi Perez attended the *Role of a Supervisor* training on February 9.

Library Assistant, Computer Emphasis, Jorge Arganza attended *Customer Service BookEnds* training on February 15.

Mr. Lynce attended a phone conference with Executive Director Thomas and several community partners on February 20 regarding increasing city government involvement with digital inclusion.

Ms. Perez attended a meeting of the Winter 2018 Mentoring Cohort on February 20.

Mr. Lynce and Ms. Perez attended a Maker Space research interview along with several Library administrators and managers on February 22.

Library Assistant, Computer Emphasis, Tawana Campbell attended *Customer Service BookEnds* training on February 22.

The following staff complete the *Fire Extinguishers* online safety training in February: Alison Guerin, CJ Lynce, Cortney Gatewood, Denise Williams-Riseng, Jorge Arganza, Joseph Battaglia, Karen Kelly Grasso, Tawana Campbell and Timothy Phelps.

Public Services Technology

Service Ticket and Project Detail

- Assisted with printer and laptop hardware for OPS tax program at Lakeshore Facility.
- Assisted with software installation for upcoming TechCentral MakerLab program.
- Configured new TechCentral staff laptops.
- Corrected login password issue on TechCentral computer class laptop case.
- Diagnosed and resolved issue with third-party software on Conference Room D laptops.
- Evaluated and repaired issue with printing bed on TechCentral 3D printer.
- Investigated and configured imaging station to assist with deployment of laptops.
- Investigated and resolved connectivity issue with new MakerSpace laser engraver.
- Investigated and resolved software issue with MakerSpace 3D printer.
- Moved 3D printer from Lorain branch to West Park branch. (Temporary during Lorain closure)

- Replaced batteries in branch cell phone charging station at E131st Street and Eastman Branches.
- Resolved connectivity issue with TechCentral 3D printer.
- Setup Virtual Reality Equipment for Man-Up, CLE program.
- Tested MyCloud replacement laptops.

Cleveland Digital Public Library

Programs, Services & Exhibits

Learning Commons

Cleveland Digital Public Library regularly hosts classes. During February, we hosted the CPL Fit Yoga series on Wednesdays and Fridays, and the Meditation Monday series. We regularly host CPL Chess Club hosted Northeast Ohio Workshop on Digital Libraries (NewDL), and ran a chess tournament this month. ClevDPL has also developed new curricular offerings related to digitization, including classes on Google apps, and Digital Photography for seniors (with graphics and TechCentral). Future programs will continue to include classes on digitization. Our Learning Commons area has seen significant use of our laptops - which can be reserved for use by the public, and we will continue to offer 3D scanning as a service using the HP Sprout Scanner.

Programs

In partnership with OPS, we hosted the 'Create your own Superhero' program every Saturday this month. We held four meetings of the CPL Chess Club with a total of 9 attendees. Coordinating with CPL FIT, we host Yoga and Meditation offerings MWF at 1:00 and average 10 attendees a session, about half of whom are from downtown offices. The CPL Wikipedians met in in the classroom. We hosted a chess tournament.

Exhibits

ClevDPL continues to assist with Superman exhibits including providing support for the registration of incoming items, support maintaining the three multimedia displays and the Magic Box in Brett Hall, supporting the media content in the John G. White Gallery, and advising on both media conservation & environmental monitoring.

- *Touch Wall*

The touch wall in the third floor space in Cleveland Digital Public Library has been heavily used during the Superman exhibit - the concierge team has brought groups of children up to interact with content on the wall. The

Superman image matching game, the vintage Superman cartoons, and the Superman themed videos for kids have been particularly popular.

- *Magic Box*

Cleveland Digital Public Library has placed the Magic Box exhibit case on display in Brett Hall. We developed and now maintain digital content for the Magic Box for Superman exhibit, including a video done by and for children, a video on the significance of Action #1, and a facsimile of Action #1 that customers can flip through.

- *Kiosk*

The kiosk purchased from CCS has been placed in a central position in the John G. White Gallery. Content now on display was produced by ClevDPL as a complement to the Antiquities exhibit. ClevDPL has previously created content for the kiosk, and has refreshed content several times, focusing, as appropriate, on chess, Dr. Zelma George, and general special collections. Feedback on the kiosk has been generally positive - the special collections staff feels it adds new interactive experiences to their exhibits. We met with Special Collections staff to plan uses for the kiosk in upcoming exhibits.

- *Digital Exhibition Tools*

ClevDPL continues to investigate using augmented reality and/or QR codes for the upcoming exhibits. Multimedia might be provided through the Magic Box, the kiosk, and more traditional means.

During February ClevDPL produced the following multimedia: Jah Messengers Music at Main (photos), Jah Messengers Music at Main (video), Go Red (Video), InformaCast (video), Artist Robert T. Lawson (video), Nina Gibans (video), Maria Estrella (photos), Lunar New Year (video), Lunar New Year (photos), Staff Gala (photos), Director's Message Project Outcome (video), Director's Message Read Across America (video), Man Up (photos), Man Up (video), Poetry Out Loud (photos), Superhero drawing class (video), W.O.W. winner party (photos), and Superman Retake (photos).

Public Services Statistics

Patron Visits: During February 23rd Cleveland Digital Public Library had 523 patron interactions. There were 101 KIC Scanner sessions resulting in 2,046 images / 1577.4 MB or somewhat less than 2 GB of scan volume. We had a total of 64 attendees at programs.

Scanning Assistance

Cleveland Digital Public Library staff assisted 13 reservations and drop in sessions of two hours (or more) in length. There was scanning of both large personal and library collections in the Digital Hub. Patrons also used the Epson 11000XL flatbed, ATIZ book scanner, and the I2S oversized flatbed scanner to accomplish their projects for personal and publication use.

Digital Gallery: For the partial month reported from February 1, 2018-February 27, 2018, Google Analytics (GA) reports 4,802 sessions for 2982 users and 85,503 page views. Per **GA**, our user base skews toward males, our users are 54% Male and 46% female. Per **GA**, our age breakdown skews towards youth. The age numbers, which have remained stable for some time, are: 18-24 is 27.50%, 25-34 is 33.50%, 35-44 is 15.50%, 45-54 is 12.50%, 55-64 is 5.50%, and over 65 is 5.50%. Per **GA**, the bulk of our users have English set as their language preference; however, we have numbers of Korean, French, Italian, German, Croatian, and Chinese speaking users. Additionally, **GA** user statistics related to location indicate that we have users from the US, United Kingdom, Canada, India, Brazil, Spain, France, and Switzerland. Sport, computers, food, and travel seem to be our user's top interests. Finally, **GA** shows that we have a diverse group of channels that deliver users to CPL's ContentDM:

- *Organic Search* channels 36% of our accesses, and Google accounts for 35% of those.
- *Direct Access* through CDM search accounted for 39% of our accesses.
- *Referrals* through other websites are about 15% of our access volume (around 19% of all referrals are from Wikipedia, up 1% from last month. A good trend this month is that referrals from cpl.org have tripled, now accounting for 1.82% of our referral total. After months of decline, this number is slightly increasing. It is useful to note that 22% of our referrals can from web.ulib.csuohio. We would like to see more engagement with the digital gallery on cpl.org and through the emerging website for the People's University.
- *Social Media* accounted for 11% of our accesses (of that Facebook accounts 60% ,Twitter 35% -- our absolute numbers for Twitter and Facebook flip flopped this month from last, with Pinterest and Blogger being the only other significant referrals).

- *Platform:* about a third of our sessions in February occurred on Mobile devices (more than half of these on iPhones and iPads). Our switch to the responsive design website is borne out by the increasing numbers of mobile users accessing the digital gallery.
- *Browser Use:* This month, 48% of our users use Chrome, 27% Safari (stand alone and in-app), 9% Firefox, and 8% Explorer, and 3% Edge.

Internet Archive: We now have 26 collections in the Internet Archive's ArchiveIT service - we are documenting Cleveland and NEO relevant web collections and have begun cataloging them in their own collection in our ContentDM instance.

Outreach

Cleveland Digital Public Library hosted the second meeting of the Neighborhood & Community Media Association of Greater Cleveland, where the new charter was signed, and will be attending the next meeting as a founding associate member. This association will enable us to make contact with local media producers who can provide content for the digital gallery.

Cleveland Digital Public Library continues curating web-content as part of a 35,000 dollar IMLS grant working with the Internet Archives ArchiveIT project to document local web-content and local digital resources. In February we will create a collection in ContentDM for Web Archives.

Staff have continued to enhance demonstration digitization projects with Euclid Library, the Ukrainian Museum and Archives, Shaker Heights Public Library, Cleveland Orchestra and the South Brooklyn Historical Society.

Working with summer on the Cuyahoga, we interviewed several candidates and identified an intern for work on the W. Ward Marsh collection.

ClevDPL met with the Cleveland Restoration Society to plan future collaborations regarding digitization and oral history associated with the Lee-Harvard neighborhood.

We also met with the Ukrainian Musuem and Archives to further develop a collaborative project involving the Holocaust Museum in Washington DC, the Ukrainian National Archives, Ohio State, Western Reserve Historical Society, and Cleveland Public Library. Along with Ohio State, UMA is hosting a Fulbright

scholar from Ukraine who will be giving a lecture and putting up a small display on Ukrainian film in the United States at Cleveland Public Library this fall.

We met yet again this month with Karamu House regarding strengthening our partnership for collections management, arrangement, description, preservation, display, and programming. This month, ClevDPL provided huge support to Karamu on a *Save America's Treasures* grant application designed to support archival arrangement and description, preservation, storage, and digitization of Karamu collections. CPL, through ClevDPL, is now a partner with the Cleveland Museum of Art and Karamu on the arrangement, description, and digitization of Karamu archives. We are planning to augment the digital surrogates of several hundred Karamu programs online the now established "Cleveland Theater" collection, and we anticipate a rich partnership with Karamu and the Cleveland Museum of Art with regard to digitization. Cleveland Digital Public library will work with Summer on the Cuyahoga to implement an internship with their program this summer at CPL and will also be partnering with Summer on the Cuyahoga and Karamu House on another internship related to the Karamu archives this summer.

Twitter continues to be a successful tool for promoting the Digital Gallery. ClevDPL has 18 new followers and now has 613 followers. Our top Tweet was: On this day in 1908 the @ThePlainDealer building burnt down, but didn't stop them!

Library Staff Does Digitization

Cleveland Digital Public Library staff has scanned 51 items (2154 files), did post-processing for 71 items (3114 files enhanced), and uploaded 71 items (142 files) into the Digital Gallery.

We touched 13,898 items while doing significant metadata enhancement of digital records (mostly involved with adding locations to records for DPLA) and tested how to make use of the back-end storage field to provide public service staff with access to high end digital files.

Interlibrary Loan

ILL numbers are as follows for January [February unavailable]):

Borrower Activity Overview Report:

CPL Patron Requests Initiated: 38

CPL Requests Filled: 28

Lender Activity Overview Report:

ILL Loans requested of CPL: 1649

ILL Loans filled by CPL: 390

Loans: 382

Copies: 7

Loan request turn-around time for **filled** requests held from December to January, 30% above historical averages for our unit. Using a simple benchmark to turn items around in three days, the two day, 10 hour turnaround in January sustained our December leap forward. It is useful to note that even our slow months are faster than industry average. The introduction of two pages directly fetching books lowered both the average time to completion and the absolute time required fill for our ILL requests. We do need to fill the second page position - our February stats will reflect the loss of the second page. We may be able to take additional steps to increase filled request speed, but the additional page worked.

Staff Development

Several ClevDPL staff and many library staff attended the Disaster Preparedness presentation done by Intermuseum Conservation on Feb. 22.

Preservation

Preservation staff did the following:

Paper Treatment: 18 items/sheets (13 simple treatments, 14 complex treatments)

Book Treatment: 36 (1 simple, 33 complex, 2 digicovers)

Enclosures: 8

Labels: 14

Books received: 66

Book returned: 24

Disaster Response

During January, temperature in Brett Hall fell significantly at times. We reviewed our monitors, took readings with a handheld temp/humidity monitor, and notified buildings.

Environmental Monitoring

Working with buildings including Property Management Supervisor Tim Murdock and Oliver Reyes, Dr. Ewing continues to monitor from 22 placements around Main and LSW using PEM II environmental monitoring devices. We have added an additional five placements at the Lakeshore Facility and have begun monitoring all five of them. We are also monitoring the collections processing room at Lakeshore. We are regularly

collecting and uploading data into E-Climate Notebook for sharing and analysis. We have now licensed an additional 10 slots in E-Climate Notebook and have placed them in galleries to gather and share information from exhibit areas monitored by our portable monitors (Artens, Hobos, and PEMIIs). We are currently working with buildings to address the environment out at Lakeshore in the cold room. The Liebert unit has been failing for some time. As of now it looks as if buildings intends to replace the HVAC in the side room that holds collections.

Stacks and Collections

ClevDPL has completed its work on studying potential stack options for storing oversized maps from the maps collection. We have received appropriate conservation housings, but have not obtained appropriate storage racks to be placed on the seventh floor of the Louis Stokes Wing in stack areas currently used for general storage. We will be working with buildings and CLGH to clear the area and store the maps.

IPM monitoring

ClevDPL has placed insect traps appropriate for establishing the detection portion of an integrated pest management (IPM) program in Main, LSW, and Lakeshore Facility. We are currently monitoring LSW, Main, and Lakeshore.

Facility Report

ClevDPL has updated the library's facility brief, a document based on the elements of the American Museum Association facility report for Cleveland Public Library. By the end of February we will have a collected data for a year throughout the library. Depending on planned uses for the spaces in the library, the brief document may serve as a facilities report, and we may not need to produce a full facilities report per AMA.

Exhibits Monitoring and Install

ClevDPL has been using Arten devices to monitor light, temperature and humidity levels in Brett Hall, and the John G. White Gallery where materials that might need to be monitored have been installed. These readings are being recorded and maintained for future reference. Brett Hall is also being monitored with a PEM II device which are concealed within the exhibit hall.

Superman Exhibits

ClevDPL was involved in repairing, prepping, and preparing items for display for the Superman opening. Currently ClevDPL is serving as the library registrar for exhibit items loaned to the

library from external sources, however we are not the initial point of entry for materials into the library and we should be. The library will be making decisions about de-installing the exhibit this year, and ClevDPL is planning how to participate in this process.

Metadata Revision

ClevDPL has been working with the State Library of Ohio to put final tweaks into implementing our plan for revising and updating records from the Digital Gallery to make our metadata ready for inclusion in DPLA. We are ready to contribute data from selected collections to DPLA. We received notification that the more than 10,000 records we uploaded for DPLA will be included with records from all institutions in Ohio this spring (Hooray!). We have also contributed to WorldCat through OCLC's Digital Collection Gateway. Working with OCLC, last month we were migrating and consolidating collections in the Digital Gallery to improve ease of access to our digital materials and addressing issue with regard to ingest and description.

Planning Activities

Partner Engagement

We continue to engage local partners, large and small, and are seeking to engage more partners from the local business community. Our partnerships with Karamu, UMA, Old Brooklyn Historical, and others need support in the form of developed plans for the future.

Inter-Library Loan/Photoduplication Integration

We have continued to refine a plan that will make use of a newly designated area in stacks storage for collections processing. The initial steps in this planning process are complete and we are ready to take next steps. We have gotten through several revisions of our standard operating procedure document for ILL, and have a document that nearing completion as first substantial edition. Now we have to review again before finalizing it. We also need to fill out the staff in the ILL group with another page.

DPLA Ohio

Cleveland Digital Public Library continues to strongly participate in the development of the Ohio DPLA. We have completed upgrading our metadata for submission to the DPLA; however, we will continue to enhance and enrich metadata to improve our user's experience of the digital gallery. Our

metadata, consisting of over 10,000 records, is a cornerstone of the initial upload by Ohio Institutions to DPLA.

Digital Collection Gateway

Cleveland Digital Public Library has contributed ContentDM metadata to international catalogs through OCLC's Digital Collection Gateway.

856 field corrections

The upgrade to a new responsive interface means that revisions will need to be planned for collections records that refer to the digital gallery using URLs found in the previous iteration of the digital gallery. Right now links to our old site are active as a somewhat disappointing workaround on OCLC's part.

Internet Archive

This month we have initiated planning on how to move forward with digitizing *Scene* back issues, capturing *Scene* through our web-archive, and microfilming *Scene*. We will be contacting history next month in order to proceed.

OLBPD

For February 2018, OLBPD circulated 34,228 books and magazines directly to patrons. OLBPD registered 147 new readers to the service. Approximately 626 BARD patrons among 1,848 active users downloaded 9,998 items.

The National Library Service (NLS) launched its national television and radio campaign designed to educate key audiences about the services provided by NLS and its cooperating libraries around the country on February 26th. OLBPD is receiving phone calls from potential new readers who have heard or seen these commercials. OLBPD will be monitoring and tracking new readership as a result of the NLS campaign. Along with this national commercial kickoff, the Library of Congress Communications Office is planning some outreach to local news media in select communities around the country to pitch stories about the braille and talking book program, network libraries, and their patrons. NLS Publications and Media Section recommended OLBPD as part of this initiative.

On February 1st, OLBPD staff Will Reed and Ken Redd met with staff from the Cleveland Sight Center to discuss potential programming opportunities, and possible collaboration in the

future for respective events of interest to our shared audience of blind and visually impaired patrons.

The Ohio Braille and Talking Book Program Consumer Advisory Committee (CAC) meeting was held via teleconference on February 22nd. Consumers were provided updates about the service, including information regarding OLBPD Family Fun and Learning Day 2018, kids and teens summer reading program, and patron satisfaction interviews.

The OLBPD adult book club met on February 9th to discuss "The Underground Railroad" by Colson Whitehead.

EDUCATION AND LEARNING

Best Buy Teen Tech Center Grant

Jill Pappenhagen, Tech Center Supervisor, started on Monday, February 5th. The BBTC grant requires the Tech Center Supervisor to receive extensive training in TechCentral services and to attend a one-week orientation and professional development program at the Museum of Science and MIT's Media Lab in Boston, MA, the global headquarters of the Clubhouse Network. For the month of March Mrs. Pappenhagen will finish up training in TechCentral and assist in the launch of TechCentral's Raspberry Pi program for teens. This will help with recruiting teens to become members of the BBTC. The months of April and May will be designated for Mrs. Pappenhagen to start working out of the Rockport branch and scheduling onsite visits with the schools, businesses, and organizations within the community. Since Mrs. Pappenhagen will be training in TechCentral for the next couple of months and traveling at the end of February, Denise Crudup will be approving her timesheet until a manager is hired at Rockport.

Marina Marquez along with Tracy Martin and Jill Pappenhagen met with William Woodworth, the Best Buy team and Gail Breslow, Executive Director of the Clubhouse Network, for the standing bi-weekly telephone conference calls. We discussed the agenda for the upcoming Immersion Week in Boston and updates on the construction plans and budget for the Best Buy Teen Tech Center at the Rockport Branch. Harriette Parks, Amiya Hutson, Jill Pappenhagen, Eric Herman, and Marina Marquez met with HBM Architects team: Kevin Kennedy and Brooke Breiner to review and provide feedback about the layout, finish, and furniture options

presented. The design has been sent to William Woodworth for review and feedback. Mr. Woodworth will provide feedback at the March 6th conference call.

Marina Marquez and Jill Pappenhagen attended the Clubhouse Network Immersion Week in Boston, MA. Both explored and experienced the Clubhouse learning model, gained a better understanding of the role of the BBTTTC Supervisor, shared our experiences, knowledge, and resources in a hands-on way, began to utilize Favorite Tools of the Clubhouse, strategized and planned the progress and implementation of the new teen tech center, and intentionally built camaraderie and community across the Clubhouse Network. Below is a list of training topics completed each day.

Monday, February 26

History and Overview of the Clubhouse Gail Breslow
Tour of the Flagship Clubhouse
Software Overview and Favorite Tools of the Clubhouse - Jeff Arthur, Community Liaison, The Clubhouse Network
Connecting to the Clubhouse Online - Chris Garrity, Village Manager, MIT Media Lab; Brendan Casey
MIT Media Lab: Visit, History and Overview

Tuesday, February 27

Learn to Juggle with Photoshop - Jeff Arthur
The Role of the Clubhouse Coordinator A week in the Life of... - Jeff Arthur
Applying the Learning Model - Gail Breslow
Community Building in the Clubhouse - Brendan Casey, Assistant Director, The Clubhouse Network
Sparking Inspiration - Jeff Arthur and Brendan Casey, *Clubhouse*
Engaging and Empowering Youth - Jeff Arthur, *Clubhouse*

Wednesday February 28

Integrating Your Clubhouse in the Community
Working within your Host Organization - Gail Breslow, *Clubhouse*
Introduction to Scratch and Beyond - Eric Schilling, Jaleesa Trapp, Chris Garrity, MIT Media Lab
Representing Your Clubhouse to the Public - Tyler Armstrong, Marketing Manager, The Clubhouse Network
Fostering an Inclusive Environment in the Clubhouse - Brenda Abanavas, Consultant, The Clubhouse Network
C2C: Clubhouse to College, Clubhouse to Career - Aviva Baff, Program Manager, The Clubhouse Network

Thursday, March 1

Serving the needs of Members' Parents and Families - Brenda Abanavas

Light it Up! - Stephanie Rosario, Catalyst Program Manager, and Jeff Arthur, The Clubhouse Network

Create with Purpose, Jeff Arthur

Responsible Internet Usage - Gail Breslow

Working with Mentors - Jenna Nackel, Mentor Program Manager, The Clubhouse Network

Friday, March 2

Measuring the Impact of the Clubhouse - Gail Breslow

Materials Distribution and Announcements

Nuts and Bolts - William King, Technology Manager, The Clubhouse Network, Brendan Casey

Feedback/Wrap-up/Next Steps - Gail Breslow

CPL is eligible for an Annual Conference travel grant in the amount of \$1,500 to help cover the costs of travel for the Best Buy Teen Tech Center Supervisor to attend the 2018 Annual Conference in San Antonio, Texas (Best Buy Teen Tech Center Meeting on April 9, Conference April 10-12 & Post Conference April 13).

Additionally, if Jill Pappenhagen is in attendance for the entire 3-day Conference, CPL is eligible for an additional travel grant of \$1,500 to encourage the participation of the Supervisor's manager or supervisor to attend the conference.

The guidelines for receiving Annual Conference travel grants are:

- Travel grants are reimbursed after the conference concludes. Funds will be distributed by check or bank wire in May 2018.
- The BBTTC must be in good standing with the requirements of The Clubhouse Network License Agreement. CPL will not be eligible to receive the travel grant unless the license agreement is signed and returned by March 9.
- The BBTTC Supervisor must attend the entire 3 days of the Conference in order to be eligible to receive a grant. In the case of a second stipend for CBO participation, the CBO representative must also attend the entire Conference.

Book Box - LSTA Competitive Grant

Marina Marquez, Bryan Szalewski and Tracy Martin finalized the negotiation and agreement with Rustbelt Welders to construct a new book box to be located at the Edgewater Live Summer Concert Series at Edgewater Park. Construction of the book box will take place from February 21 to May 21, 2018.

RFP Timeline:

January 16, 2018 - RFP Issued **COMPLETE**

January 23, 2018 at 12:00 PM (EST) - Clarification Questions Due **COMPLETE**

January 24, 2018 - Answers Inquiries emailed **COMPLETE**

February 5, 2018 at 12:00 PM (EST) - Proposals Due **COMPLETE**

February 6, 2018 - Review & Selection **COMPLETE**

February 7 - 21, 2018 - Negotiation Period & Execution of Agreement **COMPLETE**

February 21 - May 21, 2018 - Project Work **IN PROCESS**

May 29 - 30, 2018 - Transport Book Box to Edgewater Beach & Teach Staff How to

Operate Opening and Closing the Book Box

May 31, 2018 - Grand Opening at Edgewater Live

The new Book Box will increase CPL's community outreach efforts by creating a space that is an accessible community gathering spot. In addition to providing library card materials for the whole family to enjoy onsite or for check out, the Book Box will offer library card registration, sign-ups for our popular summer reading club and even programming.

CPL's Office of Education and Learning is partnering with the Department of Physics at Cleveland State University to offer families demonstrations of how physics affect everyday and real life. Programming will be based off the book *The Flying Circus of Physics* written by Dr. Jearl Walker, professor of Physics at CSU. This book makes physics relevant and fun teaching people that physics has everything to do with your life. The demonstrations will answer intriguing questions about relevant, fun, and completely real physical phenomena. Below are examples of questions that will be answered through the demonstrations:

1. *What causes the pattern of cusps that adorn many beaches?;*
2. *What holds a sandcastle together?;*
3. *How do ducks stay dry when*

they float or swim? ; 4. Why does a V-shape wake form behind objects, such as ducks and boats, moving across water?

While CSU will provide the physics demonstrations CPL will support the learning taking place by provide physics kits for family engagement and hands-on learning. The Book Box and the services it will provide will help to connect and reconnect people with the library resources by meeting them where they are - Edgewater Live.

Digital Photography Learning Path

Paolo Balboa led the second digital photography class Introduction to Social Media: Instagram that took place on February 20, 2018. This class was designed for intermediate users to use Instagram to share pictures publicly and privately. Twelve participants attended the class and all participants completed the Project Outcome Survey. The call created an Instagram hashtag #digttue to upload photos from the class.

Dance Cleveland

Marina Marquez along with Bryan Szalewski worked with Katie Gnagy Crosby, Community Engagement & Education Coordinator of Dance Cleveland, to finalize agreement for the early childhood literacy program *Read to Learn...Dance to Move*. With the help of Mrs. Parks, Mrs. Moncrief-Robinson, and Mrs. Lefkowitz the Fleet and Walz branches have been confirmed to pilot the *Read to Learn, Dance to Move* program. The program is scheduled to take place at the Fleet Branch from April 6 to May 25, 2018 and the Walz Branch from April 4 - May 23, 2018. Both programs will be offered from 10:30 a.m. to 11:15 a.m. to partnering preschools.

CWRU-IP Venture Clinic (IPVC)

Along with Don Boozer, Jim Bettinger and Sarah Dobransky, CJ Lynce, Suzie Perez, Marina Marquez, Theodore Theofrastous, Managing Attorney, IP Venture Clinic, Zahra Smith, IPVC Director, and Scarlet White, Client Coordinator of the IPVC and the Ohio Patent Pro Bono Programs, Ian Charnas, Manager of the Sears think[box], and Tiffany McNamara, Outreach Director at the Sears think[box] have continued planning the creation of educational training for entrepreneurs, inventors, and law students to take classes around using CPL's Patent Trademark Center.

Learning Land Lab - Carnegie West

Along with Cathi Lehn, Sustainable Cleveland Coordinator, Amy Roskilly, Education Coordinator at Cuyahoga Soil and Water Conservation, Angela Guinther, Manager of Carnegie West Branch, Helen Zaluckyj, and Tracy Martin, Marina Marquez drafted and submitted a grant proposal to the Shaker Lakes Garden Club, a member of the Garden Club of America, Inc., in the amount of \$5,000.

CPL is participating in the Northeast Ohio Regional Sewer Districts Library Rain Gardens program. Jefferson, Glenville, Langston Hughes, and Woodland are the branches to receive the rain gardens. As part of CPL's learning lab labs these sites will be used to expand educational programming.

Mayor's Office of Sustainability

Along with Mrs. Parks and several branch managers, Marina Marquez was able to confirm the Mayor's Office of Sustainability community workshops on health, community and climate action. The workshops provide learning opportunities about how climate action can improve health, quality of life and community. A majority of time will be dedicated for residents to provide input on the Cleveland Action Plan by working together to turn issues into ideas and opportunities. From this residents will develop climate action projects that have a positive impact on their lives and their community. There are funds available through ioby and the Cleveland Climate Action Fund to help the residents turn their project ideas into action. The Mayor's Office of Sustainability will lead the workshops, provide refreshments and welcome children. Listed below are the workshops hosted by CPL.

Neighborhood: Old Brooklyn Neighborhood

Location: South Brooklyn Branch Library, 4303 Pearl Road

Date: Feb 17, 2018

Time: 10:30-12:30 open to the public (*Sustainability Office will set up 10-10:30am and clean up 12:30-1:30pm*)

Neighborhood: Slavic Village Neighborhood (Marlane Weslian)

Location: Fleet Branch Library, 7224 Broadway Avenue

Date: Wed., Mar 7th

Time: 5:30-7:30 open to the public (*Sustainability Office will set up 5-5:30 and clean up 7:30-8:00pm*)

Neighborhood: Clark-Fulton Neighborhood

Location: Fulton Branch Library, 3545 Fulton Road

Date: Saturday, April 14, 2018

Time: 10:30-12:30 open to the public (*Sustainability Office will set up 10-10:30am and clean up 12:30-1:30pm*)

Starting Point/MyCom: Out-Of-School Database

Tai-Renee King assisted OEL in updating the Out-of-School Time (OST) youth referral database with all the CPL youth programming for Spring 2018. Starting Point and MyCom are partnering to help Cleveland children, youth and their families access quality after-school, holiday and summer activities that supplement and enhance school learning; nurture talents and interests; develop leadership skills and foster 21st century abilities that help young people become productive citizens and future leaders of our community.

Pollinator Plan of North East Ohio

Helen Zaluckyj and Marina Marquez serve on the Education Subcommittee of the Pollinator Plan of NEO. The Education Subcommittee is planning to participate in Cleveland Museum of Art's Parade the Circle as educational outreach to highlight native pollinators and their native plants. The committee will design and create their costumes for the parade.

Miscellaneous

- Marina Marquez attended bi-weekly CPL-FIT meetings.
- Marina Marquez attended bi-weekly Best Buy Teen Tech Center meetings.
- Marina Marquez and Jill Pappenhagen attended the BBTTC/Clubhouse Network Immersion Week Training
 - History and online Resources
 - Community Building, Empowering Youth
 - Role of the Coordinator
 - Diversity Training
 - BBTTC Learning Model
 - Integrating and networking with your Community, CBO, and Globally
 - Marketing
 - Clubhouse to College and Clubhouse to Career: Empowering youth to meet academic goals and aspirations
 - Working with families
 - Responsible Internet Usage
 - Working with Mentors
 - Meeting with Best Buy Teen Tech Center Coordinator: Progress and updates

Jill Pappenhagen completed training in the following professional development trainings:

- Tech Central shadowing and introduction to CPL Digital collections, Resources, and Data Bases
- Tech Central Laser Engraver and 3D printing: Began Lynda Training
- CPL Orientation with Dawntae Jackson at MLK branch
- Online Training with Lynda: Corel Draw, and vinyl cutter project and MakerLab at Fleet Branch
- Vinyl cutter and intro to 3D Tinkercad
- Heat Press and MakerLab program
- Online Training for TinkerCad, Corel Draw X8, and ESS training
- Tech Central Shadowing and Etching project
- MakerLab training
- Digital Photography and Social Media Class
- Inkscape Essentials and brief introduction at the CPL Trustees meeting
- Experimentation time and Online Training

ADVOCACY & COMMUNITY AND GOVERNMENT RELATIONS

The following are efforts taking place under the direction of Shenise Johnson Thomas in the Office of Community and Government Relations.

ADVOCACY TASK FORCE:

Now that the Advocacy Task Force Charter is complete next steps include defining the organization's advocacy strategy and aligning all advocacy activities under this strategy. Tim Cosgrove and his team from Squire Patton Boggs will meet with Shenise Johnson-Thomas, director of community and government relations, to work through this process in the coming months.

COMMUNITY AND GOVERNMENT RELATIONS:

I. Sustain and Increase Public Support:

Washington D.C. Visit

Cleveland Public Library along with the other Metropolitan Libraries of Ohio met with federal legislators last month to raise awareness on the

importance and impact the following legislation has on libraries:

- **FCC E-rate Program:** The FCC E-rate program has provided CPL more than **\$5million** in savings since 1998. While these savings have steadily declined year after year, existing savings allow the organization not to pull resources from other areas to pay for E-rate supported services. Libraries support the FCC E-rate program.
- **Net Neutrality:** Patrons use our computers and access our internet services for a variety of reasons inclusive of but not limited to completing online job applications and learning digital literacy skills. Of the **1 million computer session** we provided patrons last year, every one of them deserves to have access to competitive online markets for content and services; Net Neutrality affords them this opportunity.
- **Library Services and Technology Act (LSTA):** LSTA provides funding for the Institute of Museum and Library Services (IMLS) and IMLS offers grant opportunities to libraries across the nation. Currently, CPL is a sub-grantee for a project that will train fifteen public librarians on using web archives to capture historically valuable web materials documenting their local communities. IMLS affords libraries funding to innovate for their communities. President Trump's recent budget proposal significantly cuts LSTA funding.

Cleveland Public Library South Brooklyn Branch to Host City Council President Kevin Kelley's 2018 Ward Meetings

Cleveland Public Library welcomed Ward 13 residents in its doors last month for Councilman Kevin Kelley's ward meeting. The South Brooklyn branch will be home

to the city council president's ward meetings for 2018.

Cleveland Public Library values the opportunity to be a civic resource for Cleveland residents and our local elected officials.

TECHNICAL SERVICES

Director of Technical Services and Acquisitions Manager Sandy Jelar Elwell met with Materials Processing Manager Elizabeth Hegstrom and Catalog Manager Andrea Johnson to review the Technical Services recommendations from the Improve Consulting and Training Group that could be implemented immediately and determine a targeted date for implementation.

Ms. Jelar Elwell met with Account Executive Brad Simpson and National Sales Manager Ann Ford from the vendor Midwest Tape along with Collections Manager Pam Matthews and Collection Management Librarian Laura Mommers to review CPL's accounts and discuss new services that Midwest Tape can now provide. Ms. Jelar Elwell attended the Branch and Main Managers Meeting along with the other Technical Services Managers and Supervisor. Ms. Jelar Elwell attended the Change Management Workshop.

Technical Services Assistant Eric Hanshaw was promoted to the Children's Librarian position in the Youth Services Department and his last day worked in Technical Services was February 2. Librarian Beverly Austin completed her temporary assignment in Technical Services on Friday, February 16 and returned to her previous Children's Librarian position at the Fulton Branch on February 20.

Acquisitions: The Acquisitions Department ordered 6,303 titles and 32,630 items (including periodical subscriptions and serial standing orders); received 12,215 items, 1,245 periodicals, and 238 serials; added 677 periodical items, 145 serial items, 456 paperbacks, and 991 comics; and processed 1,616 invoices.

Acquisitions Coordinator Alicia Naab edited the holding codes for all funding levels to no longer include the non-holdable codes since the floating collection was eliminated as of January 1, 2018. Ms. Naab met with Collections Manager Pam Matthews to discuss the eMedia funding for the 2018 fiscal year and divide up spending responsibilities. Ms. Naab attended the Book Ends Customer Service Training.

Catalog: Librarians cataloged 2,658 titles and 3,193 items for Cleveland Public Library.

Catalog Manager Andrea Johnson provided instructions on the handling of books accompanying DVD's and CD's to the High Demand Department. She also worked with Materials Processing Manager Elizabeth Hegstrom to update the Catalog Department guidelines to ensure that Technical Services procedures are consistent.

Librarian Michael Gabe created a collection level record for the Photograph Collection based on the first bibliographic template completed by the Photograph Librarian. Mr. Gabe also assisted High Demand Librarian Dale Dickerson with some Polish language titles.

Ms. Johnson attended the first session of CPL's 2018 Leadership Certification training series entitled "Role of the Leader/Supervisor" and CPR / AED Training. Librarians Perry Huang and Barbara Satow attended the Book Ends Customer Service Training.

Collection Management: Collection Management selected 1,220 titles and 10,587 copies and spent \$191,089 in February.

Collections Manager Pam Matthews met with the representative from the vendor Blackstone Audiobooks. Collection Management Librarian Laura Mommers participated in the webinar entitled "Comics Build Better Worlds" and the first session of the online workshop entitled "Diversity and Cultural Competency Training" that was sponsored by Library Journal.

High Demand: The High Demand Department ordered 1,093 titles and 9,348 items; received and added 10,960 items; and processed 482 invoices.

High Demand Department staff continued to assist the Materials Processing Department with the processing of non-book materials. Technical Services Associate Rosalyn Easley and Technical Services Senior Clerk Mya Warner attended the Book Ends Customer Service Training.

Materials Processing: The Technical Services Associates cataloged 888 new titles for the Cleveland Public Library and added 896 records for the CLEVNET libraries. The Technical Services Associates and Senior Clerks added 4,542 items. The Materials Processing Technicians worked on 19,954 items.

Materials Processing Manager Elizabeth Hegstrom met twice with Technical Services Associates Christon Hicks, Dwayne Jones, and Karima Ward, and Technical Services Senior Clerk Shirley Jones to discuss the various projects and changes in the Department. Mr. Hicks began learning how to catalog and classify music CDs.

Materials Processing Technician Douglas Huston, Ms. Jones, and Ms. Ward attended the 2018 Staff Appreciation Gala. Mr. Huston and Ms. Ward both received Service Awards for 30 years of service with the Library. Ms. Hegstrom attended the first session of CPL's 2018 Leadership Certification training series entitled "Role of the Leader/Supervisor." Materials Processing Technician Eric James and Ms. Ward attended the Book Ends Customer Service Training.

Technical Services Senior Clerk Sabrina Rosario-Laureano, who was currently out on a leave of absence, resigned from her position in the Materials Processing Department after 19 years of services with the Cleveland Public Library. Her last official day of service was February 1.

Shelf/Shipping: The Lake Shore Shelf/Shipping Department staff sent 90 items to the Main Library for requests and 83 items to fill holds. Main Library received 187 telescopes, the Branches received 543 telescopes, CLEVNET received 63 telescopes, CASE received 6 telescopes, CSU received 0 telescopes, and Tri-C received 0 telescopes. A total of 799 telescopes were shipped out. The Receiving/Distribution Technicians sent out 112 items of foreign material and in total 15,408 new items were sent to the Acquisitions and High Demand Departments.

Receiving and Distribution Supervisor James Clardy continued to participate on the Page Interview Committee and assisted with the administering of Page Assessments at three different CPL locations. The assessments resulted in over fifty successful candidates being selected to be interviewed.

Receiving/Distribution Technician Amber Alexander attended CPR / AED Training. Page Sunil Gookool attended the Book Ends Customer Service Training.

MARKETING & COMMUNICATIONS

Media coverage for the month of February included 245 print and online publications as well as TV and radio. The full report, available in the Marketing & Communications Department, shows ad

values of \$825,938. The stories that were picked up by multiple outlets included the Martin Luther King, Jr. Branch design competition, the gift from the PPG Foundation to support free computer science workshops and robotics camps for teens at the Rockport Branch, and the interview with writer/artist Brian Michael Bendis in *Forbes* who was inspired by the Superman exhibit to jump ship from Marvel to DC Comics.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 1,200 times on average per day, with an average of 149 clicks to the website per day resulting in a 12.4% click-through rate for the month. Over 66% of the click-through's were from some combination of the keywords *library, libraries, public, and cleveland oh*. Special ads targeted users who might be interested in the Library's collections and the beauty of the Main Library Building.

A partnership with Cleveland.com where they are now doing podcasts from Main Library continued in February.

Facebook

	2018	2017	YoY
Net Page Likes	275	53	419%
Avg Post Reach	6,063	1,938	213%
Avg Total Reach	6,796	3,731	82%
Average engagement	79	60	24%
Reactions	62	45	38%
Comments	8	6	33%
Shares	9	9	0%

Twitter

	2018	2017	YoY
Top Tweet (Impressions)	5,301	9,379	-43%
Top Mention (Engagements)	1,556	624	149%
Top Media Tweet (Impressions)	4,101	5,724	-28%
Summary			
Tweets	72	130	-45%
New Followers	90	138	-35%

The Library continues to be more active on Instagram with 455 points of engagement, attracting 79 new followers.

Graphics

Graphics staff filled the regular requisitions for design, printing, and distribution, in addition to designing graphics for ads; the library website; digital signage; social media; staff newsletters; *Off the Shelf* e-newsletter; and weekly postings to the website home page. The new format for *UpNext*, the Library's program guide, continues to be well received with the second issue—Spring 2018—that covers programs and classes in March, April, and May. The cover story, "Peace, Love, and Video Games," tells how a staff member took an innovation grant from CPL and developed a remarkable eSports program at Main Library.

PROPERTY MANAGEMENT

Painters

- Snow plowing and salt delivery.
- Rice- repaired ceiling in men's restrooms.
- Main- repaired and painted walls on second floor.
- Eastman- removed ceiling vent cover, painted and reinstalled.
- Mobile Services- painted staff restroom and hallway.
- Woodland- painted shelving built by carpenters.

Carpenters

- Walz- installed commercial tile in teen room.
- M.L.K- repaired parking lot door lock.
- Addison- installed new electric strike and button for women's public restroom.
- Westpark- installed wall mount for LED monitors.
- Rice- repaired door locks to meeting room and public men's restroom.
- Woodland- built and installed shelving unit.

Maintenance Mechanics

- Rockport - replaced bad exhaust fan motor for staff and public restrooms.
- Walz - replaced defective boiler reset controller and sensor.
- Main - serviced shop air compressor, repaired air leaks.
- Main - preventative maintenance on 3rd floor fan coils and replaced filters and cleaned drain pans.

- Fleet - replaced bad fan motor and squirrel cage assembly for vestibule heater.
- Main - started eye wash station installations, main bldg. dock/garage completed.
- Fleet - ran CAT6 cable to replace damaged line for security camera.
- Main - make-up air unit wiring/relay installation.
- Sterling - replaced outside air damper motor for main air handler.
- Fleet - repaired/replaced ballasts on children's area light fixtures.
- Main - replaced bad motor on fan powered VAV in property management office.
- Walz - CAT6 run for meeting room access point in basement.
- Westpark - T.V. relocation ran CAT6 and power across to new location.
- Old South - checked basement leak, stairwell drain full of garbage, notified A.M. Higley.
- Mem Nott - replaced broken sink faucet in staff lounge.
- Hough - replaced bad ballasts, bulb terminals (tombstones) and re-lamped main area of branch.
- Rice - setup scaffolding for outdoor/parking lot lighting project.
- Walz - activated new Ethernet enabled HVAC controls for main air handler mixed air/economizer dampers, cooling stage solenoids and hot deck valve.
- Woodland - installed lights for new carpenter's shop office and tool room.
- LSW/Main - continued security camera project/wall & ceiling penetrations.
- Branches - started preventative maintenance on exhaust fans.
- Rice - repaired/replaced halogen lights in front entrance vestibule.
- Branches - continued Digital Signage project, CAT6 cabling & power installation.
- Lakeshore - continued installation
- Main - continued cleaning and organizing maintenance shop/storage room.

SAFETY & PROTECTIVE SERVICES

SAFETY SERVICES

- Safety & Protective Services has found a remedy to large amount of cell phones in lost and found. There is a company out of Florida that will clear a phone's memory then distribute them to rape crisis centers, family shelters, and abused women centers. The company provides self-addressed postage paid boxes to SPS.
- Safety & Protective Services has also developed a relationship with CPD by donating children books to a CPD supervisor. Mary S. from CPL Friends gives SPS any books that are going to be thrown out and we contact a CPD Sgt. and he comes by LSW to pick them up.

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activities	Ave per day	Total Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
Feb 2018	3386	154	41	67	537	71	56	98
Jan 2018	4098	164	41	55	588	93	85	44
Dec 2017	3743	156	61	77	704	109	73	34
Nov 2017	3929	163	68	78	706	93	70	119
Oct 2017	4092	157	62	65	676	66	65	68
Sept 2017	3900	156	79	55	742	56	65	54
Aug 2017	4173	155	91	59	827	55	58	46
July 2017	3498	140	49	57	679	75	138	53
June 2017	4126	159	111	45	877	107	72	60
May 2017	3772	145	85	70	600	83	89	51
April 2017	3609	144	73	63	646	120	57	47
March 2017	4084	151	102	85	728	174	68	48
Feb 2017	3574	155	65	109	586	164	80	40

Special Attention, Special Events, and Significant Incidents

- 2/7, a tutor at Woodland reported that her wallet stolen. She was in a rear of branch with two individuals and shortly after their departure she discovered her wallet was missing. She went across the street to CMHA police to file a report. On 2/9/18 the suspect returned the branch and police and SPS responded. The wallet was located in the suspect's purse and she was arrested by CMHA police.

- 2/12, a male patron at Brooklyn branch was dancing and yelling inside the branch. He was asked repeatedly to cease but refused. SPS was notified, responded and escorted the male out.
- 2/9, a male patron was consistently trying to engage a female patron in inappropriate conversation and makes remarks about her appearance. He also asked personal questions. He has been told to stop any further such conversation. She will be told to contact SPS as soon as he is seen so he can be identified.
- 2/15, a male patron was making inappropriate sexual comments to Garden Valley branch staff for months. SPS was notified when was at the branch and the patron was expelled until 4/23/18. The two employees were escorted to CPD to file a report. They were given the option to file charges with the prosecutor.
- 2/14, a group of juveniles at Collinwood were told to leave the branch for the day due to disruptive behavior and foul language. Some of the juveniles blocked the entrance and staff assisted the Royce guards with getting the juveniles to leave. One male said "fuck you, bitch" to a staff member. He then took up an aggressive stance and attempted to challenge the staff member. SPS will issue a 30 suspension and require the juvenile's parent/guardian contact SPS.
- 2/15, a grandmother entered Harvard Lee branch looking for her daughter and grandchildren. The grandmother stated she had custody of her two grandchildren and her daughter took the two kids out of school and brought them to the branch. The daughter and grandchildren were located in the lunchroom. The daughter started to create a scene, but the officer on scene gained control of the situation. An SPS mobile unit responded. Prior to CPD being notified the grandmother took control of the two children and left the branch without incident.
- 2/15, a staff member at Addison reported that a male patron has been leaving her notes for a year. These notes discuss their future and how they will always be together. Recently the male attempted to give the employee a note and she refused to take it. The male became irate and yelled that she must take the note. SPS will be contacted when the male returns and will expel him. SPS is waiting for the staff member to contact a parent before we transport her to CPD. The staff member is 17 years old.
- 2/20, two juveniles were fighting in a parking lot adjacent to Hough branch. The SPS officer on duty went outside to

observe the situation when one of the juveniles fired a weapon. The officer got nearby children inside and put the branch on lock-down. SPS and CPD were notified and responded. No injuries were reported.

- 2/23, two juvenile males intended to fight at South Brooklyn branch and were told by security that this would not be permitted. They left the property crossing the street, and started fighting. SPS was notified and responded. The fight was broken up by SPS and all those who participated, or watched, were sent home for the day. CPD responded later.
- 2/24, two juvenile males at Hough branch were disturbing a third juvenile. The third male called his father who came to the branch. The father invited the first two male outside to fight his child. The first two males remained inside the branch with security. CPD was notified and responded.
- 2/24, South branch staff attempted to notify a patron inside the men's restroom that others needed to use it. There was no response at the door and entry was made. The male was found on the floor with a can and syringe on the sink. EMS administered Narcan and took the male. CPD was on scene and took the evidence.
- 2/28, a male patron at Union began to argue with the Royce officer after he removed another patron for making excessive noise. The patron claimed the guard looked at him or in his direction. The patron challenged the guard to a physical fight and offered the guard to swing first. The guard removed himself from the situation and contacted CPD, while branch staff contacted SPS. The patron left before either department could arrive. SPS will serve patron with a 60 day expulsion upon his return to the branch.

Protective and Fire Systems

- SPS officers have completed Safety Ambassador inspections of fire extinguishers, exit lights, and emergency exit lights at branches for January.

Contract Security

- Royce guards are unarming Glenville and Lorain branches in the morning before the contractors arrive during Safe, Warm, and Dry.

- I removed the Hough Royce guard and her replacement after witnessing both on duty. Both appeared lethargic and uninterested in the post, staff, and patrons.

Administration

- SPS Supervisor Matthew Martin was terminated while on probation last week.
- I will be discussing rear dock authorization tomorrow at the Leadership Meeting. There are no book detectors on the dock and this will eliminate possible thefts out of the dock area.

INFORMATION TECHNOLOGY & CLEVNET

At their regular meeting on December 9, 2016, the Board of Trustees of the Ohio Public Library Information Network (OPLIN) approved a project would provide equipment rack space in the State of Ohio Computer Center (SOCC) free of charge for servers that provide services to more than one library. This allowed CLEVNET to create a plan to place its servers in an extremely stable, protected and secure building at the heart of the OPLIN network in an area dedicated to public libraries.

A year of careful and meticulous planning paved the way for the successful execution of the long-anticipated move of the CLEVNET servers from the lower level of the Louis Stokes Wing to the SOCC the weekend of February 10-11, 2018. CLEVNET services went down on Saturday, February 10 at 6pm to cause the least inconvenience to patrons, and the IT/CLEVNET team worked through the night so services could be restored by 10:30am on Sunday morning. That the move went so smoothly is a testament to the team's ability to manage a large, complex, multi-phased project that involved multiple stakeholders. The team is especially grateful to Don Yarman, the new executive director of OPLIN who has enthusiastically embraced the new level of collaboration between OPLIN and CLEVNET, championed by his predecessor, Stephen Hedges.

As if moving a large data center to a new location 150 miles away were not enough, IT/CLEVNET staff managed to launch a new CLEVNET app on February 15. The CLEVNET team had been part of the Strategic Partner Program, working with SirsiDynix and their partner, SOLUS UK Ltd, on the development of the new app. This first release does not yet offer fine payments and batch

renewals, but those features and others will come with upgrades in future releases.

Hilary Prisbylla, Director of CLEVNET and Larry Finnegan, Director of IT also managed to find time to be the focal point of Morley Library's staff development day on February 14, from 8am-5pm, in Painesville. For more than a year, Director Aurora Martinez has been carefully laying the groundwork for a smooth migration to CLEVNET which is scheduled for September. Director Martinez used staff development day for information sharing and Q&A about CLEVNET, as well as an outlet for staff to voice their anxiety and concerns about the new service model they are adopting when they go live with CLEVNET. This summer, Mr. Finnegan's staff will begin replacing hardware, firewalls, and moving the network.

Other CLEVNET Projects

- Security is a strategic priority and will remain so. To that end, staff set up an ADFS proxy server in the DMZ at the SOCC. This serves two purposes: first for proper security so outside connections go to the proxy server rather than directly connecting to internal servers; the second is this allows two-factor authentication for Office 365 to be bypassed in the CLEVNET network while still allowing two-factor outside of CLEVNET. This will allow two-factor authentication to be turned on for all of CLEVNET at a tremendous cost savings.
- Staff set up a Malwarebytes™ server console and SQL database to prepare for client deployment as another security measure.
- Continued rollout of Traps™ Advanced Endpoint Protection. Geauga County Public Library was the most recent library system added. This product replaces legacy antivirus protection and secures endpoints such as laptops, desktops and servers. IT staff at libraries with Traps are alerted by email when something gets blocked.
- Updating the network infrastructure is another strategic priority. Staff removed racks of old servers and equipment from the server room. They shut down the old CLEVNET VMware, now that all servers have been migrated to the new VMware at the SOCC. Staff also switched the VMware

environment from fixed connection to round-robin for network load balancing. Staff set up the Ethernet connections and Hewlett Packard's Integrated Lights-Out (ILO) server management technology at the SOCC as well.

- Migrated all wireless access points to one wireless LAN controller and decommissioned the old one.
- Added 48-port switch to Lorain Public Library to migrate their secondary network to CLEVNET.
- Member libraries are queuing up to access the Singlewire Informacast Mass Notification service for staff. Seven library systems have been added, most recently, Cleveland Heights-University Heights Public Library.
- Cassie computer and print management is another new CLEVNET service that provides member libraries a substantial cost savings. Burton, Orrville and Andover libraries began in February.
- Andover Public Library is the latest member library to move to Rubrik, the backup/recovery solution.
- Set up and deployment of ConnectWise Automate continues with seven more member libraries now able to monitor and update servers and stations remotely.
- SharePoint sites were deployed most recently at Birchard and Geauga County.
- Geauga County's Office 365 migration is complete.

CPL Projects

- Completed Microsoft One Drive set-ups at Main Library: TechCentral, Business, Government Documents, Science & Technology, Social Sciences, and Youth Services.
- Assisted in the interior digital signage rollout at branches, by making the necessary data connections to the centralized software solution in the Marketing and Communications Department.

- Retired, decommissioned and removed 13 rack servers from CPL's data center.
- Malwarebytes installed and running on the majority of staff PCs using the Malwarebytes server at the SOCC.

The next quarterly of the CLEVNET Directors will be held on Friday, April 27, at 9:30 a.m., at Twinsburg Public Library.