

## **DIRECTOR'S REPORT**

April 18, 2019

### **Strategic Plan**

#### **Our Mission:**

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

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

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

## **PUBLIC SERVICES**

### **Programs and Services**

Government Documents Supervisor Sarah Dobransky and CLGH Manager Olivia Hoge provided a program on women's role during the Vietnam War called *Fight: Women in Vietnam* on March 8<sup>th</sup>. They hosted forty-six high school students who were able to participate in the *Fight the Power* program, watch a film about women's changing role in the U.S. military, and attend a presentation by author of *Courageous Women of the Vietnam War*, Kathryn Atwood. On March 9<sup>th</sup>, Photograph Collection Librarian Brian Meggitt assisted with the screening of *Freeway City* in the Louis Stokes wing auditorium. The documentary, by local filmmaker Brad Masi, drew in part from images in the Collection. The screening was attended by 72 visitors, and was followed by a Q and A with Mr. Masi. Afterward, many of the attendees visited the Photograph Collection to view the companion exhibit.

On March 16<sup>th</sup> Special Collections had a viewing of the film *Zare* which is a 1927 Armenian silent film about a Kurdish couple living in the hills of the Armenian mountains. There were 17 people in attendance who also watched a Russian chess documentary after the viewing. On March 20<sup>th</sup>, Fine Arts Library Assistant Mark Fox Morgan held an Art Lab session in Youth Services related to the art of Henri Matisse. There were 9 participants. March 21-22<sup>th</sup>, the 19<sup>th</sup> *Annual Progress with Chess Challenge* was coordinated by Fine Arts & Special Collections Manager Pam Eyerdam. Over 300 Cleveland students attended the 2 day event

earning trophies, medals and scholarship money. Ms. Eyerdam was able to recruit 8 former Library employees to volunteer as well as 20 current CPL employees.

In honor of Women's History Month, a traveling exhibit from the International Women's Air and Space Museum (located at Burke Lakefront Airport) entitled *Mercury Women: The Forgotten Link to the Future* was on display in Science and Technology during March. The exhibit relays the unsung story of the women who were in training to be astronauts before Congress and NASA put a stop to the program.

On March 1, Social Sciences Library Assistant Pete Elwell held the Sports Icon Series Interview with Dick Ambrose and arranged the Sports Icon Series interview conducted by Dan Coughlin with Les Levine held March 26. Mr. Elwell is also coordinating a program over the summer at the West Park Branch featuring Dan Coughlin's new book, *Just One More Story: A Last Batch of Stories About the Most Unusual, Eccentric and Outlandish People I've Known in Five Decades as a Sports Journalist*. On March 11, Business, Economics and Labor Librarian Susan Mullee finished teaching the GED students about map reading skills. The students answered questions about the weather in the Pacific Northwest and Great Lakes regions utilizing authoritative websites to find the answers.

On March 22<sup>nd</sup>, Business, Economics and Labor Librarian Susan Mullee volunteered for *Chess for Success*, teaching the Cleveland School participants how to make buttons with TechCentral's button maker. Near the end of March, Business, Economics and Labor Senior Librarian Sandy Witmer emailed an announcement about the Business Department's upcoming *Running Your Small Business: Nuts and Bolts* six-part series workshop to everyone on the department's email list. This month, Business, Economics and Labor Librarian Susan Mullee continued to facilitate the ordering and distribution of city and federal tax products. The Government Documents department is also facilitating the distribution of Ohio tax forms due to the limited supply provided to the library from Columbus.

The International Languages Department hosted 29 programs both in-house and off-site during the month. Caroline Han, Senior Subject librarian, planned 27 of these events which instructed both children and adults in aspects of Chinese language and culture. Victoria Kabo, Subject Librarian, planned two children-focused Russian literary events. Total of 303 patrons participated in CPL sponsored events during the month. In

addition, International Language Manager Milos Markovic hosted three tours of CPL campus for outside groups including Berea-Midpark High School, Cleveland Hiking Club and CMHA management team.

Two knitting meetings were held this month. On March 20<sup>th</sup> group members were taught how to make hats using round looms. There were a total of 12 people in attendance and several in the group mentioned it would be nice to keep looms at the branch, or even have them as available for check out. One member of the knitting group stayed after the meeting was over to complete his small loom hat with Monica's assistance. Another member of the knitting group, has been taking breaks during the day with her loom in the library and completed her hat on March 28<sup>th</sup>.

Cleveland Digital Public Library regularly hosts classes. During March, we regularly hosted CPL Fit Yoga, QiGong, and CPL Chess Club. We have held four meetings of the CPL Chess Club with a total of 11 attendees over the month. Our weekly Yoga and Qigong offerings are regularly attended by 10 or more people, with a total of around 80 attendees over the month, about half of whom are from downtown offices. Between March 1<sup>st</sup> and March 28<sup>th</sup> the Cleveland Digital Public Library had 529 visitors. There were 22 KIC Scanner sessions (KIC user data this month is incomplete due to a glitch in the KIC systems). ClevDPL had 14 programs for 313 people. Cleveland Digital Public Library staff assisted 22 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 used the Epson 11000XL flatbed, ATIZ book scanner, and I2S oversized flatbed scanner to accomplish their projects for personal and publication use.

OLBPD circulated 40,687 books and magazines directly to patrons. OLBPD also circulated an additional 13,026 Dimensions newsletters to readers. OLBPD registered 145 new readers to the service. Approximately 676 BARD patrons among 1,470 active users downloaded 12,820 items. OLBPD is currently conducting a survey to collect feedback from its readers regarding library services, how well we perform them, and ways to improve services in the future. The survey launched March 1<sup>st</sup>, and is open until July 31, 2019. OLBPD is testing a new version of its online public access catalog. OLBPD staff members along with select patrons have been invited to test for accessibility and usability. Depending on feedback, the new version could be available to patrons as soon as next month. Staff members are visiting Main Library and Branches to discuss displaying items to promote OLBPD services,

educate CPL staff on OLBDP services, and assess adaptive technology equipment.

### **Main Library Tours and School Visits**

On March 12<sup>th</sup>, General Research Collections Manager Don Boozer and Business, Economics and Labor Library Assistant Joseph Parnell provided a tour for nineteen senior citizens from the city of Independence. The tour was very well received, and the coordinator for the program subsequently emailed that participants "loved the tour and would even like to go back maybe next year." On March 12<sup>th</sup>, General Research Collections Manager Don Boozer assisted International Languages Manager Milos Markovic in providing a tour of the library to 40 members of an area hiking group.

Youth Services Department staff hosted tours for the schools and groups with a total attendance of about 370 students and educators from BARD High School Early College East, Hershey Montessori, Lincoln West Science & Health School, Triad Residential Solutions Tentative, St. Raphael School, Anton Grdina, Lexington Bell Community Center, Marion C. Seltzer, and New Beginnings.

### **CPL Puppetry Initiatives**

#### **Exhibit Media Preview**

On March 21<sup>st</sup>, before the World of Puppets: From Stage to Screen Exhibit opened to the public, a media preview event was hosted in Brett Hall. Attending this event were Melanie McCarter & Aaron Mason from Outreach & Programming Services, Lan Gao from Youth Services; Brad Clark, Curator, Professor of Theatre & Film, Bowling Green State University; Vincent Polowy, President of PGNO and Artistic Director of Great Lakes National Puppet Theater and Robin Van Lear, Artistic, Director of Community Arts for the Cleveland Museum of Art. The group answered questions and talked about the exhibit to Media representatives.

#### **School Tour Exhibit Preview & Performance**

On March 22<sup>nd</sup>, Youth Services hosted 5 groups equaling over 140 students, teachers and adults to present a sneak preview of our new exhibit The World of Puppets: From Stage to Screen alongside performances of a Punch and Judy puppet show by celebrated puppeteer Guy Thompson. Groups were greeted by designated staff and accompanied to various departments for tours of the campus. The tours were designed and facilitated to best serve each particular group, which included Toddler and Pre-K students, 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup> graders, as well as developmentally challenged adults.

Each group was given a 20-minute tour of the new exhibit by J.J. Lendl and attended one of the two Guy Thompson performances that took place in the International Languages Gallery. A number of groups also used library spaces in order to eat lunch during their visits. Senior Librarian Lan Gao coordinated and facilitated this event.

### **Hickory Hideout Reunion**

On March 22<sup>nd</sup>, Cast of Hickory Hideout reunited at Cleveland Public Library to kick off World of Puppets exhibition, producer, host and puppeteers from the show were featured in this event having an on-stage conversation about the show produced by WKYC-TV.

### **Exhibit Opening/World Day of Puppetry Event**

On March 23<sup>rd</sup>, Youth Services, in close partnership with OPS and other Main departments, helped to facilitate the World Day of Puppetry event. Hundreds of patrons were greeted throughout the day to a variety of festivities including numerous puppet shows, meet and greets with Elmo, a workshop with world famous puppet mastermind Jim Kroupa, arts and crafts in the Youth Services department, a pop-up puppet shop, and the grand opening of the new World of Puppetry exhibit in Brett Hall. Youth Services coordinated with the many participating members of the Puppetry Guild throughout the day, offering Puppet Makers collaborated with PGNO to present this event at the library.

### **Music At Main**

March 9<sup>th</sup>, the Celtic group called *Nessa* performed to a group of 51 attendees.

### **Main Library Book Clubs**

Ms. Hoge hosted the Breads, Books, and Beer book discussion at Noble Beast on March 13<sup>th</sup>. Attendees discussed *Ladies of the Ticker* by George Robb. On March 18<sup>th</sup>, Subject Department Librarian Terry Metter held a Brown Bag Book and a Movie Club program.

On March 26<sup>th</sup>, General Research Collections Manager Don Boozer and Science and Technology Library Assistant Peter London hosted the Books on Tap book discussion at Noble Beast Brewing Company. In honor of Women's History Month, the book highlighted was *Blood, Bones, and Butter: The Inadvertent Education of a Reluctant Chef* by Gabrielle Hamilton. The six attendees enjoyed a lively discussion.

The OLBPD adult book club met on March 8<sup>th</sup> to discuss "Educated: a memoir" by Tara Westover and Julia Whelan.

### **Main Library Outreach**

On March 1<sup>st</sup>, Ms. Hoge conducted a presentation on research and databases for a Bard High School Early College class. Students selected a country to research. Ms. Sanchez held a program at the Jefferson branch, *Putting Jefferson on the Map* on March 12<sup>th</sup>. The program used historic images from the Photograph Collection on the Digital Gallery to have a conversation with kids about the neighborhood's past, present, and future. Participants also looked at historic maps of the area using ArcGIS maps and discussed the changing geography of Tremont. To end the program, kids drew a picture of how they envision their neighborhood in the future. "Putting Tremont on the Map" had 10 student attendees.

March 1<sup>st</sup>, Special Collections Librarian Ray Rozman did a presentation about the *John G. White Collection* at Appletree Books in Cleveland Hts. He was an invited guest speaker to 6 people in attendance. On March 2<sup>nd</sup>, Fine Arts & Special Collections Manager Pam Eyerdam and CDPL Coordinator Rachel Senese attended the Natural History Museum event for Trout fisherman to promote the *John G. White Exhibition and Collection*. There were over 100 people at the event. On March 14<sup>th</sup>, Special Collections Librarian Mr. Rozman gave a presentation about Special Collections and the *John G. White Collection* to the local chapter of the Cleveland Scottish Rite Freemasons. There were 10 people in attendance.

In March, Center for Local and Global History Manager Olivia Hoge and Government Documents Supervisor Sarah Dobransky hosted 40 Cleveland Public School Children from John Marshall and James Ford Rhodes high schools. The program, *Fight! Women in Vietnam*, included a session of the Rock and Roll Hall of Fame's *Fight the Power* presentation, the screening of an episode of the PBS series *Makers* entitled "Women in Combat", and a visit from author Kathryn Atwood speaking about her book *Courageous Women of the Vietnam War*. The Rock Hall provided PowerPoint slides to include early heavy metal protest songs ("War Pigs" by Black Sabbath). Ms. Dobransky worked with Rock and Roll Hall of Fame Manager for Community and Family Programs to adapt the *Fight the Power* program to include music from the Kent State Shootings ("Ohio" by Crosby, Stills, Nash, and Young) and examples of soul protest music (e.g., "What's Going On?" by Marvin Gaye).

On March 16<sup>th</sup>, Government Documents Supervisor Sarah Dobransky served as a judge for the Region 3 Ohio National History Day competition hosted by the Cleveland History center at the Western

Reserve Historical Society. Ms. Dobransky served on a three-person panel evaluating websites for the Junior Division (grades 6-8). Ms. Dobransky has been promoting primary government resources to History Day students for several years now and will also be judging for the state-wide competition in April in Columbus.

General Research Collections Manager Don Boozer and Science and Technology Senior Librarian Jim Bettinger participated in a phone call with an official from LIGHTS (Leveraging Innovation Gateways and Hubs Toward Sustainability), founded by Ohio University's Innovation Center in 2016. With an office on the campus of Ohio University, Athens, LIGHTS partners with entrepreneurial support groups in a 28-county area of Southeast Ohio. Mr. Boozer and Mr. Bettinger are leading a process of inquiry about servicing intellectual property requests from LIGHTS members with other Patent and Trademark Resource Center (PTRC) member libraries at West Virginia University, Wright State University, Northern Kentucky University, the Public Library of Cincinnati and Hamilton County, and Carnegie Library of Pittsburgh.

General Research department staff was busy filling Long Loan requests for 12 CPL/CLEVNET agencies. Total of 5,093 items were selected, processed and shipped to fill outstanding requests. To promote new materials, encourage greater use of library resources and increase awareness of CPL sponsored events, staff forwarded 14 distinct emails/mailings to 4,798 patrons affiliated with department's mailing lists and listserv databases. These messages contained booklists of newly arrived materials, notices of upcoming library closings and related CPL news. Yaritza Rondon, St. Martin de Porres High School intern, is no longer enrolled in her work study program and as a result has stopped reporting to department on a weekly basis.

Public Administration Library Assistant David Furies held a book discussion in collaboration with the Cleveland Law Library Association and author James Robenalt. The author's book *Ballots And Bullets: Black Power Politics And Urban Guerrilla Warfare In 1968 Cleveland*, was discussed. Flyers for Senior Day 2019 were distributed to the branches.

ClevDPL again prompted local history organizations to assist, and will contribute to, History Makers on a city-wide collection survey and an oral history project. ClevDPL continues to work with the Cleveland Orchestra to scan scrapbooks. ClevDPL have been working with a vendor to complete the scanning of Cleveland Scene, and the scanning part of the project should be finished in

April. By mid-April, the digital conversion of Scene in order to load it into ContentDM should be complete. Cleveland Digital Public Library continues to work with local newspapers to provide access to the back files of member news organizations. We already provide access to Tremonster, Plain Press, and East Side Daily News. We are continuing to work with our vendor to get Cleveland Scene digitized. Delayed until May, we will embark on a COM (computer output microfilm) project with the Daily Legal News. We are developing a project to digitize the Cleveland Leader. We are working with the Internet Archive, Cleveland Digital Public Library continues curating web- content as part of a 35,000 dollar IMLS grant working with the Internet Archive's ArchiveIT project to document local web-content and local digital resources. ClevDPL has created a collection in the Digital Gallery (ContentDM) for Web Archives, and has populated the collection during October - we will be ready to open it up to the public in October. ClevDPL 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. We have arranged with the administrator of the Literature Collection regarding storing the surveyed, refoldered, reboxed, and relabeled W. Ward Marsh collection and will be moving the collection to Literature in April. Cleveland Digital Public Library is planning the next meeting for NEWDL for late April

TechCentral is again partnering with Cleveland Catholic Charities Migration and Refugee Services near the Walz Branch to offer a series of digital literacy and computer instruction classes for refugees. This 20-week long program started on January 7 and will be held at the Walz Branch Library. Library Assistants Computer Emphasis Alison Guerin and Michael Credico, and TechCentral Coordinator Melissa Canan participated in Progress with Chess with the button maker and 3D printer. TechCentral Manager CJ Lynce and TechCentral Coordinators Melissa Canan and Suzi Perez prepared personalized coffee mugs for upcoming Legislative Day in April. Ms. Canan prepared dog tags for CMHA event on March 26<sup>th</sup> and dog tags for elected officials breakfast on March 29<sup>th</sup>.

### **Main Library Displays**

The exhibits for the *John G. White Collection and 150<sup>th</sup>* were installed in March. Fine Arts staff exhibited music and art books related to Irish traditions. Special Collections staff displayed the 1887 limited edition facsimile of *The Book of Ballymote*. The original manuscript was compiled in the late 14<sup>th</sup> century and is considered one of the most remarkable of Irish manuscripts to



exist. The work was photographed by the Royal Irish Academy in 1887 and 200 copies were made, one of which is owned by CPL.

Specific devices supported by ClevDPL have been integrated into CPL exhibit programs:

- *Magic Box*

After a shift in priorities by the puppet exhibit, Cleveland Digital Public Library has moved the Magic Box exhibit case to the John G. White Gallery on the third floor of Main. We are refreshing the content with John G. White content for the upcoming John G. White exhibit for 2019.

- *Touch Wall*

The touch wall in the third floor space in Cleveland Digital Public Library continues to be used by casual visitors and classes. It has had content updates in March, and we have continued to refine content to enhance accessibility and use.

- *Kiosk*

The kiosk has been moved to Brett Hall and will be used in presenting information from the upcoming puppet exhibit for sesquicentennial.

### **Videography and Photography**

ClevDPL has taken on the responsibility of doing video work for the Sports Research Center. We have finished loading all of the videos from Sports Research Center, Cleveland Restoration Society, the Andrew Venable Oral History Project, Cleveland Growing Strong, and Library Institutional Oral History interviews onto Internet Archive and YouTube and linked them out of ContentDM records. Working with WebWare, we have used HTML embedding in ContentDM to make video content from these projects more easily available through ContentDM. We are also currently leveraging the automated closed captioning in YouTube to create searchable transcripts for all of the above oral history recordings.

During March ClevDPL did a variety of media projects focused mainly on producing video content for Sesquicentennial exhibits in Brett Hall, the John G. White Gallery, and the Library History exhibit. Videos included: Iota Phi Lambda (video), \*CPL Puppets (video), \*Artist Box Moss (video), \*Progress with Chess day 1 (video), \*Progress with Chess day 2 (video), \*Media Preview Thursday (video), \*World of Puppets Friday (video), \*Sports

Interview (video), Steven Nelson Leek (video), and Chess Game (video).

### **Collection Development**

Photograph Collection Librarian Mr. Meggitt continued the item-level inventory of the Cleveland City Hall Collection. During the month he added unique identifying numbers, re-housed items, and created initial metadata for more than 2,300 photographs, bringing the total to 9,600 (out of roughly 35,000 total items in the Board of Zoning Appeals section of the Collection). Mr. Meggitt created a basic inventory of panoramic and oversize photographs from the Subject Cleveland Collection, the Subject Ohio Collection, and the General Subject Collection. The inventory will be used to plan for digitization of materials, and improve individual housings for the items. Mr. Meggitt trained Library Assistant Substitute Aimee LePelley to review and edit files in CONTENTdm. Ms. LePelley will be reviewing about 1,500 previously-created records for Cleveland City Hall images, correcting any erroneous data, adding new descriptive metadata, and updating information to meet current Photograph Collection standards.

Special Collections Librarian Ray Rozman recorded an audio clip for the Magic Box on the subject of a historical chess game. The Magic Box is part of the *John G. White Exhibit* for the 150<sup>th</sup>. Special Collections staff assisted Library Archivist Ann Marie Wieland with scanning items from Archives and preparing labels. A Collection profile sheet was written about the 1953 publication of a Chinese Shadow puppet theater entitled *Das Pekinger Schattenspiel*. To celebrate the opening of the exhibit *World of Puppets*, books about puppetry will be on view in Special Collections. Kent Practicum student Michael Barkacs completed the Finding Aid in OhioLINK for the *Newman Guttman Chess Problems*, had it cataloged and boxed the item for shelving.

<http://ead.ohiolink.edu/xtf-ead/view?docId=ead/OC10100.xml&query=&brand=default>

Two items of interest were purchased, a booklet about Harvey Pekar's comments about Zubal books and a 19<sup>th</sup> century collection of chess clippings. While preparing items for the 150<sup>th</sup> exhibit, Archivist Ann Marie Wieland found a letter in a 1928 book from Special Collections entitled *From Victorian Days; Lyrics and Sonnets* by Will F. Smyth. Smyth was the grandson of Anson Smyth who gave the address at the Library's inaugural in 1869.

In addition, Special Collections processed 102 Catalog Corrections, 30 books, 3 items were transferred to Special Collections

from Storage, 2 misc GIFTS received, and 31 Chess magazines were checked in. 23 music scores were digitized from the Eyman Dance Collection and added to the Digital Gallery.

Social Sciences Senior Librarian Mark Moore completed initial processing of the non-baseball materials included in the Dahlburg donation for the Sports Research Center. Mr. Moore also submitted artwork for a Dahlburg donation bookplate to Graphics.

Social Sciences Supervisor Ron Antonucci submitted and received approval for the All-Star Game program on July 8. There were other All-Star-related activities in the department this month as well. Senior Librarian Mark Moore scanned some new baseball magazine covers for use in the baseball All-Star Game displays (including a large political election cartoon from 1889) and then delivered them to Preservation for special treatment. Library Assistant Pete Elwell found and purchased Major League All-Star Game programs from 1954 and 1963, both held in Cleveland, for the collection. Social Sciences Library Assistant Pete Elwell continued to provide time stamps to index the Sports Icon Series interviews. The Digital Public Library will add these to the online recordings, greatly improving the accessibility of these important archival interviews. Social Sciences Librarian Forrest Kilb processed a number of yearbooks and related Cleveland-area school miscellanea which were donated to the collection. Librarian Helena Travka completed weeding the United Nations papers.

Business, Economics and Labor Librarian Zachary Hay met with Cleveland Digital Public Library Metadata Archivist Amia Wheatley for approval of the procedures followed for transcribing the first of two Garfield-Perry documents to be uploaded to the Digital Gallery. The files have been cropped and are now ready to be uploaded. Transcription of the second document is now underway. The Garfield-Perry Stamp Club is one of the oldest stamp clubs still in existence in the United States.

Martin Hauserman donated *The Man Who Saved Cleveland History* by Laura Taxel to PAL's collection.

ClevDPL worked with Special Collections on registering, shipping and storing the items and supported the cooperative project with the art museum involving youngsters as curators of art work at our ML King Branch. A full run of Scene magazine has been re-scanned after a quality control glitch, and is currently in post-production, correction, and revision. Staff digitization includes

- Upload: 36 items, 1135 files uploaded
- Scan: 30 items, 7199 images
- Post: 44 items, 8146 images

### **CDPL Library Staff does Metadata**

ContentDM revisions:

- 14449 metadata revision across Cle History, Newspapers, CPL History, Farm to Table, Photographs, PAL, and Sports Research
- OCLC's Digital Collection Gateway
  - Added 1744 records
  - Replaced 16593 records
  - Skipped 445 records
- DPLA Uploads
  - idle

### **Research That's Possible Only at Main Library**

- Staff assisted a patron with finding and obtaining historic images of buildings within the Gateway District, particularly images of Huron Road and of the White Elephant theater and saloon that had once been located on East 4<sup>th</sup> Street.
- Staff assisted a researcher with locating images of Randall Park Mall and Euclid Square Mall for a short documentary on the life-span of the two shopping centers.
- A visiting researcher studying the role of four local women in post-WWII peacekeeping efforts used CLGH's Biography Clipping File and local newspapers on microfilm
- Staff helped a couple who have found that they are related to the Waring family, whom a block in downtown Cleveland is named after. Staff helped them acquire newspaper articles, Sanborn Fire Insurance maps, and photographs of the block.
- Staff helped a student who has moved on to the state round of the History Day competition. Her main focus is on local history, most notably the theater district of Cleveland. Staff were able to give her items from multiple areas of the Photograph Collection including Subject Cleveland, the Cleveland Picture Collection, the City Hall Collection, and the Charles Hackett Collection.
- Staff assisted a patron with locating articles who recently found out that he was abandoned as a baby inside Terminal

Tower/Union Terminal. Referred to as "Terry Tower", the patron was abandoned by his original parents and wrongfully claimed by a woman who was trying to claim a \$30,000 legacy from her father in law. The patron was then taken from the imposter's custody by child services and adopted out to a local family. The patron didn't know the full details of the story until he was sent the articles.

- Staff helped a patron find the location of an old factory on the east side of Cleveland. Using the Cleveland City Directories and the Ohio Secretary of State Business search, Ms. Sanchez was able to find the location of Mill Run Products (6118 Kinsman Ave.) in the mid-1980s.
- Using the Cleveland City Directories, staff were able to help a patron find information about G.W. Mercer, a florist shop operating in Cleveland in 1940. The shop had three locations, including 2991 West 25<sup>th</sup> St., an office in the Hanna Building, and a location in Hotel Cleveland.
- Organ music score by James H. Rogers requested. Rogers was the organist for the Euclid Ave. Temple in the 1880s. He composed over 550 works: over 50 compositions for the organ.
- Patron requested to see the 2 examples of a Jewish Haggadah (sacred text that would be read at Passover). The examples in Special Collections are encased in a silver case and another in a blue velvet cover.
- Patron request to see the 1930 first edition of *Moby Dick* illustrated by Rockwell Kent
- Patron request for a scan from the 19<sup>th</sup> century *Bretano's Chess Magazine*
- Architectural historian from New York came to CPL to do research on Ann Halle, wife of architect Robert Little. The full *Little collection* of 19 boxes of documentation was pulled as well as architectural drawings for her research.
- A researcher from CA requested scans from the tarot card collection donated by former Special Collections cataloger William Green
- Patron requested to see some of the classic juvenile books in Special Collections. Most of these are first editions and signed copies by the authors/ illustrators.

- Researcher from Venice, Italy inquired about pagination in the CPL copy of the 16<sup>th</sup> century chess manuscript by Damiano da Odemira. Scans were sent to her.
- Patron requested information on a building that housed the Spang Bakery on Barber Road in 1911. Articles were scanned and sent.
- Researcher and author requested to review the copies of *Nests and Eggs of the Birds of Ohio* (1886) by the Jones family. This was a unique project conducted by the family and considered the "other Audubon".
- A retired architect requested information about the structure of the Cleveland Grays Armory.
- Special Collections staff worked with the Director of the Soldiers' & Sailors' Monument to verify if several men mentioned in some documents were Civil War veterans.
- The following music scores were requested: *Lyin Eyes* by The Eagles, *The Messiah*, songs by the Beatles, Irish ballads
- The following art related materials were requested: books on Greek & Roman mosaics, baroque architecture of Sicily, books on Van Gogh, art of Basquiat, Dutch marine painting, Delft ceramics
- Patron came into Fine Arts to use the physical copy of the *Avery Index to Architectural Periodicals* to search for articles written in the 1980s that appeared in *Architectural Digest* on communities in London, England.
- Researcher from New York looking for information about the 1030 Gallery that was once active in the late 1940s and located on Euclid Ave. Newspaper articles were found in the *Plain Dealer* and the Cleveland Museum of Art had a clipping file about the gallery.
- Graduate student from Youngstown State contacted Fine Arts to try to find articles from the early 20<sup>th</sup> century dealing with apartment designs. The online version of the *Avery Index to Architectural Periodicals* is a paid database that select institutions have. Youngstown is not one of them so her only option was either to go to Kent State Library on site or come to Fine Arts and use the print copy. Most academic institutions either sent their print copies to storage or withdrew their copies.

- A researcher for Retro Report, a New York based non-profit newsroom working on a TV show for PBS was looking for film footage about the 1969 fire on the Cuyahoga. She was referred to the Photograph Collection and to contact Cleveland State University that has the WKYC film series called *Montage* and John Carroll University *Tim Russet Communications Dept. Archive* of local film footage. Special Collections librarians learned about these resources from their meeting with the Cleveland Archival Roundtable sessions.
- Researcher who wrote her dissertation in 2014 about the Library's copy of a 14<sup>th</sup> century French manuscript about Philippe de Mezieres posted online a tribute entitled *The Memory of Philippe de Mezieres in Songe du viel Pelerin Manuscripts*. The author now teaches at the University of Southern Denmark.
- Local researcher requested information about the architectural firm Bohnard & Parsson that was in business between 1905-1932
- Over the course of this month, Social Sciences Librarian Forrest Kilb assisted a former secretary of the City Club of Cleveland by locating and scanning to PDF selections of microfilm transcripts from City Club Forum speeches of the 1920s to aid in the patron's research for a book he is writing. Mr. Kilb has established a good working relationship with this patron and continues to assist him with further research.
- In a group effort, the Government Documents Department provided information for an Australian researcher looking for any information on a Cleveland-based radio tube business. The Business, Economics and Labor Department forwarded the request for a patent to Government Documents. Although the information provided by the researcher was inaccurate, Government Documents Supervisor Sarah Dobransky was able to find the company's patent, issued to a different inventor than the one listed by the researcher. Using the print index from 1932 and the company's name, Ms. Dobransky was able to locate the correct inventor and use that information to find the patent number. The online PubEAST version of the patent had technical issues with the original

scan and was unable to be read. Therefore, Ms. Dobransky had to rely on the original microfilm reels to retrieve the information.

- Additionally, as part of the library's Patent and Trademark Resource Center (PTRC) program, Science and Technology Senior Librarian Jim Bettinger had 13 intellectual property consults (each between 2 and 3 hours) in March. The most common request was for entrepreneurs who wanted to start a music-related business (e.g., band, DJ) requiring information on trademarking the name of the band or the entertainer's stage name; copyrighting any new lyrics, music, melody, or performance; and legal implications if the performance gets loaded onto Youtube.
- General Research Collections Manager Don Boozer and Social Sciences Senior Librarian Mark Moore contributed to a 42nd Parallel production research request about the 1912 Ohio Suffrage campaign for a PBS program. Mr. Boozer provided the researcher with a link to the digitized 13-volume scrapbook compiled by the Woman Suffrage Party of Greater Cleveland between 1911 and 1920. Mr. Moore supplied contact information to an Oberlin College historian and information about the Dayton Public Library's special collection of Ohio Suffrage materials.
- Business, Economics and Labor Librarian Susan Mullee provided a patron with a selection of Sherwin-Williams annual report information (1977-1980) that the department has on microfiche.
- Business, Economics and Labor Librarian Zachary Hay researched historical information related to a florist company originating in Cleveland in the late 1890s named G.W. Mercer, Inc. Resources consulted included the 1914 and 1916 volumes of *American Florist Company's directory of florists, nurserymen and seedsmen of the United States and Canada* (CPL is the ONLY Ohio public library to own these); and the 1955-1957 editions of the *Midwest Florist Directory* (CPL is the ONLY library in WorldCat to own these volumes).
- Mr. Hay assisted a Business, Economics and Labor patron in finding and retrieving the department's complete set of *Best's Aggregates & Averages - Property/Casualty, United States & Canada* series. The patron came specifically to view



the resource in the department, and CPL is the only Ohio public library to own this series.

- A Science and Technology customer requested information regarding the Harshaw Chemical Company, especially any current information from the US Army Corps of Engineers regarding their site along the Jennings Freeway at Spring Road. The patron also needed to know the toxicity levels of uranium, and the thorium levels at the bottom of the swale at Bradley Road. Harshaw Chemical contributed to the Manhattan Project by making uranium chemicals from 1942 - 1953 on the site and then shipping their products to Oak Ridge. Sources used for this query included *Patty's Industrial Hygiene and Toxicology* (1991) and *Toxicology of Metals* (1996). CPL is the ONLY public library in Ohio to own these two resources. The *Administrative Record File, Formerly Utilized Sites Remedial Action Program (FUSRAP) for the Former Harshaw Chemical Site, Cleveland, OH from the US Army Corps of Engineers* (2011) was also helpful, and CPL is the ONLY library in WorldCat to own this resource.
- PAL staff assisted patrons with ordinance questions related to water bill rates, street dedication, dogs and Ohio State University and Parkworks agreement.

On March 13<sup>th</sup>, Director of Main Library & Research, John Skrtic worked with Cleveland Museum of Art (CMA) administrators to set up a tour for the Main Managers. The tour provided a behind the scenes look into some of the services and exhibits offered at the CMA, as well as the evolution in the way they deliver their services to meet the ever changing needs of their patrons.

## **BRANCHES**

### **DISTRICT ONE**

**Eastman** - On March 7, 2019, Westown Community Development Corporation held its Annual Meeting at Eastman Library Branch in the community room. Over 40 people showed up to meet featured guest speaker John Hildebrandt, author of "Always Cedar Point." John was raised in the West Park neighborhood. The meeting also included the Community Builder's Awards with Councilperson Dona Brady and Council President Kevin Kelley in attendance.

**Lorain** - A Human Trafficking Community Forum was held at Lorain Branch to bring awareness to the issue; forum was well-attended by forty-four patrons. Our Tech Central held Microsoft Word classes on Thursdays. Children enjoyed a Celebration for Dr. Seuss' Birthday, Planting a Martian Garden, a Sci-Fi story time, a Film Screening of The Martian, Drums of Spring Music Exploration, a Mars Libs Writing Workshop, Captain Kirk Day, Get Your Game On, and the Aw Snap Circuits and Making Paracord Survival Bands MakerLabs. Branch Manager Crystal Tancak attended the Second District Community Relations Meeting, the West Side Collaborative Meeting, and the Lorain Avenue Merchant Meeting.

**Rockport** - Rockport had a very busy month of March! The Great Lakes Science Center visited our branch every Tuesday to facilitate STEM programs with the children in the branch, including building gliders, alka seltzer rockets, making slime. The Youth Services staff did programs as well: St. Patrick's Day scavenger hunt, Dr. Seuss program, Makerkit Mania and monthly ArtLab program. Rockport hosted AARP to do taxes every Wednesday in March for the community, as well as a Saturday morning Legal Aid visit for patrons!

**Walz** - After many discussions, Walz new Aquarium has been delivered. It stands nearly 5 ft high and over 6 ft in length and two foot wide. Since it is shrouded waiting for its fish to arrive, it has provoked much excitement and conversation with our patrons.

**West Park** - The last of our tall, free-standing shelves have been removed and the collection has been rearranged to accommodate these changes. Our YS Team completed the branch Growth Plan. In partnership with Kamm's Corners Development Corporation, The Hope Center and 5 Points Coffee and Tea, a screening of the movie "On Exile" was held at The Hope Center with 52 adults attending the event. A Q&A session, regarding local immigrants and refugees settling in the West Park area, was held after the movie screening. CCA started their tax assistance this month. Little Bits Open Play was a success this month. Our branch Program Planning Team held our second meeting this month. The purpose of the meeting is to work together to brainstorm, plan and execute our branch programming. SMART Goals have been reviewed with all staff. The first meeting of the Blue Collar Book Club - a partnership with the West Park and Rockport branches with Working Class Brewery - was held the month. The Book Club will meet the last Tuesday of each month at 6:00.

## DISTRICT TWO

**Brooklyn** - LAYE Cathy Hankins provided outreach and crafts to the Denison schools and teachers, with Children Librarian Laura McShane assisting with class curriculums and lesson plans. Ms. McShane offered her CPL knowledge to the Metrohealth Patient Family Advisory Committee, and attended the Youth Services Meeting. The meeting room was utilized by Ohio Occupational Training, and Cuyahoga County Family Services. The branch staff welcomed new Interim Branch Manager Ron Roberts.

**Carnegie West** - Manager Angela Guinther attended Ohio City Incorporated's (OCI) annual meeting the evening of March 19<sup>th</sup>: Carnegie West Branch is featured in the Partner Highlights section of OCI's 2018 annual report, and accompanying the write-up and photograph of the library is a quote provided by Ms. Guinther highlighting the branch's partnership with the community development corporation.

In partnership with the Cleveland Seedbank, the Seed Library reopened on March 20<sup>th</sup> providing twenty-five varieties of heirloom, non-gmo and organic seeds free to patrons; a value-added library service for a community that takes its gardening quite seriously. Les Delices (The Delights) played to full house of patrons, including children from Paul L. AARP provided free tax preparation continues to be a popular service; every appointment available each Tuesday has been reserved.

**Fulton** - Children Librarian Beverly Austin offered activities for the youth: Mardi Gras masks; assisted with Mean Green Science Machine. CPD officer Allan visited the branch with his K-9 to talk about CPD. Numerous organizations/programs utilized the meeting room: Aspire (ESOL), Sahaja Yoga Meditation Group, Everyday English, North Coast Education, Ohio Guidestone, and Opportunities for Ohioans with Disabilities. The branch staff welcomed new Interim Branch Manager Steve Capuzzo.

**Jefferson** - The Jefferson Branch was fortunate to host one of the chamber music performances of Les Delices as part of Les Delices Steps Out outreach events. While the Nintendo Switch has continued to be popular, the youth who visit the Branch have also appreciated the chance to paint rocks, make paper bag puppets, and share anime. Club Create has also resumed programs in the Branch combining language and arts. The Center for Local and Global History visited and led a lively program, "Putting Tremont on the Map," exploring what the neighborhood once looked like,

how it is now, and how it might look if the kids designed it for the future. The Tremont Think & Drink book club discussed *Heartland* by Sarah Smarsh. The Jefferson Branch Staff bid farewell to our own Assistant Manager Steve Capuozzo, who has been appointed Interim Branch Manager of the Fulton Branch. The Jefferson Branch is again serving as a Seed Library for the Cleveland Seed Bank, which will distribute heirloom seeds to community members in the building and at various warm-weather outreach events.

**South** - The South Branch had multiple class visits from the surrounding schools. The recording studio, meeting rooms, and conference rooms continue to be extremely popular. The Rainey Institute have been presenting programming at the South Branch, in which the children have enjoyed creating art work on Tuesdays and learning new dance moves on Thursdays. The plumbing issues that have plagued the Branch since its opening have been corrected by the Plumbing Contractor and there has been no further problems.

**South Brooklyn** - South Brooklyn Branch had numerous organizations utilize the meeting room: Greater Cleveland Foodbank offered benefits information; Fruitful in a Desert Place Ministry held weekly coaching for youth; AARP Tax, Councilman Kelley's Ward 13 Democratic Club/Community meeting, and Los Amigos Spanish Class. Assistant Manager Tammy Houghton met with BRK, FUL & SBN youth staff to discuss growth plans, and offered a Monday Night Knit & Stitch program. The branch welcomed PT Clerk Grace Wen and LACE Abigail Larion.

### **DISTRICT THREE**

**Garden Valley** - Ms. Csia presented the "Hear Your Heart program" where children made homemade stethoscopes. Mr. Burks facilitated the Dr. Seuss Birthday Celebration program where children enjoyed the great stories of Dr. Seuss, made mask, mustaches, hair, and hats. Ms. Csia also coordinated a tour of the Garden Valley Branch with a second-grade class from Anton Grdina School. With the constant need for computer assistance from the Garden Valley Branch neighborhood patrons, LACEs, Ms. Alycia Woodman and Ms. Latoya Barnes continued to assist patrons with job applications, resumes, unemployment registrations, and various other computer needs. Ms. Woodman and Ms. Barnes also conducted 3D model program where children had the option to build a Bear, Squirrel, or an Owl out of cardboard and glue.

**Hough** - The highlight of the month was former LACE Romael Young being promoted to the Library Assistant- Youth Emphasis position. Mr. Young and Youth Services librarian Manisha Spivey worked on the branch's growth plan and discussed it further at the monthly youth services meeting. Their goal is to bring more literacy rich art into the building created by the youth. The Cleveland State University tutoring continued along with the Braxton tutoring. Hough is also an official seed library and started displaying the seed library at the end of the month.

Mrs. Kmiecik attended two Martin Luther King Jr. Branch Design Charrette meetings to assist with the collection development of the exciting new branch. Mrs. Kmiecik also attended the semi-annual Ohio Library Council Membership meeting in Columbus.

**Martin Luther King, Jr.** - Outreach to the community continued with visits to PNC Neighborhood Center for interactive story times by Angela Pope Margerum and Eric Eubanks. Shanell Jones visited Fenway Manor Senior Living for the monthly book club; the book, "My sister the serial killer by Oyinkan Braithwaite" was discussed.

"Fight the Power": Women's History Month Edition was presented. Participants gained an understanding of female artist such as, Tina Turner, Diana Ross, Madonna and more; and their journey through music. Angela Pope Margerum and Eric Eubanks also developed and discussed their Early Childhood Growth Plans for the branch and its community. College Now wrapped up its Spring semester of ACT/SAT prep for area high schoolers. Line dance instruction continued with Eric Eubanks. Prince Foster held his weekly game and anime activities for teens. Shanell Jones participated in the MLK Design Charrette to discuss the current design for the future library. Shanell Jones also attended an informational session to gain updates on the upcoming Parade the Circle event. Shanell Jones accepted the role of MLK's Interim Branch Manager until filled.

**Sterling** - The world of Dr. Seuss was brought to musical life with a performance of Green Eggs and Ham, A Children's Opera. Lara Troyer and friends appeared at Sterling through the Center for Arts-Inspired Learning. Sonja McCord and Charles Bailey presented the first of three "Fight the Power! Rock and Civil Rights" programs. Octavofest in Promise returned to Sterling for the first book arts program of 2019. The teachers at Bingham and William Patrick Day appreciate the Book Bag program. The residents of Joseph's Home are delighted to receive A-V materials and magazines.

**Woodland** - Our branch bid farewell to Ms. Whitney Johnson as she was promoted to Rice Branch's Youth Librarian position. Public Services Manager, Maria F. Estrella, attended the George Washington Carver Partners MTG, Ward 5 Community Meeting, Cleveland Central Promise Collaborative Meeting, and the Central Family-to-Family Collaborative Meeting during the month of March 2019. She also attended the NEO-RLS Difficult Conversations: Corrective Action & Termination Workshop on Tuesday, March 12, 2019.

#### **DISTRICT FOUR**

**East 131<sup>st</sup> Street** - During the month of March Children's Librarian, Kelli Minter and Library Assistant, Rosa Simone held travel programs every Tuesday called "Travel Tuesday". Youth virtually traveled to 1600 Pennsylvania Avenue, the Lincoln Memorial, the Martin Luther King Jr. Memorial, and the Washington Monument and had an adventure in Las Vegas. Additional internal programs during the month of March were Plant Nite and vision boarding with E 131 Clerks Ms. Karie Felder and Ms. Cathy Jennings. External partner programs offered at E 131 branch include: Art Therapy Classes and CFB Nutrition Food Classes during the Cleveland Food Banks meal program. Ms. Simone also represented the Cleveland Public Library at John Adams High School for a program geared towards girls for Women's International Day with presenter Ms. Yvonne Pointer. Ms. Marina Marquez began as the the interim Manager at East 131.

**Fleet** - Branch Manager, Pasha Moncrief Robinson met with Councilwoman Gigi Traore from The Village of Newburgh Heights to discuss services and programs offered at Fleet Branch and the implementation of deposit collections at Village Hall in May. Mrs. Robinson attended CSU's Women Courageous Conversations at Cleveland State University Maxine Goodman College of Urban Affairs and Drury Hotel. Mrs. Robinson also attended P-16 Employment Committee Meetings and Mound Block Club Meeting. Branch Clerk, R-Riana Spivey attended Slavic Village Neighborhood Summit. Mrs. Robinson, Children's Librarian, Tracie Forfia, and Library Assistant, Youth Emphasis, Anna Fullmer met to design the Children's Department growth plan. They also met with Lynn Roderman and Susan Gordon of Slavic Village Development to discuss partnering with Stella Walsh Recreation Center. Ms. Robinson and Ms. Fullmer met with representatives from Huntington National Bank to discuss financial literacy. Fleet staff ended the month of March by gifting goodie bags filled with CPL swag, calendars, beauty products, and sweet treats to women in the Broadway/Slavic Village/Newburgh Heights communities.

**Harvard-Lee** - March was an exciting month for the branch - we kicked off on Saturday March 2, 2019 with a seminar on Colon Health presented by the Cleveland Clinic. Twenty plus patrons attended this information session. Finally, Mr. Moore and Ms. Morales taught information literacy classes on to senior classes from JFK High School. The high school seniors were working on social justice research papers. They learned about the library databases, and how to place holds and sign up for library cards.

**Mount Pleasant** - The Mt. Pleasant Branch hosted a St. Patrick Day arts and craft class; the children made paper Celtic Knots, played a game called, Guess how many coins are in a Pot of Gold, made Rainbow Collages, and enjoyed a Scavenger Hunt. For Dr. Seuss's Birthday, the children created crafts based on their favorite characters. CPL's Maker Space Lab came to the branch and created a Duct Tape Universe for their Make and Take Craft. Mrs. Scurka attended the Partner Appreciation Luncheon at the St. Martin De Porres High School for the Mt. Pleasant volunteer student Ray'Vonne Williams. She also attended the CSU Women's Leadership Conversation with Dr. Cecile Brennan.

**Rice** - Councilwoman Yvonne Conwell held her monthly meeting after hours. Amiya Hutson and Kristen Schmidt attended the Women in Leadership: Courageous Conversations workshop at CSU, and attended the St Martin de Porres High School's partner appreciation luncheon with their youth Tai'Jay Foxx. Whitney Johnson (promotion/transfer from Woodland) started as Rice's Children's Librarian, and Nyshia Norris (new to CPL) started as Rice's Branch Clerk. Ms. Schmidt transferred to Harvard-Lee as Interim Branch Manager. With all of this movement and change happening the Rice Team had an all-staff meeting in celebration of new and promoted staff that ended with a vision boarding exercise that taught the team more about each other and focused our aspirations.

**Union** - This month's teen book discussion was #Murder Trending by Gretchen McNeil. TechCentral presented two Maker labs which were Make a Statement: Button Making and Mobile Makerspace Demo. Patrons of all ages enjoyed both events. A March Madness 3 point shootout was held on March 21 and 28. Ms. Williams, as a representative for CPL, attended the Harvest for Hunger Kick-off event which was held at the Cleveland Food Bank. Ms. Williams also attended the Women in Leadership Series: Courageous Conversations workshop. The workshop was held at Cleveland State University.

## **DISTRICT FIVE**

**Addison** - St. Francis's Orchestra Director, Marque Davis had his students play for preschoolers at Addison Branch with 22 preschoolers and parents in attendance. Branch programs with The Ohio State University's Food and Consumer Sciences program were confirmed for four Saturdays beginning in April 2019. The sessions will focus on budgeting and meal planning. The branch is creating a parenting section in the children's area and adjusting the materials to make the children's area more accessible while trying to promote the collection more effectively as a part of our Early Literacy Library Program Assessment Growth Plan.

**Collinwood** - The Youth Services staff participated in surveys and prepared a report to identify what the children's section reflects toward early literacy support for young children and their caregivers. The use and need for support using our MFD and resume continues to be a vital part of patron assistance. Sadie Winlock, CPL's new Director of Equity and Inclusion Initiatives visited the Branch and interviewed Manager, Caroline Peak about the successes, partnerships and community partners.

**Glenville** - This month the Vocal Arts Program in partnership with Tri-C College provided our youth in grades 3-12 a great opportunity to learn how to sing and perform as a group. Neighborhood Connections hosted a pizza party for youth ages 14-24 to sign up for summer employment through the partnership with the Y.O.U. organization. GED classes are back in session.

**Langston Hughes** - The after school chess program for kids continued with a special treat of pizza provided during one of the weekly sessions. Two maker lab sessions were held highlighted by TinkerCad introduction. The month's programming also included a special musical performance by Les Delices. The America Reads afterschool tutoring program continued with two tutors coming on Tuesdays and Thursdays. The month saw staff changes as Branch Clerk Valerie Johnson was promoted to a Library Assistant position at the Union Branch. Assistant Branch Manager Ronald Roberts accepted an interim Branch Manager assignment at the Brooklyn Branch. Mr. Bradford, Branch and District Manager, and Mr. Roberts participated in the second part of a community engagement workshop for managers.

**Memorial Nottingham** - This month welcomed Women's History Month with a book discussion of the Michelle Obama memoir, "Becoming." Chief of External Relations and Development for Cleveland Public Library, Shenise Johnson-Thomas, graciously agreed to be the



program's moderator. The event was scheduled in agreement with the monthly Zeta Phi Beta Sorority meeting whose members agreed to be the audience for this program. In addition, the sorority made a monetary donation to the Branch as a thank you for the years of providing them with a safe, clean and friendly meeting space.

## **OUTREACH & PROGRAMMING SERVICES**

### **SUMMARY**

In the month of March the Library hosted approximately 321 programs ranging from Cleveland Humanities Festival author visits to tac preparation clinics. The Library offered 59 preschool story times to children throughout the city in addition to food service at all 28 locations. Education services such as GED and ESOL classes, and SAT and ACT preparation classes were held at 14 branch locations and Main Library; K-8 tutoring will resume at 13 locations in the month of March.

### **YOUTH**

Express Yourself! Youth Art Workshops continue at East 131, Hough, Sterling and West Park branches. Workshops are offered two days a week at each of the participating locations. In each session, participants learn to develop their art skills using different media - drawing, painting, sculpting- for self-expression. Licensed art therapists facilitate workshops. Throughout the four branches, some staff may observe intergenerational participation, creating an opportunity for peer relationship building.

The Cleveland Museum of Natural History (CMNH) Family Pass Program is an expansion of a two-year pilot program. Passes for a one-time general admission visit to the museum for a family of up to 6 people are available for check out at all Cleveland Public Library locations. Each library location will receive five passes per month. Fifty additional passes per month will be held in OPS. Passes are valid up to 30 days from the checkout date.

Cleveland Public Library and the Greater Cleveland Food Bank continuously work together to provide after children with a nutritious after-school meals. These healthy meals are delivered Monday through Friday at all Cleveland Public Library locations. Monthly nutrition education programming is provided at each location. The Cleveland Public Library served approximately 10,080 lunches in March 2019.

College Now, an ACT/SAT prep program continued classes at Main Library. The winter session concluded during the month of March, with 5-8 students finishing. Spring classes are scheduled to resume Monday, April 15<sup>th</sup> at Main Library. Recruitment for spring classes are underway.

Rainey Institute engages Cleveland Public Library youth patrons in exploring visual art techniques, PHIT (Physical health and international training) sessions and dance for students ages seven and up. Rockin' with Rainey classes are currently at the South Branch on Tuesdays and Thursdays, with approximately 9 kids in attendance.

Sponsored by the Rock and Roll Hall of Fame and PNC, Cleveland Public Library youth staff continues to present *Fight the Power* programs at branch locations, making Rock Hall educational resources accessible to all at the Cleveland Public Library. In "Fight the Power," students will think critically about how rock & roll musicians in the 1960s and early 1970s challenged audiences to consider alternatives and make changes in their communities. Students listen to and view performances by legendary artists as they are engaged in identifying social commentary in lyrics, performance styles, and historical images. Sterling Branch and Garden Valley Branches hosted Fight the Power presentations in March.

Free tutoring and homework help is offered at various Cleveland Public Library locations, thanks to Cleveland State University America Reads tutors and Braxton Educational and Technology Consulting Tutors. Tutor is offered at the following branches Monday through Thursday; Addison, Collinwood, East 131, Fleet, Fulton, Garden Valley, Glenville, Hough, Langston Hughes, Rice, Rockport, Sterling, Union, Walz and Woodland.

The cast of Hickory Hideout, an Emmy Award winning television program for children which aired on WKYC-TV from 1981 to 1991, gathered for a reunion at the Cleveland Public Library on Friday, March 22, in honor of the grand opening of *The World of Puppets Exhibition*. The exhibit features puppets from all around the world, included Hickory Hideout puppets and photography. The reunion cast featured the shows human hosts, Cassie Wolfe and Wayne Turney, along with Nancy Sander and Linda A. Wells. Outreach and Programming Services Project Coordinator, obtained a video message from castmate Kathryn Hahn, who was unable to attend.

March 23 marked the Grand Opening of our *World of Puppets: From Stage to Screen Exhibit* Brett Hall at Main Library. Led by Melanie McCarter, Outreach and Programming Services Project Coordinator, the library also celebrated World Day of Puppetry, alongside the Puppeteers Guild of Northeastern Ohio. Hundreds of families were in attendance, enjoying free puppet shows, snacks and puppet crafts.

#### **ADULT**

On March 2, Literary Cleveland offered the second of a two-part writing series based on *Citizen: An American Lyric* as part of The Big Read community program led by the Center for Arts-Inspired Learning.

On March 9 the Rockport Branch hosted Legal Aid @ the Library. Eight attorneys (CWRU, FTC, American Greetings Corp., Fisher Phillips, ABB/ACC NEO), 7 non-attorney volunteers, and 6 Legal Aid staff assisted 22 families at the January clinic.

Les Délices, Cleveland's Baroque orchestra, introduced patrons of all ages through interactive, family friendly performances at Langston Hughes Branch on March 13, and Carnegie West and Jefferson Branches on March 14.

In partnership with VITA & ESOP Cleveland, the CPL hosted two no-cost tax clinics that provided return preparation services, benefit checks, and referrals for patrons who registered for the free sessions through 2-1-1 First Call for Help. Over 100 visitors were served at two clinics held at the Lakeshore Facility on March 16 & 23.

On March 25 as part of the Cleveland Humanities Festival, author Andrew Reeves and ideastream/wviz broadcaster, Mike McIntryre, discussed Mr. Reeves' book *Overrun: Dispatches from the Asian Carp Crisis* and the related threats to Great Lakes ecosystems, native fish and wildlife, and the regional economy.

#### **STAFF**

Erica Marks, Youth Outreach and Programming Coordinator, and Leslie Barrett, Outreach and Programming Services Project Coordinator, attended the 2<sup>nd</sup> Annual School Quality Guide Release event on March 21<sup>st</sup>. Transformation Alliance distributes school quality reports to the public, by way of partnerships with local organizations and businesses'. The Cleveland Public Library is one of the largest school quality guide distributors, as families can access these guides at all Cleveland Public Library locations.

OPS Project Coordinator Debbie Hajzak participated in the following professional development opportunities: Re-Imagining Branch Libraries - Principles Committee - Mar 22, Labor Management Committee - Mar 14, and SEIU District 1199 Chapter Leadership Meeting - Mar 20.

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

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

- *External Relations & Advocacy*
  - CPL Elected Officials Breakfast: On March 29<sup>th</sup> Director Thomas and the ER&D department hosted a breakfast for elected officials and key stakeholders to deepen understanding on the value libraries bring communities and provide an opportunity for local constituents to share the impact CPL has had for them in the below areas. The breakfast was also in support of the state-wide work being done for public libraries with the Public Library Fund (PLF).
    - Constituents Focus Areas:
      - Education
      - Technology
      - Entrepreneurship

Representatives from the offices of Governor DeWine, Congresswoman Fudge and Kaptur, and Senator Portman attended the breakfast. Cleveland City Council President Kevin Kelley along with other city and county councilpersons attended the breakfast as well.

### **CPL DEVELOPMENT UPDATES:**

- *Fundraising*
  - Funding Proposals/Applications Submitted:
    - Gund Foundation for CPL150 programming
    - PNC for CPL150 programming
    - Sisters of Charity application for discretionary grant for Sterling Branch
    - Submitted materials to Parker Hannifin for CPL150

### **CPL FOUNDATION UPDATES:**

- *Governance:*
  - CPLF Board Meeting held on 3/8/19
- *Fundraising:*
  - CPL150 Funding Meetings/Calls:
    - PNC

- Parker Hannifin
  - CPL150 Sponsorship Secured in March, 2019:
    - Tri-C
    - AT&T
    - RPM
    - Midwest Tape
    - Dix and Eaton
    - Osborn Engineering
    - Youth Opportunities Unlimited
    - Applied Industrial Technologies
  - CPL150 Gala planning meetings held with event planner Deb Herman
- *Marketing:*
  - Submitted materials for Partner Profile article in May issue of Community Leader

### **COLLECTION & TECHNICAL SERVICES**

Director of Collection Services Jean Duncan McFarren, Assistant Director of Collection and Technical Services and Acquisitions and High Demand Manager Sandy Jelar Elwell, and Collections Manager Pam Matthews met with Ingram Director of Sales Jim Heuer and Senior Sales Representative Eric Shotwell to discuss the selecting and ordering of opening day collections.

Ms. McFarren and Ms. Jelar Elwell met with Chief Knowledge Officer Timothy Diamond and Knowledge Manager Nancy Mocsiran to discuss creating holding codes for leased popular titles in book, Blu-ray, and DVD formats, possibly purchasing and implementing a data dashboard to aid in managing branch collections, and allowing blocked users access to eMedia and databases.

Ms. McFarren attended a tour of the Cleveland Museum of Art along with other CPL staff, a meeting to discuss the current design for the new Martin L. King, Jr. Branch, and the breakfast for elected officials and local stakeholders at the South Branch. Ms. Jelar Elwell volunteered to help with the Progress with Chess program at the Main Library.

**Acquisitions:** The Acquisitions Department ordered 7,094 titles and 23,291 items (including periodical subscriptions and serial standing orders); received 20,388 items, 1,420 periodicals, and 188 serials; added 342 periodical items, 90 serial items, 382

paperbacks, and 694 comics; and processed 2,331 invoices and 75 gift items.

Acquisitions Coordinator Alicia Naab assisted International Languages Manager Milos Markovic and Digital Library Strategist Chatham Ewing in locating a costume that a patron needed to have photographed. Ms. Naab directed Mr. Ewing to the art storage area and Microsoft Access art database and also located a photograph of the item in Cleveland Public Library's Digital Gallery. Ms. Naab worked with Assistant Director of Collection and Technical Services Sandy Jelar Elwell and Collections Manager Pam Matthews to adjust the 2019 eMedia budgets so that better weekly allotments could be determined and more patron holds filled.

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

**Catalog:** Librarians cataloged 4,749 titles and added 5,433 items for Cleveland Public Library, and cataloged 1,284 titles for CLEVNET member libraries.

The Department staff finished cataloging a large volume of DVD's and Blu-rays received in January. Catalog Manager Andrea Johnson showed Technical Services Associates Christon Hicks and Dwayne Jones how to add items and make labels for DVD's and Blu-rays.

Technical Services Librarian Amei Hu cataloged one Japanese rare book. She worked on the AV problem truck and reviewed the AV trucks while the Catalog Manager was on vacation. Technical Services Librarian Barbara Satow cataloged a finding aid record for Special Collections and derived seven records for the Map Collection from existing German records. Technical Services Librarian Erin Valentine created an original record for a collection of 97 postcards depicting architecture and scenes from New York City.

Senior Catalog Librarian Dawn Grattino attended the webinar "Cataloging is not a neutral act" sponsored by NEO-RLS and presented by Andrew Clark, Discovery and Metadata Librarian at Simmons University in Boston. Technical Services Librarian Celia Halkovich created ten title records for Rocky River Public Library sets of "binge box" DVD's consisting of four to six

movies. A small number of CLEVNET libraries have entered or requested records for these library-selected sets of movies based on a theme.

**Collection Management:** Collection Management selected 1,076 titles and 11,089 copies, and spent \$199,361 in March.

Collections Manager Pam Matthews completed a four week online class offered by Infopeople entitled "Getting Started with User Experience." Collection Management Librarian Laura Mommers attended a webinar on "Spring Picture Books for the Newest Readers" to learn more about upcoming publications for young children.

Ms. Matthews and Ms. Mommers started their Branch visits for 2019, visiting both the Addison and Carnegie West Branches.

**High Demand:** The High Demand Department ordered 1,089 titles and 10,934 items; received and added 12,706 items; and processed 589 invoices.

High Demand Librarian Dale Dickerson and Technical Services Senior Clerk Mya Warner continued to volunteer with the unpacking and verifying of new materials in the Lake Shore Shelf/Shipping Department when needed.

**Materials Processing:** Technical Services Associates cataloged 745 new titles for the Cleveland Public Library and added 800 records for the CLEVNET libraries. Technical Services Associates and Senior Clerks added 5,065 new items. The Materials Processing Technicians processed 26,564 items for the month.

**Shelf/Shipping:** The staff of the Lake Shore Shelf/Shipping Department sent 69 items to the Main Library for requests and 122 items to fill holds. Main Library received 170 telescopes, the Branches received 510 telescopes, CLEVNET received 72 telescopes, CASE received 6 telescopes, CSU received 2 telescopes, and Tri-C received 1 telescopes. A total of 761 telescopes were shipped out. Staff from other Collection Services Departments continued to volunteer in the Lake Shore Shelf/Shipping Department and assisted the Department with sending out 396 items of foreign material and a total 11,002 new items were sent to the Acquisitions and High Demand Departments.

Receiving and Distribution Supervisor and Interim Materials Handling Supervisor James Clardy participated on the interview panel for Page positions on

## **MARKETING & COMMUNICATIONS**

### MARKETING

The Library's 150<sup>th</sup> anniversary (CPL150) campaign was in full swing in March, ending with the opening of the puppetry exhibit, *The World of Puppets: From Stage to Screen*, on March 23<sup>rd</sup>.

Highlights include:

- TV Appearances: WKYC *Live on Lakeside* and WOIO *Sunny Side Up* on March 21<sup>st</sup>
- A new [:15 TV spot](#) features *The World of Puppets*.
- Puppetry exhibit Media Preview was held on March 21<sup>st</sup>
- Puppetry exhibit VIP Sneak Peek was held on March 22<sup>nd</sup>
- Social Media Ads started appearing in April

### MEDIA RELATIONS

- A media release about the Puppetry exhibit was distributed on March 15<sup>th</sup>
- The Director; Shenise Johnson Thomas, Chief of External Relations & Development, and Tana Peckham, CMO, met with the *Cleveland Magazine* editorial board on March 26<sup>th</sup>
- A few headline highlights included *The World of Puppets*, the Library's fine free decision, and the Director was quoted in a few articles regarding the retirement of CCPL's Sari Feldman. For a full list of CPL150 media releases and coverage, visit <https://150.cpl.org/newsroom/>.

Date	Headline	Publication	Reach
03/26/19	<a href="#">The magical world of puppets</a>	The Plain Dealer	187,208
03/23/19	<a href="#">Our picks of what's happening today</a>	The Plain Dealer	270,354
03/23/19	<a href="#">'The World of Puppets' show brings a rich and colorful history to Cleveland Public Library</a>	Cleveland.com	1,361,118
03/22/19	<a href="#">Cast of 'Hickory Hideout' reunites at Cleveland Public Library to kick off World of Puppets exhibition</a>	WKYC.com	304,430
03/20/19	<a href="#">Forward Together sets kick-off meeting for Shaker city, schools, library on Tuesday (March 26)</a>	Cleveland.com	1,361,118
03/19/19	<a href="#">The Memory of Philippe de Mézières in Songe du viel Pelerin Manuscripts</a>	Oxford Academy - FS	5,407,155
03/14/19	<a href="#">Feldman to retire at county library</a>	The Plain Dealer	187,208
03/14/19	<a href="#">Sari Feldman as Cuyahoga County Public Library director: A</a>	Cleveland.com	



	<a href="#">timeline</a>		1,361,118
03/13/19	<a href="#">Sari Feldman to retire as Cuyahoga County Public Library executive director</a>	Cleveland.com	1,361,118
03/10/19	<a href="#">New works to share orchestra spotlight next season</a>	The Plain Dealer	270,354
03/08/19	<a href="#">Tears, Cheers &amp; Jeers</a>	The Plain Dealer	187,208
03/03/19	<a href="#">Unearthing the library's historical treasures</a>	The Plain Dealer	270,354

Date	Headline	Publication	Reach
03/01/19	<a href="#">Tuesday at 1 p</a>	The Plain Dealer	187,208
03/01/19	<a href="#">Area organizations that accept donations:</a>	The Plain Dealer	270,354
03/01/19	<a href="#">Decluttering guru sparks increase in thrift store donations</a>	The Plain Dealer	270,354
03/01/19	<a href="#">Cleveland Public Library to go fine-free as part of 150th anniversary</a>	Fox 8	768,109

## GRAPHICS

In-house graphics fulfilled requisitions for design, printing, and distribution, in addition to designing and updating graphics for cpl.org, digital signage, social media, and CPL's e-newsletter, and *Off the Shelf* and worked with staff Special Collections and archives to help mount exhibits related to the 150<sup>th</sup> anniversary: *The Life & Legacy of John G. White* on the 3<sup>rd</sup> floor and *Through the Eyes of Staff* on the 2<sup>nd</sup> floor of Main Library.

## SOCIAL MEDIA

### FACEBOOK

	2019	2018	YoY	NOTES
Net Page Likes	125	528	-76%	CPL150 Campaign Ads started
Avg Post Reach	8311	8158	2%	
Avg Total Reach	9375	9307	1%	
Avg Engagement	85	120	-41%	

### TWITTER

	2019	2018	YoY	NOTES
Top Tweet (impressions)	15,400	10,976	40.31%	
Top Mention (engagements)	3,753	963	289.72%	

Top Media Tweet	9,279	10,623	-12.65%	
Summary				Fewer, more strategic tweets. Gaining more followers due to CPL150 campaign.
Tweets	30	83	-63.86%	
New Followers	158	127	24.41%	

## **PROPERTY MANAGEMENT**

### Painters

- Westpark- painted custodial closet.
- Carnegie West- painted elevator handicap entrance.
- LSW- painted accounting supervisor's office and staffs break area.
- Garden Valley- painted outside rooms and children's area.
- M.L.K- continued working on Cleveland Museum of Art display.

### Carpenters

- Main- continued working on shipping dept. new office and repaired locks in Brett Hall.
- Sterling- replaced lockset to meeting room door.
- Union- replaced broken pole to fence and reinstalled gate with new hardware.
- Rice- repaired lock on main door also finished cap and trim on waist high wall.
- Rockport- patched holes in parking lot.
- Walz- sealed around front window frame to prevent water from coming into building.

## MAINTENANCE MECHANICS

- Lakeshore - checked electrical circuits in LBPH, replaced faulty light switches.
  - Serviced/reset AHU-10 chiller.
  - Repaired/replaced outdoor light fixtures by shipping department.
  - Water leak from AHU#1 +2 mechanical room. Replaced leaking automatic air vent on heating loop.
- LSW - removed old intercom system from drive -up window, repaired/replaced CAT6 cabling.
  - Repaired leaking faucet/replaced cartridges in Tech Central staff work room.
  - Repaired leaking toilet in Tech Central work room.

- Repaired humidifiers for AHU#1+2, replaced broken heating elements.
- Replaced Insta-hot water heater in 10<sup>th</sup> floor staff kitchenette.
- South Brooklyn - replaced damaged smoke detector from leak in kitchenette upstairs. Checked/dried electrical circuits repaired plumbing issue.
- Network Fleet - checked module/connections on several fleet vehicles.
- Main - replaced bad blower bearings on AHU-26, replaced remote grease lines and belts.
  - Replaced bad fusible link for exhaust fan #23, re-attached ductwork and sealed.
  - Repaired HVAC unit in Graphics/print shop.
  - Repaired /re-attached women's public restroom ADA sink, replaced plumbing connections.
  - Repaired leaking faucet in Fine Arts workroom ladies rom.
- Langston Hughes - troubleshoots, reset and checked operation of heat pump #3/called in warranty repair.
- Westpark - replaced bad emergency and exit lights in basement meeting rooms.
- Rice - repaired/secured electrical floor boxes.
- Union - replaced broken/vandalized toilet in men's public restroom.
- MLK - converted fluorescent lighting from T12 ballasts to T8's, re-lamped second floor exhibit area fixtures.

## **SAFETY & PROTECTIVE SERVICES**

### Safety Services

- SPS has an officer posted in Brett Hall daily for the World Puppetry Exhibit.
- SPS officers were directed to check the staff intranet daily for updates on CPL 150 events.

## PROTECTIVE SERVICES

### Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
<b>March 2019</b>	126	42	45	79	168	75
<b>Feb 2019</b>	2249	53	117	32	153	178
<b>Jan 2019</b>	2830	36	46	41	84	56
<b>Dec 2018</b>	3166	45	95	90	78	51
<b>Nov 2018</b>	3669	42	51	41	76	51
<b>Oct 2018</b>	4128	25	46	77	77	74
<b>Sept 2018</b>	3463	30	53	68	37	63
<b>Aug 2018</b>	3788	61	65	95	87	71
<b>July 2018</b>	4594	51	62	81	35	106
<b>June 2018</b>	3785	68	54	69	22	42
<b>May 2018</b>	5913	44	60	73	29	33
<b>April 2018</b>	4172	55	56	93	80	53
<b>March 2018</b>	4271	55	66	147	78	79

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

- SPS filled the following overtime requests: Upstage Players, Pay Station repairs (with Tech Central staff), St. Patrick's Day, Ward meeting at South Brooklyn branch, Cleveland Leadership Center on LSW 2.
- Video requests fulfilled for Cleveland Police Department, CPL Human Resources, SEIU,
- Multiple CPL vehicles were moved to Woodland facility during the Saint Patrick's Day parade as a precaution.
- SPS posted a branch patrol car at the MLK parking lot to redirect construction workers at nearby projects away from the CPL lot. Construction workers were monopolizing the parking spaces at the branch.

### Protective and Fire Systems

- SPS made property management aware of a damaged portion of the security fence at Union branch.
- Fire and burglar system troubles were addressed at Fulton, Lake Shore, and Rice branch.
- CPL first quarter fire drills are complete.

## Contract Security

- Royce guards from Langston Hughes, Union and Hough were removed from the CPL account.
- SPS management met with Royce Security leadership at Royce Security offices.

## Administration

- SPS supervisor Gary Harris introduced at the Branch Manager's meeting.
- Monthly SPS and CPL Legal team meetings will resume in April.
- A meeting is scheduled between Cleveland Police Fourth District Commander and CPD officers, CPL Fourth District Manager and Branch managers, and SPS in April at Fleet branch.
- I was deposed at Ogletree Deakins for the Creter vs. CPL case March 29<sup>th</sup>.

## **INFORMATION TECHNOLOGY & CLEVNET**

The CLEVNET Executive Panel held its first regular meeting of the year on March 14, 2019, at Twinsburg Public Library. This was the first Panel meeting for two new regional representatives: Molly Carver of Sandusky Library and Laura Leonard, the director at Twinsburg.

Most of the meeting's discussion focused on the first reports being shared from ConnectWise Manage, CLEVNET's new business management platform that replaced a less sophisticated help desk ticketing system in the third quarter of 2018. CLEVNET purchased ConnectWise Manage in response to one of the primary recommendations made by GFOA (Government Finance Officers Association) in their CLEVNET-commissioned 2017 report, *CLEVNET Price Model Analysis: Recommended Updates to Current Pricing Model*. GFOA worked closely with Carrie Krenicky, CPL's Chief Financial Officer, who headed a special pricing model review work group made up of fiscal officers and directors from five other CLEVNET-member libraries. The work group was formed in July 2015 as one of the action steps from CLEVNET's 2014 strategic planning retreats.

In their report, GFOA recommended that CLEVNET "implement a tracking system to help log and track helpdesk calls, tickets, and technician onsite and offsite activity" to replace the old ticketing system that made it "difficult to determine the cost

and types of support that CLEVNET provides its members." GFOA further recommended that "after there is sufficient helpdesk data, to review and analyze the data so CLEVNET and the member library systems have a thorough understanding of the services provided."

GFOA made these recommendations in response to the concerns of some work group members "regarding the types of services CLEVNET is responsible for and whether or not CLEVNET IT staff is providing services beyond the scope of the contractual agreement. Some library systems also believe the cause of rising membership costs is due to the greater demand by some libraries on CLEVNET's IT resources."

Hilary Prisbylla, Director of CLEVNET, presented the Connect Wise Manage reports to the Executive Panel. She explained that IT/CLEVNET staff made every effort to channel their work through the new system, beginning August 14, 2018, to capture all communication with the member libraries. But some things were not captured, mostly from CPL staff members who are accustomed to calling or stopping in the department. Another large piece of the puzzle, not captured in the data, is the time IT/CLEVNET staff spend on CPL's maintenance agreements and procuring hardware, software, licenses, etc., for CPL. The procurement process is still driven by paper forms at CPL. Even though all of the data related to CPL as a contributing member library were not captured, the number of hours spent on CPL tickets by CLEVNET's computer networking technicians constituted 53 percent of their total documented hours during the six-month period, 8/14/2018-2/14/2019. This number stands in sharp contrast to the hours spent on CPL by the Network staff and the ILS team: 17 percent and 22 percent, respectively; numbers that are in line with the time CLEVNET staff should be spending on CPL. The percentage spent on CPL by CLEVNET's technicians is clearly "beyond the scope," confirming the concerns raised during the pricing model project. No other CLEVNET member library relies on CLEVNET staff to be its de facto IT department. The larger member libraries have three to five staff members dedicated to the work. Some of the smaller libraries in the same geographic region share the cost of a computer technician. At least one library uses a consultant.

After analyzing the data and much discussion, the Executive Panel asked Timothy Diamond, CPL's liaison to CLEVNET and member of the Panel, to work with CPL's Executive Team to address the issue of CPL's disproportionate reliance on CLEVNET's computer networking technicians. The Executive Panel recognizes that the transition

will not happen overnight, but it is time for CPL to conform with the new pricing model which is tied to the amended and restated CLEVNET System Agreement and the new CLEVNET Operating Procedures, adopted last year. The Panel expects CPL to establish its own IT department, or find other means, to provide the IT services that it needs that are "beyond the scope" of the services CLEVNET staff provide to all member libraries. The expectation of the Panel is that this transition process will be clearly defined and ready for implementation by September 2019 when the 2020 budget for CLEVNET will be drafted.

The next quarterly of the CLEVNET Directors will be held on Friday, April 26, at 10:00 a.m., at Madison Public Library in Madison, Ohio.