

## **DIRECTOR'S REPORT**

April 19, 2016

### **FIGHTING COMMUNITY DEFICITS**

On March 12<sup>th</sup> the Rice Branch hosted Legal Aid @ the Library. Thirteen volunteer attorneys, five Legal Aid attorney's and 9 law students from Case Western University participated in the clinic. The volunteer group of attorneys consisted of representatives from the U.S. Attorney's Office, Federal Trade Commission, and the Cuyahoga County District Attorney's Office. Thirty-six patrons registered for consultations and received consultations.

### **FORMING COMMUNITIES OF LEARNING**

The Library provided 722 hours of K-8 homework assistance, 176 hours of K-3 intensive reading and math instruction, and 120 hours of ACT test preparation courses. Self-Organized Learning Environment (SOLE) sessions were held once a week at four locations.

The co-founder of the Cleveland Seed Bank visited Science & Technology on March 3<sup>rd</sup> and discussed her international involvement in promoting suitable seeds to persons growing food and her attendance at the United Nations Climate Change meeting in Paris.

Government Documents Supervisor Sarah Dobransky gave a presentation at an event coordinated by Director of Strategy and Innovation Anastasia Diamond-Ortiz, *Code Across America*, held at the Public Administration Library on March 4<sup>th</sup>. Ms. Dobransky spoke on the recent open government data movement, highlighting basic resources for anyone to access as well as open datasets that could be downloaded and used for research or other purposes.

### **CELEBRATE DIVERSITY**

On Tuesday March 1<sup>st</sup> School Library Media Specialist and Lead Librarian for the East St. Louis School District in East St. Louis, Illinois gave a presentation on Street Lit and African American girls. The teen afterschool groups FLOW (Future Leaders of the World) were among the patrons who attended this insightful and informative event that opened Women's History Month.

On Saturday, March 5<sup>th</sup> the Library hosted a screening of the film *Beyond the Powder: The Legacy of the First Women's Cross-Country Air Race*. *Beyond the Powder* is a documentary about the 1929 women's air race shown through the continuing legacy of the women pilots who are flying the race today.

Subject Department Manager's Milos Markovic and Annisha Jeffries along with OLBDP Library Assistant Doris Yee planned and hosted CPL's Annual Lunar New Year event on March 12<sup>th</sup>. Over 150 guests enjoyed arts and crafts, balloon twisting and a puppet show on the fourth floor of Main Library. Later in the afternoon over 275 guests attended the program in the auditorium.

### **Foreign Literature Programs**

During the month of February Foreign Literature staff planned and conducted a total of 28 programs serving 119 individuals comprised of Russian, Chinese, English and Spanish speaking patrons. Senior Subject Librarian Caroline Han, conducted two off-site ESOL lessons for seniors at Goodrich-Gannett Community and planned eight language learning sessions with the local chapter of the Confucius Institute.

### **Exhibits**

Main library staff members created a number of informative, educational and interesting displays during the month of March. PAL staff members created displays featuring crafts and taxes. Literature Department Library Assistant Nick Durda created a Batman vs. Superman graphic novel display that coincided with the film release. In addition Mr. Durda created a display promoting Irish Literature in honor of St. Patrick's Day. Library Assistant Evone Jeffries pulled books for a display in the Lending Department on Street Lit for Teens. Fine Arts staff members curated and installed the exhibit *Humor in Times of Crisis* on the 2<sup>nd</sup> floor of Main Library. Children's Librarians, Maria Estrella, Kristen Schmidt and Library Assistant, Crystal Huggins created displays celebrating spring, Dr. Seuss' Birthday, Chinese New Year and Woman's History Month. Government Documents Library Assistant Mona Brown created displays featuring National Anthem Day and National Women's History Month and Social Sciences Clerk Lisa Malone created a St. Patrick's Day display incorporating Irish-themed organized crime in Cleveland.

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

- Staff assisted a researcher in finding images of Collinwood High School in the mid-1960s for use in his graduating

class' 50th Reunion. When the Photograph Collection proved to have few examples, staff directed the patron to the Digital Gallery where Collinwood High School's student newspaper, the Collinwood Spotlight, provided a trove of usable images.

- Staff assisted a researcher and writer with finding dozens of photographs and maps of Hough Avenue and the Hough neighborhood for future publication.
- Staff provided scans and paper copies of plans for the Greek cultural Gardens committee for the 75th Anniversary.
- An author used CLGH's newspaper microfilm holdings to do research for a book about the Cleveland Indians teams of 1946-1948.
- An author in Massachusetts requested scans of articles from CLGH's newspaper microfilm holdings for a book she is writing about the neighborhood where she grew up.
- Staff used city directories in order to assist an out of state patron with verifying identity of the former owner of an antique pocket knife.
- Staff provided a scan of a 1941 Plain Dealer article to an out of state sports memorabilia collector. The collector hoped to use the article to identify a baseball bat in his collection.
- A patron inquired about the *Humor in Times of Crisis* exhibit and proposed a possible future program with the National Cartoonist Society.
- A Penn State architecture student requested scans from some Howell & Thomas architectural drawings of the Rochester Times Union Office Building (built 1927).
- A patron from PA requested scans from 1923 publication, *Facsimiles of Egyptian Hieratic Papyri in the British Museum*.
- A patron from New York requested information about a Cleveland City Canvas mural project that was done in the 1970s by artist John Morrell.
- A patron requested information about a rare book, *Vom deutschen Rein* (1879) and contact information for local antiquarian book dealers.
- A PhD candidate from Columbia requested information about a photography book in Special Collections by Doris Ulmann (an African American woman photographer) called Roll Jordan Roll (1933). Our research found that the book was donated by a women's African American sorority (Iota Phi Lambda) to the Cedar Branch in 1942. Staff also found relevant

articles about these library donations in the *Call & Post* database.

- A PhD candidate from the University of Michigan requested scans from an 1863 East India journal from the Diary of Mr. Hastie. The student is writing her dissertation about his travels.
- Several Kent State Library school students studying rare books came in to examine books by Audubon and first editions of Charles Dickens.
- Professor from the University of Toronto requested permission to use an image from a 1789 publication of Pietro D'Onofri ... for her new book.
- A chess researcher requested scans of the chess games of Nimzowitch (1930)
- A researcher requested information about William Sommer's painting called Landscape with Yellow Clouds (c1915). The Library owns several of Sommer's paintings and drawings.
- A PhD student from Oxford England requested information about the Tiffany Windows in the Wade Chapel of Lakeview Cemetery. Staff found articles in the historical Plain Dealer and art vertical files.
- Social Sciences Library Assistant Pete Elwell and Social Sciences Senior Librarian Mark Moore assisted a writer from New York City in finding relevant materials in the Sports Research Center for a book he is writing about the Veeck-era Cleveland Indians.
- Social Sciences Librarian Helena Travka assisted a Ph.D. student at Kent State University in researching the United Nations and its formation using Social Sciences' United Nations collection.
- Social Sciences Senior Librarian Mark Moore assisted a patron in obtaining a copy of the 1851 Constitution, By-laws and Regulations of the Mercantile Library Association of Cleveland.
- A staff member from a large downtown legal firm called Government Documents asking for a particular Congressional document. The department had the needed document on microfiche and made it available to the firm using the ScanPro 3000 microfilm reader in the department.
- A patron from a local church needed access to an older Congressional Report and a Congressional Hearing that were not accessible online. The items were pulled (both on microfiche) by Government Documents staff for him to use in the department.

- The International Society of Automation (ISA) Cleveland Section donated a book to Science & Technology this month entitled *Alarm Management for Process Control* written by Clevelander Douglas H. Rothenberg. The book is an important addition to the collection and is the topic of an ISA meeting planned for this year in Cleveland.
- Science & Technology requested *The National Air Racers in 3-Views, 1929-1949* by Charles A. Mendenhall from off-site storage for a showing of the film *Beyond the Powder: The Legacy of the First Women's Cross-Country Air Race* held at Main Library on March 6<sup>th</sup>. Other than Wright State University, Cleveland Public Library is the only Ohio library as well as one of less than two dozen libraries worldwide to own Mendenhall's book.
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- Staff assisted a researcher with images of early 20<sup>th</sup> Century Buckeye Road.
- Staff assisted a researcher with images of the Mother's Day Peace March in downtown Cleveland, 1937.

## **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 nearly 11,000 followers on Twitter and the Facebook page currently has 7,500 fans.

## **GRANTS & DEVELOPMENT**

### Knight Foundation News Challenge

Submitted application for the 2016 News Challenge "How might libraries serve 21st century information needs?"

### Believe in Reading Foundation

Submitted request for \$10,000 to purchase books for Summer Reading Club (new foundation started by Steve Potash).

### Cleveland Foundation Endowment Reports

Submitted final reports for 2015 Lockwood Thompson Memorial Fund and the Services to Shut-ins Funds (Judd, Ridley, Winbigler, Meyeette, Magee).

### Cleveland Foundation Summer Intern

Participated in interviews for summer intern. We were selected as a host site for one intern over the summer through a competitive application process where the Cleveland Foundation pays for interns to learn about local nonprofit organizations.

### Shakespeare's Songbook

Helped in planning for this April 23 program being paid for by the Friends of CPL (see attached flier).

### ALA ConnectED

Continued to meet with group to plan the library card distribution. Wrote an announcement letter that will be issued as a joint release by the City of Cleveland, CPL and Cleveland Metropolitan School District.

### ALA Transforming Libraries promotional video

Finalized interviews and logistical support of video shooting for this series of films commissioned by ALA, to be featured at the upcoming PLA Conference.

### **Construction completion open house**

Began planning an open house event to introduce the public to the completed renovations (see attached draft flier), working with Carlos Latimer.

### **Letters of Support**

- Network for Neighborhood Success - wrote two letters to support their programming at Rice Branch
- Legal Aid Society of Cleveland - wrote letter highlighting our partnership to Saint Luke's Foundation

- Letter of Recommendation to Edward Banks for the Reading RAMM program and partnership with CPL
- One Community - in support of their application for Cleveland to become a Mozilla Hive Community

## **PUBLIC SERVICES**

### Programs, Services & Exhibits

In the month of March the Library hosted approximately 235 programs ranging from a community Lunar New Year celebration and Chinese language instruction to a presentation on teen literature to an audience of both educators and students. Also during the month the Library offered 202 story times to children and parents. Education services such as GED and ESOL classes, after-school tutoring, and ACT preparation classes were held at 14 branch locations. The after-school food program, Kid's Café continued service at 18 locations throughout the system.

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Commission, and the Cuyahoga County District Attorney's Office. Thirty-six patrons registered for consultations and received consultations.

The OPS department encumbered \$6,080.00 in support of 2016 programming and took in \$350.00 for the use of our facilities.

#### **PARTNERSHIPS**

On Saturday, March 5 the Library partnered with the Cleveland Transformation Alliance on the Quality Choice School Fair in the Public Auditorium. Library staff presented 3 workshops to visiting parents and staffed an information table to promote the 2016 Summer Reading Club.

#### **MOBILE SERVICES**

MomsFirst a division of the Cleveland Department of Public Health held a workshop on March 18th for their agency coordinators. The workshop was held to help their coordinators better understand their new role in providing early literacy to mothers. Mobile Services manager, Rhonda Pai was invited to give a brief talk about how the library can help provide resources and tools for their mothers. She talked about the Early Literacy Calendar and how to use it to transition a conversation to the topic of early literacy. She also gave them Every Child Ready to Read brochures and spoke about the five behaviors that support early literacy.

#### **MEETING ROOMS**

The total number of requests for Main Library in the month of March was 168 with an estimated total attendance of 4,495. The Lake Shore Facility meeting rooms were reserved 51 times. There were 380 requests for branch meeting rooms during the month with an estimated total attendance of 7,140.

#### **STAFF**

Youth Outreach & Programming Coordinator, Ms. Nichole Shabazz attended the *How Was Your Summer Youth Workshop* on Wednesday, March 16. The workshop was geared toward increasing the effectiveness of summer learning programs. The focus of the training was to help in assessing the effectiveness of youth summer programming based on research and best/promising practices. Quality standards to plan for upcoming summer programming were utilized throughout the workshop.



### Lunar New Year

Subject Department Manager's Milos Markovic and Annisha Jeffries along with OLBDP Library Assistant Doris Yee planned and hosted CPL's Annual Lunar New Year event on March 12<sup>th</sup>. Over 150 guests enjoyed arts and crafts, balloon twisting and a puppet show on the fourth floor of Main Library. Later in the afternoon over 275 guests attended the program in the auditorium.

### Genealogy and Family History Research Clinics

The Center for Local and Global History hosted a Genealogy and Family History Research Clinic presented by volunteers from the African American Genealogical Society of Cleveland on March 12<sup>th</sup>. 15 patrons made extensive use of the Ancestry database and Map Collection holdings.

### Music at Main

A live music performance was held at Main Library on March 12<sup>th</sup>. Singer Alex Smith performed a variety of folk songs.

### Main Library Book Clubs

The Social Sciences Non-Fiction Book Club discussed *The Bilderberg Conspiracy* by H. Paul Jeffers with Social Sciences Library Assistant Lakeisha Winstead and Social Sciences Librarian Helena Travka hosting the discussion on March 10<sup>th</sup>. CLGH Librarian Terry Metter hosted a discussion of Beryl Markham's *West with the Night*, Literature Department Librarian Jean Collins and Ohio Center for the Book Scholar-In-Residence Valentino Zullo held the 6th *Get Graphic! Wonder Women* book club on March 17<sup>th</sup> with *Batgirl: The Batgirl of Burnside*, by Brendan Fletcher, and The Literary Book Club discussed *The Moon and Sixpence* by W. Somerset Maugham.

### Sports Icon Series

Social Sciences Library Assistant Pete Elwell hosted Dan Coughlin and the Chairman of the Cleveland-area Soap Box Derby for the 26th Sports Icon interview on March 23<sup>rd</sup>.

### Foreign Literature Programs

During the month of March, Foreign Literature staff members planned and coordinated a total of 33 programs. Senior Subject Librarian Caroline Han conducted two off-site ESOL lessons for seniors at Goodrich-Gannett Community Center and planned 15 language learning sessions with the local chapter of the Confucius Institute. In addition, three Tai Chi classes and six children's classes were sponsored in conjunction with the Confucius Institute. Subject Librarian, Mary Torres continued her bilingual story time efforts with two events. In addition,

Ms. Torres also partnered with the Woodland Branch to host a Shamrock Scavenger Hunt.

#### Main Library Tours and School Visits

Main Library staff members provided tours throughout the month of March. Groups visiting included: students from CEGCO, a writer from a local magazine, representatives from the Cleveland Clinic Global Services Patient Plus Unit and a group from Geauga County Department of Aging.

#### Exhibits and Displays

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#### Main Library Outreach

Popular Library Manager Sarah Flinn visited Rainbow Babies and Children's Hospital to present story times for an outpatient group of new mothers and talk about CPL programs and services.

Youth Services staff members presented story times at Metro Health Broadway Health and Fed Kids and Youth Services Manager Annisha Jeffries continues to partner and promote the Library and services through weekly story times for 1 to 9 month old children at Rainbow Babies and Children's Hospital's Centering Pregnancy program.

Business, Economics & Labor Senior Librarian Susan Mullee volunteered for Youth Opportunities Unlimited (Y.O.U.) at Glenville High School for the Mock Interviews sessions on March 3<sup>rd</sup>.

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Along with Fine Arts/Special Collections Manager Pam Eyerdam and Children's Librarian Lan Gao, General Research Collections Manager Don Boozer participated in the Kent State University Career Expo hosted by the College of Communication & Information at the Cleveland Convention Center on March 4<sup>th</sup>.

#### Collection Development Highlights

Director of Strategy and Innovation Anastasia Diamond-Ortiz informed PAL staff on March 17<sup>th</sup> that Open Cleveland won the One Community Open Data Challenge with a proposal to work with CPL to digitize and parse the City Record in an effort to open it up to the public.

CLGH Librarian Brian Meggitt completed a general survey of the Photograph Collection (including unprocessed items), while also beginning an index/catalog of the collections based on individual catalog entries for sub-collections. Additionally, he began a project assigning unique item identifiers to each image in the Cleveland Subject Collection while simultaneously creating an item level inventory for that same collection. The Cleveland Subject Collection totals roughly 25,000 photographs.

CLGH Staff Members Tom Edwards and Dan Milich continue to inventory the Cleveland City Hall Park plans, roughly one hundred and fifty plans were processed in March.

CLGH Manager and ERC Committee Chair Olivia Hoge worked with the Electronic Resource Committee to purchase Rosetta Stone for CPL patrons.

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- Staff assisted a researcher with images of early 20<sup>th</sup> Century Buckeye Road.
- Staff assisted a researcher with images of the Mother's Day Peace March in downtown Cleveland, 1937.

#### Staff Development

Science & Technology Library Assistant Elvira Baron completed a Gale Course online entitled "Explore a Career in Medical Writing" on March 1<sup>st</sup>.

Government Documents Library Assistant Mona Brown virtually attended four webinars this month covering topics such as trade data resources from the federal government, the function of the Government Accountability Office, and the new Census Business Builder and its new Regional Analyst Edition.

Science & Technology Librarian Jim Bettinger and Government Documents Supervisor Sarah Dobransky participated in the 38<sup>th</sup> Annual Patent and Trademark Resource Center Program Training Seminar in Alexandria, Virginia March 21<sup>st</sup> - 24<sup>th</sup>. In addition, Ms. Dobransky participated in a webinar on "Motivating Student

Research in Government Information" and a Census Business Builder webinar.

Fine Arts Librarian Andy Kaplan attended the national Music Librarians Association conference on March 2<sup>nd</sup> -5<sup>th</sup>.

Fine Arts & Special Collections Manager Pam Eyerdam attended the National Art Librarians Society conference in Seattle, WA on March 9<sup>th</sup> -12<sup>th</sup>. In addition, she coordinated CPL's representation at the Kent State Career Expo held at the Cleveland Convention Center on March 4<sup>th</sup>.

Special Collections librarian Stacie Brisker attended the workshop, Fundamentals of Project Management sponsored by the Society of American Archivists at Case Western Reserve on March 10<sup>th</sup>.

Special Collections Library Assistant Bill Chase attended miniature book presentation by Todd Sommerfield at the Akron Antiquarian Book Fair on March 26<sup>th</sup>.

Manager of the Literature Department and Ohio Center for the Book Amy Dawson attended the Ohio Library Council organization meeting for the Subject and Special Collections Division on Friday, March 11<sup>th</sup>. Ms. Dawson is the SSCD Coordinator for 2016.

PAL Library Assistant David Furies viewed four Federal Depository Library Program (FDLP) Academy Webinars on learning to navigate Federal Digital System (FDsys) online resource for official publications

TechCentral

### Maker Services Update

A new 3D Printer was installed at Lorain Branch on March 3<sup>rd</sup>, replacing the previous printer that had failed.

TechCentral Manager CJ Lynce coordinated a Teen Tech Week MakerLab program offering with YALSA and Best Buy on the topic of Web Making. The program was held at the Martin L. King Jr. Branch on March 10<sup>th</sup>, and had 25 teens in attendance.

Installation of two additional windows in the TechCentral Mobile Lab and MakerSpace, vehicle #29, is in process. These windows will provide better visibility when driving the vehicle

Over 60 3D print jobs were completed for patrons at TechCentral, Main Library, during the month of March.

#### Professional Development and Meetings

TechCentral Coordinator Forrest Lykins attended the CPLFIT Committee Meetings on March 1<sup>st</sup> and March 29<sup>th</sup>.

Library Assistants Computer Emphasis Corina Mesenger and Paolo Balboa attended the *Interviewing Workshop* at the Lakeshore facility on March 3<sup>rd</sup>.

Executive Director, Felton Thomas, and TechCentral Manager, CJ Lynce, gave a presentation on *The Maker Movement* to the O'Neill Foundation on March 7<sup>th</sup>.

Mr. Lynce met with Organizational Performance and Development Program Manager Sherrill Marino on March 17<sup>th</sup> to discuss plans for a Staff Development Day breakout session.

Mr. Lykins attended the *Role of a Supervisor* workshop at the Lakeshore facility on March 24<sup>th</sup>.

Mr. Lynce met with Fleet Branch Manager Pasha Moncrief on March 29<sup>th</sup> to discuss TechCentral's involvement at Fleet Branch.

Library Assistant Computer Emphasis Karen Kelly Grasso attended a NEO-RLS webinar on March 3<sup>st</sup>, *Intellectual Freedom... The Good, The Bad, and The Ugly*.



## Computer Classes, MakerLabs, and One-on-One Sessions

The following are the statistics for Computer Class and MakerLab programs for March 2016:

	Branches	Main	<b>Total</b>
Number of Computer Classes	49	20	<b>69</b>
Attendance in Computer Classes	192	59	<b>251</b>
Cancelled Computer Classes (in-advance, no registrations)	4	1	<b>5</b>
No-Show Computer Classes	1	1	<b>2</b>
Cancelled Computer Classes Due to Weather	0	0	<b>0</b>

	Branches	Main	<b>Total</b>
Number of MakerLabs	19	2	<b>21</b>
Attendance at MakerLabs	278	5	<b>283</b>
Cancelled MakerLabs (in-advance, no registrations)	0	0	<b>0</b>
No-Show MakerLabs	1	0	<b>1</b>
Cancelled MakerLabs Due to Weather	0	0	<b>0</b>

### **Cleveland Digital Public Library**

#### Programs, Services & Exhibits

##### Learning Commons

Cleveland Digital Public Library currently regularly hosts Tech Central's computer classes, International Services (ESL) classes, CPL Fit Yoga, and hosted Government Documents database workshops March 19<sup>th</sup>, and the Cleveland Leadership Academy March 18<sup>th</sup>.

##### Magic Box

Cleveland Digital Public Library has placed the Magic Box exhibit case on display in the Digital Library. The case contains both physical and digital materials relating to Louis Stokes and the library.

##### Videography and Photography

Library Assistant Catherine Young photographed the Poetry Out Loud finals, KC Boyd Street Lit event, Beyond the Powder, main library construction, the St. Patrick's Day parade, Deborah Butterfield's artwork, the Lunar New Year event, and Great Lakes

Theatre costumes. She also filmed the Lunar New Year event, and behind the scenes with Great Lakes Theatre.

#### Scanning Assistance

Cleveland Digital Public Library staff assisted over 14 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.

#### Public Services Statistics

Between March 1<sup>st</sup> and March 21<sup>st</sup> the Cleveland Digital Public Library had 276 visitors and 100 KIC Scanner sessions resulting in 2,394 images/3,900.6 MB. The Digital Gallery had 5,034 sessions by 3,565 users resulting in 22,754 page views. Of the 3,565 users, 317 are located outside of the United States.

#### Outreach

Cleveland Digital Public Library Coordinator Rachel Senese attended OhioDIG March 9<sup>th</sup> at the Ohio History Connection.

Digital Strategist Chatham Ewing worked with the Cuyahoga County Archives to create a pilot project to scan and host a selection of real estate cards from the Archives.

Dr. Ewing spoke with Felicia Hall about digital programming consulting at the West Side Market. Ms. Senese will meet with Ms. Hall at the West Side Market for the consultation on March 23<sup>rd</sup>.

Dr. Ewing and Ms. Senese will meet with Todd Masuda and Daniel Wenninger about creating a Cleveland music scene collection in the Digital Gallery March 25<sup>th</sup>.

Cleveland Digital Public Library staff has scanned 82 items; post processed 179 items, and uploaded 378 items containing 494 files into the Digital Gallery. Notable items include: *East Side Daily News*, *Atlas of Lorain County*, *Insurance Maps of Fremont*, *Sandusky County, Ohio*, Portraits from the Chess Portraits collection, John Hay High School Yearbooks, Benedictine High School Yearbooks, and City Directories.

#### Preservation

The preservation staff has received 84 books for preservation work, and has sent back 69 books to the owning department.

Preservation staff has completed 54 (47 complex, 7 simple) book treatments, 39 enclosures, and printed 51 labels.

#### Shakespeare Folio

Planning has been ongoing on activities related to the Shakespeare Folio exhibit at Cleveland Public Library in summer 2016. Dr. Ewing has met with Library Staff, Folger Shakespeare Library Staff, Shaker Library Staff, ICA staff, and English Speaking Union to coordinate events to take place during spring and summer. Currently, Dr. Ewing is assessing website options.

#### Planning Activities

##### Golden Thread Image Analysis

Cleveland Digital Public Library staff will be analyzing how images taken on the I2S, ATIZ, Epson, KIC, and MFD scanners adhere to federal guidelines. Staff will also use the data collected to determine what can be done to minimize negative environmental impacts (light pollution) and change settings within the equipment and software.

##### DPLA Ohio

The Cleveland Digital Public Library is part of an LSTA Planning grant to develop a plan for Ohio Cultural heritage institutions to participate in the Digital Public Library of America through an Ohio service hub. Dr. Ewing serves on the steering committee and as the co-chair of the Legal Agreements working group. Ms. Senese serves on the Advocacy working group and Metadata Archivist Raymond Rozman serves on the Tactical Strategy for Technical Infrastructure working group.

##### Cleveland Foundation Project

Starting June 1<sup>st</sup>, Ms. Senese, Center for Local and Global History Manager Olivia Hoge, and Grants and Development Coordinator Tracy Martin will be working with an intern through the Cleveland Foundation to create, execute, and evaluate a pilot project to conduct oral histories at 4 branches. Ms. Senese, Ms. Hoge, and Ms. Martin interviewed two possible candidates March 21<sup>st</sup>.

#### Branches

Addison - Branch Manager, Magnolia Peters attended Ward 7 Club Meeting and Black Lives Matter: Community Garden Club. Branch Programs, Services & Exhibits: *Braxton* continues to provide FREE 3<sup>rd</sup> Grade Reading Guarantee tutoring. Cleveland Food Bank: provided their monthly Food Stamp Sign-up in addition to the

"Free Fresh Produce" giveaway initiative. Branch Outreach activities (Preschool visits, book clubs): Branch Manager, Magnolia Peters continues to provide literature drops at area community centers. Youth Librarian, Heidi Landskroener continued her off-site Storytime and provides emails concerning the Early Literacy calendar, branch program guide, and other items of interest to local teachers. LA (Youth), Ron Clark resumed his off-site Storytime.

Brooklyn - On March 11th Brooklyn Branch conducted a Virtual Rock Band class. Patrons were able to use the smart drums, piano, guitar and string instruments to play along on several songs such as Pharrell's Happy, Smooth Jazz Salutes, Queen's We Will Rock You and other great music favorites. They were also given time to freestyle using any instrument they chose. Some of the patrons displayed musical talent. There were nine children in attendance between the ages of 6 and 13.

Carnegie West - Saturday, March 19th was an especially vibrant day at Carnegie West as families and their children enjoyed the beautiful music of Les Délices, a local baroque ensemble performing as part of a weekend long residency in Ohio City.

Over seventy neighborhood residents and first-time visitors attended. Afterwards, the Cleveland Children's Museum helped children access their inner super hero through activity and crafts as part of their regular visits to Carnegie West. TechCentral staff member Jon Alhibshi hosted a wonderful 3D Pet Monster maker lab that thrilled thirty-three children.

Branch Manager Angela Guinther attended Ohio City Inc.'s annual meeting at Urban Community School on March 22nd. The community development corporation is a great partner to Carnegie West, regularly publishing the branch's news and events in its weekly e-newsletter. Their staff brought children from Lakeview Terrace to Carnegie West for a scavenger hunt on March 30th.

Collinwood - The Collinwood Branch marched into March by making improvements in the branch by rearranging and removing some furniture to allow for more user friendly collection access, displays and seating. This supported a good review on our bi-annual branch checklist.

East 131<sup>st</sup> - On March 2 the branch celebrated Dr. Seuss' birthday with over 200 visitors on National Read Across America Day.

Police from the 4th district read aloud stories to the audience and guests had a special visit from the Cat in the Hat! This month an instructor from Tech Central held email basics and

resume writing classes every Monday. On March 7th the CPL 150 advisory committee for the E131 and MTP branches held its first meeting.

Eastman - March 8: Adults and children celebrated the birthday of Dr. Seuss with crafts, videos, stories, refreshments and a visit by the cat in the Hat. Photos were taken with the cat and this brought much joy to the attendees. The book Happy Birthday to You was read and One Fish, Two Fish, Red Fish, Blue Fish was shown on the smart board as people munched on goldfish crackers. Children also sang happy birthday and had cake and punch to honor Dr. Seuss.

March 17: Adult and youth patrons had the chance to celebrate Irish culture on St. Patrick's Day with bagpiper, Colin Donahue.

Fleet - Sixteen story time sessions were performed at various locations by Tracie Forfia and Emily Crompton; Eleven organizations met in the Community Room; Marcel Dorsey attended the Annual Neighborhood Summit hosted by Slavic Village Development where he promoted programs and services offered by Fleet Branch; 212 patrons attended the following programs: Horton Glasses for Read Across America Day; Fun @ Fleet Jester Hats; Kaleidoscope Art (MakerLab); Fun @ Fleet Crowns; 3D Cookie Cutter Lab; Fun @ Fleet Shamrock Necklaces; TechCentral taught Microsoft PowerPoint classes; Sketch free Self Portrait Coloring.

Fulton - The outstanding items to note for Fulton Branch for March are: Sewing 101 had 1 person win a sewing machine for attending 6 classes! Participants are making pillow cases and sleep pants. Mean Green Science Machine had the children making catapults out of popsicle sticks. The jelly bean that flew the furthest won a bag of jelly beans! The children were thoroughly engaged!

Garden Valley - Property Management installed a wall-mounted television, as part of the Garden Valley Innovation Grant. The branch is provided computers and internet access for area residents participating in a job readiness/career interest program sponsored by Burten, Bell, Carr Development Corp. and the statewide "Ohio Means Jobs" Initiative. The large-screen television was installed in the meeting room for the Innovation Grant. Youth created 3D pet monster at the branch's MakerLab taught by TechCentral. TechCentral staff also held classes on Computer and Internet use for adults. Staff attended Supervisors' Training at the Cleveland Food Bank for the Summer Lunch Program.

Glenville - Manager Sharon Jefferson attend the Branch Manager's meeting on 3/2 and the Leadership Certification Series Program on 3/24. Branch Programs, Services & Exhibits:

Literary Cleveland presents "Superman" 3/12; "S" is for Shamrock 3/17; STEAM 3/25.

Staff Development: Anthony Balford - Page was sent to Shelf Division for 2 weeks for retraining.

The Harvard-Lee Branch - On March 1, 2016, Mrs. Parks attended Councilman Terrell Pruitt's Vision Plan Committee meeting for which she has been appointed. Mrs. Parks was selected to participate in the Lean Six Sigma Task Force for CPL. The Harvard-Lee team enjoyed a catered SUPERBOWL champion luncheon with their manager on March 1.

Mrs. Parks assisted Ms. Pasha Moncrief is conducting her one-on-ones with her new staff. On March 7, Mr. Kevin Moore attended the Action Plan meeting for the Louis Stokes Daycare. Mrs. Lori Scurka interviewed for the Assistant Manager position at Harvard-Lee Branch and has been named the successful candidate.

On March 21, 2106, Mrs. Parks and Mrs. Scurka are scheduled to meet with Mr. Wendell Fields from B-Buzz Baseball League to discuss Summer Reading Club registrations.

Hough Branch - The entire staff of Hough Branch was recognized with a complimentary letter from Patron F. Salone. Ms. Salone is a Senior patron, and has been preparing for a trip to Ghana, West Africa. Hough Branch Staff have assisted Ms. Salone in finalizing her plans by helping her complete research on Ghana, obtaining information on needed travel documents and travel procedures, and proof reading documents that she has written.

Jefferson - The Jefferson Branch welcomed back the Central Tremont Block Club. This Block Club used to meet at the Jefferson Branch but stopped when the Library shortened their hours in 2010. Once again the Branch hosted the Cleveland Kennel this month, with a more subdued group of 26 volunteers being trained at the branch to work at the Kennel. The Youth Services Staff hosted a number of programs from celebrating Pi Day, Johnny Appleseed's birthday and Saint Patrick's Day. The Jefferson Branch staff is brainstorming possible improvements that can be made to the Branch and to programming as a result of the \$120,619.00 donation made to the Library from the estate of Julius Zajac.

Langston Hughes - The Langston Hughes branch featured these programs during the month of March: The Kids Café; Super Sleuth Readers; Make a little Bits Synthesizer; Cleveland Museum of Arts' - Cool Knights: Armor from the European Middle Ages. Microsoft & Mail Merge Computer classes. Fifth District Mgr., Mr. Bradford, met with the newly formed Hough/Glenville - Cleveland Museum of Art/Cleveland Orchestra outreach Committee whose purpose is to better serve the two Cleveland neighborhoods. Mr. Bradford will also attend the NE Chapter Conference of the Ohio Library Council that will be held at Kent St. on Wednesday.

Lorain - Staff learned how to use a new 3-D Printer, led Ohio Wildlife and 3D Printing programs during CMSD Spring Break, and offered many story times. Lorain Branch also served as a polling place on March 15. Branch Manager Shayna Muckerheide met the Principal and attended a meeting for the new E Prep & Village Prep Willard Campus school set to open nearby in Fall 2016. She also represented CPL and OLC's Intellectual Freedom Committee by co-presenting 3 workshops at the Northeast Ohio Chapter Conference on March 23 and began CPL Leadership Certification training on March 24.

Martin Luther King Jr. - Toni Parker attended the following meetings: Manager's, Board, and DM meetings. Also, with Peter Whitt for MLK staff input and the upcoming Community Engagement forum with patrons concerning the new MLK Branch. Shanell Jones also attended the interview workshop with Sherrill Marino held at the Lakeshore Facility. Shanell Jones, Ron Roberts, and Prince Foster helped to facilitate the Web Making Workshop in which teens experienced a hands-on approach to web making and coding and the "Teen Network Time", and The kick-off will be Thursday March 17th and will continue until June. Shanell Jones and Ron Roberts visited the Juvenile Justice Center to deliver a deposit collection, checkout materials, and to start a book club with the teens. Ron Roberts and Jeff Butts continued the weekly instructional and gameplay chess program at MLK with over 20 students participating. Mr. Roberts attended the NEON community center for story time.

Memorial Nottingham - The Cleveland Museum of Art hosted a community forum at the Branch on Monday February 22<sup>nd</sup> 2016. 15 community residents were attended the event to share ideas with the Museum about program ideas with the museum. Northeast Shores Development Corporation is displaying Ballot Box project posters in the branch for the month of February. Mr. Ray attended the

K.C. Boyd presentation on Street Lit and its use to promote literacy amongst inner city youth.

Mt. Pleasant -12 outreach story times; 4 story time in the branch-Super Sleuth Readers for preschoolers; 3/8: Paddy's Day Parade Prep: Decorate a float for our first ever parade in the branch, show of your skills as you learn about the luck of the Irish! 3/10: Mt. Pleasant's St. Patrick's Day Parade: It's time for a parade through the branch! Wear some green and come look for the pot of gold!

Rice - Youth programs at Rice included select Women's History and St. Patrick's Day crafts and trivia, story times, school class visits 4 days a week; the Kids' Café, the Kid's Knitting Club, Friday Chess Club, Monday Word Bingo, Friday Movies, weekend video games, and the We Are Our Brothers' Keeper Club. A Spelling Bee for grades 4-8 was held as well as a March Madness Video Game Tournament. For adults, there was Books at Work Community Book Discussion, Nia Literary Society Book Discussion, Knitting Group, Poetic Power, yoga, meditation, and MetroHealth smoking cessation classes.

Rockport - On March 1st Ward 16 City Councilman Brian Kazy held his first open office hours at the library providing a neutral place for constituents to come meet with him. On March 2nd over 50 children celebrated Dr. Seuss' birthday on Read Across America Day with snacks, crafts, a scavenger hunt, and a showing of the Lorax. Rockport's Chess and Construction Clubs continue to grow with several new players and builders joining this month. AARP Tax Preparation Assistance continued to be popular on Fridays with every available appointment booked for the duration of March. Rockport hosted an over capacity Computer Basics class on Thursdays. Several activities took place during Teen Technology Week including the creation of a "Why I Love the Library" iPad video during which children gave short interviews explaining what they love about Rockport. During Teen Technology week children also did karaoke, made light up pins, and played video games.

South Brooklyn - South Brooklyn had a mild March with continuous flow of programming: AARP free tax preparation every Saturday, CCA free city tax preparation, and the ACT prep program, entitled impACT the 216! began its Spring Session. In partnership with the Greater Cleveland Food Bank, the branch received free produce once a week to give to patrons, along with free lunches for the students participating in impACT the 216! Various staff put up displays: the adult side had Women's



History, Oscar movies and National Craft Month; the children side had state books, male sci-fi/fantasy characters and space exploration. Tammy Houghton offered Super Sleuth Readers for ages 3-5, SNB Gamers' Guild (video game club), South Brooklyn Toshakan (anime club), and attended the YS meeting. Adult Library Assistant, Anna Kaufman Ford had her monthly Book Discussion: *Insane City* by Dave Barry.

South Branch - The South Branch was Rocking and Rolling with the start of Music Mondays. This program educates as well as celebrates all things music. In the first session, Youth Staff supplied guitars and gave a lesson on how to play simple guitar chords. Every participant walked away with their own custom guitar pick stamped out of a library card. Youth Services Staff also tried a new program by having mini-comic book discussions to gain additional knowledge about and generate more interest in this popular media. The goal is to start and grow a Comic Book Club in June that will meet monthly. Exciting news in the Carnegie South construction project the committee that interviewed the top three firms that responded to the Library's RFP were ranked and a recommendation submitted to the Board of Trustees.

Sterling - The Make It and Take It programs continue to be popular and well attended. This month the children had a Dr. Seuss Birthday Bash, made friendship bracelets and welcomed Spring with a Cherry Blossom Finger Paint Festival and a Butterflies and Eggs Finger-paint Festival. The Children's Museum presented "Make Your Own Slime". Total attendance for these programs: 102. While we know that through arts and crafts activities children enrich their vocabulary and broaden their language skills, children love these activities because it is fun and an outlet for creativity and self-expression.

Union Branch - Hands On Northeast Ohio will provide free tax preparation at Union Branch on Saturday, March 26th from 3:00-5:00 and on Monday, March 28th from 11:30-4:30. Branch Manager, Marcie Williams attended the Corporate Work Study Program panel breakfast on Thursday March 24th held at Omnova Solutions. Library Assistant, Gregory Parker held a March Madness Xbox Basketball program. Fourteen adults and youth participated. Children's Librarian Kelli Minter presented story times at Mather Daycare and Education with Imagination. Library Assistant Gregory Parker presented story times at Oakfield Daycare and Miles Elementary School.

Walz Branch - Walz is a community deficit fighter, giving away 200 bags of produce each and every week in addition to Kid's Café. We also provide GED classes 3 days a week and two different tutoring programs 4 days a week. March outreach to the Nursing homes was making shamrock felt pins and playing Shamrock Tic, Tac Toe. March Crafts with school agers concentrated on the holidays; both St. Patrick's day and Easter. Tuesday March 22, we hosted our first Talk about It book club with a discussion of *A Lesson Before Dying*.

West Park - March 16, 2016, Library Assistant, Youth Emphasis, Jeanna Sauls went to Cover to Cover, an independent bookstore in Columbus, and met author Drew Daywalt. A Ceremony was held for Mr. Daywalt, awarding him The Buckeye Children's and Teens Book Award in the K-2 category for his book: *The Day the Crayons Quit* (illustrated by Oliver Jeffers). This award is the only award where children do all the nominating and voting. The votes are tallied by teachers and librarians from various Ohio professional organization sponsors. Mr. Daywalt is originally from the Stow-Monroe Falls area. He is currently touring to promote his sequel: *The Day the Crayons Came Home* (also illustrated by Oliver Jeffers).

Woodland Branch - Staff member Arlist Hunter led Woodland youth (grades 1-12) in a Paper craft Modelling MakerLab. Kids printed out and assembled 3D models and learned how to use cardboard to create an owl in 3D! Staff member Whitney Johnson was selected to the CPL Lean Six Sigma Team.

OLBPD

OLBPD is pleased to announce that we have produced another local audio book that was added to BARD, and is now available to all patrons of the NLS network libraries. The book produced was "Ghoulardi: Inside Cleveland TV's Wildest Ride" by Tom Ferans. The book was narrated by Eric Broviak, a volunteer reader from Youngstown who also reads for the Youngstown Radio Reading Service. In addition to BARD, the book is also available to NLS patrons on digital cartridge. "Ghoulardi" is the third book to be produced and made available on BARD from OLBPD. OLBPD also produces local magazines such as "Cleveland Magazine," "Cincinnati Magazine," "Columbus Monthly," "Ohio Magazine," "Good Old Days," and "Timeline" from the Ohio Historical Society.

NLS announced that they have developed a high-volume version of the digital talking-book machine (DTBM) for use by patrons who

are hearing impaired. The high-volume player, which is paired with a headset, is available as a standard or advanced (DS-1/DA-1) model that has been programmed to have an amplified volume up to 120 dB. It can be issued only by NLS and will bear a warning label. The high-volume feature only works with the set of stereo headphones that NLS provides. The pairing replaces the previous amplifier/headset accessory.

NLS also launched its new awareness and promotional campaign "That All May Read." This campaign is a national outreach initiative to introduce potential readers to the benefits of the NLS free audio and braille library service. NLS is asking for help in spreading the word about their library service. More information about the NLS "That All May Read" initiative is available at <http://www.loc.gov/nls/>.

The OLBPD adult book club met on March 11<sup>th</sup> to discuss "The Beach House" by Jane Greene.

#### TECHNICAL SERVICES

Technical Services staff members said goodbye to Stephen Wohl the Lake Shore Shelf/Shipping Supervisor on March 4. Mr. Wohl was promoted to the position of Lending Manager in the Main Library. Collection Manager Pam Matthews has temporarily assumed responsibility for overseeing the Shelf/Shipping Department.

Crickett Rastall from Improve Consulting met with Technical Services Managers on March 9 as a follow up for the project completed last summer. Georgianne Doyle, Technical Services Manager from Geauga County Public Library visited Technical Services on March 18 to meet the managers and tour the facility. Geauga County Public Library is considering joining CLEVNET and she had questions about the cataloging of titles and the SIRSI/Dynix software.

Director of Technical Services Patricia Lowrey, Ms. Matthews, Dan Oreskovic Main Shelf Shipping Manager, and Human Resources Recruiter Dawntae Jackson conducted interviews on March 30 for a Temporary Receiving/Distribution Technician to help out while the Shelf/Shipping Department is short-handed.

Collection Management: Collection Management selected 2,223 titles, 15,879 copies, and spent \$269,301 in March. Fifty-three telescopes of materials were relocated. Collection Management

staff visited the following Branches: Brooklyn, Eastman, Fleet, Hough, Langston Hughes, Rockport, and South.

Collection Manager Pam Mathews attended the Ohio Library Council Technical Services Retreat. As a committee member, she helped facilitate conference sessions. Mr. Hanshaw participated in a webinar hosted by *Booklist* on graphic novels, and Ms. Matthews participated in one from InfoPeople entitled "Emerging Tech Trends in Libraries - Part 3." Laura Mommers attended a half-day seminar on Hoopla, an audio-visual streaming service used by CLEVNET.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 40 items to the Main Library for requests and 122 items to fill holds. Main Library received 365 telescopes, the Branches received 868 telescopes, CLEVNET received 114 telescopes, CASE received 5 telescopes CSU received 4 telescopes and Tri-C received 2 telescopes. A total of 1,358 telescopes were shipped out. The Technicians sent out 642 items of foreign language material and a total 20,307 new items were sent to the Acquisitions and High Demand Departments.

Catalog: Catalog Manager Andrea Johnson, Librarians Yeshen Dugarova-Montgomery, Regina Houseman, Barbara Satow, and Senior Librarian Michael Monaco gathered data about errors found while reviewing trucks. Senior Librarian Dawn Grattino cataloged two Arabic manuscripts for Special Collections. Librarians cataloged 3,349 titles and added 3,385 items for Cleveland Public Library.

Most of the department watched a SirsiDynix webinar on searching. Mr. Monaco attended a meeting of the Ohio Library Council's 2016 Convention & Expo Program Committee. Librarian Amei Hu attended the 2016 Cataloging Workshop presented by the Council on East Asian Libraries at the University of Washington on March 28.

High Demand: The High Demand staff pitched in and had a very productive month. They ordered 1,742 titles and 15,122 items. They added 1,184 titles and 14,272 items. These are significant increases over the numbers from March 2015, with the number of items added up 24% and the number of titles added up 63%. In addition, they processed 300 items for other departments.

Carole Brachna, High Demand Manager, met with some of the other technical services managers and a representative from Improve Consulting to discuss how implementation of Improve's

recommendations had gone. She met via phone March 9 with Pam Matthews, Collection Manager, Sandy Jelar-Elwell, Acquisitions Manager, and representatives from Baker & Taylor to discuss how to expand the amount of selection records being sent to us. As a result of this meeting, several hundred more selection records were loaded later in the month, offering patrons a wider selection of items on which to place holds.

Mrs. Brachna met with Pam Matthews and Laura Mommers, Collection Librarian, to discuss procedures for working with the weekly Holds Reorder Report, as well as the new nonbook selection Records with Holds report. As a result of this, about 100 music CDs and movies have been ordered and will be processed to fill patron holds. IT is working on a procedure to make this automatic, but until it becomes so, it will be done manually, perhaps on a bi-weekly basis.

Dale Dickerson, High Demand Librarian, participated in a webinar on effective searching of Sirsi.

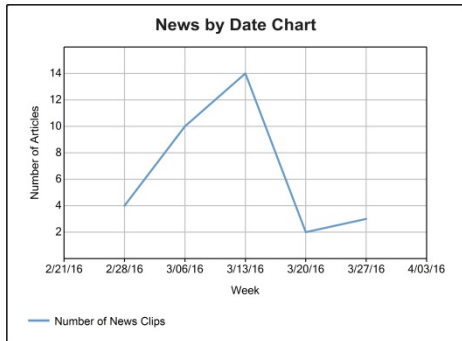
Materials Processing: The Associates cataloged 1,649 new titles for the Cleveland Public Library and added 1,392 records for the CLEVNET libraries. The Associates and Sr. Clerks added 6,236 items. The Technicians worked on 23,248 items.

Shirley Jones attended the Interview workshop. Elizabeth Hegstrom gave a brief overview of the Materials Processing Department to the Head of Technical Services from Geauga County. Crickett Rastall from Improve Consulting met with Ms. Hegstrom, Andrea Johnson, Sandy Jelar-Elwell and Carole Brachna to discuss what changes were made after the report Ms. Rastall submitted about the workflows in Technical Services. Patricia Lowrey and Ms. Hegstrom began meeting once a week. Ms. Hegstrom met with the Associates and Sr. Clerks to discuss how statistics were being gathered in support of the Materials Processing portion of the Operational Plan.

Acquisitions: Sandy Jelar Elwell, Acquisitions Manager, met with Stephen Wohl, Lake Shore Receiving and Distribution Supervisor, to create and revise instructions for the handling of outgoing packages via UPS and Fed Ex. The Lake Shore Shelf Shipping Department currently uses a Pitney Bowes mail machine and tracking software to handle outgoing packages, but this function will be transferred to the Main Library to save money. Alicia Naab, Acquisitions Coordinator, assumed the responsibilities for the handling, packing, and shipping of Special Collections materials. Ms. Naab attended the Kent State

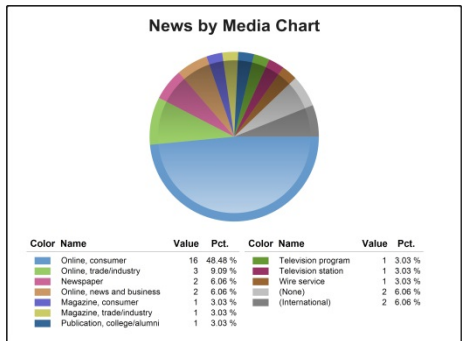
University Career Expo on behalf of the Northern Ohio Technical Services Librarians (NOTSL). Glennis Blair, Technical Services Associate, attended the Interview Workshop presented by Sherrill Marino, Organizational Performance & Development Program Manager.

**MARKETING & COMMUNICATIONS**



Media coverage for the month of March included 35 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$24,205.88. In March, the online media outlets that featured CPL events and programs received 18,152,931 unique visitors. Most activity centered on various music

programs. Online Consumer accounted for most of the media articles.



Ads to promote to promote the Amy Casey library card were placed in *La Prensa*, *Profile News Ohio*, *Campus Observer*, *Call & Post*, *Lotus* and *Ohio Life*.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 5,685 times on average per week, with an average of 712 clicks to the website per week resulting in a 13%

click-through rate for the month. *Public library + Cleveland* was the most clicked-through phrase and the ad most clicked on was *Great Collection of Digital and Written Materials*.

**March-SOCIAL MEDIA**

Twitter followers are up from 10,300 in 2015 to 12,145 currently. Facebook fans are up from 7,093 in 2015 to 7,929 currently.

The top 5 most clicked on links from BOTH Facebook & Twitter:

1. March 24<sup>th</sup>: Build towering structures and unique objects with LEGO® Bricks and K'NEX® Building sets at MakerKit Mania

tomorrow! (Link to event page) (This link had to be corrected but the incorrect version is still in the report)

2. March 13<sup>th</sup>: Use your Cleveland Public Library card for a FREE Family Pass to @goCMNH <http://ow.ly/Zpddb> (Link to CMNH)

3. March 19<sup>th</sup>: Grab your knitting needles and start crafting to help our neighbors in need stay warm this winter. Learn more: <http://ow.ly/ZE47P> (Link to crafting page)

4. March 23<sup>rd</sup>: Our Chinese Language for Children classes introduce children to fundamental words and phrases through fun activities <http://ow.ly/ZS6zt> (Link to Event page)

5. March 21<sup>st</sup>: Friday at the Carnegie West Branch, Children's Museum educators will lead a lesson on how volcanoes form and erupt. (link to Event page)

Top 5 most engaging posts on Facebook (includes likes, comments, etc.):

1. March 31<sup>st</sup>: Food for Fines beginning April 1

2. March 20<sup>th</sup>: Free Family Pass to CMNH

3. March 15<sup>th</sup>: Lunar New Year photos

4. March 5<sup>th</sup>: Cleveland Transformation Alliance

5. March 7<sup>th</sup>: Cuyahoga County Board of Elections 101

## GRAPHICS

Graphics staff designed, printed, and distributed 171 items in March in addition to graphics for ads; the library website; social media; 5 staff newsletters; CPL Fit newsletter; Food for Fines promotion and barrel wrapping; Exhibit graphics and print collateral for *Making and Faking Shakespeare*; bookmarks for the Cleveland Playhouse production of *Mr. Wolf*; OLBDP *Dimensions* newsletter; UpNext monthly program guide and MyBranch branch activity fliers; weekly posting to website home page.

## **PROPERTY MANAGEMENT**

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We are meeting weekly on the progress of Phase II for Main and LSW. We are reviewing proposals for engineering services for chiller plant analysis and design.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. Repairs were made to sinks and toilets at Addison, Fleet and Rockport. The low temperature detection thermostat for the rooftop HVAC unit was replaced at Carnegie West. The fan motor bracket for the multipurpose room HVAC unit was repaired at Fleet. The room sensor for the multipurpose room HVAC unit was replaced and the floor louvers in the adult area were replaced with new heavy duty louvers at Harvard-Lee. The new cooling tower fan motor was rewired from a two speed motor to a variable speed motor, the domestic hot water tank was replaced, the humidity sensor for the stack areas was replaced and preventative maintenance on the A/C units to get ready for the summer was completed at Lakeshore. Clocks were reset for the time change throughout the system. The domestic hot water tank was replaced and the flow sensor for air handling unit #5 was replaced at LSW. The hot deck controller for the air handling unit was replaced at MLK. A new door bell was installed at Mobil Services. Repairs were made to the heating circulating pump at West Park. Work continues on the installation of the wiring for the security cameras at LSW and Main.

The Carpenters completed lock and door repairs at Brooklyn, Lakeshore, Langston Hughes, Main, LSW, Jefferson and Fleet. The white board was removed and relocated and a new 55" TV was installed in the meeting room at Garden Valley. Shelving was removed and carpet was installed where the shelving was at Glenville.

The Garage is working on servicing lawn equipment for the branches.



## SAFETY & PROTECTIVE SERVICES

### SAFETY SERVICES

- SPS staff will participate in a mandatory Professional Development Needs to Exist workshop on April 17<sup>th</sup> at Lakeshore.
- SPS has an officer posted at East 131 daily to assist staff and the G4S guard enforce the Patron Code of Conduct.
- SPS management participated in a Safety Partners meeting at CMSD Police Department 3/23/2016.
- SPS management went to Cleveland Clinic's Police Headquarters 3/11/2016 to observe their communications office setup and procedures.
- SPS will participate in a 30 day pilot program trying out new GPS units in the SPS vehicles. This will allow SPS management the ability to track vehicle locations and speed remotely.

### 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
<b>March 2016</b>	5424	200	129	76	893	156	104	82
<b>Feb 2016</b>	4856	202	89	101	776	184	116	115
<b>Jan 2016</b>	4613	177	133	54	637	152	126	63
<b>Dec 2015</b>	4351	189	113	39	627	154	60	37
<b>Nov 2015</b>	4252	185	136	127	754	129	78	58
<b>Oct 2015</b>	5810	215	167	51	682	167	67	47
<b>Sept 2015</b>	5520	221	101	40	675	157	56	56
<b>Aug 2015</b>	6132	236	112	46	850	146	76	68
<b>July 2015</b>	7336	282	122	55	1006	144	87	73
<b>June 2015</b>	6992	280	140	42	592	170	55	58
<b>May 2015</b>	6010	240	140	37	390	250	52	55
<b>April 2015</b>	5818	223	154	39	219	294	50	64
<b>Mar 2015</b>	5363	206	169	32	195	278	65	73

## Special Attention, Special Events, and Significant Incidents

3/1, a patron told staff at Eastman "you don't know what I've got under here, I've got knives." The patron wanted to file a complaint against a staff member but left the building.

3/4, a patron banned from Carnegie West branch (Hayes Rowan) entered the branch and was advised by G4S that he was not allowed at the branch. The patron left without incident.

3/4, a juvenile entered Harvard Lee branch and informed staff that he was just robbed at gun point near a school. Staff called CPD, SPS, and EMS

3/1, A juvenile patron entered Fleet branch and stated someone punched him in the face at the bus stop and tried to rob him. G4S allowed him to call his mother and gave him ice for his face.

3/2, SPS responded to a report of two patrons engaging in sexual activity in LSW stairwell 15. SPS made contact with the two individuals and both were expelled for 1 week.

3/3, SPS responded to a report at South branch of a male patron unconscious with a needle in his right hand. EMS transported the patron to a local hospital.

3/4, multiple South Brooklyn staff have made complaints about a juvenile patron making threats, using profane/abusive language or gestures. SPS advised the patron a meeting with her parents will be warranted if issues persist.

3/9, a juvenile patron at Walz notified staff that another patron exposed himself to her at the computer area. Staff attempted to locate the suspect but he left the building.

3/10, while on patrol in the Main building an SPS officer (Carrie Krouse) observed a male patron take a DVD out of the enclosed case and put it in his pocket. The patron was expelled for a week.

3/9, while on exterior patrol at E. 131 an SPS officer noticed two juveniles enter a vehicle and drive off. A staff member advised SPS that the two juveniles just assaulted another juvenile who was bleeding excessively from the nose and mouth. The juvenile refused treatment or EMS and left the branch.

3/10, while entering the branch a staff member noticed an adult male speaking loudly to a younger female. He grabbed her head and forced her down the stairs. He then forced the female down the street while she resisted. After yelling at the male to stop the staff member called CPD. Another male that witnessed the incident said he believes it was a father yelling at his daughter for violating parole.

3/10, at East 131 a patron reported a group of teens were becoming verbally aggressive with each other outside the branch. An unknown teen attempted to use a stun gun on another juvenile. The group of approx. 20 juveniles left the area. 3/12, a staff member at LSW told SPS that a male patron made racial slurs to her in the front LL tunnel. SPS located the male in Tech Central. He was given a two week expulsion.

3/12, a disorderly male patron was asked to leave Mt. Pleasant after being told about his behavior multiple times. The patron pushed the G4S guard as she approached him and he then ran across the street.

3/14, SPS responded to Woodland branch for a suicidal juvenile. Staff advised SPS that the juvenile was arguing with her mother and threatened to commit suicide. SPS kept the parties separated until CPD arrived.

3/16, a juvenile female patron approached the SPS officer at Rice branch about a male she thought was following her. The male entered the branch but went to the children's area and was advised he couldn't be there. The juvenile called her coach from school whom came to escort her to the school practice. The male left shortly after.

3/19, staff at MLK reported a male patron became disorderly and made verbal threats to staff. The patron was warned for eating and made the threats as he was leaving the branch.

3/17, two juvenile patrons were involved in a fight outside of E.131. The aggressor fled the area and the victim declined medical attention.

3/21, a staff member informed SPS that a male patron at Walz branch requested help from the staff member. When the staff member arrived at the patron's table, the male's genitals were out and he was massaging himself. The male was asked to leave and he immediately complied.

3/23 at South Brooklyn, SPS officers were dispatched for a disorderly juvenile female. The juvenile was the same juvenile from an earlier SIR and was expelled 30 days for being belligerent and using profanities at officers.

3/28, a female entered Union branch stating her husband just assaulted her. The male entered the branch and logged onto a computer while the staff hid the female and called CPD. CPD arrived and took the man into custody.

3/30, a male stole an SPS members lunch box and wallet from the window ledge on East 6<sup>th</sup>. The male was caught and CPD arrived to transport the male.

3/31, a group of teens were asked to leave E. 131 branch after being accused of stealing someone else's property. Two of the teens then robbed and assaulted a juvenile off property before coming back to the branch to sit on the stairs. CPD arrived a short time later and took the two males into custody.

#### Protective and Fire Systems

- Cameras are operational at 26 branches and facilities.
- The fire protections system company found an old smoke detector compatible with Harvard Lee's current system and installed it. The library saved tens of thousands of dollars not having to replace the fire system.
- Smoke detector replaced at the Old South branch.
- 1<sup>st</sup> quarter fire drills complete

#### Contract Security

- Mount Pleasant now has two G4S guards daily.
- The Request for Proposal is complete.

#### Administration

- SPS has terminated the employment of an officer on probation for making disparaging remarks about a clerk at Hough branch.
- Met with payroll to discuss a method to streamline SPS payroll. Ronelle and Roszita came to roll call one morning to answer questions from officers.
- Officer Slesingers pre-termination hearing took place 4/6/2016.

## INFORMATION TECHNOLOGY & CLEVNET

### CLEVNET Directors' Panel

The CLEVNET Directors' Panel met March 9, 2016, in Milan, Ohio, where Panel Member James Tolbert is the Director of the Milan-Berlin Library District. After years of meeting only at CPL's Lake Shore Facility, the decision was made at the last Panel meeting to rotate the location of the Panel meetings. This follows the practice adopted last year of moving the quarterly CLEVNET meeting around to give the Directors an opportunity to tour other CLEVNET libraries they might otherwise not have a chance to visit. The Panel members were happy to tour the Milan Public Library, a richly detailed Carnegie building on the town square. A recent renovation/addition features a children's room that celebrates Thomas A. Edison, Milan's native son.

Virginia Sharp March, Director of Perry Public Library and Panel Chair, welcomed Lorena Williams, Director of Hubbard Public Library, to the Panel. Director Williams replaces Patrick Finan who was one of the three members representing the eastern library systems. Mr. Finan retired in February from McKinley Memorial Library in Niles, Ohio, where he had been the director for the last eighteen years.

Hilary Prisbylla, Director of CLEVNET, informed the group that Hawken School will be leaving CLEVNET later this year. They have decided that it makes more sense for them to take advantage of the automation services delivered by INFOhio, using the Ohio Education Computer Network. IT/CLEVNET staff will do everything they can to make the transition an easy one for the staff at Hawken. The school will pay its monthly fees through the end of CLEVNET's fiscal year, per the CLEVNET agreement. Hawken School has been a member of CLEVNET since 2000. With the departure of Hawken, only one non-public library remains in CLEVNET: Cleveland Law Library.

The Panel reviewed and discussed the status of the actions steps in CLEVNET's Strategic Plan beginning with the work of the Pricing Model Review Group and the Bylaws Ad Hoc Committee.

The Pricing Model Review Group is receiving responses to an RFP sent out to four consulting firms on January 28, 2016. (When the RFP was sent out in the fall of 2015, it received only one response.) A decision will be made in early April and the work can begin. The Bylaws Ad Hoc Committee will meet in April to review draft documents being prepared by Julianne Bedel,

Director of Barberton Public Library, and Rick Werner, Director of Willoughby-Eastlake Public Library.

On the topic of "voice," which deals with giving the contract libraries more say in how CLEVNET is run and the direction it should go, Virginia Sharp March is scheduled to meet with Felton Thomas on April 1, 2016, at Perry Public Library to discuss CLEVNET's Strategic Plan in general and specifically what might be done about a salary study of the IT staff. Having Computer & Networking Technicians at two different grades is an issue. The Panel members are concerned about attracting and retaining talented technicians.

Ms. Prisbylla gave a demonstration of the new Enterprise catalog that will replace Bibliocommons this summer. The plan is to get the Training SIG involved in mid-April. Bibliocommons ends July 31, 2016.

Ms. Prisbylla gave a report on the SirsiDynix BLUEcloud Analytics training provided by IT/CLEVNET staff in four locations across CLEVNET's 12-county service area: Medina, Ritter Public Library in Vermilion, Willoughby-Eastlake, and Andover. BLUEcloud Analytics is a sophisticated and powerful reporting tool that has replaced Directors Station, a SirsiDynix product that had been a source of consternation and disappointment to users of it since its inception.

Larry Finnegan, Director of IT, gave an update on Open DNS through OPLIN that will provide a filtering service at no additional expense to CLEVNET-member libraries. Mr. Finnegan also spoke about the need for stricter security measures when Office 365 is used on mobile devices.

Anastasia Diamond-Ortiz, Director of Strategy & Innovation, reported on the progress being made to get SharePoint up and running at CPL. The plan is to make it available to all other interested CLEVNET libraries once the governance issues are worked out. IT/CLEVNET is working with a consultant from CDW-G to make it possible for each CLEVNET library to set up its own SharePoint, if it chooses, without affecting the others.

Yammer is another Office 365 tool that is available but has not been turned on because, unlike SharePoint, it cannot be restricted for use within one library system. Once turned on, the social network would be open to all of CLEVNET. The Panel members saw this as more of an opportunity than a problem and directed IT/CLEVNET to turn it on.

Freegal® music service was discussed. The Panel members agreed that CLEVNET would never enter into this type of contract/payment arrangement again, with some libraries in and some libraries out. It was suggested that this issue be addressed by the Bylaws Ad Hoc Committee to prevent the same mistake being made again in the future. At this point, each library that wishes to continue with the service will need a separate contract with Freegal and must be invoiced directly.

This led to a discussion of the "Greater Good" as a guiding principle for CLEVNET. While we wish to honor the autonomy of each library system in CLEVNET to make its own decisions about products and services, some of these decisions affect CLEVNET adversely by consuming IT/CLEVNET staff time when support problems arise. Examples include the use of separate email systems and unique archiving hardware. It was suggested that this issue also be referred to the Bylaws Ad Hoc Committee for consideration.

The member libraries in Ashtabula County had asked IT/CLEVNET to allow a receipt coupon vendor access to the ILS to set up a rewards program for their patrons based on number of pages read. The Panel members voted unanimously to deny the request, citing concerns of privacy and confidentiality.

The next quarterly CLEVNET meeting will be held on April 29, 2016, at 9:30am at the West River Branch of the Elyria Public Library.

#### CLEVNET Visits

Hilary Prisbylla, Larry Finnegan, and Timothy Diamond visited Norwalk Public Library and Clyde Public Library on March 25, 2016.

#### CLEVNET Projects

- Hubbard Public Library migrated to CLEVNET VoIP.
- New domain controller for Wickliffe Public Library.
- Repair of damaged child domain for Wickliffe Public Library.
- Rock Creek Public Library upgraded from 10mb to 50mb.
- Orrville Public Library upgraded from 10mb to 50mb.

### CPL Projects

- SAM™, the PC access management system from Comprise Technologies, Inc., was upgraded to Version 10 at all CPL locations; the upgrade will provide more complete and accurate data on the usage of CPL's public computers.