

DIRECTOR'S REPORT

December 20, 2018

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

GRANTS & DEVELOPMENT

Highlights of work through the month of November include:

- Submitted request to the Chuck and Char Fowler Family Foundation for support of out-of-school time and after-school programming
- Hosted Grand Opening of the Best Buy Teen Tech Center at Rockport Branch
- Managed process for CPL Foundation appeal letter to vendors
- Began work on CPL Foundation year end appeal letter
- Continued with planning of CPL Foundation Annual Meeting, secured author Laura DeMarco to speak
- Assisted in soliciting donations of in-kind gifts for CPL150

PUBLIC SERVICES

Programs and Services

Winterfest

Youth Services staff celebrated Winterfest with fun activities and crafts for children and families. Participants cut snowflakes out of coffee filters, made ornaments out of

construction paper in the shape of mittens, made picture frames, and illustrated coloring pages. About 100 participants on November 24 came to Youth Services for the event.

Women Heroes of World War I

Staff throughout the library coordinated a program for 130 students from four schools on November 9. Center for Local and Global History Olivia Hoge worked with Outreach and Programming staff Erica Marks and Leslie Barret to arrange the visit. With help from International Languages Manager Milos Markovic, Children's Librarian Julie Gabb, Metadata Archivist Amia Wheatley, Cleveland Digital Public Library Coordinator Rachel Senese, and Rice Branch Library Assistant Mark Tidrick, students were given a tour of Main Library, attended a presentation about women in World War I by author Kathryn Atwood, and had lunch. After lunch, students were split into groups to view and discuss World War I & II posters from the Photograph Collection. Discussion ranged from women's role at home and in war, propaganda and messaging, to how the posters might be different if they were produced today.

NEOMED-CSU Health Screenings

General Research Collections Manager Don Boozer assisted staff from the NEOMED-CSU Partnership for Urban Health in re-locating their free health screenings from the Science and Technology department to the Indoor Reading Garden. The health screenings were much more visible and utilized by patrons on November 5. Mr. Boozer also provided free brochures and booklets from various agencies on health-related topics, made available by Government Documents Supervisor Sarah Dobransky.

Center for Local and Global History Programming

The Center for Local & Global History hosted a research day to help students with research for their History Day projects. General Research Collections Manager Don Boozer and Government Documents Supervisor Sarah Dobransky helped CLGH Manager Olivia Hoge coordinate the event. Over 30 students attended the event where they received one-on-one help from CPL librarians and Mary Manning of the Western Reserve Historical Society. Photograph Collection Librarian Brian Meggitt prepared photographs from the Collection, and links to other digital collections, to assist with students' research topics.

Library Assistant Lisa Sanchez hosted a *Palestine Story Time* in Youth Services on November 10th.

CLGH hosted the *Genealogy and Family History Research Clinics* on November 10th.

G.E.D. ASPIRE

Business, Economics & Labor Librarian Susan Mullee tutored GED/Aspire students reviewing consonants and reading comprehension on November 5th & 19th. The two being tutored are at a different level than the other students and need one-on-one tutoring.

Music at Main

Saxophone musician Ernie Krivda played a selection of jazz tunes on November 10th. Forty-seven patrons attended the performance.

GIS Workshop

Center for Local and Global History Manager Oliva Hoge and Web Administrator Will Skora hosted *Introduction to Open Source GIS Workshop*. Robert Booth, GIS Consultant and Instructor, conducted a workshop for patrons on how to use QGIS.

International Languages Programming

Library Assistant Catherine Bao hosted 14 programs at CPL and directed nine off-site events which were attended by 239 participants. The programming was geared to promote Chinese language learning and cultural understanding. Victoria Kabo, Subject Librarian, hosted two Russian language events at Memorial-Nottingham Branch and one large Polish language event at Main Library which attracted 140 attendees.

Knitting at PAL

Popular Library Manager Sarah Flinn and Public Administration Library Assistant Monica Musser hosted a knitting class for City Hall employees on November 7th. Patrons are knitting items for homeless shelters and discussed future projects.

CPL Puppetry Initiatives

The National Marionette Theatre performed "Peter and the Wolf" in LSW auditorium during Winterfest on November 24th. Over 300 people attended this show. Senior Librarian Lan Gao and Library Assistant, Substitute J.J. Lendl also collected email addresses of those who are interested in future puppetry programs and shows at the library.

On November 25th, Senior Librarian Lan Gao attended Puppetry Guild Northeastern Ohio meeting. During the meeting, news about the upcoming major puppetry exhibit at CPL and 2019 World Day of Puppetry were shared among members.

Main Library Tours and School Visits

Youth Services Senior Librarian Lan Gao and Library Assistant, Substitute J.J. Lendl conducted a Main Library tour for 25 Federal Reserve Bank stakeholders. Then Assistant Director of Public Services Robin Wood also met this VIP group. Ms. Wood talked about Main Library services and programs to this group. She also prepared some trivia questions for this group in order to present amazing facts and stats about the Main Library.

Youth Services conducted several tours for classes of local schoolchildren. During many of these tours, library cards were provided with assistance of the Lending staff. Lending Assistant Supervisor Tracy Isaac also talked hundreds with students about the power and responsibility of using a library card with CPL. In total, Youth Services hosted over 340 students from schools including Shaker Heights High School, Almira Academy, Adlai Stevenson, Louis Agassiz Elementary School, Charles Dickens, Cleveland Entrepreneurship Preparatory, Hudson Middle School, North Royalton High School, FDR, and Dike School of the Arts.

Cleveland Public Library Foundation organized a tour following an authors' talk by David Ford and Brad Schwartz, about their book, *Birth of Downtown Cleveland: A Vision Interrupted*. Twenty people including the authors toured the Map Collection and Photograph Collection.

Main Library Book Clubs

Public Administration Librarian David Furies held a book discussion in collaboration with the Cleveland Law Library Association and author Peter Kirsanow. For the author's second visit to PAL, his book *Second Strike: A Mike Garin Thriller*, was discussed.

Award Winning Book Club

Literature Library Assistant Michael Haverman hosted his monthly book club on November 6th. He led a discussion of *Delicious Foods* by James Hannaham.

Brew Pub Book Clubs

CLGH Manager Olivia Hoge hosted the Broad, Books, and Beer book discussion at Masthead Brewery. *Glory in Their Spirit* by Sandra M. Bolzenius was discussed on November 14th.

General Research Collections Manager Don Boozer hosted the final Books on Tap book discussion for the year at Masthead Brewing Company. Next year, the Brew Pub Book Club will be partnering

with Noble Beast Brewing Co. to highlight another downtown establishment.

Brown Bag Book and Movie Club

Subject Department Librarian Terry Metter discussed *Unbroken* by Laura Hillenbrand with patrons and screened the film based on the book after the discussion on November 19th.

Get Graphic! With Ohio Center for the Book

Literature Library Assistant Nick Durda hosted his bi-weekly Get Graphic! Book Club on November 1st and November 15th. The two titles discussed were *Birthright Volume 1* by Joshua Williamson and *Sandman Volume 1* by Neil Gaiman.

Literary Frolic Fridays

Literature Librarian Timothy Phillips conducted programs on H. Rider Haggard's *King Solomon's Mines* on November 9th for eight patrons and Saint Sir Thomas More's *Utopia* on November 30th for nine patrons.

Main Library Outreach

Business, Economics, & Labor Librarian Susan Mullee represented CPL at the Ohio City Resource Fair, Carnegie West Branch, showcasing our business and career research databases to assist job searching and career exploration. Ms. Mullee also sent career books and brochures to Carnegie West for the Resource Fair display.

Literature Librarian Timothy Phillips promoted the Letters About Literature program by mailing promotional material to principals of public & private schools and youth specialists throughout the state. Sixty-eight entries have been submitted online.

Literature Librarian Evone Jeffries planned and hosted writing meet-ups for those taking the 30-day writing challenge at Cleveland Public Library Martin Luther King, Jr. Branch. The branch provided dedicated writing space each Saturday. Four attended to write, get feedback, and learn about submitting their work.

Literature Library Assistant Nick Durda worked a table at the small press, zine, and art festival Genghis Con at the Screw Factory in Lakewood, Ohio. Mr. Durda promoted upcoming library programming and services such as: Get Graphic, Poetry Out Loud, mobile hotspots, TechCentral classes, etc.

Popular Library Assistant April Lancaster delivered items to the satellite collection at Case Western Reserve University. Popular Manager Sarah Flinn delivered items to the Cleveland State University satellite collection.

CLGH Manager Olivia Hoge attended a teacher professional development opportunity at the Western Reserve Historical Society, Smithsonian Learning Lab on November 16th. Ms. Hoge had a table about Library resources for teachers.

Fine Arts & Special Collections Manager Pam Eyerdam met with the Schweinfurth Committee on November 9th for the last quarterly meeting. The members selected architectural trade catalogs and two 19th century architectural books.

Children's Librarian Eric Hanshaw conducted story time at Rainbow Babies and Children's Hospital to children, parents, and caregivers.

Library Assistant Alea Lytle sent out the Office of Minority Health Resource Guide to each branch, OPS, and SciTech from the Department of Health and Human Services. She also sent Spanish versions of children's coloring books from the U.S. Fire Administration in the Federal Emergency Management Agency to the South and Fulton branches.

General Research Collections Manager Don Boozer and TechCentral Coordinators Suzi Perez and Melissa Canan initiated a weekly visit to the Ohio Means Jobs office on Carnegie Avenue. The group shared information on applicable services, classes, and resources available through Cleveland Public Library. The information has been enthusiastically received by each new class and the instructor. Visits will continue through December 13, and there are efforts to continue to provide information both in-person and virtually.

Main Library Displays

The 1942 Cleveland Roll of Honor which recognizes those who served in World War II was on view in Special Collections during the week of Veterans' Day. Also, a table display featuring Cleveland-related items was put out for patron tours that include historic Cleveland restaurant menus and the mug shot collection of Cleveland gangsters.

Literature Senior Librarian Jean Collins created and maintained the lobby table-top theater display with works related to the Cleveland Play House production of *A Christmas Story*, in

production November 23rd to December 23rd. Mr. Collins maintained the Great American Read display in the Main Library Lending Department. Also in the Literature Department, staff maintained displays relating to their respective book clubs, readings, and events.

The Public Administration Library showcased titles on Native American heritage, Cleveland food week, biographies of Supreme Court Justices, and blogging. Popular continues to share selections with PAL.

Collection Development

Special Collections staff discovered a 1575 astronomy book, *La Comographia de Pedro Apiano* that has moveable paper charts known as volvelles. This subject heading was added to the bibliographic record and a profile sheet was created. Books that have volvelles are rare and considered a way to chart the stars, sun and moon. The Director of Cleveland State University Library made a special trip to view this copy.

Various projects in the Center for Local and Global History continued. Library Assistant Danilo Milich scanned items from the City of Cleveland Historical Park Plan collection and uploaded 10 to ContentDM. Library Assistant Lisa Sanchez continues to assign item descriptions and unique identifiers to the post cards in the Photograph Collection and Ms. Sanchez is adding metadata for images in the Longwood Collection. Library Assistant Adam Jaenke digitized images from the Cleveland Picture Collection photos (CP0). Photograph Collection Librarian Brian Meggitt continued the item-level inventory of the Cleveland City Hall Collection. Mr. Meggitt added unique identifying number, re-housed items, and created initial metadata for 2,300 photographs. Map Collection Librarian Tom Edwards added Sanborn Fire Insurance Maps of Cleveland, Vol. 12, 1913 to the Digital Gallery.

A 2018 limited edition of *1001 Nights* [Arabian Nights] was published depicting the beautiful 1919 watercolors by Dutch illustrator Kay Rasmus Nielsen. The *John G. White Orientalia Collection* features editions of *Arabian Nights* in over 57 languages and dialects. The endowment supports the purchase of these editions. The copy was on view in Special Collections and a profile sheet created.

Gifts:

A gentleman from Florida inherited his grandfather's collection of chess sets (over 300 sets). Fine Arts & Special Collections

Manager Pam Eyerdam selected 14 sets and worked with Legal Counsel to prepare a Deed of Gift. Five chess books were donated by the Czech chess researcher and publisher of the Quarterly for Chess History. Six books on Armenian & Caucasian history and culture were donated by a PhD Candidate of History from Ohio State University.

Mr. Lawrence Ho, an engineer for the city of Cleveland, donated five items to PAL's collection:

- *ECTP (Euclid Corridor Transportation Project) Goals* prepared by Dames & Moore Group - July 2001
- *Streetscape Urban Design Guidelines* prepared by Dames & Moore Group March 8, 1999
- *Streetscape Urban Design Maintenance Manual* prepared by Dames & Moore Group - November 2000
- *Streetscape Urban Design Phase III Design Submittal Illustrative Drawings* prepared by Dames & Moore Group November 2000
- *Transit-Supportive Principles and Development Guidelines* prepared by BRW, Inc Dames & Moore Group - December 2000

Research that's Possible Only at Main Library

- A patron requested over 30 books on grammar from the 1930s through the 1960s, and is working through December on her project. Most of the titles were only available at CPL Main.
- An employee for Playhouse Square visited the Literature Department twice during the month of November. The Playhouse employee asked to see old theater programs so they could scan some images.
- Staff assisted in compiling a profile of Cleveland city councilmen Tyrone Bolden who passed away. Information was pulled from a who's who file (only found at PAL) as well as the Plain Dealer and Call and Post online databases.
- Staff filled a request for an article on OSHA lead regulations in 1979.

- Staff assisted a researcher and writer with obtaining historic images of a former Millionaire's Row mansion, the Sons of Italy Club, and the Colosseum Party Center.
- Staff assisted a researcher with locating and obtaining an image of the Fulton Fish Market on Woodland Avenue. The market was once owned and operated by the patron's family.
- Staff assisted a researcher with obtaining images for the Eliza Bryant Home (also known as the Cleveland Home for Aged Colored People) at two of its three former locations (Cedar Avenue and East 39th Street). The East 39th image, part of the Longwood Project Collection, had not been previously identified as the Eliza Bryant Home.
- A patron requested an article by Dick Feagler that appeared in the *Cleveland Press* in 1968. The patron did not have a specific date of publication, but a staff member was able to use the Plain Dealer (1991-Present) database to find a reference to the article's subject matter, which led to a book in the CLGH collection that provided the date of publication.
- Staff helped a patron find articles about her father who had played sports for John Hay High School. They were able to find Plain Dealer articles which detailed games that he had won for the team.
- Staff helped a local newspaper writer locate an article about a Jewish concentration camp survivor that she had written about in 2005. It was a special gift for the survivor.
- Staff helped a researcher find city directory information about Chinese restaurants in Cleveland during the early part of the 20th century. Using the Cleveland City Directories, staff was able to find the locations of several Chinese restaurants; King Joy Lo, Mandarin, and Gold Dragon located on Public Square between 1911 and 1924. This information will appear in a forthcoming publication.
- A professor from Austin Texas University requested permission to use an image of the title page from an 1882 Jane Austen publication entitled *Lady Susan and the Watsons* for her new book. This title is very rare since it was featured in a short run American literary newspaper called *The Seaside Library*.
- Assisted Shaker Hts. Archivist in locating a park plan for Shaker Lakes plantings from the early 20th century

- Staff assisted a Mayan Scholar from Guatemala with research involving the facsimiles of Mexican codices (pre-Columbian) held in Special Collections.
- Home owner from Newark, Ohio requested scans from the Howell & Thomas architectural plans, Folder 161.
- Student research request from the Derrydale collection.
- Researcher requested 13 books on Indonesian puppetry in Special Collections.
- Local researcher requested the journal *Ohio Architect, Engineer and Builder* (1917)
- Patron requested 2 boxes from the *Marshall Chess archives*.
- Chess researcher from Switzerland requested scans of pages from the periodical *Italia Scacchistica* covering a 1911 women's chess tournament in San Remo, Italy.
- Patron requested the 1904 and 1907 editions of *The Cleveland Blue Book*.
- Patron requested scans from the 1878 issue of *The American Chess Journal*.
- Staff assisted a news anchor from WGN-TV Chicago with locating Elliot Ness resources here at Cleveland Public Library and at other local sources.
- A patron was doing in-depth research on the health of the Great Lakes. From the library's collection, he made extensive use of volumes of the *Proceedings of the second Federal Conference on the Great Lakes, March 25-27, 1975*, and *Great Lakes Water Quality Report (Annual Reports)*. CPL is one of only a handful of libraries to own these volumes in Ohio.
- A patron phoned to find out about a certain railroad car produced during World War II. The 1943 edition of *Car Builders' Cyclopedia of American Practice* provided helpful information. CPL is the only Ohio library which owns this book.

Staff Development

The title of Director of Public Services was changed to Director of Main Library & Research during the month. Mr. Skrtic oversees the Main Library Management Team, the collections of Main Library, the art holdings for the library system, Ohio Library for the Blind and Physically Disabled and the Substitutes for the system.

Robin Wood was transferred from Assistant Director of Public Services, Main Library to the Human Resources Department. Ms. Wood's new title is Director of Talent Acquisition.

An Open Data meeting was held at the Public Administration Library on November 19th. PAL and Main Library staff discussed programming ideas that would involve Cleveland's civic leaders and everyday citizens, including connecting patrons with CPL resources and teaching them how to access outside resources.

CLGH Librarian Terry Metter received a tour of the Cuyahoga County Archives from County Archivist Dr. Judith Cetina in order to learn more about the Archive's holdings.

Fine Arts & Special Collections Manager Pam Eyerdam had her essay about the contributions of John G. White to the city was published in the book, *Celebrating the Soul of Cleveland* (2018). The book is edited by arts advocate Nina Freeland Gibans.

Government Documents Supervisor Sarah Dobransky attended the 2018 Fall Ohio GODORT meeting. As the current president, Ms. Dobransky arranged for speakers from the Department of Housing and Urban Development (Columbus district office), the Small Business Association (Columbus field office) and the Government Publishing Office Procurement Center in Columbus.

Ron Antonucci became the Social Sciences Supervisor, working with General Research Collections Manager Don Boozer to oversee the department and the Sports Research Center.

Librarian Zachary Hay joined the Business, Economics, & Labor department. Mr. Hay was previously at Harvard-Lee Branch.

Cleveland Digital Public Library

Programs, Services & Exhibits

Learning Commons

Cleveland Digital Public Library regularly hosts classes. During November, we hosted the CPL Fit Yoga series on Wednesdays and Fridays, and the Meditation Monday series. We hosted a well-attended papermaking workshop as part of MakerFaire. We regularly host CPL Chess Club and ran a chess tournament this month. ClevDPL has also developed new curricular offerings related to digitization, including classes on Google apps, and Digital Photography for seniors (with graphics and TechCentral). Future programs will continue to include classes on digitization by appointment, and we have video classes in development.

Programs

We held four meetings of the CPL Chess Club with a total of 17 attendees. Coordinating with CPL FIT, we host Yoga and Meditation offerings MWF at 1:00 and have 12 or more regular attenders, about half of whom are from downtown offices. Collaborating with Morgan Paper Conservatory, we hosted a very successful papermaking workshop with well over 200 participants during the course of the day on November 4th. The CPL Wikipedians met on Nov. 15^h in the classroom. On Nov. 18th, collaborating with Special Collections we hosted a talk on the Great Lakes Exposition with over 50 attendees. We also hosted a chess tournament, and delivered an art of the book program.

Exhibits

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

- *Magic Box*

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

- *Kiosk*

During June ClevDPL obtained display kiosk as a loan from CCS. The kiosk has been placed in a central position in the

John G. White Gallery. Content now on display was produced by ClevDPL as a complement to the Antiquities exhibit. ClevDPL has previously created content for the kiosk, and has refreshed content several times, focusing, as appropriate, on chess, Dr. Zelma George, and general special collections. Feedback on the kiosk has been generally positive - the special collections staff feels it adds new interactive experiences to their exhibits. Because of usage statistics and positive feedback, we will be purchasing the kiosk for future use.

- *Digital Exhibition Tools*

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

Videography and Photography

ClevDPL has continued collaborating with Sports Research Center by creating interview videos. After working to update rights clearances on forms, these videos are being loaded onto Internet Archive, and Sports Research Center staff are in the process of providing time-indexed tables of contents to enhance the ContentDM records pointing to the interviews.

During the three week reporting period for this November ClevDPL produced the following multimedia: Director's Message about Levy (video), Director's Message about 131 (Video), E 131 Quinn (video), Mini Maker Faire (video), Mini Maker Faire (photos), Storytelling at Lee (22 videos), Author talk (video), Great Lakes Expo (photos), Lee C. (photos). We will be doing media for Winterfest (video), Winterfest (photos)

Scanning Assistance

Cleveland Digital Public Library staff assisted 6 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

Patron Visits: Between November 1 and November 21 the Cleveland Digital Public Library had 1113 patron interactions. There were 97 KIC Scanner sessions resulting in 3,994 images / 13,917.8 or somewhat more than 13 GB of scan volume. We had a total of 105

attendees at programs. Several hundred patrons came through the department during MakerFaire.

Digital Gallery: For the partial month reported from November 1, 2017-November 21, 2017, Google Analytics (GA) reports 3,361 sessions for 2025 users and 57,608 page views. Per **GA**, our user base skews toward males, our users are 54% Male and 46% female. Per **GA**, our age breakdown skews towards youth. The age numbers, which have remained stable for some time, are: 18-24 is 27.50%, 25-34 is 33.50%, 35-44 is 15.50%, 45-54 is 12.50%, 55-64 is 5.50%, and over 65 is 5.50%. Per **GA**, the bulk of our users have English set as their language preference; however, we have numbers of Spanish, French, Italian, German, Croatian, and Chinese speaking users. Additionally, **GA** user statistics related to location indicate that we have users from the US, United Kingdom, Canada, India, Brazil, Spain, France, and Switzerland. Finally, **GA** shows that we have a diverse group of channels that deliver users to CPL's ContentDM:

- *Organic Search* channels 37% of our accesses, and Google accounts for 36% of those.
- *Direct Access* through CDM search accounted for 42% of our accesses.
- *Referrals* through other websites are about 13% of our access volume (around 17% of all referrals are from Wikipedia, up 1% from last month. Referrals from our library website, cpl.org, only account for less than 1% (.61%) of our referral total. This number is decreasing. The current version of the library website is not effectively referring patrons to the digital gallery from the library website.
- *Social Media* accounted for 7.42% of our accesses (of that Facebook accounts 31% and Twitter the remaining 61% -- our absolute numbers for Twitter are increasing and our absolute numbers from Facebook remain the same).
- *Platform:* A little more than a third of our sessions in November occurred on Mobile devices (more than half of these on iPhones and iPads). Our switch to the responsive design website is borne out by the increasing numbers of mobile users accessing the digital gallery.
- *Browser Use:* This month, 50% of our users use Chrome, 25% Safari, 9% Firefox, and 9% Explorer, and 3% Edge.

Outreach

Working with our Special Collections Dept., Cleveland Digital Public Library did a trunk exhibit of civil war materials at Shaker High School in connection with National History Day research projects. Special Collections Librarian Raymond Rozman and Digital Library Strategist Chatham Ewing shared original civil war letters with over 200 students on Nov. 6th. Students and teachers wrote nice letters of appreciation.

ClevDPL has completed work with Duraspace on a hosted Hyku project. Right now Hyku will not meet our needs, and so we will continue with Duraspace. Staff have also enhanced demonstration digitization projects with Euclid Library, the Ukrainian Museum and Archives, Shaker Heights Public Library, Cleveland Orchestra and the South Brooklyn Historical Society.

Through e-mail and on the phone, we have continued meeting Karamu House regarding strengthening our partnership for collections management, arrangement, description, preservation, display, and programming. CPL, through ClevDPL, is now a partner with the Cleveland Museum of Art and Karamu on the arrangement, description, and digitization of Karamu archives. As a start, we have placed digital surrogates of several hundred Karamu programs online in a new "Cleveland Theater" collection, and we anticipate a rich partnership with Karamu and the Cleveland Museum of Art with regard to digitization.

Working with CPL's legal department, ClevDPL has clarified legalities with Dito, a vendor who can assist us with using Google Cloud Storage. Dec. 15th is the target date for beginning with Dito. ClevDPL has returned the loan from Western Reserve Historical Society of four books to be scanned for the City of Westlake library in early November. ClevDPL continues to scan the *Old Brooklyn News* for the Old Brooklyn Historical Society.

Dr. Ewing presented at the Internet Archive in San Francisco on CPL's participation as a lead library in the NEH funded Community Webs project.

Twitter continues to be a successful tool for promoting the Digital Gallery. ClevDPL did 13 tweets, and has 23 new followers and now has 581 followers. There were 508 profile visits. Our top Tweet with 3591 impressions was: Taken on this day in 1939, the Euclid and East 55th Street Safety zone [#thiswascle](https://twitter.com/thiswascle) <http://ow.ly/gNEW30gjGob> pic.twitter.com/whiYDdBYf5

Collection Development

Library Staff Does Digitization

Cleveland Digital Public Library staff has scanned 349 items (3,927 files), did post-processing for 418 items (4,467 files), and uploaded 313 items (393 files) into the Digital Gallery. We touched 69,978 while doing metadata revision for DPLA

Interlibrary Loan

The ILL/Photo Duplication staff have been integrated into ClevDPL, and we can report that there has been no drop off in service volume, and a slight improvement in service delivery. ClevDPL staff have been trained to support and back-up ILL and Photoduplication functions.

Staff Development

Chatham Ewing gave a talk and participated in a workshop at the Internet Archive in early November. ClevDPL staff all took the online workshop "Hazard Communication and GHS - What Employees Need to Know." Catherine Young took the "Bookends" customer service training. Metadata Archivist Amia Wheatley took a linked data workshop, "Newton's Third Law: An Action-and-Reaction Approach to Setting Linked Data in Motion." Digital Library Coordinator Rachel Senese and Ms. Wheatley participated in an online DocWorks user-group webinar.

Preservation

Preservation staff did the following:

Paper treatments: 19 sheets simple repair, 1 item (15 simple treatments, 4 complex)

Book treatments: 3 simple regular, 27 complex repairs,

Digicovers: 40

Enclosures: 6

Labels printed: 22

Books received: 39

Books returned: 23

Exhibits Monitoring and Install

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

Metadata Revision

By the end of November, ClevDPL will have completed the process of implementing our plan for revising and updating records from the Digital Gallery to make our metadata ready for inclusion in DPLA. With the exception of the photograph collection, we are ready to contribute data from most of our collections to DPLA and OCLC's Digital Collection Gateway. All that remains for the Digital Collection Gateway is to do field mapping. Working with OCLC, we are migrating and consolidating collections in the Digital Gallery to improve ease of access to our digital materials.

TechCentral

Cleveland Mini Maker Faire

TechCentral participated in the 2018 Cleveland Mini Maker Faire on November 3. Amount the activities offered to attendees were four Virtual Reality Station, tours and demonstrations in the TechCentral MakerSpace, building construction kits, 3D printing demonstrations, button making, and Makey Makey piano and drum exhibits.

Rockport Teen Tech Center Grand Opening

TechCentral Manager, CJ Lynce and Public Services Technology staff members helped to prepare last-minute equipment and services for the Rockport Best Buy Teen Tech Center grand opening on November 14.

Community Outreach & Tours

TechCentral Manager, CJ Lynce, and TechCentral Coordinator, Melissa Canan, met with a program coordinator at Catholic Charities Migration and Refugee Services on November 13 to discuss a partnership in offering long-term computer instruction at the nearby Walz Branch Library.

Library Assistants, Computer Emphasis, Cortney Gatewood and Alison Guerin provided 3D printer tutorials and instruction for the Girls Make IT Better program sponsored by the Federal Reserve Bank of Cleveland on November 15.

TechCentral staff attended Ohio Library Council's RightClick 2018 conference at the State Library of Ohio on November 16 and provided demonstrations with the TechCentral Mobile MakerSpace. Additionally, TechCentral Manager, CJ Lynce, gave a presentation on the development and purpose of the Mobile MakerSpace.

Library Assistant, Computer Emphasis, Cortney Gatewood participated in the CPL eSports event on November 24.

Mr. Lynce and TechCentral Coordinator, Suzi Perez, attended a partnership meeting on November 27th with Case Western Reserve University's IP Venture Clinic and think[box].

Professional Development & Meetings

TechCentral Manager, CJ Lynce, and TechCentral Coordinator, Melissa Canan attended a HotSPot Grant Program meeting on November 7.

Library Assistant, Computer Emphasis, Michael Credico attended Book Ends training on Operations 101 and Circulation on November 15 and 29, respectively.

Library Assistant, Computer Emphasis, Alison Guerin attended the Sirsi Bookends Training on November 20.

Mr. Credico attended a workshop "A Guide to Creative Chaos" at the Center for Arts-Inspired Learning on November 30.

OLBPD

For November 2018, OLBPD circulated 36,754 books and magazines directly to patrons. Additionally, OLBPD circulated 13,158 patron newsletters in November. OLBPD registered 123 new readers to the service. Approximately 625 BARD patrons among 1,525 active users downloaded 13,141 items.

On November 3rd, OLBPD Manager Will Reed spoke at the 72nd annual National Federation of the Blind of Ohio state convention. Mr. Reed provided updates on OLBPD activities as well as service initiatives in the near future as announced by the National Library Service. OLBPD also staffed an information table as part of the conference exhibits, promoting and speaking to attendees about services - many of whom are patrons.

On November 4th, OLBPD Manager Will Reed and OLBPD Library Assistant Ken Redd participated in the first Tactile Carnival held at the Cleveland Museum of Art. The Tactile carnival featured a variety of accessible carnival games that provided a "hands on experience" for children and adults to do real life activities as experienced by those who have hearing or vision loss. OLBPD hosted a 'braille name game' where participants were given a braille alphabet card and challenged to create their

name in braille. OLBPD also provided attendees with a customized braille label of their name as a souvenir.

OLBPD is working with CPL's Knowledge Office to offer a patron satisfaction survey. The Standards and Guidelines of service recommend network libraries to complete an evaluation of patron satisfaction every three years. Tentatively, plans are to announce the survey's availability to readers in the spring of 2019, and results will be used to review and improve services.

On November 13th, OLBPD Librarian Michelle Makkos participated in the Cleveland Sight Center book discussion of "The Crocodile on the Sand Bank" by Elizabeth Peters held at the Cleveland Museum of Art.

The OLBPD adult book club met on November 9th to discuss "One Second After" by William R. Forstchen.

BRANCHES

DISTRICT ONE

Eastman - On November 5, 2018, Branch Manager Ken Knape attended a Westtown Community Development Corporation Board Meeting at Cafe Rome. The Board watched a presentation on Oak Street Health at the Westtown Shopping Center. The center provides health care for people who are in underserved neighborhoods. There will also be a Holiday Window Display Contest. Businesses located in the Lorain Station Historic District that decorate their storefront windows in the holiday spirit will be entered into a contest to win Home Depot Gift Cards.

Lorain - During the month of November, Tech Central hosted CPL & Your Device, Resume, and Job Searching Online Workshops at the Lorain Branch. Programs for youth were themed around Karaoke, Thanksgiving, Make Some Noise Musical Instruments, a Tongue Twister Contest, and Make Your Own Holiday Stamp. Children's Librarian Adela Santana presented story time to Willard Head Start on Tuesdays and Thursdays; Library Assistant Youth Emphasis Todd Fagan presented story time to Stockyard Elementary School. Branch Manager Crystal Tancak taught Book Ends: Customer Service and Book Ends: Circulation courses as well as a Book Ends Refresher session at the Main Managers meeting. Tancak attended the Rockport Teen Tech Center's Grand Opening. Tancak and Library Assistant Computer Emphasis Peter Roth also attended the Project Red Cord Night Out outreach event in which they

shared library programs and services with the community along Lorain Avenue.

Rockport - The big news at Rockport this month was the grand opening of the Best Buy Teen Tech Center. Over 200 community members and VIPs attended the opening ceremony on November 14, 2018 to discover the new space. Demonstrations and tours were performed, refreshments were served, and the library received a Resolution of Recognition from the City of Cleveland! The teen tech center is fully operational and has been having an average daily attendance of over 20 teens! Additionally, our Kid's Cafe has been feeding about 35 children each school day. A class of 25 children visited from Garfield Elementary to read about spiders and complete a craft on November 7, 2018. Librarian Kendra Proctor went to Chicago for a conference about how to effectively facilitate a book club. Manager Forrest Lykins attended the MyCom Fall Meeting at Bellaire-Puritas Development Corporation. Also, thanks to Property Management, areas of the branch were freshly painted and the carpet was cleaned, looking amazing.

Walz - A staff member at our Walz Branch donated a brand new slow cooker for a Thanksgiving giveaway. Patrons that checked out a cookbook were eligible to enter a raffle. (limit of 10 entries per individual). The desk featured displays of healthy cookbooks which encouraged patrons to check out materials. In addition to our regular programming- Walz also hosted two sessions of Seniors 101 presented by Cleveland Department of Aging.

West Park - On November 26, 2018, West Park Branch welcomed back Ms. Libby Hampton, a former Page, as our new Children's Librarian! We have been without our popular VR station due to roof leaks but we have managed to get it up and running again in a different location! Our "No Shave November" contest and photo booth are back by popular demand. Updates have been made to our exterior lighting to improve the safety and security in our courtyard and parking lot. The popular Art Therapy program ended this month. Our Holiday display of materials out that has been quite popular with patrons.

DISTRICT TWO

Brooklyn - The Brooklyn Branch hosts Aspire ESOL and Citizenship classes twice a week. The Cuyahoga County JFS, and TechCentral (button making program)utilized our meeting room. Youth staff LAYE Cathy Hankins and Children's Librarian Laura McShane

visited HSA Denison for a Harvest story time and craft. Ms. McShane represented the Library at the Metrohealth Patient Family Advisory committee meeting. Staff bid farewell to Fulton staff temporarily stationed at the branch due to SWD, and Branch Manager Ron Antonucci, who returned to CPL Main. Staff welcomed new Clerk to the team: Felicia File, who transferred from Fulton Branch.

Carnegie West - Carnegie West hosted the facilities Master Plan meeting on November 19, 2018, in which sixteen residents attended to hear Kristen Zeiber from the Cleveland Urban Design Collaborative give a presentation and deliver feedback received at the re-opening celebration held on October 27, 2018. Residents' comments were related to the closed auditorium, Novak Park, and the entrance plaza that is part of the park. Case Western Reserve University staff resumed the Mean Green Math Machine partnership for the 2018/2019 school year. Fourteen children from Mi Casita daycare attended the newest after-school session. In partnership with Ohio City Inc., the branch held its first Workforce Development Fair on November 15th: thirteen agencies were represented including College Now, El Barrio, May Dugan Center, Ohio Means Jobs, West Side Catholic Center, and Youth Opportunities Unlimited, and twenty-five patrons spoke with agency representatives to learn about job training and educational opportunities.

Fulton - On November 8, 2018, the branch reopened to the public, and celebrated with a party for 53 patrons, who were treated to sandwiches, jazz music, and balloon twists. With the reopening came the return of the Saturday mediation class, and ESOL classes. Children Librarian Beverly Austin continued her outreach to 7 locations with 194 participants, and resumed after school programs, which included crafts, word games, and cooking classes. A community meeting was conducted by Kristen Zeiber from the Cleveland Urban Design Collaborative. LACE Justin, LACE from South Brooklyn joined the branch staff, Clerk Felicia File transferred to Brooklyn Branch, and Branch Manager Cheryl Diamond has officially retired.

Jefferson - Activities at the Jefferson Branch continued at a brisk pace. Children decorated sugar skulls to celebrate the Day

of the Dead, and then spent two days creating Diya Lamps for Diwali. The Anime Club continued to meet on a weekly basis and Club Create conducted twice-weekly sessions combining art and language in creative ways with the youth. Leftover icing from the sugar skulls were used to decorate sugar cookies and Wii Sports and Games filled afternoons when the schools were not in session. Branch Clerks Lillian Conway and Linda Veres attended the NEO-RLS seminar "Don't Eat the Red Frog" at Vermillion Public Library. Children's Librarian Karen Kelly Grasso participated in the "Fight the Power" training session sponsored by the Rock & Roll Hall of Fame in conjunction with Youth Services. Assistant Branch Manager Steve Capuzzo had a good turnout at the Tremont Think and Drink on Veteran's Day where the group discussed Ordinary Light by Poet Laureate Tracy K. Smith. The Branch created its annual Thanksgiving Turkey, composed with the hands of patrons of all ages and sizes. And finally, the Branch noted the passing of the great Stan Lee with a book display honoring his career.

South - The month of November brought many changes for the South Branch. The Branch is finally moving back to the Historic South Branch. The last day at the Clark location was Monday, November 19th, 2018. The rededication of the Historic Branch will take place on Saturday, December 1, 2018. There has been a lot of packing going on throughout the branch. The Children's Staff spent quite some time informing all of the schools and teachers about the move. The children enjoyed decorating sugar skulls in honor of the Day of the Dead holiday. The South Branch is also preparing for the Jolly Storytime Trolley that will take place on December 6, and the Children Librarian Jennifer Moncayo and LAYE Joel Lefkowitz attended a meeting about the events that will take place that day. Branch Clerk Dennice Graves attended the NEO-RLS seminar, "Don't Eat the Red Frog." The Youth Services meeting was held at the Rock and Roll Hall of Fame for the month of November, and staff were trained for a "Fight the Power" programming for grades 7-12 that will eventually be held at a school or a branch location.

South Brooklyn - For the month of November, South Brooklyn Branch's had meeting room was utilized by many organizations: Board of Elections training; MetroHealth provided free health

screening; Ward 13 Democratic Club; church group; Old Brooklyn CDC; and art therapy. Cleveland Department of Public Health provided the branch with an Air Quality display. Assistant Manager Tammy Houghton performed story time at Young Achievers Day Care, attended Ward 13 Democratic Club, trained for and conducted Knitting Maker Lab, began CPL's Onboarding Development Program, and held a program with the Collaborative to End Human Trafficking (15 attendees). LAYE Raymond Cruz visited Loving Cups Academy for story time, hosted a computer gaming tournament, Thanksgiving crafts & Gamer's Guild (video game club). District Manager Luigi Russo participated in the following: board meeting, Fulton & Carnegie West's reopening parties and community meetings. South Brooklyn Branch said good-bye to FUL staff, and LACE Justin Smith who transferred to FUL.

DISTRICT THREE

Garden Valley - In honor of all the men and woman who serve in our arm forces, Library Assistant - Youth Emphasis Leonard Burks conducted a Veteran's Day Program. Young library patrons had an opportunity to meet a Garden Valley community veteran, who was drafted into the Korean War. Burks and Youth Service Librarian Andrea Csia also attended the Harvest Festival at the Anton Grdina School, and Ms. Csia conducted story time at Anton Grdina. Leonard Burks also facilitated the Garden Valley Branch Sports Review Program, where several adults and teens discussed the latest and most current sports events.

Assistant Branch Manager Donald Smith conducted the S.T.R.E.A.M. Team Program and a weekly branch story time, with Harvest Daycare. In addition, Mr. Smith initiated the Positive Paths Outreach Program with the Positive Education Program. Positive Paths is geared towards helping young adults achieve their career goals.

Library Assistant - Computer Emphasis Alicia Woodman and Latoya Barnes continue to facilitate the Cleveland Food Bank Kids Café, the Mini Green House Program, and the weekly LEGO Club.

Branch Manager Maria Estrella created a "Fall into Reading" display where the branch promoted titles on the following subjects: self-help, motivational, religion, cookbooks, health, knitting, crocheting.

Mrs. Estrella and Mr. Smith also attended Councilwoman's Phyllis Cleveland Ward 5 Club Meeting, and Mrs. Estrella also attended the Anton Grdina Partner Meeting.

Hough - Youth Services Librarian Manisha Spivey has continued her Teen Advisory Group and assists with Art Therapy weekly. Library Assistant- Youth Emphasis Joanna Rivera held a "Make Your Own Caramel Apples" program and "Skittles STEM" activity that the children really enjoyed and learned from. Library Assistant- Computer Emphasis Romael Young brought in his Xbox so the children could do a dance program along with Makerkit Mania. It really is a team effort at the branch to offer education and literacy for the youth in the area.

Branch Manager Lexy Kmiecik attended a local morning fundraiser *Books and Breakfast* at the Lexington-Bell Community Center where Mr. Felton Thomas Jr. gave the keynote speech. Mrs. Kmiecik also attended the monthly stakeholders meeting to see how the library could continue to support the community and its organizations.

Martin Luther King, Jr. - Impact the 216 concluded its fall session of ACT/SAT prep. Parents, guardians and staff were invited to the finale to hear closing presentations from participants. Tech Central Maker Space was held throughout the month of November; classes included Mobile Makerspace Demo where participants used a laser machine and made dog tags, Tinker card basics, Laser Cut Puzzle and Make a statement buttons. Club Create continued its workshops with juvenile patrons practicing on their creative writing skills.

Outreach to the community continued with Youth Services Librarian Angela Pope Margerum visiting St. Philip Neri for story time and to distribute and register library cards to staff and students. Ms. Pope Margerum also completed a mini display collage for our 'new' books area with the theme: "READ". The collage shows people of all ethnicities and ages reading a variety of materials.

Library Assistant - Youth Emphasis Eric Eubanks visited PNC to conduct story time for local day care centers; Mr. Eubanks also facilitated line dance instruction. Library Assistant - Computer Emphasis Prince Foster held weekly game nights for teens which included play stations games, board and card games. Assistant Branch Manager Shanell Jones conducted the monthly book club with Fenway Manor residents; the book, "Man on the Run by Carl Weber" was discussed.

Branch Manager Toni Parker attended a fundraiser "Books and Breakfast" at Lexington-Bell featuring Director Felton Thomas as the keynote speaker.

Sterling - Sara Lawrence-Sucato, Dancing Wheels Company, presented a six week dance residency at Sterling. In addition to learning basic moves, the children experienced dancing in an adaptive wheelchair and wearing toe shoes. Andrea Belser McCormick presented a six week theater/movement residency. Both instructors are teacher artists with the Center for Arts Inspired Learning.

James Peake is presenting a four week origami workshop for children. Invited guests include paper artists, Laura Martin and Bette Bonder. Sterling is grateful to the Center for Arts Inspired Learning and the Morgan Paper Conservatory for their continued support of arts programming for the Central Neighborhood youth.

Woodland - In honor of all the men and woman who serve in our arm forces, Library Assistant - Youth Emphasis Whitney Johnson conducted a Veteran's Day Program. Young Library patrons created cards, drawings, and letters to send to active duty soldiers while watching real life soldiers on iPads that were displayed around the meeting room. Ms. Johnson also completed the Peer Inspired Learning training modules. Early literacy practices, research, and techniques were taught.

Branch Manager Maria Estrella facilitated the "Book Was Better! Book-to-Movie Club." The title library patrons viewed and discussed was *Wonder* by R.J. Palacio. The Care Alliance Organization conducted an HIV Workshop and provided testing services through their mobile lab. Ms. Estrella also met with representatives from Aspire Basic Skills to discuss future Adult Basic Skills/Literacy classes at the Woodland Branch.

Library Assistant - Computer Emphasis Stacy Young conducted story time outreach for the Dike School of the Arts, the King Kennedy Head Start, and the Friendly Inn Daycare. Ms. Estrella attended the Cleveland Central Promise Advisory/Community Meeting and the Lexington-Bell Community Center Breakfast and Books Literacy Breakfast.

DISTRICT FOUR

East 131st Street - Branch Manager, Caroline Peak who temporarily transferred from Collinwood to East 131st Street Branch while Collinwood undergoes repairs for the Safe, Warm, and Dry project continues her leadership of the E 131 team.

Thanks to the partnership with the Greater Cleveland Food Bank, East 131st branch served 900 free and nutritious bagged lunches daily through November for Kid's Café and Students from Cleveland State University tutored East 131's youth through the fall.

Rainey Institute offered "Rockin' with Rainey" twice weekly, after-school programming for five weeks through mid-December. Students explored visual art techniques, Physical Health and International Training (PHIT), dance and bucket drumming. East 131 staff did a terrarium activity for the out of school youth for their Thanksgiving table decor.

Youth Librarian, Kelli Minter attended the Youth Services Meeting at the Rock and Roll Hall of Fame for the "Fight the Power" training. Library Assistant, Rosa Simone attended the Mycom meeting at The Mount Pleasant Branch.

Fleet - The Fleet team happily entered November by winning the United Way/Community Shares Halloween Costume Contest. The United Way/Community Shares Committee will reward the staff with a pizza party in December. Branch Clerks, R-Riana Spivey and Eugene Callier, District Branch Clerk, Heather Hardy, Children's Librarian, Tracie Forfia, and Library Assistant-Youth Emphasis, Anna Fullmer and St. Martin de Pores student Z'Nya Drake created adult and youth displays to celebrate thankfulness, cooking, and No-Shave November. Branch Manager, Pasha Moncrief Robinson attended a NEO-RLS training entitled, "Managing Staff Remotely." Mrs. Robinson also attended My-Com/P-16/Slavic Village Monthly meetings with R-Riana Spivey and the Murtis Taylor Community meeting with Mount Pleasant colleague Lori Scurka. Mrs. Robinson also attended Lexington-Bell's Annual Breakfast and Books Event where Director Thomas gave a keynote address about literacy programming at CPL and in Cleveland's communities.

Ms. Fullmer and Ms. Forfia developed a partnership with Wiggles and Giggles Child Care. The group will be coming on a monthly basis for story time and a craft. On November 7th, Check out a Chair program was launched. This program allows youth to "check

out" a chair in 15 minute increments for reading. Books are placed in boxes by the chairs and youth have a cozy chair to sit and read. Ms. Forfia attended Mound STEM's annual literacy night on where she spoke with parents about the library's programs and distributed CPL swag. She also submitted her first blog post for ALSC's Managing Children's Services Committee. The Kids Café, America Reads, and Ohio Means Jobs Services and CPL Foundation Book Sale cart continues to flourish at Fleet. Fleet Branch ended the month of November with two new partnerships. Carla Williams, Benefits Outreach Counselor at Cleveland Food Bank Food will be a Fleet weekly to inform and assist patrons who are in need of food. Patricia Gray, Adult Wellness Advocate for University Settlement, will begin teaching Wellness Classes to patrons 55 and up beginning January 2019.

Harvard-Lee - November brought a variety of events, meetings and trainings to the Harvard-Lee branch and staff. Mr. Hay conducted a program using what he learned about Little Bits Synthesizer on November 13, 2018. Ms. Olivia kicked off National Novel Writing Month with a writing program for NaNoWriMo for teens, which had seven attendees. Harvard Lee hosted local author, Ms. Davis, who provided free copies of her two books and signed them for patrons, with over ten people in attendance. Other programs included computer classes on resumes, Job Searching Online, and CPL & Your Device. Harvard-Lee also hosted a movie night on November 19, 2018 featuring *Fantastic Beasts*. Manager, Lisa Krok is scheduled for onboarding training sessions for new leaders.

Ms. Krok followed up with a representative from Cleveland Clinic's South Pointe hospital regarding our community partnership on wellness. A wellness program has been scheduled with them at the branch for March 2, 2019. Ms. Krok also met with Patrice Carley of US Bank to discuss their offerings on financial literacy for both youth and adults. Harvard Lee is in the process of setting up programming, one for children on counting money, saving in a piggy bank, etc. and one for older teens and adults about maintaining credit. Lastly, Harvard Lee LACE, Mr. Hay, has been promoted to a full-time librarian at Main library-Business Department.

Mount Pleasant - During the month of November, the Mt. Pleasant Branch youth staff performed outreach with the local daycares of Brightside, Kidz R Kidz, Kidz Corner, Bella's Babies, Greater Achievement 2 Academy. Story time and Play N' Learn programming were taken to and A. J. Rickoff Middle School based upon the theme of "Fall and Thanksgiving." The Mt. Pleasant Branch

hosted a Thanksgiving program entitled, ***What do you Know***, it was all about what do we really know about the Thanksgiving holiday. Mrs. Scurka attended the ***MyCom*** and ***Murtis Taylor*** Community meetings.

Rice - Outreach & Programming Services, with the Mandel Jewish Community Center (JCC), hosted author Steven Hartok on November 6, 2018, to a crowd of over 60 attendees in a lunch and learn format in the Rice Branch meeting room. Great Lakes Science Center (GLSC) continued to provide weekly STEM programming for the branch's youth patrons with assistance by the Rice staff. Mark Tidrick (Library Assistant-- Youth Emphasis) attended the Chat-n-Chew offered at Harvey Rice School to connect with our neighboring parents and educators. He also assisted with the Women in World War I program with the Center for Local and Global History department at Main Library. Due to increasing demand, Rice Branch increased our offerings of Greater Food Bank meals for Kids Cafe from 35 to 40 meals per day. Kristen Schmidt (Assistant Manager) accepted a thank you for the Cleveland Public Library -- as recipient of Donald Black Jr's Free Speech mural on the front of our very own Rice Branch -- from the City Club at their Annual Meeting. District manager Amiya Hutson led her vision for a new floor plan and shelving layout, which was made a reality by Rice staff and Property Management this month. Ms. Hutson attended Lexington-Bell's Annual Breakfast and Books Event where Director Thomas gave a keynote address about literacy programming at CPL and in Cleveland's communities. She also attended Cleveland State University's Leadership Training on Leadership Styles.

Union - For the month of November, Children's Librarian Tamara Steward and Library Assistant- Youth Emphasis Greg Parker continue to provide story times at the neighborhood schools and daycares. Tutors from Cleveland State University assisted children with homework and other literacy skills. Club Create met with the youth patrons twice per week to provide creative expressions. Teen Time and Know Your History are teen programs that will allow teens to voice their opinions in a safe place. Students enjoyed creating paper wallets in the Maker lab session: Making a Tough Wallet. NACA presented a home buying seminar. Legal Aid Service offered a free legal advice clinic to the community. Ms. Williams attended an NEORLS sponsored workshop: Managing Staff Remotely. Ms. Williams attended this month's True2U mentor session at Luis Munoz Marin.

DISTRICT FIVE

Addison - The month of November for Addison branch was highlighted by programming and outreach for youth which included a special Day of the Dead program conducted by Adam Tully with assistance from Ron Clark. Staff also conducted pop-up art programs celebrating the art of Kerry James Marshall, who's work focus of persons of color. Mr. Clark and Ms. Landskroener increased their number of outreach hours as well. In addition, Ms. Landskroener is working on literacy bundles to make available for patrons and outreach.

Ms. Briggs continued to meet and discuss with various community partners plans on programming for library patrons, youth in particular. This included meeting with Bob McFeeley, a Seeds of Literacy community outreach coordinator and participating in a webinar, Girls Who Code, with plans for an afterschool coding program.

Collinwood - While continuing to serve in other library locations, Collinwood staff continues to perform outreach activities at our schools and in the community. During November, nine class visits, three branch programs and one outreach activity were completed.

Manager, Caroline Peak participated in outreach activities by volunteering at the Big City Boo City of Cleveland and Ward 10 Halloween party and activities for children. In addition, she attended a program at Collinwood High School entitled, 'Taking the Stigma out of Mental Health' dealing with youth suffering from this illness and shared information on library programming.

Glenville - Glenville Branch's non-profit community partners distributed mittens to children while serving hot cocoa.

Glenville Branch maintained staff transition. The branch welcomed Zykia King, District Branch Clerk to our location. Marlie Hooper, LACE transferred to the Fleet Branch. Ms. Jefferson, the branch manager attended Building a Civically Engaged Team and the Customer Service refresher meeting.

Langston Hughes - For the month of November, Langston Hughes established a new community outreach site with Glenville Learning Center that was visited by Youth librarian Christopher Busta Peck.

Branch and District manager, Mr. Bradford participated in a community engagement session for branch managers which highlighted developing and strengthening community relations. Community partnership was the theme in a meeting attended by Assistant Branch Manager, Ron Roberts regarding a CMA program for youth which the branch will host in 2019.

Mr. Roberts was asked to assist OLBPH in developing ways to increase the awareness and use of OLBPH resources, locally and statewide. Also, branch clerk Valerie Johnson continued in her community engagement work with True2U at Michael R. White school.

Memorial Nottingham - Staff from Rainey Institute concluded their youth arts program this month. The branch staff received instructions and supplies from OPS in preparation for next month's Lolly Story-time Trolley.

Library Assistant Giovanni Gravino, coordinated an OPERS Benefits Update "lunch and learn" for CPL retirees. Youth Librarian, Libby Hampton transferred to the West Park Branch as their Youth Librarian.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

In the month of December the Library hosted approximately 131 programs ranging from the puppet performances for families and children to the Library's annual Maker Faire. The Library offered 118 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, after-school tutoring, and ACT preparation classes were held at 14 branch locations and Main Library. K-3 reading instruction was offered at 4 neighborhood branches.

EARLY CHILDHOOD

The Starting Point grant cycle, for the funding of Kindergarten Clubs at two CPL locations, came to an end on November 30. The Kindergarten Clubs held at Union and Hough were facilitated by Early Childhood Literacy Coordinator, Rhonda Pai, Family Engagement Specialist, Sandra Nosse and a contracted support staff Ms. Keesha Tolliver-Funches. Ms. Nosse attended the Books and Breakfast Benefit, as a guest of the Literacy Cooperative.

Phase II of the Bruening grant began on November 1st with two days of site visits to various CPL locations. On November 13th, Ms. Pai attended a sharing session at Cuyahoga County Public Library (CCPL) at the request of the Bruening Foundation. The meeting's purpose was to exchange best practices learned through their respective Bruening Foundation grants.

YOUTH

College Now, an ACT/SAT prep program continued classes at Main Library through the month of November. Currently, College Now retains an average of 10 students at the Louis Stokes Wing of the Main Library campus. On Tuesday, November 20, College Now students and instructors participated in an interactive tour of Tech Central. The College Now ACT/SAT course is scheduled to conclude fall classes on December 15.

Club Create, an after-school creative writing program, facilitated by Lake Erie Ink, is held at four Cleveland Public Library locations; Martin Luther King Jr. Branch, Youth Services, Union Branch and Jefferson Branch. All of the Club Create sessions will conclude in the second half of December. The 2018 Club Create sessions were funded by the Cleveland Foundation. The Foundation grant for out-of-school time programming will expire on December 30st. The Outreach & Programming Services Department has decided to directly fund Lake Erie Ink services at two locations beginning in February of 2019. The justification for the continuation of services is based on student retention, family engagement, a demonstrated proficiency in key areas identified in the course curriculum, as well as positive feedback from CPL staff.

Art Therapy Studio and CPL continue to provide collaborative (e.g. ATS and CPL staff co-facilitating each session) after-school art-therapy workshops in four neighborhood branches: Sterling, West Park, South Brooklyn, and Hough. Art Therapy sessions are also covered under the Cleveland Foundation out-of-school-time grant that concludes on December 30.

The Rainey Institute, a local nonprofit that provides arts education programming for school age children, is currently piloting its PHIT (Physical, health and International Training) program that explores visual art techniques and dance. Classes are currently being held at the East 131 Branch, with the five-week program (10 sessions) scheduled to conclude on December 13. Average attendance for the semiweekly program is 15 students per session.

As a part of the Library's partnership with the Rock and Roll Hall of Fame the monthly Youth Services meeting was held on Wednesday, November 28 at the Rock and Roll Hall for staff training. The training focused on how to present *Fight The Power*; a music and civil rights history curriculum, developed by Rock Hall and modified for use in a library setting. Cleveland Public Library staff will begin to offer *Fight the Power* programs at their branch locations and Main Library, beginning January 2019.

ADULT

On Tuesday, November 6, the Rice Branch hosted Steve Hartov as part of the Mandel JCC's Cleveland Jewish Book Festival. Steve Hartov began with a reading from his newest book, *The Soul of a Thief*, and then spoke about his inspiration, research, and writing process. This book was based on one of his Austrian Jewish great-uncles served who served in the German military in World War I, but then was hunted by the Nazis in World War II. It is based on the 150,000 Germans of Jewish lineage who served in the military during WWII as a way of hiding but were eventually fired or deported when they complained about maltreatment of their families. Mr. Hartov also gave a brief autobiography of his own life, having been raised in America but served in the Israeli army and now the New York Guard. He presented to 60 attendees as they enjoyed a kosher lunch.

The Library Book author and native Clevelander Susan Orlean spoke to an eager and packed audience (approximately 400 people) on November 10. Through a collaboration with Literary Cleveland, Ms. Orleans first presented to aspiring writers about her own writing techniques. Then, she had a public conversation with local author Christopher Johnston about the 1986 burning of the Los Angeles Public Library and burning libraries and books in general, the topic of her most recent book. Ms. Orlean's emotional connection to libraries, nurtured by her regular visits to the Bertram Woods branch of the Shaker Heights Public Library as a child, is what drove her to write the story. Her visit was the last of the 2018 Writers and Readers author series.

On November 19 at the Legal Aid's 113th Annual Luncheon the Library was presented with the *Legacy of Justice Award*. The award is an acknowledgment of the Library's responsiveness to community need and its longstanding partnership with the Legal Aid Society of Greater Cleveland.

On November 29, a Cleveland State University occupational therapy graduate class celebrated the "graduation" of nearly 30 newcomers affiliated with the U.S. Committee for Refugees and Immigrants. Throughout the fall semester, approximately 10 graduate students and Associate Professor John Blazyk taught the refugee group how to navigate daily life in America, from American norms for hygiene and health, to using public transportation, applying for jobs, and learning about money and benefits.

ALL AGES

The 6th annual Cleveland Mini Maker Faire welcomed nearly 3,000 visitors of all ages to the Main Library campus on Saturday, Nov. 3, 2018. The return of the 30-foot long, fire-breathing Heavy Meta Dragon East 6th Street drew attention to the event and made sure everyone knew that this was not just another Saturday at the library. Over 100 Maker exhibits provided hands-on exploration, learning and fun for all, with everything from NASA Glenn Research Center to the Cleveland Museum of Art, soldering lessons, local filmmakers, artists, engineers, inventors, and over a dozen game designers sharing their independently designed board games, card games, role-playing games, and video games. A special favorite returning again this year was the full-size R2-D2 robot built by an 18 year old young man from the Akron area. Visitors also had the opportunity to attend over two dozen performances and demonstrations including live music, dance, projection art, acrobatics, blacksmithing and ironwork, and medieval weapons and armor presentations. More than a dozen hands-on workshops offered papermaking, building and programming LED/computer-controlled light displays, drawing robots, and balloon twisting. Student groups demonstrated robots and human-machine interfaces built by junior high and high school students, but the most impressive student project of all was the FactoryFive GTM Supercar built in five weeks from the ground up by Cleveland Metropolitan School District students through a partnership with Experience Aviation.

Main Library wrapped up the month of November by helping to ring in the holiday season in downtown Cleveland as a part of Winterfest on Saturday, Nov. 24, 2018. More than a thousand visitors enjoyed interactive model train displays, live reindeer in Eastman Reading Garden, an ice sculpting demonstration, and a puppetry performance by the National Marionette Theater.

STAFF

On Thursday, November 29, Aaron Mason, Director of Outreach and Programming Services, along with members of the Library's Executive and Leadership teams, visited the Free Library of Philadelphia. The purpose of the visit was learn about their comprehensive capital project that is intended to realign library services with the changing needs of the community.

FACILITY USE

During the month of December the total number of requests for Louis Stokes Wing, Learning Commons was 212 with an estimated total attendance of 6,564; 113 reservations were placed for the Louis Stokes Wing Learning Commons meeting rooms.

Lake Shore Facility meeting rooms were requested 27 times. Branch reservations totaled 813 with an estimated total attendance of 3,220.

ADVOCACY & COMMUNITY AND GOVERNMENT RELATIONS

EXTERNAL RELATIONS & ADVOCACY UPDATES:

- **November Election:** Congratulatory letters from Director Thomas was sent to all election winners within the CPL footprint. Below is a 2018 election summary relative to CPL's footprint.

Governor

Securing a little more than half of the vote, Ohio's Attorney General Mike DeWine and Secretary of State Jon Husted defeated Richard Cordray and his running mate, former Congresswoman Betty Sutton. Cordray/Sutton received 46.44 percent of the vote.

Ohio Senate and House of Representatives

Senate: Republicans kept control of the Senate. The following are new Senate seats within CPL's footprint:

- Nickie Antonio: Now representing Eastman, Lorain, Rockport, South Brooklyn, Walz, and West Park branches

House of Representatives: Republicans also kept control of the Ohio House of Representatives. The following are new House seats within CPL's footprint:

- Terrence Upchurch: Now representing Brooklyn, Carnegie West, Collinwood, Fulton, Glenville, Jefferson, Langston Hughes, MLK, Jr., Mem-Not, South and Main branches
- Juanita Brent: Now representing Harvard-Lee branch
- Michael Skindell: Now representing Eastman, Lorain and Walz branches
- Bride Rose Sweeney: Now representing Rockport and West Park branches
- Jeffrey Crossman: Now representing South Brooklyn

***Representatives from both chambers will be invited to Director Thomas' State of the Library in February.

DEVELOPMENT AND FOUNDATION UPDATES:

- ***CPL Development Updates:***
 - Funding request was submitted to the Chuck and Char Fowler Family Foundation for support of out-of-school time and after-school programming
 - Staff hosted the Grand Opening of the Best Buy Teen Tech Center at Rockport Branch
- ***CPL Foundation Updates:***
 - **Fundraising:**
 - **CPL150 Anniversary Fundraising:**
 - CPL Foundation board's development committee meeting was held re: 2019 fundraising goals and CPL150 fundraising efforts
 - **Annual Fund:** Work began on the end of year appeal that is scheduled to go out early December, 2018

▪ **Books & Beers:**

- The CPL Foundation Book-Beer Matchup was held at the Happy Dog in Lakewood Ohio. A percentage of the proceeds will benefit the Foundation.

TECHNICAL SERVICES

Technical Services staff took a temporary hiatus from their regular work assignments to assist with expediting the handling of the new materials that were ordered for the opening day collection at the South Branch to ensure that all new materials would be available on the shelves by the December 1st opening.

Director of Collection Services Jean Duncan McFarren presented a CPL150 update for all Technical Services staff. The Technical Services Managers and Supervisor attended two sessions of New Leader Assimilation led by ERC's Director of Consulting Lisa Codispoti.

Ms. McFarren, Assistant Director of Collection and Technical Services and Acquisitions and High Demand Manager Sandy Jelar Elwell, and Collections Manager Pam Matthews attended a meeting to discuss the library's collection along with Chief Knowledge Officer Timothy Diamond, Knowledge Manager Nancy Mocsiran, Director of Public Services Harriette Parks, and Director of Main Library and Research John Skrtic. Ms. McFarren, Ms. Jelar Elwell, and Ms. Matthews also attended a separate meeting with Mrs. Parks and Mr. Skrtic to discuss the 2019 materials budget allocations.

Ms. McFarren and Ms. Jelar Elwell attended the Grand Opening of the Best Buy Teen Tech Center at Rockport Branch on November 14th.

Acquisitions: The Acquisitions Department ordered 9,823 titles and 44,509 items (including periodical subscriptions and serial standing orders); received 20,839 items, 1,043 periodicals, and 113 serials; added 537 periodical items, 31 serial items, 833 paperbacks, and 323 comics; and processed 1,961 invoices and 2 gift items.

Technical Services Librarian Lisa Kowalczyk attended the Northern Ohio Technical Services Librarians (NOTSL) Fall 2018 meeting "Acquiring Minds Want to Know."

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

Catalog: Librarians cataloged 4,452 titles and added 5,616 items for Cleveland Public Library and added 1,689 titles for the CLEVNET libraries.

Based on staff dissatisfaction with editing the date on non-book label templates, Catalog Manager Andrea Johnson proposed saving time by using the month and year instead of the exact date. The Collection Services management team approved the change, and Ms. Johnson edited the templates. Technical Services Librarian Amei Hu began working on the problem truck for non-book material from Materials Processing.

Technical Services Librarian Barbara Satow attended the Ohio Library Council (OLC) Leadership Conference on November 7th. A member of the OLC Technical Services Action Council, Ms. Satow will retain her position as Secretary through 2020 and will serve as Nominations Chairperson in 2019. Ms. Satow co-presented a program entitled, "The Mysteries of Publishing Revealed: Looking Behind the Curtain at the Wonderful World of Publishing" at the Northern Ohio Technical Services Librarians (NOTSL) Fall 2018 meeting "Acquiring Minds Want to Know." Ms. Satow's part of the presentation dealt with the world of self-publishing. Ms. Johnson and Technical Services Librarian Erin Valentine also attended the meeting.

Technical Services Librarian Celia Halkovich attended a day long training session for all Labor Management Committee members on November 8th conducted by the Federal Mediation and Conciliation Service (FMCS) at their offices in Independence.

Collection Management: Collection Management selected 1,967 titles and 9,904 copies, and spent \$203,327 in November.

A major portion of the month was spent on assisting staff members at the South Branch with the preparation for the branch's grand re-opening. Both Collections Manager Pam Matthews and Collection Management Librarian Laura Mommers spent several days at the Branch sorting and shelving new materials.

Ms. Matthews, Ms. Mommers, and Director of Collection Services Jean McFarren met with representatives from Baker & Taylor, one of CPL's main book vendors.

Ms. Matthews presented at the Northern Ohio Technical Services Librarians (NOTSL) Fall 2018 meeting "Acquiring Minds Want to Know" on the topic "The Mysteries of Publishing Revealed: Looking Behind the Curtain at the Wonderful World of Publishing." Ms. Mommers attended a webinar on "Go-To Graphic Novels" that discussed ALA's new Graphic Novels and Comics Round Table and how it would be supporting these types of collections.

High Demand: The High Demand Department ordered 583 titles and 7,631 items; received and added 11,005 items; and processed 1,194 invoices.

High Demand staff completed the ordering of the materials selected for the opening day collection at the South Branch and continued to remain responsible for the receiving and cataloging of these materials. High Demand Librarian Dale Dickerson handled the receiving and processing of video games in the formats of Microsoft Xbox One, Nintendo 3DS and Switch, and Sony PlayStation 4 that were ordered to pilot at the South Branch.

Materials Processing: The Technical Services Associates cataloged 731 new titles for the Cleveland Public Library and added 1,078 new records for the CLEVNET libraries. The Technical Services Associates and Senior Clerks added 4,427 items. The Materials Processing Technicians processed 25,510 items for the month.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 81 items to the Main Library for requests and 105 items to fill holds. Main Library received 188 telescopes, the Branches received 406 telescopes, CLEVNET received 44 telescopes, CASE received 2 telescopes, CSU received 6 telescopes, and Tri-C received 1 telescope. A total of 682 telescopes were shipped out. The Receiving/Distribution Technicians sent out 745 items of foreign material and in total 14,351 new items were sent to the Acquisitions and High Demand Departments.

Receiving and Distribution Supervisor and Interim Materials Handling Supervisor James Clardy participated in the first session of CPL's Onboarding development program for new managers.

MARKETING & COMMUNICATIONS

On November 12, Tana Peckham became CPL's first Chief Marketing and Communications Officer (CMCO). With over 15 years of experience, Ms. Peckham started her career in the non-profit sector, working in development with local organizations including MOCA Cleveland, United Way Services of Greater Cleveland, and ideastream before shifting her career towards marketing and eventually joining the private sector in 2005.

Before joining the Library, Ms. Peckham most recently worked as part of Nestlé USA's Center of Marketing Excellence. As part of the Brand Strategy Communications Center of Excellence, she advised Nestlé brands on brand strategy and the development of multi-channel communications campaigns.

Since Ms. Peckham's arrival, Timothy Diamond, Chief Knowledge Officer, has been working closely with her in the transfer of responsibilities for the supervision and management of the department. Mr. Diamond assumed charge of the department in May 2016 when Cathy Poilpré, one of his direct reports, resigned as Director of Marketing and Communications to take a position with the Cleveland Metroparks.

The next monthly Marketing and Communications report will be submitted by Ms. Peckham.

Activity

Media coverage for the month of October included 14 print publications and 14 online, TV and radio stories. The full report, available in the Marketing & Communications Department, shows the top print publications and non-print platforms by reach. Headlines include "Cleveland Public Library's Rockport Branch is home to the state-of-the-art learning center for youth" and "City Club honors free speech locally through art" (a project that includes an installation at Rice Branch).

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 1,022 times on average per day, with an average of 147 clicks to the website per day resulting in a 14.4% click-through rate for the month. Nearly 77% of the click-through's were from some combination of the keywords *library*, *libraries*, *public*, and *cleveland oh*.

Facebook

	2018	2017	YoY
Net Page Likes	55	182	-70%
Avg Post Reach	16,269	4,063	300%
Avg Total Reach	17,127	5,628	204%
Average engagement	100	82	22%

Twitter

	2018	2017	YoY
Top Tweet (Impressions)	11,900	5,996	98%
Top Mention (Engagements)	2,384	8,339	-71%
Top Media Tweet (Impressions)	8,376	4,618	81%
Summary			
Tweets	31	80	-61%
New Followers	74	137	-46%

Graphics

Graphic Designer Ryan Jaenke, writer Laura Walter, and Debbie Hajzak from Outreach and Programming Services worked together to produce the winter edition of *UpNext* which features the cover story "Historic South Branch Reopens." Graphics staff also filled the regular requisitions for design, printing, and distribution, in addition to designing graphics for ads; the library website; digital signage; social media; staff newsletters; *Off the Shelf* e-newsletter; and weekly postings to the website home page.

PROPERTY MANAGEMENT

Painters

- Mt. Pleasant- painted interior of branch.
- Union- painted areas inside of branch.
- South- continued working on outside of Old South.
- E.131- cleaned basement due to severe flooding.

Carpenters

- Addison- finished with relocation of furniture.

- Garden Valley- removed damage carpet and installed new carpet squares.
- Rice- relocated shelving throughout branch.

Mechanic

- Serviced vehicles 8, 12, 17 and 25.

Maintenance Mechanics

- Addison - worked with contractors on troubleshooting/resolving heating issues.
 - Setup temporary lighting in main area, started LED lighting upgrade project.
- Lakeshore - drained chiller and cooling tower.
 - Winterized air handlers/cooling coils.
 - Stacks area mold remediation touch-ups completed/Delta Industrial.
- Carnegie West - replaced bulbs and globes on light fixtures above circulation desk/front entry.
 - Worked with contractors on troubleshooting heating issues.
- E.131 - setup temporary sump pumps around the basement to help remove/manage water intrusion.
 - Worked with carpenters and painters on removing and cleaning up water damaged supplies and stored materials from basement.
 - Difranco Plumbing investigating water source, checking for blocked/collapsed sewer lines.
- LSW/Main - winterized air handlers/coils, replaced belts and filters.
 - Continued with the Auditorium access point project.
 - Continued with Property Management office project.
 - Continued repairing light fixtures/re-lamping in shipping department.
- South - started removal of equipment and fixtures in preparation for Carnegie South's grand re-opening.
- Branches - continued with boiler/heating equipment PM and winterization.

SAFETY & PROTECTIVE SERVICES

Safety Services

- SPS Officer Reed facilitated an Active Shooter training class at Calfee, Halter, and Griswold Law firm. Twenty seven managers and supervisors participated in the class.
- SPS participated in the University Circle Police Action Committee Meeting November 27th.

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activity	Ave per day	Total Alarms	Branch Emergency	Branch Visits	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
Nov 2018	3669	153	42	51	583	41	76	51
Oct 2018	4128	159	25	46	722	77	77	74
Sept 2018	3463	146	30	53	535	68	37	63
Aug 2018	3788	159	61	65	637	95	87	71
July 2018	4594	177	51	62	696	81	35	106
June 2018	3785	159	68	54	710	69	22	42
May 2018	5913	227	44	60	701	73	29	33
April 2018	4172	160	55	56	679	93	80	53
March 2018	4271	171	55	66	692	147	78	79
Feb 2018	4109	152	79	75	655	34	78	63
Jan 2018	3386	154	41	67	537	71	56	98
Dec 2017	4098	164	41	55	588	93	85	44
Nov 2017	3743	156	61	77	704	109	73	34

Special Attention, Special Events, and Significant Incidents

- SPS filled the following overtime requests: Makers Faire, Friends of Andrew Yang event, Cleveland Councilman event at Rice branch, Fleet branch daily, and Winter Fest.
- SPS branch patrol officers are regularly patrolling closed branches.
- An SPS officer will open Fleet branch each morning with branch staff. This was requested by the branch manager and Fourth District manager.

Protective and Fire Systems

- Main branch, Mt. Pleasant, Rice, and Walz had camera issues resolved by IPS.
- Fourth quarter fire drills complete at branches.

- Harvard Lee has been experiencing issues with their burglar alarm keypad. IPS is troubleshooting the problem.

Contract Security

- Royce guards unarmed Fulton, Collinwood, and Langston Hughes branches for construction crews.
- The Addison branch guard was removed from the CPL account for making inappropriate comments.
- Fourth quarter meeting with Royce Security scheduled for December 4, 2018.
- Eastman guard was replaced per branch manager request.

Administration

- SPS is using the Verizon Network Fleet to keep track of branch patrol vehicles.
- Video search request completed for staff vehicle damage at Rice branch.
- Questions and answers were completed and submitted to Human Resources for the upcoming SPS full time interviews.
- Finalized a contract between Calfee, Halter, Griswold Law Firm and CPL to have an SPS officer facilitate an active shooter class.
- SPS management participated in the arbitration hearing for terminated officer Anthony Green.

INFORMATION TECHNOLOGY & CLEVNET

There were no CLEVNET meetings in November. The next Executive Panel meeting will be held on December 12, 2018, at the Medina Library of the Medina County District Library.

After distributing the CLEVNET member costs for 2019—based on the new pricing model—at the annual meeting in October, only a few questions were received by CPL's Chief Financial Officer and CPL's Chief Knowledge Officer/Liaison to CLEVNET. In the spirit of transparency, the questions and answers were shared with all the CLEVNET directors by email and also posted on the CLEVNET members site.

CLEVNET is working closely with OPLIN (Ohio Public Library Information Network) to provide anti-phishing email training for staff at all CLEVNET member libraries. Staff are learning to identify phishing attempts through simulated attacks.

Megan Trifiletti, Library Systems and Applications Specialist, attended a weeklong SirsiDynix API training session in Washington D.C. This training is required to use the API and associated command line tools with SirisDynix products.

Hilary Prisbylla, Director of CLEVNET, and Brian Leszcz, Database Administrator, met with the technology director from SOLUS, the company that partnered with SirsiDynix to provide the CLEVNET mobile app. SOLUS is looking for sites to pilot a new hand-held mobile circulation device. CLEVNET plans to begin testing with them in the first quarter of 2019.

Ms. Trifiletti and John Pas, Library Systems and Applications Analyst, conducted two additional SirsiDynix Analytics Station training sessions in November for staff from CLEVNET member libraries. The sessions were held at Ritter Public Library in Vermilion and at Geauga County Public Library's administrative center. A separate training environment was procured from SirsiDynix to allow students to run a larger number of simultaneous reports improving the overall quality of the training session.

On the Network/Telecommunications side, it was all hands-on-deck for four days to get computers and equipment moved, installed, and up and running for the re-opening of South Branch. A total of 34 public and eight staff PCs were installed. Staff also installed ten new wifi access points in the Louis Stokes Wing auditorium.