

DIRECTOR'S REPORT

May 18, 2017

CELEBRATING A GLOBAL PERSPECTIVE

On April 20th, the library held its fourth annual Girl Power half-day teen summit, a program that target young women grades 9-11. The keynote speaker for the event was Ilyahsa Shabazz, the daughter of the late el-Hajj Malik el-Shabazz also known as Malcom X. Shabazz is the author of four books chronicling the life of her father, the most recent being *X: A Novel*. To an audience of over 300 students and educators Shabazz spoke about self-betterment and what it means to be a woman in the modern day. Participating students also took part in breakout sessions that focused on personal safety, the arts, wellness topics, and college preparedness.

Other significant events of the month resulted from relationships with partners that have cultivated over past year. The Neighborhood Leadership Institute's Future Leaders of the World (F.L.O.W.), annual Soapbox Competition book release party was held in the Louis Stokes Wing auditorium on April 9th. Over 60 students who participated in the 2016-17 F.L.O.W. attended the program, sharing their experiences and delivering select speeches form their *Out of the Mouth of Babes* Vol. IV publication. The 78 page collection of student writings was funded in part by the MyCom fund and an assortment of individual donors.

FIGHTING COMMUNITY DEFICITS

On April 8th the Hough branch hosted Legal Aid @ the Library. Seventeen attorneys from various law firms and government agencies participated in the event. An additional thirteen students from Case Western University, Cleveland State of Marshal School of Law and four three Legal Aid attorneys assisted forty-three families throughout the day.

FORMING COMMUNITIES OF LEARNING

Also on April 8th College Now Greater Cleveland in partnership with the Library hosted an adult learner resource fair in the Learning Commons of the Louis Stokes Wing. Attendees participated in sessions on scholarships, financial aid, student loans and credit for life experience, among other topics. Representatives from the following organizations also

participated in the event: Baldwin Wallace University, Cleveland State University, Indiana Wesleyan University, John Carroll University, Lorain County Community College, the University of Akron, Polaris Career Center, Tri-C Workforce Development, Ursuline College, Cuyahoga Community College ABLE, Parma City Schools GED/ABLE, Quality Construction Partnership, Towards Employment, Non-Destructive Testing Program AT St. Philip Neri Family Center, PipeFitters Local 120, International Brotherhood of Electrical Workers Local 38, Cleveland Housing Network and the Cleveland Foodbank.

On April 29th in the Louis Stokes Wing auditorium Lakeland Community College students, faculty and the staff of the Cleveland Public Library partnered on the first ever Lakeland Literary Student Gala. The event consisted of student-lead literary scholarship, and live readings from award-winning novelist and short story writer Ron Currie Jr. as well as poets Wesley Scott McMasters and Amanda Oaks.

Also on the 29th the Urban Otaku community group hosted an event in the Louis Stokes Wing Learning Commons. At the event, over 100 teenagers and young adults participated in book talks, film discussions, and interactive gaming.

Genealogy at CPL

Map Collection Librarian Tom Edwards conducted a genealogy related workshop at the Family History Center located in Westlake, Ohio on April 22nd. Mr. Edwards discussed how to use the Map Collection for individual genealogical research.

CLGH Manager Olivia Hoge presented to the Lake County Genealogy Society on genealogical resources available at Cleveland Public Library on April 27th. The meeting of 20 members was held at the Morley Public Library in Painesville.

Exhibits and Displays

Main Library staff members created several informative, educational and interesting displays during the month of March. Exhibits included: *Endangered Antiquities* which opened March 6th in the John G. White Exhibition Hall. The exhibit, *The Caucasus: a Bibliographic Journey* opened on March 18th. Tabletop exhibits were set up for the Cleveland State University Alumni tour on March 24th and the exhibit, *Honoring the Life and Work of Zelma Watson George* opened March 25th.

Fine Arts librarian Andy Kaplan created a display of Irish music and architecture in celebration of St. Patrick's Day and another display featuring biographies on Chuck Berry who passed away in March. Senior Subject Department Librarian Jean Collins maintained a tabletop exhibit for the Cleveland Play House production of *How I Learned to Drive*, the Pulitzer Prize winning play by Paula Vogel.

Research that's Possible Only at Main Library

- Staff assisted a research request for East India letter to Lord Wellesley (1806).
- An Ohio State professor requested research information about Charles Chesnut.
- A French researcher thanked Special Collections librarian Stacie Brisker and Kent Practicum student Eileen Horansky for their assistance with his research on desegregation.
- A Kent State University graduate student requested to view a 1695 copy of *An Essay on the Memory of the late Queen* (Mary II, Queen of England).
- Staff assisted a patron request about the appearance of the first electric street lighting in Cleveland by Charles Brush in Public Square, 1879.
- A patron requested information about artwork by Cleveland artist, Ed Kuekes.
- There were over 150 chess books pulled for a researcher from Pennsylvania.
- A patron requested for a scan of a letter by Samuel Peach from the East India Manuscripts, circa 1799.
- A patron request for information about the architect Fay Jones.
- A patron from Michigan requested information about a Cleveland nightclub *Shadowland*, during the 1930s. Staff found articles from the historic *Plain Dealer* database.
- A professor from Harvard University requested scans from an 1800 document about the slave trade.
- A patron requested the Annual Report of the Otis Steel Co. in Cleveland, 1949.
- A patron request about the artist Edie Harper (1906-2010) from Cincinnati for a biography.
- The Cleveland Museum of Art librarian requested scans for one of the curators on blues music.
- A patron request about Cleveland artist Lois Vance who once taught at the Cooper School of Art and Tri-C.

- A graduate student from Parsons art school in Rhode Island requested scans from an exhibition catalog.
- A librarian from Nebraska requested scans (4 pg.) from the *Chess Bulletin of the New Mexico State Chess Association*.
- A European chess researcher requested scans for his blog, *Chess Notes*, from the *Westminster Papers*, a chess periodical and scans of the Ingo chess system from the periodical *Bayerische Schachnachrichten* - 1948 and from the *Schach-Taschen-Jahrbuch*, 1951.
- Scans from *The Noble Game of Billiards* (1833) was requested by a researcher from the Netherlands
- A couple from Cleveland Heights came to see the blueprints for their home in the *Howell and Thomas Architectural Drawings Collection*. Since the collection is arranged by original owner, Special Collections Librarian Ray Rozman will begin work to create an index by address.
- Chess author, Robert McLellan is confirming his chess information for an upcoming book that will be published later in 2017. He includes chess information from the *John G. White Collection*.
- Staff assisted an art consultant with finding and obtaining images of Helen Effie Rockefeller Bowler and of Bowler's family.
- Staff assisted a researcher with finding and obtaining images of planning committees connected to the formation of Cleveland's Cultural Gardens along with images of construction of the gardens.
- Staff assisted a baseball researcher from New York with finding information about Ray Chapman, an Indians baseball player killed by a pitch during a game in 1920. The researcher was interested in other games in which Chapman was struck in the head by pitches.
- Staff assisted a local author who is doing research in preparation for writing a book about the Glenville Shootout.
- Staff assisted a graduate student visiting from France with research about the city of Euclid and the history of African American involvement in Euclid city government.
- Staff helped a patron from History Associates of Rockville, Maryland acquire some newspaper articles on the Machine Tool Builders Exhibition in Cleveland in 1929.
- Staff found photos of the Cleveland Tank Plant for a patron to use in a presentation about the plant. The patron used to work at the Cleveland Tank plant and is well versed in the different types of tanks produced in Cleveland.

- Business, Economics, and Labor Senior Librarian Sandy Witmer worked with a local author to identify library sources which list small Cleveland manufacturers from the 1940s to 1980s. The Business, Economics, and Labor department has several titles which the author will be using for their research.
- A patron who is writing a book, was assisted by PAL with information concerning Cleveland Now! and topics of information concerning the Glenville shootout.

Strategic Plan

Our Mission:

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

Our Strategic Priorities:

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

CLEVNET

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

GRANTS & DEVELOPMENT

Applied for and awarded **PLA Inclusive Internship Initiative** grant which will allow CPL to host a high school intern during the summer of 2017.

Awarded **PPG Industries** Grant to continue STEM programming at Rockport Branch in 2017.

Awarded **Cleveland Foundation** grant to host a design competition for the new MLK Branch.

Received in-kind donations for Summer Reading Club from Georgios Pizza and Mitchell's Homemade Ice Cream.

Nominated CPL for the Library Journal's Library of the Year Award.

Attended Friends of the Cleveland Public Library Development Committee meeting.

Letters of Support:

- Baseball Heritage Museum
- Digital C
- Phebe Foundation

PUBLIC SERVICES

In the month of April the Library hosted approximately 147 programs ranging from tax preparation assistance to the library's annual teen empowerment program *Girl Power*. Also during the month the Library offered 120 pre-school story times to children. Education services such as GED and ESOL classes, after-school tutoring, and ACT preparation classes were held at 14 branch locations and Main Library.

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MEETING ROOMS

The total number of requests for Main Library in the month of April was 141 with an estimated total attendance of 1,973. The Library's newly renovated Learning Commons on the 2nd floor of the Louis Stokes Wing was reserved 78 times and accommodated over 925 guests. Branch meeting rooms were reserved 297 times with an estimated total attendance of 517. Lakeshore auditorium and meeting rooms were reserved 13 times primarily for staff related activities.

In the month of April the OPS department encumbered \$27,812.19 in support of Library programming. \$1,950.00 in income was generated from the use of library meeting rooms.

Building a Small Business Seminar Series

Business, Economics, and Labor Senior Librarian Sandy Witmer and General Research Collections Manager Don Boozer coordinated with the Business Advisers of Cleveland to present a five-part seminar series on building a small business. The first two classes, Accounting for a Small Business and Developing a Winning Business Plan were held on April 7th and April 21st.

Food for Fines

Patrons participated in the library's food for fines program and brought in food in exchange for fine forgiveness. Some patrons even donated food who did not have any fines on their library cards!

Knitting at PAL

The Public Administration Library hosted two knitting meetings April. Library Assistant Monica Musser and Popular Collection Manager Sarah Flinn led the nineteen patrons who attended the programs in learning several different types of stitches.

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International Languages Programming

During the month of April, International Languages staff planned and coordinated programs for patrons serving the international community. Senior Subject Librarian, Caroline Han, conducted off-site ESOL lessons for seniors at Goodrich-Gannett Community and hosted along with Confucius Institute community partners Tai Chi, martial arts and language lessons. Subject Librarian, Victoria Kabo, focused her efforts on serving children interested in preserving their Russian language skills.

Music at Main

On April 1st, Cleveland Institute of Music (CIM) student violinist Peter Ayuso and pianist Mengyao Zhao performed Bach, Beethoven and Debussy music.

Main Library Book Clubs

Social Sciences Library Assistant Lakeisha Winstead and Librarian Helena Travka hosted Robert Sberna, a local journalist and author, at the Social Sciences Non-Fiction Book Club meeting on April 13th. Nine attendees participated in the discussion of Sberna's *Badge 387*. The Center for Local and Global History Manager Olivia Hoge hosted her department's April Brown Bag Book Club. They discussed *The Ingenious Mr. Pyke: Inventor, Fugitive, Spy* by Henry Hemming.

Main Library Tours and School Visits

During the month of April, Main Library staff members conducted tours for several groups visiting Main Library including: A group from Lakeland Community College, 6th grade students from St. Benedict, a group from the Institute of Classical Architecture and Art, students from Superior Elementary School, a Girl Scout troop, an honorary society of teachers from Baldwin Wallace alumni, second graders from Miles Elementary school, a group from the US Committee for Refugees and Immigrants, four sisters (and their niece) who grew up in Cleveland and now hold a regular book club discussion, two couples on vacation in Cleveland from Colorado, and a tourist from Oregon on an exploration of the Sports Research Center.

Main Library Outreach

Money Smart Week

The Government Documents Department worked with the Rockport Branch to celebrate Money Smart Week, April 24th to 29th. The Rockport Branch hosted a mobile display from the Cleveland Federal Reserve Bank titled *Propaganda and Patriotism*. On Wednesday, April 26th Kriss Plumer from the Cleveland Federal Reserve Money Museum led a children's program on financial literacy and on Saturday, April 29th Mr. Walter Morris from Community Financial Centers held a class for adults where he provided answers to financial questions.

Collection Development Highlights

The Center for Local and Global History's Photograph Librarian Brian Meggitt processed 34 stereoscopic views of Cleveland created in the late 1800s. Additionally, Mr. Meggitt created an inventory of all 62 of the collection's stereoscopic views and

he continues work on the Charles S. Hackett Collection of images of Cleveland from the 1950s. Library Assistant Adam Jaenke continued processing the Board of Zoning Appeals photographs for the City Hall Collection and Library and Library Assistant Lisa Sanchez has added more than 1,450 item descriptions to the Photograph Collection's Unique Item ID project. Map Librarian Tom Edwards, continued to add geographic data to the 1978 aerial set volumes 11-14 for the Digital Gallery.

Fine Arts librarian Andy Kaplan is processing box 9 of 27 of the *Anvil Revue* collection and Special Collections librarian Stacie Brisker continues to work with Catalog to reclassify Biography books.

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Staff Development

General Research Collections Manager Don Boozer presented *Working with Wikipedia: Why? Who? How?* to CPL staff to initiate a project to add CPL content, resources, and citations to articles on Wikipedia on April 13th. Mr. Boozer's presentation included information about other institutions (such as the National Archives and Metropolitan Museum of Art) that have already uploaded content to the online encyclopedia. The "pilot" additions from CPL's Digital Gallery have increased their pageviews significantly.

Fine Arts Librarian Bruce Biddle participated as a judge reading the essays for the Maltz Museum program on April 26th, *Stop the Hate*.

Government Documents Supervisor Sarah Dobransky represented Cleveland Public Library as our mandatory attendee at the annual Patent and Trademark Resource Center Seminar at the United States Patent and Trademark Office (USPTO) in Alexandria, VA in April. Jim Bettinger, Science and Technology Senior Librarian currently serving the Fellowship at USPTO, was heavily involved in planning and presenting the event.

Social Sciences Librarian Helena Travka attended a NEO-RLS workshop "Readers' Advisory Network Meeting: Featuring a Book Buzz" on April 25th.

Throughout the month of April Lending Clerk Tracy Isaac attended 8-webinars on the following topics: Spring Picture Books,

Revolutionizing Customer Service, Middle Grade Reading, Building an Engagement Plan for Successful Outreach, Audiobook Booklists, Library Applications for Mobile Devices, How to Make Blending Learning Successful, and The Art of Coding.

Other Library News

Lending Assistant Supervisor Reginald Rudolph attended the April Board of Trustee meeting and was presented with the 2017 WOW Empowerment Award. Mr. Rudolph was praised for his ability to engage staff members in the direction of their daily duties and his dedication to always ensuring the needs of our patrons are being met.

CLGH Manager Olivia Hoge volunteered at the Ohio History Day state competition at Ohio Wesleyan University on April 29th. Students from all over the state compete to advance to the national competition.

Assistant Director of Public Services Robin Wood presented a webinar for the Northeast Ohio Regional Library Service (NEO-RLS) on HR Stuff Every Supervisor Should Know on April 13th. The webinar is part of NEO's new supervisor's academy.

The Kent Practicum graduate student in Special Collections ended her practicum on April 27th. Her project included accessioning the Gibans donation of art books, recordings of arts programs, and documents related to Langston Hughes and the Jelliffe's (founders of Karamu House). She then created an OhioLINK EAD finding aid for the Emanuel Lasker chess scrapbooks and assisted with the *Endangered Antiquities* and *Zelma George* exhibits.

Ms. Eyerdam was recognized for her participation as a Practicum Supervisor at the *Kent State LIS Celebration of Alumni & Student Success* program on April 25th.

Science and Technology Senior Librarian Jim Bettinger and current Fellowship Librarian at the US Patent and Trademark Office (USPTO), was one of eight Patent and Trademark Resource Center (PTRC) Program staff that planned, coordinated, and presented the 39th Annual PTRC Seminar held April 3rd to April 6th. The PTRC Office hosted 74 attendees, including two from potential PTRCs in Boise, ID.

District 1

EASTMAN

Eastman hosted an egg hunt for kids ages 5-14. 195 plastic eggs were hidden throughout the children's area.

LORAIN

Lorain held a Laser Engraving MakerLab which was well attended. Children participated in a "Twister Girl" led Balloon Twisting activity.

ROCKPORT

Rockport welcomed spring with a coloring contest. Patrons of all ages were given coloring sheets with spring flowers and other images of spring to color. The winners were given the opportunity to choose from a box of fun and exciting prizes. ROC's Chess and Construction clubs met twice each. ROC received 3 internal class visits for story time. Healthy meals, courtesy of the Cleveland Food Bank, were served for Kids Café. America Reads Tutoring, courtesy of Cleveland State continued with multiple youth taking advantage of the service daily. April is Money Smart Week and ROC had a week of programming in conjunction with the Government Documents Department to celebrate. MSW culminated with a closing program featuring Walter Morris of Community Financial Centers.

WALZ

Walz went to the dogs (and turtles). To celebrate national pet day Honey the Turtle was brought in by retired staff member David Taft and Olaf the service dog was brought in by Bev Kliber. Ms. Kliber patiently answered questions about the training and use of service dogs and her dependence on Olaf. The kids patiently waited for Olaf to be released from his working harness so they could pet and cuddle with him.

WEST PARK

During the month of April, West Park Youth Services staff conducted storytimes for Newton D. Baker and Clara Westropp Elementary Schools, Watch Us Grow Daycare and Laura's Home. Storytimes were presented weekly at the branch as well as Fashion Club and a celebration of poetry month and Earth Day. Volunteers from VITA/EITC tax programs assisted patrons with completing their CCA taxes and the Cuyahoga County Solid Waste District presented a recycling program on April 20th. Library Assistant, Computer Emphasis' Rashad Bell and Katie Power started weekly Open Play sessions on Thursday afternoons for patrons to test out West Park's new Virtual Reality equipment.

District 2

BROOKLYN

Kids Café continued a pace of an average of 15 lunches served per day. In connection with Kids Café, the manager and one staff attend the Cleveland Food Bank training session for the Summer Lunch program. The children's staff continued to service schools and daycares with visits and outreach sessions where books were read and stories were told.

CARNEGIE WEST

The Syndicate, a trio from Oberlin Conservatory of Music that visited April 18th, taught thirty-six 5th graders and their teachers from Orchard School of Science, how to create musical scores using creative visual techniques like drawing. The musicians then gave everyone a mini concert by creating music from each child's drawing using a cymbal, a snare drum, and a violin.

Now in its third year of residency at Carnegie West Branch, Literary Cleveland held its first personal essay writing workshop of the year: April 15th, 2017; twenty-eight potential authors registered to learn tricks of the writing trade from local author and Literary Cleveland founder Lee Chilcote.

FULTON

The highlights for Fulton Branch for April were varied with additional programs that were offered to our patrons. The hottest program was provided by The Syndicate for the New Arts: "Making Music Thursdays". Session 1 was Learning to Write Music, Session 2 was "Make a Contact Microphone", and Session 3 was "Create Electro-Acoustic Music"; there were over thirty participants for each session. SPS Officer Teddy Reed presented an illuminating program entitled "Refuse : To be a Victim"; Officer Reed offered practical advice to a multi-generational audience on increasing awareness and ways to prevent dangerous encounters.

JEFFERSON

Spring has sprung at the Jefferson Branch this month: staff created a vibrant display of books about flowers and gardening. A countdown to the Indians Opening Day also adorned the Branch. A couple dozen children crafted Easter baskets out of paper, and the Wee Read and Play toddler story-time featured a fun Easter Egg Hunt. About a dozen aspiring writers participated in the three-session Speed Building Short Stories Workshop, sponsored by the Library and Literary Cleveland.

SOUTH

The South Branch has several colorful displays this month: one was the flashy Cleveland Indians Display that was a chock full of memorabilia and blue flashing lights. In promotion of the Food for Fines campaign a basketball theme was created called "Slam Dunk Hunger" and the barrel was decorated as a basketball hoop with the Lebron James cardboard cutout to help catch the eye. In celebration of April as National Poetry Month, the South Branch hosted an Open Mic Night with a poetry and music display advertising the event. Mr. Declet and Mr. Lefkowitz attended the Virginia Hamilton Conference; Mr. Declet had the honor of hosting Pat Mora, and even presented her with the 19th Virginia Hamilton Literary Award.

SOUTH BROOKLYN

South Brooklyn continued its usual services: Kids' Café (free snack program in partnership with Food Bank) that provided 20 brown bagged lunches Monday through Friday, 75 bags of free produce a week for patrons from Food Bank, and College Now Greater Cleveland continued its learning environment to about 15 teens for the Spring Session of impACT the 216! (an ACT prep course offering enhanced math and reading proficiency).

District 3

GARDEN VALLEY

The Garden Valley branch was busy this month, promoting and encouraging patrons with the annual Food for Fines program. Day cares Harvest and Ebony's Angels were served. A representative of the Cleveland Food Bank conducted their one "unannounced" visit for Kids Café. Clerk, Marla McConnell did a vibrant display promoting healthful activities and recipes to compliment the "Food for Fines" program. A Women's History Month display was also created. OPS programming was proofed.

HOUGH

This month Legal Aid was provided by Free Legal counseling to the public. "People's University" surveys were conducted with the public by the Education Office. Branch Manager Donna Willingham conducted a sign language class with preschoolers at Wade Park Day Care Center. Hough Branch Manager, Donna Willingham officially retired from CPL on April 29, after 34 years of service.

MARTIN LUTHER KING, JR.

The Staff promoted and encouraged patrons to take advantage of the Food for Fines program. This month the branch had a Computer

Class Series of Computers 101, 102 and Internet and E-mail basics. The branch also held two Maker Labs: 3D Printing Basics and Tinkercad Basics. The teenagers at the branch had a great time learning about the 3D printer, and making items.

STERLING

Sterling is delighted to continue our collaboration with Art Books Cleveland (ABC) and Promise Neighborhood - "Using Book Arts in Support of Literacy". The 2017 Sterling monthly workshops are scrolls, pamphlets, index card accordions, slat books, flag books, and the Octavofest celebration. Faculty and students from Notre Dame College and CSU lead the workshops and provide art direction.

WOODLAND

There were 4 Maker Space programs offered. Ms. Sherri Parker offered a preschool program Read to the Beat. The branch is using board games with the children more; this has been especially helpful with the full time LA out at SRC action team meetings. Programs offered this month included Water Cycle, offered by the Cleveland Children's Museum, where the kids made clouds using colored water and shaving cream.

District 4

EAST 131st STREET

Our Book to Movie Club book for the month was Jumanji. children read the book prior to watching the film adaptation. On April 21st, in Celebration of Earth Day, children learned fun facts about Earth Day while decorating a reusable bag. East 131 welcomed new team member Lisa Quinn, LA Computer Emphasis. Children's Librarian Kelli Minter presented story times to students at Miles Elementary and Charles Dickens Elementary

FLEET

Microsoft Powerpoint and Microsoft Publisher I & II classes were held at Fleet Branch. Ohio Means Jobs and Cuyahoga Community College provided services to people interested in obtaining a job, and focusing on higher education. Pasha Moncrief-Robinson, Branch Manager, attend Cleveland State University's Women Leadership Symposium. Pasha Moncrief-Robinson and Tracie Forfia, Children's Librarian, participated in Girl Power on April 20th. Engineering was the focus of this month's STEAM programming. Youth created balloon-powered cars, had fun experimenting with our pom-pom drop, and used their observational skills on Eye Spy bottles

HARVARD-LEE

Ms. Geaghan, Youth Librarian attended the Virginia Hamilton Conference on Multicultural Literature for Children at Kent State University. Ms. Geaghan and Mr. Moore celebrated National Poetry Month with youth by playing videos/clips of a variety of spoken word artists. Ms. Geaghan conducted her first outreach story time visit with Authentic Experiences Daycare. Six patrons attended TechCentral's Computers 101 class.

MOUNT PLEASANT

During the month of April, Mrs. Scurka participated in the United Way/Community Shares Bowling Fundraiser at the Brook Park Lanes Bowling Alley. Mt. Pleasant sponsored an Easter Egg hunt for the students and a Easter Bunny Finger Painting Program.

RICE

Our programs of Yoga, Qigong, Poetic Power, Origami, Knitting, Children's knitting, Impact 216 and Meditation have continued with a consistent weekly turnout in April. The after school snack program feeds over 50 children every day.

UNION

Union Branch welcomed Mr. Matthew Love, LACE and Quinica Garrett, Page to the Union Branch Team this month. With much enthusiasm, Union Branch hosted story time for three E-Prep Woodland Hills kindergarten classes, totally around 90 students. Adult and youth patrons enjoyed live Jazz sounds from *The Real Thing* on Tuesday, April 11th; 25 people were in attendance.

District 5

ADDISON

This month kicked-off the CPL Starter Grant, "Sprouts Of Change" pilot project. A garden party, which included garden advice from **N.E.O Restoration Alliance**, refreshments, and a gift raffle of garden tools and decor, was held in our courtyard. **Ohio Means Jobs** continues to receive positive engagement from the community. To date, nineteen patrons have enrolled in the service with seven receiving employment.

COLLINWOOD

We welcomed Geneva Gibbs to our LACE team with Kristin Galewood on April 3. Twelve patrons were assisted with resumes. Our "101" computer class was well attended on Friday mornings; they have developed a template for helping people complete a personal budget, and help them navigate the CPL process to print from

their personal devices. Youth Services Staff have completed 3 programs and 5 class visits along with 3 outreach activities, including "Author Visit" and "Family Art Night" at **Hannah Gibbons** and "Family Night" at **Collinwood Village Academy**. Kiaira Jefferson participated in the **Virginia Hamilton Conference**, and provided support to "Girl Power 2017" hosted by CPL. Manager, Caroline Peak has been selected to serve Ward 8 as "Senior of the Year" by Councilman, Michael Polensek; she has attended several community and committee meetings during the month.

GLENVILLE

Branch Manager, Sharon Jefferson, attended the manager's meeting. A meeting has been scheduled with the principal of the **Citizens Leadership Academy** to form a partnership for the upcoming school year. We are weeding the adult fiction area, specifically paperbacks and urban. We welcomed two new Pages, Andrew Langford and Donoather Page.

LANGSTON HUGHES

Along with our Kids' Cafe, we also had free tutoring from the "American Reads" program in partnership with **Cleveland State University**. The **Oberlin College Jazz Ensemble** preformed on Saturday, April 8th from 2-3. It was the eleventh performance in the jazz series for the library that had 42 people in attendance. The **Cleveland Museum of Art** returned with the popular series, "CMA in Your Neighborhood," presenting Printmaking on Thursday, April 13, and Tuesday, April 18. The branch hosted an Origami program on Tuesday, April 4, and April 11. We welcomed new Page, Aalia Abdullah.

MEMORIAL NOTTINGHAM

We are preparing for the "Congressional Art Show." The "Chess Club," moderated by Leonard Pelts continues on Saturdays. Tutoring in the branch continues from **Braxton** tutoring. **St. John Nottingham** visits several times a week to pick up books and learn about library programs. The "Operation Vegetables Game Board" from last summer's Ballot Box project has been put out for use in the children's area for library patrons and has gotten constant use from visiting classes and patrons as well.

TechCentral

Kent State Mini Maker Faire

TechCentral staff members Melissa Canan, Forrest Lykins, and CJ Lynce attended the Kent State Mini Maker Faire on April 14. The

Mobile MakerSpace traveled to the Kent State Library and showcased Laser Engraving and 3D Printing for the event.

Community Engagement: Visits and Outreach

Library Assistant, Computer Emphasis, Paolo Balboa, attended a Cleveland Neighborhood Progress meeting on April 6 along with Director of Public Services, John Skrtic.

TechCentral Manager, CJ Lynce, met with representatives from the Louis Stokes Cleveland VA Medical Center on April 12 to discuss cell phone charging stations.

Mr. Lynce provided a tour of TechCentral and the MakerSpace for the Friends of the Cleveland Public Library on April 20.

TechCentral Manager, Forrest Lykins, attended a planning meeting for Digital Inclusion Day that is being coordinated by City Hall.

Professional Development and Meetings

Library Assistant, Computer Emphasis, Jorge Arganza attended the Northeast Ohio Regional Library System's *Emerging Technologies Symposium* on April 4.

TechCentral Manager, CJ Lynce attended a training webinar on the new Cleveland Mini Maker Faire Wordpress Website on April 11.

Library Assistant, Computer Emphasis, Paolo Balboa attended an ALA Webinar on *Bikes in Libraries* on

Library Assistants, Computer Emphasis, Paolo Balboa and Julie Gabb attended an Exploratory Film Society meeting with Director of Public Services, John Skrtic, on April 17.

Ms. Gabb and Mr. Lynce, along with Library Assistant, Outreach and Programming, Deborah Hajzak, met with representatives from the Cleveland Print Room on April 17.

Mr. Lynce attended the monthly Mozilla Web Literacy Pilot Program Community call on April 18.

Mr. Balboa, Mr. Lykins, and Mr. Lynce attended a Mozilla Web Literacy Badges training video conference on April 27.

Cleveland Digital Public Library

Programs, Services & Exhibits

Learning Commons

Cleveland Digital Public Library regularly hosts classes. During April, we regularly hosted CPL Fit Yoga, Meditation Mondays, Chess for Kids, and CPL Chess Club. Assisting Youth Services, ClevDPL hosted children of an international refugee group. The unit is in the process of developing new curricular offerings that are derived from the digital gallery, developed with departments and branches at CPL, and coordinated with external partners. Programs will include classes on digitization and video, classes on the use of Google and Google apps, and classes on using digital coaching tools. Our Digital Hub area has been equipped with laptops that have may reserved for use by the public (and have been used), and we will continue to offer 3D scanning as a service using a new HP Sprout Scanner.

Programs

We held four meetings of the CPL Chess Club with a total of 14 attendees. Coordinating with CPL FIT, we host Yoga and Meditation offerings MWF at 1:00 and have 11 or more regular attenders, about a third of whom are from downtown offices. During April we had several Saturday morning offerings of "Art of the Book" programming which did not draw attendance, and we are discontinuing these offerings and rethinking how to offer these programs.

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 April ClevDPL produced the following multimedia: Who Is Superman (Video), Superpowers (Video), Superman Outtakes (Video), Music At Main (Video), Digital Hub Equipment (Photos), The Director And Guests (Photos), 4Th Folio (Photos), Girl Power (Photos), Girl Power (Video), Action Comic #1 (Video), West Park Party (Photos)

Scanning Assistance

Cleveland Digital Public Library staff assisted over 10 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 April 1st and April 26th the Cleveland Digital Public Library had 371 visitors.

There were 112 KIC Scanner sessions resulting in 5,167 images/10214.3MB or somewhat more than 10 GB of scan volume.

Digital Gallery: From April 1, 2017-April 30, 2017 Google Analytics (GA) reports 4458 sessions for 3371 users and 21,622 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 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, and Chinese speaking users. Additionally, **GA** user statistics related to location indicate that we have users from the US, United Kingdom, Canada, Italy, Saudi Arabia, Spain, France, Australia, the Netherlands, and Germany. Finally, **GA** shows that we have a diverse group of pages that deliver users to CPL's ContentDM. Organic Search channels 41.43% of our accesses (Google search is the most common channel this month to our Digital Gallery at 36.52%). Direct access through CDM search accounts for 34.34% of our accesses. Referrals through other website are about 24% of our access volume (referrals from, at 5%, Wikipedia are up a few percent, but referrals from our library website are significantly down almost - it's possible that the redesign has eliminated a point of access by removing a main page link to the digital gallery). Finally, Social media now accounts for 10.11% of our accesses (of that 10%, Facebook accounts for nearly 2/3 and Twitter the remaining 1/3). Nearly a fifth of our sessions in April occurred on mobile devices, and we are looking forward to OCLC's use of responsive design for ContentDM. 10% of our uses occur on tablets.

Outreach

Cleveland Digital Public Library is now officially a successful partner on an IMLS grant working with the Internet Archives ArchiveIT project to document local web-content and local digital resources. ClevDPL has continued to communicate with Duraspace staff about a hosted Hyku project. Staff continued to correspond with Euclid Library, the South Lyndhurst/Euclid

Historical Society, Hudson Library, the Ukrainian Museum and Archives, Shaker Heights Public Library, and the South Brooklyn Historical Society to discuss potential projects for the Digital Hub. Staff has completed work with library counsel to iron out details for providing library services to partner organizations.

Twitter continues to be a successful tool for promoting the Digital Gallery. ClevDPL did 27 tweets, and has 36 new followers for a total of 355. There were 1108 profile visits, and 33,600 total impressions/views this month. Our top Tweet was the last horse drawn fire engine run from 1922.

Collection Development

Library Staff Does Digitization

Cleveland Digital Public Library staff has scanned 196 items (3,490 files), post processed 233 items (5169 files), did post-metadata for 84 items, and uploaded 303 items (379 files) into the Digital Gallery. CPL departments uploaded 51 items themselves, and we are glad to see this trend.

Staff Development

The ClevDPL coordinator attended DPLA fest in Chicago and watched a Lyrisis sponsored webinar on digitization of manuscripts. Several staff attended the Wikipedia editing workshop conducted by Don Boozer here at ClevDPL.

Preservation

Preservation staff did the following:

Paper treatments: 8 items (72 sheets for simple treatment, 25 sheets for complex treatments) Book treatments: 68 (5 simple, 63 complex)

Enclosures: 21

Labels printed: 46

Books received: 39

Books returned: 17

Preservation staff has continued disassembly and repair on the American edition of Boydell's Shakespeare Gallery.

Disaster Response

In early March, mold was identified on the upper mezzanine of the 5th floor stacks on the fifth floor of Main Building. ClevDPL notified Property Management, and we suspect that the mold issue emerged from a project to replace a water tank in the attic. We are awaiting results from an examination by an environmental contractor.

Metadata Revision

ClevDPL staff members are part of the way through the process of implementing our plan for revising and updating records from the Digital Gallery to make our metadata ready for inclusion in DPLA. We continue to revise metadata in preparation for DPLA.

The hire of the new metadata Archivist, Amia Wheatley, means more time-on-task for metadata. Because the project is time-sensitive, Wheatley will be assisting with coordination, and the the department is moving forward with vendors to do portions of our metadata revision. We have submitted the requisitions for the metadata update work and are awaiting approval to move forward.

DPLA Ohio

Cleveland Digital Public Library continues to strongly participate in the development of the Ohio DPLA. We continue to upgrade our metadata for submission to the DPLA. In preparation for DPLA, we completed an analysis and prioritization of records to upgrade and make ready to contribute to DPLA. We are well on our way in the revision and update process involved in making our metadata ready for DPLA.

Digital Storage

The department continues to work to develop library wide management of, and long-term storage for, high resolution digital files. The content on Lakeshore08 has been backed up on DuraCloud and ClevDPL is currently vetting and sourcing cost-effective approaches for doing long term back of digital resources. Negotiations regarding renewing our contract for digital back-up with DuraCloud concluded in January, and a contract was finalized on April 28.

OLBPD

For April 2017, OLBPD circulated 41,157 books and magazines directly to patrons. OLBPD registered 156 new readers to the service. Approximately 665 BARD patrons among 1,672 active users downloaded 13,248 items.

OLBPD and CPL Financial Services submitted the State Fiscal Year 2018 Program Budget to the State Library of Ohio for the OLBPD program. OLBPD funding remained flat for 2018, as it has since 2009.

OLBPD has been receiving requests from patrons regarding further information on the Access Technology Affordability Act of 2017.

Essentially, this act has been introduced in both houses of Congress (H.R. 1734, S. 732) by Representatives David Young (R-IA) and Lucille Roybal-Allard (D-CA) in the House and by Senators John Boozman (R-AR) and Benjamin L. Cardin (D-MD) in the Senate. The legislation would establish a per-person individual refundable tax credit to be used over a multi-year period to offset the cost of access technology for blind people. Access technology includes items such as text-to-speech screen access software and electronic Braille displays that blind people use to access computers, tablets, smart phones, and other devices, as well as digital content. More information about the Access Technology Affordability Act can be found at <https://www.congress.gov/bill/115th-congress/house-bill/1734>.

In July 2016, OLBPD hosted Pam Davenport, Network Consultant, from the National Library Service (NLS). NLS consultants visit regional libraries every two years to conduct in-depth evaluations of regional library programs. The primary purpose of their visit is to assess the services offered by the library to patrons according to the *Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped (2011)*, published by the ASCLA Division of the American Library Association. OLBPD received the report from the consultant visit, and OLBPD is successfully meeting the requirements for services, and we were commended for our strong marketing and promotion of services throughout the State of Ohio, as well as our high level of participation with consumer activities and information fairs to help increase public awareness about the program and reaching new readers.

OLBPD Librarian Michelle Makkos and OLBPD Library Assistant Ken Redd provided information and talks about the service at the Strongsville Low Vision Group on April 11th; North Olmsted Senior Center Low Vision Group on April 24th; and the Westside Community House Health Fair on April 26th.

The OLBPD adult book club met on April 14th to discuss "A Love Story" by Bob Greene.

LEARNING AND EDUCATION

Cleveland Transformation Alliance

One of the goals of *The People's University* is to support and compliment the work done in Cleveland Metropolitan School District under the Cleveland Transformation Plan. Denise Crudup met with Cleveland Transformation Alliance's Executive Director,

Piet van Lier and School Quality Project Manager, Steven Lake to learn about Cleveland's educational ecosystem.

Bard High School Early College

Denise Crudup and Marina Marquez met with Dr. Dumaine Williams, Principal of Bard High School Early College. During the meeting, discussions regarding the possible use of space as well as CPL resources for Bard students and faculty. In addition to the meeting, Dr. Williams was given a tour of the departments that may be of interest to his faculty (TechCentral, the LSW auditorium, Special Collections, International Languages, and Youth Services.)

John F. Kennedy High School Teacher In-Service

Ward 1 is working with the Cleveland Restoration Society to document the history of the area called the Lee-Harvard Common Heritage Project. In addition to working with the residents, the Cleveland Restoration Society wanted to expand its reach and work with high school students to conduct local history projects. At the invitation of Dr. Chatham Ewing, Denise Crudup attended John F. Kennedy High School's Professional Development in-service. We spoke to the teachers about how they can use CPL's staff and resources to integrate aspects of *Surrogate Suburbs: Black Upward Mobility and Neighborhood Change in Cleveland, 1900-1980* into JFK Eagle Academy and PACT's course curriculum. Marina Marquez created a sample lesson plan (with integrated assessments and rubrics), aligned to Ohio's history and language arts learning standards. Denise Crudup provided the teachers applications for the CPL Educator Card.

Understanding Cleveland's Educational Ecosystem

Denise Crudup met with Helen Williams, Cleveland Foundation's Program Director for Education regarding The Cleveland Plan, Say Yes to Education, and the role that CPL can play in Cleveland's efforts to transform education.

Cleveland Museum of Art Collaboration

Denise Crudup and Marina Marquez met with Cyra Levenson, CMA's Director of Education and Academic Affairs, Hajnal Eppley, CMA's Assistant Director, School and Teacher Engagement, and Dale Hilton, CMA's Director, Teaching and Learning regarding "co-developing" arts mastery learning pathways for TPU|CMA.

Visit to Karamu House

As a guest of Philanthropy Ohio's Arts and Culture Peer Group, Denise Crudup visited Karamu House to learn about their vision for its second century, serving the Cleveland community as it implements the "Karamu 2.0" strategic plan. The visit included a tour of the Jelliffe and Arena Theaters, which provided a sneak peek into the early stages of their major renovations.

Youth Services Meeting

Denise Crudup presented Summer Reading Club projects created by Marina Marquez. Marina and Denise will be using the projects with children at the Book Box during Wade Oval Wednesdays.

Neighborhood Connections at the Rice Branch

At the invitation of Ginaya Willoughby and Kevin Kay of Neighborhood Connections, Denise Crudup attended the April Buckeye-Shaker Neighbor Up Night. Neighbor Up Network Night brings people together across lines of difference to create a web of collaborations and exchanges, which encourages residents from different neighborhoods, as well as institutional leaders, to work together to respond innovatively to the challenges that plague our communities.

Mobile Services Tour

Denise Crudup and Marina Marquez spent the day with Rhonda Pai touring the Mobile Services facilities and visiting two retirement communities (Franciscan Village and Larchwood Village).

The People's University Development Process Update

TPU Planning Session with OPS and TechCentral

The Office of Education and Learning (Denise Crudup), Outreach and Programming Services (Aaron Mason and Debbie Hazjak), and TechCentral (C.J. Lynch) met to discuss an agreed upon curriculum development and instructional design process for creating learning pathways for *The People's University*. A critical aspect of this process is designing a master syllabus template. A master syllabus is a plan of instruction used for every block of instruction within a training course. It includes objectives of instruction block, duration, supporting materials, guidance, and scope. It also lists the required facilities, equipment, and staffing. Because master syllabi are course

control documents, all aspects of course development, including budgeting, are contained in the document.

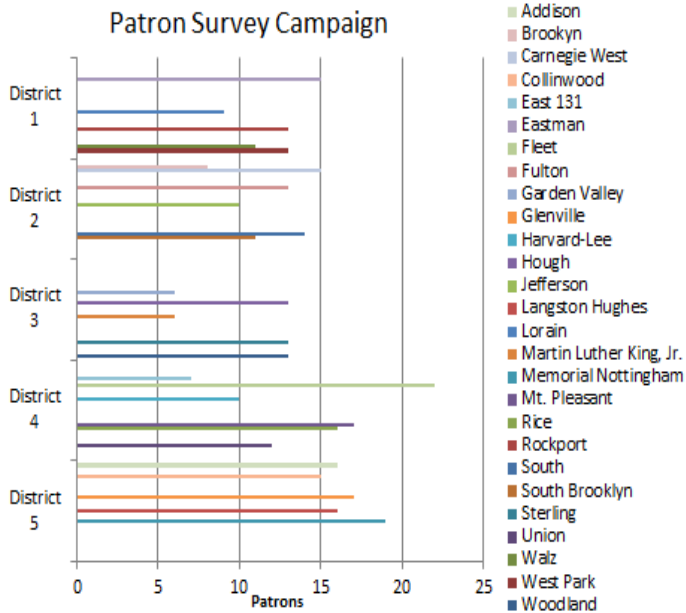
Rid-All Green Partnership

In an effort to develop TPU Learning Pathways that are relevant and directly connected to the communities of the City of Cleveland, Denise Crudup and Aaron Mason visited Rid-All Green Partnership to discuss potential collaborations under the auspices of *The People's University*. Rid-All is an urban farm in the Kinsman neighborhood that grows organic produce for the local residents and area institutions as well as conduction urban agricultural workshops and training programs.

The practice of urban agriculture and community gardening provides a comprehensive approach to supporting and engaging individuals and neighborhoods. In addition, it promotes economic development through food production, improves neighborhood safety through combating blight, and exposing youth to intergenerational interactions and encouraging self-reliance. Moreover, it can also increase social capital, community well-being, and civic engagement within the food system. Urban agriculture and community gardening has been a trend in recent years in the United States, particularly in Rust Belt cities that have experienced many years of economic decline.
~Terry McClean, Michigan State University Extension Center

The People's University Patron Survey

- Patron survey campaign (April 17th-29th)
- Provided training to staff assisting with the patron survey campaign
- Dedicated two hours per branch - on average 15 patrons per branch completed survey
- A total of 415 patrons completed the survey during the outreach campaign



Needs Assessment Meetings with Branch/Main Managers

Date	Branch/Department	Manager(s)	Priorities
4/3/17	Youth Services	Annisha Jeffries	Incorporating musical instruments with reading,
4/4/17	International Languages	Milos Markovic	Bibliotourism, provide excellent customer service and enthusiasm for the collection, programming
4/7/17	Popular	Sarah Flinn	Provide youth and senior programming, readers advisory, book clubs
4/12/17	CLGH/Map Collection/Photo Collection	Olivia Hoge	Ohio History Day programming, class visits, highlight photograph collection via traveling exhibitions,

			genealogy classes
4/13/17	Fine Arts/Special Collections	Pam Eyerdam	Catalog unprocessed collections, better efficiency with printing options for processing materials
4/14/17	Gov. Docs./ Science & Technology/Social Sciences	Don Boozer & Sarah Dobransky	"CPL Speakers Bureau", online promotion of collection materials & patron engagement via social media, partnering with TechCentral, PTRC, and Sci-Tech to create a designated Patent & Trademark Resource Center learning lab, outreach & programming within the community, making Main more accessible for school visits
4/14/17	Lending	Stephen Wohl	Providing excellent customer service that is measurable
4/20/17	Mobile Services	Rhonda Pai	Senior programming, family engagement, urban strawberry garden

Ohio Means Jobs

- Submitted a requisition to Marketing for yard signs to be placed at both Addison and Fleet to inform the neighborhood that the OMJ Employment Specialist is on site.
- Due to low patron participation with Ohio Means Jobs, substitute assistance has been ceased at the Addison and Fleet branches.
- Ward 7 Councilman, TJ Dow met with Gail Hughley, Employment Specialist, to discuss employment needs for the Addison community.

CPL|OMJ Collaboration April 2017 Statistics

Branches: Addison & Fleet

Patrons: 8

Number of patrons signed-in: 8

Number of patrons who completed OMJ counseling: 8

Supplies: Branch computers

Book Box

- Coordinated agreement and location of the book box for summer 2017 at Wade Oval Wednesdays with Sheila Obrycki, Senior Director of District Services, University Circle Inc..
- Worked with Joyce Dodrill, Chief Legal Officer, on the agreement process and submitted documents to the City of Cleveland for a permit. The book box will be located at Wade Oval from June 14th to August 30th.
- Designed summer programming based on SRC's X.S.T.R.E.A.M. theme, aligned to Ohio's learning standards.

Professional Development

- Denise Crudup and Marina Marquez completed CPL Diversity and Inclusion Training
- Along with Outreach and Programming Services staff, Marina Marquez completed the Workplace DiSC Assessment and Understanding Work Style Differences with DiSC Part 2: Team-awareness workshop.

Miscellaneous

- Leadership Meeting
- Marina Marquez participated in a conference call with Felton Thomas, Forrest Lykins and Patti Constantakis from Digital Promise regarding potentially partnering on proposal with

Facebook around a digital literacy program for adults. Ultimately offering project based technology programs using social media to help build literacy, numeracy and digital skills to help small businesses (nail and hair shops) market themselves.

- Marina Marquez joined Aaron Mason in a meeting with Amy Rosenbluth and Ashlie Dyer from Lake Erie Ink to discuss potential project-based creative writing programming for youth.
- Along with Director Thomas, Denise Crudup and Tim Diamond met with Sonia Pryor-Jones re: CPL150
- Director Thomas and Denise Crudup interviewed a potential employee for the Office of Education and Learning
- Denise Crudup and Marina Marquez joined Director Thomas and Tracey Martin in a meeting with Albert Ratner, Sari Feldman and other Cuyahoga County Public Library staff
- Marina Marquez attended the CPL-FIT Committee Meetings (biweekly)

TECHNICAL SERVICES

Acting Director of Technical Services and Acquisitions Manager Sandy Jelar Elwell and each of the Technical Services Managers met individually with Ellen Burts-Cooper from the Improve Consulting and Training Group to review and discuss the information Ms. Burts-Cooper had collected from the Departmental Group Sessions for each of the Technical Services Departments. Ms. Burts-Cooper then met with the Managers as a group to discuss the issues impacting all of the Departments.

Ms. Jelar Elwell along with High Demand Manager Carole Brachna and Collection Manager Pam Matthews met with representatives from the vendors Brodart and Ingram. Ms. Jelar Elwell along with Technical Services Associate Nathaniel Infante and Technical Services Senior Clerk Paula Stout met with representatives from the vendor EBSCO. Ms. Jelar Elwell attended several Process Improvement Committee meetings of the Library Card Application Process team.

Materials Processing Manager Elizabeth Hegstrom began a leave of absence on April 11th. Mrs. Jelar Elwell, Mrs. Brachna, and Catalog Manager Andrea Johnson have collectively assumed responsibility for handling Ms. Hegstrom's duties during her absence.

Acquisitions: The Acquisitions Department ordered a total of 5,343 titles and 7,686 items (including periodical subscriptions and serial standing orders); received 12,383 items, 1,670 periodicals, and 353 serials; added 540 periodical items, 163 serial items, 484 paperbacks, and 1,598 comics; and processed a total of 1,962 invoices.

Acquisitions Coordinator Alicia Naab worked with Catalog Manager Andrea Johnson to ensure that newly inventoried materials are appropriately packed and protected in a secured locking case when they are transferred to the Special Collections Department from Technical Services.

Ms. Naab worked with Acting Director of Technical Services and Acquisitions Manager Sandy Jelar Elwell to place a special order on eBay for photographs of Ms. Zelma George that had been selected for purchase by Fine Arts & Special Collections Subject Department Librarian Stacie Brisker.

Acquisitions Librarian Leslie Pultorak began a leave of absence on April 6th. The Librarians in the Department have assumed responsibility for handling Ms. Pultorak's duties during her absence.

Catalog: On April 4, 2017, Catalog Manager Andrea Johnson and Materials Processing Manager Elizabeth Hegstrom interviewed candidates for a Technical Services Librarian position in the Catalog Department. Senior Librarian Regina Houseman gave a brief tour of Technical Services to each candidate. All were very impressed with the scope, size, and expertise of the Catalog Department and of Cleveland Public Library's Technical Services Division.

Librarian Barbara Satow learned to use CatExpress to export records for the Cleveland Law Library through the web-based version of OCLC's Connexion software. Senior Librarian Dawn Grattino finished up a backlog of items for Special Collections. Catalogers added 2,361 titles, including 359 titles in 25 different languages, and added 3,145 items for Cleveland Public Library.

Collection Management: Collection Management selected 1,487 titles, 12,626 copies, and spent \$206,198 in April. 48 telescopes of materials were relocated.

Department staff continued to select Children's and Young Adult materials and process Branch orders. They also selected eBooks,

Large Print, and Spanish titles, covering the duties of the retired Children's and Youth Selector and Director of Technical Services.

Laura Mommers attended webinars entitled "#OwnVoices: SLJ in Conversation About Publishing Diverse Books" and "Penguin's Chapter Book Superstars" and a Book Buzz presentation highlighting upcoming titles at Cuyahoga County Public Library that was sponsored by the vendor Baker & Taylor.

Eric Hanshaw attended the CPL United Way/Community Shares Committee meeting and helped plan its upcoming Krispy Kreme Donuts Fundraiser. He also finished a bibliography on LGBTQ+ Graphic Novels for the Gay, Lesbian, Bisexual, Transgender Roundtable of the American Library Association, which should be posted on the GLBTRT Professional Resources Page next month.

High Demand: The High Demand staff ordered 1,238 titles and 10,549 items, received and added 886 titles and 10,546 items, and processed 509 invoices worth \$138,096.27.

When their own work was completed, High Demand staff assisted with processing the DVDs that are usually handled by the Materials Processing Department. Mrs. Brachna reviewed approximately twelve trucks in the absence of Elizabeth Hegstrom, Materials Processing Manager, in order to keep materials flowing through that Department. Dale Dickerson, High Demand Librarian, helped to solve some issues with DVDs from the Materials Processing Department.

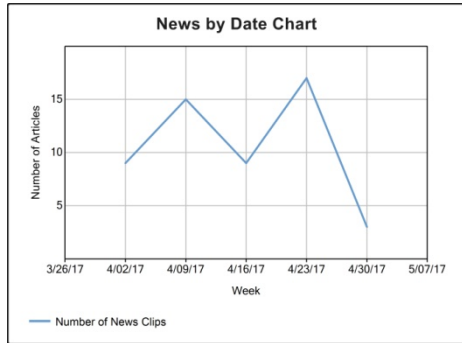
Materials Processing: The Associates cataloged 737 new titles for the Cleveland Public Library and added 1,086 records for the CLEVNET libraries. The Associates and Sr. Clerks added 3,429 items. The Technicians worked on 20,181 items.

Technical Services Senior Clerk Shirley Jones attended Diversity and Inclusion training.

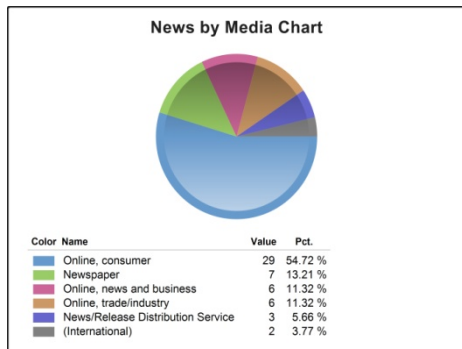
Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 109 items to the Main Library for requests and 109 items to fill holds. Main Library received 253 telescopes, the Branches received 713 telescopes, CLEVNET received 91 telescopes, CASE received 6 telescopes, CSU received 5 telescopes, and Tri-C received 2 telescopes. A total of 1,059 telescopes were shipped out. The Technicians sent out 873 items of Foreign material and in total 12,921 new items were sent to the Acquisitions and High Demand Departments.

Lakeshore Shelf/Shipping welcomed Shawn Wolford to the Department as the successful candidate for the vacant Page position on April 10th. Mr. Wolford had previously been a Cleveland Public Library employee who was originally hired in October of 2006 to work in Technical Services.

MARKETING & COMMUNICATIONS



Media coverage for the month of April included 54 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$43,167.71. In April, the online media outlets that featured CPL events and programs had a circulation audience of 1,190,544. No singular story about CPL dominated the news in April, but the upcoming Superman exhibit was beginning to get some traction. Online Consumer accounted for most of the media articles.



Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 892 times on average per day, with an average of 113 clicks to the website per day resulting in a 12.67% click-through rate for the month. *Public+libraries cleveland oh* was the most clicked-through phrase. No special ads were run on cleveland.com.

Facebook

	2017	2016	YoY	MoM
Net Page Likes	76	80	-5%	33%
Avg Post Reach	2,362	1,270	86%	15%
Avg Total Reach	3,666	2,061	78%	-15%
Average engagement	61	28	118%	-9%
Reactions	46	20	130%	5%
Comments	3	1	200%	-40%
Shares	12	7	71%	-33%

Twitter

	2017	2016	YoY	MoM
Top Tweet (Impressions)	22,700	2,012	1028%	318%
Top Mention (Engagements)	2,170	458	374%	287%
Top Media Tweet (Impressions)	13,600	1,486	815%	233%
Summary				
Tweets	147	69	113%	-3%
New Followers	148	NA	NA	NA

Graphics

Graphics staff filled the regular requisitions for design, printing, and distribution, in addition to designing graphics for ads; the library website; digital signage; social media; staff newsletters; *Off the Shelf* e-newsletter; *UpNext* monthly program guide and MyBranch branch activity fliers; and weekly posting to website home page. Special, labor-intensive projects included the Annual Report, Summer Reading Club, and the Superman exhibit.

PROPERTY MANAGEMENT

Painters

- Main - skim coated teen room walls, painted room and installed plastic corner guards. Painted white board in security office.
- Rockport- painted new shelving built by carpenters and painted around vents.
- Collinwood- removed board from meeting room wall, skim coated wall, primed and painted the wall.
- Carnegie West- finished painting meeting room.
- Lorain- patched wall and painted patch
- E.131- finish painting entire branch
- Sterling- primed and painted hall
- Union- painted community room.

Carpenters

- Addison- removed shelving units, patched holes in parking lot.

- Assembled T.V monitor stands and installed throughout CPL branches.
- LSW- moved map cabinet from 4th floor to 9th floor, removed cylinder to room 35 and had keys made, reinstalled cylinder. Installed shelving in storage closet and patched wall with plywood for access panel.
- Carnegie West- moved large from basement to new meeting room, also reattached heating register to wall.
- Main- removed three framed tile set pictures from Shakespeare setting and hung on wall in Literature department, removed keyboard tray from literature department also restored Superman booth for Superman display.
- Lakeshore- removed cylinder and replaced new cylinder in room 2 also had 12 keys made. Removed and replaced stained ceiling tiles in Technical services.
- Fleet- patched holes in parking lot
- Lorain- repaired chairs in adult area
- Brooklyn- reinstalled rubber seal around front window also cut hole in brick for A/C unit.
- E.131- repaired front door to keep from sticking, replaced stained ceiling tiles throughout branch, removed old damaged bike rack and patched holes with concrete.
- Jefferson- picked up and delivered 18 play mats to Youth services.
- Fulton- replaced damaged ceramic tiles outside parking lot entrance, also patched hole in parking lot.
- Sterling- repaired lock to parking lot door.

Mechanic

- Serviced weed whackers and blowers.
- Repaired trailer and installed missing bolt to leaf spring.
- Installed headlight in vehicle #1.
- Repaired chainsaw and worked on tillers.
- Lubed door hinge wheels on truck #12
- Picked up snow blowers and delivered lawn mowers.
- Drained gas from snow blowers to place in storage.
- Changed oil on truck #8.
- Changed oil filter on truck #17

MAINTENANCE MECHANICS

- Eastman - replaced bad lighting breaker for computer area fixtures.
- Lakeshore - cleaned outside air intakes for all air handlers.
- Woodland - continued work on Superman exhibit phone booth (replaced ballast, switch and rewired lighting/fan circuit).
- Addison - replaced heating valve actuator on lunch room ac unit.
- Fleet - completed drinking fountain installation.
- Lakeshore - drained chilled water lines and replaced isolation valve on AHU#1.
- MLK - replaced existing emergency/exit lights with LED fixtures.
- Rice - checked/repaired water pressure issue, checked all plumbing fixtures, replaced vacuum breakers, diaphragms and checked electronic flushing assemblies.
- S.Brooklyn - secured/repaired broken exhaust fan cover (flew off roof).
- Main - repaired leaking drinking fountain on the 4th floor/children's area.
- MLK - replaced bad ignition module and flame sensor assembly on lead boiler.
- Jefferson - installed replacement LED fixture for parking lot side entrance door.
- Lorain - replaced flush valve assembly on public restroom toilet.
- Lakeshore - drained glycol from chilled water coils on all air handlers, punched (cleaned) tubes on main chiller, replaced split condenser water piping and filled cooling tower.
- Carnegie W. - replaced drinking fountain.
- LSW - trenched basement floor outside of Automation and set up a drainage system and sump pump to remove water leaking into the building.
- Union - re-wired entire control panel of main AC unit, replaced old timer/time delay modules

- Lakeshore - repaired damaged electrical conduit in garage.
- Fulton - started new drinking fountain/bottle filler installation.
- LSW/Main - drained glycol from chilled water coils on air handlers for both buildings and switched system over from boilers to Cleveland Thermal (chilled water).
- Lakeshore - replaced bad supply fan motor on AHU#7.
- Brooklyn - started heat pump installation project for staff lunch room.
- LSW - worked with Siemens building automation and fire division tech on testing/troubleshooting smoke evacuation programming and sequence.
- LSW/Main - received and moved filter delivery from main building basement hallway to LSW LL mechanical room, 5th floor main and main building mechanical room.
- Lorain - replaced bad smoke detector in staff lunch room.
- Eastman - replaced belts and filters on meeting room AC.
- Jefferson - replaced belts and filters on AC unit.
- Brooklyn - replaced leaking bearing assembly on boiler circulation pump.
- Westpark - disassembled supply fan/ corrected blower rotation.

SAFETY & PROTECTIVE SERVICES

SAFETY SERVICES

- SPS will set hours for identification cards to be created. There is no policy in place currently and all staff come to the office intermittently throughout the day which interferes with the SPS workflow. Monday thru Friday 11am/12:30pm and 2:30pm/4pm.
- All downtown SPS officers were given refresher training with emergency lockdown procedures.

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
April 2017	3609	144	73	63	646	120	57	47
March 2017	4084	151	102	85	728	174	68	48
Feb 2017	3574	155	65	109	586	164	80	40
Jan 2017	2920	127	44	112	470	115	80	93
Dec 2016	3087	123	34	108	372	160	68	29
Nov 2016	3404	155	52	113	568	116	74	40
Oct 2016	4127	165	73	118	707	148	81	49
Sept 2016	4074	163	76	136	604	119	69	63
Aug 2016	4866	175	98	170	784	132	70	117
July 2016	4141	155	87	77	697	105	75	46
June 2016	4307	163	82	50	652	120	70	76
May 2016	4694	196	59	143	713	124	90	68
April 2016	4822	161	125	143	845	162	117	68

Special Attention, Special Events, and Significant Incidents

- 4/4, a Brooklyn branch patrons behavior was deemed threatening by staff members especially Laura. He wanted to know if she applied the \$25 to his account. Staff was afraid to inform him of the negative balance. They feared that it would set him off. Staff called CPD and SPS, for assistance and. Laura was sent away to back staff area for her safety
- 4/6, an LSW staff member reported to SPS that her book bag has been stolen out of the staff room on LSW 3. This incident was investigated but no relevant information was attained from interviewing staff and video was pulled but it showed nothing.
- 4/13, the SPS officer working LSW desk received a call from an unknown phone number. The caller was a female with a foreign accent who asked questions about if they are allowed to bring in luggage carts. She also asked if SPS conducts searches.
- 4/15, a male patron approached SPS staff saying that he was hallucinating. He requested somebody be contacted because he needed help. SPS contacted the crisis hotline and they said they would call them back. The patron stormed out before the call stating he was seeing people and was last

seen walking east on superior talking to himself and shouting at the sky.

- 4/17, SPS responded to Addison branch to expel Mr. Fowler for repeatedly trespassing. While they were escorting him out, the patron began threatening the officers. The patron was noticeably intoxicated. The patron continued to threaten the officers with a rock while he walked down Superior.
- 4/29, while conducting patrol SPS officer made contact with a group of 2 males who were cursing loudly on LSW 4. When the officer instructed them they had to keep their voices down, they began to curse and threaten the officer with racial names. SPS management made contact with the males and informed them of their expulsions.

Protective and Fire Systems

- SPS officers took the lead in conducting fire drills for the first quarter of 2017. This responsibility was exclusively performed by supervisors in the past. The change has increased SPS management efficiency.
- SPS will communicate with the Deputy Director only before downtown drills to ensure important meetings aren't interrupted.
- SPS had property management put a lock on the Lorain branch roof entrance.

Contract Security

- I have coordinated Royce guards participation in upcoming ALICE training classes.
- SPS management met with Royce security leadership to discuss performance issues with some guards and supervisors with Royce.

Administration

- SPS supervisor interviews were held and the applicants didn't meet our expectations.

INFORMATION TECHNOLOGY & CLEVNET

The CLEVNET Directors held their second quarterly meeting of 2017 at Hudson Library and Historical Society on Friday, April 28, 2017. James Tolbert, Chair of the CLEVNET Directors' Panel

and Director of Milan-Berlin Library District, welcomed the new director of Wickliffe Public Library, Rick Zalecky, to the group. Director Tolbert also provided a summary of his meeting with CPL Director Felton Thomas on April 11, 2017, at Milan Public Library. This annual meeting, between the Directors' Panel Chair and CPL's Director, is an opportunity for the two directors to discuss CLEVNET's strategic priorities and CPL's commitment to CLEVNET. The idea for the meeting came out of CLEVNET's strategic planning process, in the area of governance, as an action step to give the member libraries more of a voice in how CLEVNET is administered. Director Tolbert told the group that Director Thomas believes CLEVNET is on the right track as it seeks greater autonomy from CPL while maintaining all the mutually beneficial aspects of the CPL/CLEVNET relationship. Both directors saw opportunities for more cooperative advocacy efforts at the state level, promoting CLEVNET as the best example of regional collaboration in Ohio.

The meeting continued with Timothy Diamond, CPL's Chief Knowledge Officer and liaison to CLEVNET, providing an update on the strategic plan. Mr. Diamond reported that the staffing model developed during the strategic planning process is nearly filled, with interviews for a new Library Systems and Applications Analyst taking place in early May. The Pricing Model Review Group continues to work with GFOA (Government Finance Officers Association) on drafts of a new pricing model for member libraries. The group is taking a cautious and measured approach to their work, sensitive that any radical redistribution of financial responsibility could wreak havoc on the smaller libraries in CLEVNET. Meanwhile, the ad hoc committee to revise CLEVNET's bylaws continues their work, crafting language that will provide CLEVNET with a governance structure that balances autonomy with CPL's oversight. Mr. Diamond ended his presentation with a statement that the Directors' Panel is committed to thinking strategically and directing CLEVNET's resources and energies to providing core services (SirsiDynix ILS, the network, VoIP, tech support, e-media/databases); moving the data center to the State of Ohio Computer Center (SOCC) in Columbus; and onboarding new member libraries.

Hilary Prisbylla, Director of CLEVNET, provided updates on Geauga County Public Library's successful migration to CLEVNET on February 6, 2017; the new mobile app under development; OverDrive's new Advantage Plus plan; credit card transactions; and the work being done to prepare for Rocky River Public

Library's migration to CLEVNET scheduled for Memorial Day weekend.

Larry Finnegan, Director of IT, praised the new staff members in his department and spoke with great enthusiasm of all the work they are able to accomplish now that they are fully staffed. Mr. Finnegan gave a status report on the preparations to move the data center to the SOCC, and member libraries moved to VoIP. He also spoke about planning for 2018, and how member libraries could benefit from two CLEVNET projects in the works: 1) providing space at the SOCC for computer and printer management servers now housed at each member library; and 2) TRAPS to replace traditional anti-virus programs now purchased individually by member libraries.

The next quarterly of the CLEVNET Directors will be held on Friday, July 28, 2017, at a member library (to be determined).

CLEVNET Projects

- CLEVNET Director Hilary Prisbylla and her staff continue to work tirelessly on the million and one details that must be addressed before Rocky River Public Library (RRPL) migrates to CLEVNET in May.
- Migrated Bellevue, Burton and Kinsman libraries to CLEVNET VoIP.
- Replaced access points at Andover and Barberton libraries and migrated them to the new wireless controller.
- Replaced router, access point, and POE switch in preparation for VoIP migration at Fairport and migrated them to the new wireless controller.
- Added a router with FXO card to Geauga Thompson branch in preparation for VoIP migration.
- Cleaned up server room at Rocky River following migrating network to CLEVNET; separated everything into proper VLANs.
- Migrated all eight locations at Wayne County to the new wireless controller and replaced 16 access points.
- Assisted with the cut-over to new fiber connections at Willoughby following their renovation.

- Installed a new Domain Controller for Huron due to instability with their existing Domain Controller.
- Brought a second Domain Controller for Rocky River online for redundancy and protecting the domain infrastructure.
- Powered up the blade chassis for the new "Columbus Rack," along with the blades and ILO I.P. addressing configured.

Staff News

The five librarians in the department who are responsible for the ILS attended the annual SirsiDynix COSUGI (Customers of SirsiDynix Users Group) Conference in Salt Lake City, Utah, April 11-13, 2017. A presentation by Marlene Pelyhes, Library Systems and Applications Specialist, *Using BLUECloud Analytics and Excel to Find the Busiest Times at the Library*, was well received.