

## **DIRECTOR'S REPORT**

April 16, 2020

### **Strategic Plan**

#### **Our Mission:**

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

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

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

## **PUBLIC SERVICES**

### **Programs and Events**

#### **International Languages Programming**

The International Languages departmental conducted a total of eight programs both at Main Library and at off-site locations attracting a total of 64 patrons during the month of March.

#### **Music at Main**

*The Portersharks* performed Irish tunes to an audience of 73 people on March 7<sup>th</sup> hosted by the Fine Arts Department.

#### **Book Clubs**

Literature/Ohio Center for the Book Library Assistant Michael Haverman hosted the Award-Winning Book Club discussion of *Less* by Andrew Sean Greer, Winner of the 2018 Pulitzer Prize on March 3<sup>rd</sup>.

Literature/OCFTB Senior Librarian Nick Durda, along with OCFTB Scholar-in-Residence Valentino Zullo, hosted the bi-weekly *Get Graphic! Book Club* with a discussion of the Comics on Comics series. A lively group discussed *Making Comics* by Lynda Barry on March 5<sup>th</sup>.

### **Exhibits and Displays at Main Library**

During the month of March staff across Main Library prepared exhibits and displays. Examples include: Displays for Women's *History Month* featuring musicians and artists in Fine Arts, a display in History featuring the photographs of female photographers' Ruby Dee, Stella Walsh, Dorothy Fuldheim and Blanche Noyes and displays in General Research Collections featuring women in the military, prominent female scientists, and politicians. Staff in Youth Services hosted a display for Read Across America Day and St. Patrick's Day and the History department hosted displays on the Second War of Independence and the 2020 Presidential candidates.

### **Main Library Tours**

Assistant Director of Public Services Robin Wood hosted a "tour of main library" on March 12<sup>th</sup> at the West Park Branch for a group of patrons who were unable to come to Main Library. The presentation *Cleveland Public Library: A treasure in your own backyard!* was well received by the group.

### **Outreach**

Center for Local and Global History Manager Olivia Hoge, Senior Photograph Librarian Brian Meggitt, and General Research Collections Interim Manager Sarah Dobransky served as judges for the Region Three Ohio History Day Competition at the Western Reserve Historical Society on March 7<sup>th</sup>.

Science and Technology Senior Librarian Jim Bettinger and Government Documents Supervisor/Interim General Research Collections Manager Sarah Dobransky led an online training session for the LIGHTS program at Ohio University on March 5<sup>th</sup>.

International Languages Departmental staff responded to eight agency requests for loans of foreign language materials. A total of 1,285 items were selected, processed and shipped to respective agencies.

Popular Library Manager Sarah Flinn weeded the satellite collection at Tri-C and refreshed it with new books and Popular Library Assistant April Lancaster prepared items for display at the satellite collection at the Kelvin Smith Library.

### **Homebound**

The abbreviated service month of March saw 83 packages sent out to fulfill 73 patron requests via Homebound Services. Literature

staff also discharged over 100 items returned from Homebound patrons.

### **Collection Management Highlights**

Government Documents Supervisor/Interim General Research Collections Manager Sarah Dobransky, staff from Science and Technology Department and staff from the History Department visited the Cleveland Museum of Natural history on March 12<sup>th</sup>. They met with Librarian/Archivist Joe Tait and Director of Research and Collections Gavin Svenson to tour the library and look at potential books to be de-accessed from their collection and added to the Library. One title that was already identified was the Sanborn Fire Insurance Maps set. Once all paperwork is approved and signed, the volumes can be moved to their new home at the Cleveland Public Library.

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

- Staff assisted a patron find historical images of various figures related to Eliot Ness, during his time in Chicago and in Cleveland.
- Staff assisted a patron find information on the history of the Central Bath House for a patron. The Central Bath House was built in 1919 and converted to a recreation center in 1940.
- Staff assisted a researcher who requested documents related to Cleveland architect Charles S. Schneider. Mr. Schneider worked with F.A. Seiberling in 1912 on the design of Stan Hywet Hall in Akron.
- Staff assisted a patron seeking documents related to the Severance Barn (aka Millikin Stables) from the former Longwood Estate in Cleveland Heights, designed by Charles Schweinfurth.
- Staff assisted an Ursuline college graduate who requested newspaper articles on the contractors that worked on Trinity Cathedral designed by Charles Schweinfurth.
- The Library of Congress requested scans of color swatches on the last several pages of Section I of Linguistic fragments discovered in 1870, 1872, and 1879 relating to the dialect of the Mag adds and other wandering tribes, the argots of thieves, the secret trade-dialects, and systems of native cryptography in Kabul, Kashmir, and the Punjab : followed by an account of shawl-weaving / Leitner, G. W. (Gottlieb William), 1840-1899.
- Staff assisted a patron seeking the plans for a circa 1920 Shaker Hts. home designed by Cleveland architect Philip L. Small.

- Staff assisted a chess blogger from Switzerland who requested a scanned article from 1937 and credited the John G. White Collection
- A Chess researcher from Michigan was planning a visit to Cleveland the week of March 16<sup>th</sup>. Staff were able to contact him informing the library closure due to the Coronavirus.
- Staff assisted a chess researcher from Argentina who requested scans from a 1938 and 1939 Polish chess journal *Szachy*.

### **Staff Development**

Government Documents Supervisor/Interim General Research Collections Manager Sarah Dobransky completed the *Librarian's Guide to Homelessness* training by Ryan Dowd with access from the State Library of Ohio and she attended numerous webinars including: the United States Customs and Immigration Services (USCIS), the Institute of Museum and Library Services (IMLS) webinar and, *Unauthorized Practice of Immigration Law*.

Interim Shelf Department Manager Demba Diawara attended *Teaching Better Behavior: Social Emotional Learning in Library Programming* an online training through NEO-RLS on March 23<sup>rd</sup>.

Fine Arts librarian Andy Kaplan attended the 2020 Music Library Association conference in Norfolk, VA February 26<sup>th</sup> - February 29<sup>th</sup>.

Main Library Managers attended training hosted by The Cleveland Leadership Center on community engagement.

Lending Manager Stephen Wohl and Lending Supervisors Reginald Rudolph and Tracy Isaac continued their work as part of the BookEnds training team.

Lending Manager Steve Wohl attended The American Heart Association Heartsaver CPR&AED Class consisting of Adult and Child CPR, Adult and Child airway obstruction and the use of an AED on Adults and Children on March 3<sup>rd</sup>.

Social Sciences Supervisor Ron Antonucci retired on March 31<sup>st</sup>.

### **Census Activities**

Assistant Director of Public Services Robin Wood continued coordinating CPL Census activities during the month of March. Ms. Wood has been representing CPL on multiple committees and overseeing staff Census training, Census Outreach and other Census related activities.

Government Documents Supervisor/Interim General Research Collections Manager Sarah Dobransky continued to represent CPL at the City of Cleveland Complete Count Committee for the 2020 Census.

Staff across Main Library viewed the Census 2020 training video (produced by staff at Cleveland Public Library) in preparation for the upcoming decennial US census.

Assistant Director of Public Services Robin Wood represented CPL at the One Community Reads event on March 9<sup>th</sup>. Ms. Wood hosted a Census information table for event attendees.

### **Other**

Assistant Director of Public Services Robin Wood presented information on the Coronavirus to the ELT meeting on Monday, March 9<sup>th</sup>. Following the meeting, Ms. Wood was appointed to the Task Force on Infectious Disease Preparedness.

During the Special Closure essential Lending staff (Manager Steve Wohl and Supervisor's Reggie Rudolph and Tre Isaac) continue to remotely review new CPL eCard applications and correspond with patrons via email; resulting in 178 patrons being provided with new or renewed access to CPL online resources and streaming services.

Government Documents Supervisor/Interim General Research Collections Manager Sarah Dobransky updated the Library's information for the Federal Depository Library Program (FDLP) with information on the temporary closure.

Literature/OCFTB Manager Don Boozer completed his service as an Application Reviewer for Library Leadership Ohio (LLO), a collaboration of the State Library of Ohio and OhioNET.

### **OLBPD**

Note: OLBPD closed effective March 14, 2020 due to COVID-19 precautions. While OLBPD is closed, no library materials are being mailed to patrons. BARD applications to download library materials continue to be approved; new reader applications are processed to facilitate access to BARD; BARD technical support is available; department email and voicemail is being monitored. The State Library of Ohio also closed on March 17th. No library equipment is being received or sent to patrons. A majority of other network libraries have also closed and suspended mail circulation of materials to prevent the spread of COVID-19. The

National Library Service (NLS) is also closed, and has suspended many activities as well, including shipment of new materials; magazine circulation; audio production studios; and postponed the national biennial conference scheduled in May.

For March 2020, OLBDP circulated 20,338 books and magazines directly to patrons. OLBDP registered 75 new readers to the service. OLBDP also circulated an additional 10,046 Dimensions newsletters to readers. Approximately 723 BARD patrons among 1,364 active users downloaded 15,674 items.

OLBDP submitted 2019 Annual Survey statistics to the National Library Service (NLS). NLS requests that each network library submit statistics to the following four criteria: Budget, Collections, Miscellaneous, and Staffing.

OLBDP suspended outreach activities in March due to COVID-19 precautions.

#### **Staff Development:**

Non-bargaining union staff evaluations were administered and completed.

OLBDP Clerk II Carol Dixon was promoted to OLBDP Administrative Assistant effective March 2, 2020.

### **BRANCHES**

#### **District One**

**Lorain** - Youth programs presented at the Lorain Branch in March included: Bunchum creations craft, Read Across America Day-Celebrating Dr. Seuss' Birthday, Edible Garden, Duct Tape Universe, Get your Game On and Snap Circuits. Cleveland Food Bank Kids Café served over sixty meals weekly. Children's Librarian Adela Santana attended the monthly Detroit Shoreway MyCom Steering Committee Meeting. Women's History Month displays were displayed near the front desk in the adult fiction area. A Doctor Seuss display was displayed in the children's area. Youth Services staff completed the Juvenile weeding list. Library Assistant Computer Emphasis Marlie Hooper attended Leveraging Libraries as a Resource for Immigrant and Refugee Neighbors webinar.

**Rockport** - Early in March, Rockport Branch had a well-attended robotics program hosted by Great Lakes Science Center.

TechCentral staff facilitated a Microsoft Word series. We also held our Minute to Win It Challenge and had America Reads tutors and AARP tax preparers during the first part of the month. Staff spent much of the second week of March trying to keep the branch sanitary and educate the public about COVID-19. The branch closed after March 13 due to the pandemic. The Best Buy Teen Tech Center participated in a grant-funded program called Engineer of the Week, in which teams of members worked together to design and code their projects.

**Walz** - Walz monthly book club discussed the book/movie Queen of Katwe; attendance was down due to illness (mostly seniors). Walz is delighted to have a new branch clerk. The building was closed indefinitely due to the coronavirus.

**West Park** - LACE Nina Rivera and LACE Katie Power with assistance from Children's Librarian, Libby McCuan, led the MakerLab, Papercraft 3D Modeling over two days to catch most of after school patrons. The branch celebrated Elvis' 85th Birthday by showing two of his movies, Blue Hawaii and Viva Las Vegas. Patrons enjoyed popcorn, singing and dancing. Katie Power with assistance from Libby McCuan treated the after school patrons to a legitimate BINGO hall experience complete with prizes. The kids used marshmallows for BINGO chips! LAYE Jeanna Sauls coordinated Cupcake Wars using pre-iced cupcakes, icing pens, and sprinkles. The Food Network has nothing on West Park staff and patrons! Our Lunch & Learn series resumed this month with "Visiting" presented by the Hospice of the Western Reserve. We weeded approximately 1,300 low-circulating items from the collection this month. Members from the Census team set up a table three times this month to recruit Census workers. Assistant Manager Jamie Lauver and Katie Power attended Early Childhood training. The branch hosted Councilman Slife to bring him up-to-speed on the Facilities Master Plan for the West Park Branch.

## **District Two**

**Brooklyn** - Children's librarian Laura McShane provided informational resources for a parent group meeting at Denison School. Branch manager Ron Roberts attended the MetroWest Annual meeting gaining insight on the CDC's community work and connecting with other community partners. Mr. Roberts also met with Pandora Robertson (Ohio City Theatre Project), Shalena Williams (Community Engagement and Project Coordinator for the Cleveland Community Police Commission) and branch managers Tonya

Briggs and Marina Marquez to discuss a youth focused creative arts program targeted for the fall.

**Carnegie West** - Excel class provided by TechCentral was at capacity first two sessions. Storytime was held the mornings of March 4th and 11th. Mean Green Math Machine, a partnership with Case Western Reserve University, provided STEM programming for grade school children March 3rd and 10th. Branch Manager Angela Guinther attended the Friends of Ohio City Parks quarterly meeting the evening of March 10th. Staff cleaned and disinfected work areas, computer labs, toys and tables on March 16th in order to eliminate germs and prepare for the COVID -19 closing.

**Fulton** - The Aspire ESOL class had an average of eighteen students in attendance. Aspire Citizenship classes at Fulton were postponed due to low attendance. Kids Cafe meals were served daily with an average of fourteen children in attendance. CSU/America Reads offered free tutoring during March with five tutors assisting children with homework and projects. Youth patrons enjoyed a program called speed friending, a combination of a spelling bee and a Women's History scavenger hunt.

**Jefferson** - Prior to closing mid-month due to the COVID-19 pandemic, the Branch was home to a flurry of programming and activities. The branch hosted AARP tax assistance twice and a writing course in conjunction with Literary Cleveland. Think and Drink book club met, and staff hosted its inaugural "What's Old is New" drop-in program for older adult (over 20 people in attendance). The Green Yards and Healthy Homes workshop was presented by the Cuyahoga Soil and Water Conservation District. Two staff members earned certification in CPR. Branch Manager Steve Capuozzo and District Manager Luigi Russo attended a meeting with architects and Capital Projects staff to learn about the schematic design for the forthcoming reimaged space.

**South** - The Branch had multiple class visits from the surrounding schools. The Branch hosted the One Community Reads Lolly the Trolley tours inspired by Eric Klinenberg's book *Palaces for the People*; the tour highlighted the Social Infrastructure prevalent in the Tremont neighborhood. The recording studio continues to be extremely popular. The word is spreading rapidly about the Cleveland Acoustic Society Guitar classes, as the group continues to grow. The meeting and conference rooms continue to be heavily sought out by the community. The Meeting Rooms in the adult room had locks installed on the doors.



**South Brooklyn** - The Branch had numerous organizations utilize the meeting room/branch space: Fruitful in a Desert Place Ministry, AARP (tax assistance), Board of Elections, and Human Films. Charles Mooney grade school visited the branch for stories and coloring activities. Children Librarian Ronald Palka-Roman provided outreach to Loving Cups Daycare and Cleveland Preparatory Academy, and hosted a Food Fun program (candy sushi). LAYE Raymond Cruz hosted Gamers' Guild (video game club). Assistant Manager Tammy Houghton became certified in CPR/AED.

### **District Three**

**Garden Valley** - LAYE Leonard Burks conducted the Black History Heroes program: the children were presented with over 15 books referencing African American heroes, and were asked to choose a title, review it and conduct a brief book talk. With the constant need for computer assistance from the Garden Valley Branch neighborhood patrons, LACEs Alycia Woodman and Latoya Barnes continued to assist patrons with job applications, resumes, unemployment registrations, and various other computer needs.

**Hough** - Although March was short work month, youth staff were busy planning for Summer 2020. Kids Cafe continued serving 25 lunches daily. Art therapy was held twice a week. Page evaluations were completed and delivered to page staff.

**Martin Luther King** - Branch Manager Tonya Briggs received notice that the Congressional Art Competition for Ohio's Eleventh Congressional District ceremony will take place at the Branch on May 2, 2020. The judging of the artwork submitted by high school students will begin the end of April. A John Hay School of Science and Medicine student began an internship at MLK on March 9, 2020 to fulfill his 40 hours of community service for graduation, and the intern is helping with preparations for the Congressional Art Competition.

**Sterling** - The month began as usual with the Center for Arts Inspired Learning programs, Express Yourself art therapy and GCFB backpack program. Branch Manager Monica Rudzinski attended the Marion-Sterling partnership meeting. LAYE Charles Bailey and Crystal Hammond received CPR/AED certification. When the decision was made to cancel programs and subsequently to close, the branch's partners and sponsors emailed and called with

messages of support and concern for our young patrons with whom they work with.

**Woodland** - Children Librarian Ayesha Drake El facilitated the Read Across America/Dr. Seuss Birthday Program; the program entailed the Lorax, planting seeds, made truffella trees, and watched *The Lorax* movie. With the constant need for computer assistance from the neighborhood patrons, LACE Desiree Smith and the staff continued to provide great consumer service by helping patrons with job applications, resumes, unemployment registrations, and various other computer needs. LACE Nate LaPrairie, transferred from the Woodland Branch to the Collinwood Branch on Monday, March 2, 2020.

#### **District Four**

**East 131<sup>st</sup>** - The East 131 Branch kicked off the month with the Jewish Federation of Cleveland conducting a video interview of the Corlett Volunteens. Library Assistant Computer Emphasis Carla Carraway chaperoned the volunteens to the Statehouse for Youth Advocacy Day. Ms. Carraway also assisted the Corlett Volunteens with their weekly book club. With the assistance of Clerk Karie Felder and Ms. Carraway, the Volunteens hosted the *Michael Jackson Experience WII* program. Ms. Marquez along with a number of fellow Managers met with Shalenah Williams, Community Engagement Coordinator of the Cleveland Police Commission, to discuss a new program "*Talking a Stance*". Ms. Marquez met with the First Street Coalition to plan for the Street Beautification Day event scheduled for Saturday, June 6, 2020. Children's Librarian, Kelli Minter provided outreach services to John Adams High School' Ms. Gates' class. Ms. Minter facilitated Black Women History Bingo with the students for Women's History Month and had the children put a stamp on it by creating a stamp of famous women. In addition, they also wrote a biography on their favorite African American woman. Ms. Minter provided the New York Bingo program where students learned about Lady Liberty and other facts about New York. Ms. Minter also visited Charles Dickens School for the Skype session with author/illustrator Cannaday Chapman. Ms. Minter attended the Parent Teacher Conference per Ms. Terry's request at Miles Elementary School. The East 131<sup>st</sup> Branch hosted several weekly youth programs including the Concerned Citizens Organized Against Lead (CCOAL) in partnership with CCOAL Director Robin Brown and 99 Treasures of Peace curatorial arts program led by Raj Ali Samad. Every Tuesday and Thursday in partnership and under the guidance of Art Therapy's art instructor Mr. Matt, children participated in the *Express Yourself Art Workshop*. A Friday series of Computer

and Internet Basics classes were offered to the adult patrons. Amanda from the Foodbank provided several nutritional programs with the children. Due to the COVID-19, all toys in the Children's area cleaned and stored.

**Fleet** - This month at Fleet interviews were conducted to replace vacant LACE and Clerk positions. Branch Manager, Magnolia Peters, made a visit to the University Settlement to make face to face introductions with staff, drop of literature and to retrieve information for library patrons. Ms. Peters also administered and uploaded Non-Union Employee Evaluations. Branch Clerk, Tarra McSears began shadowing in the Lending Department. The Cuyahoga County Board of Elections trained its poll workers in the Fleet Meeting Room. Due to the COVID-19 Pandemic, Tri-C Aspire suspended its GED classes at the Branch and offered them on-line.

**Harvard-Lee** - Kevin Moore, Library Assistant Youth Emphasis, conducted an outreach preschool story time at CEOGC Louis Stokes Day Care. Tech Central conducted two MakerSpace sessions with great attendance: Laser engraver and Tinkercade. Youth Librarian Olivia Morales created a dynamic Women's History Month display. Branch Manager Kristen Schmidt created an election info display table. Branch Clerk Rhonda Henderson and Library Assistant Computer Emphasis Stacy Brown completed CPR/AED certification. Kristen Schmidt attended a Learning & Development committee meeting to improve and create staff trainings. The Crafty Ladies Society made a beautiful and large donation of hand-made items to WarmUp Cleveland. All staff continued weeding projects. March 2020 was a short month for the Library, as we halted operations on the 16th due to COVID-19.

**Mount Pleasant** - Mount Pleasant started the month by welcoming new Manager Shayla Boyce. Ms. Boyce spent her first week being on boarded by fellow managers in Districts 4 and 5 at their branch locations. Children's Librarian Mark Tidrick, along with the Mount Pleasant community organizers 99 Treasures and Peace in the Hood presented the program Arts for Peace. Arts for Peace is a program where children learn art techniques and creating paintings that will reside in the Mt. Pleasant meeting room. Staff has provided unique programming for Women's History Month, Library Assistant, and Computer Emphasis Kyra Berzonsky presented Women's History Wheel of Fortune game. The children that participated in the program learned about current and obscure amazing women in history. All Around Children formally Oakfield Christian Child Care Center has been added to the Mt.

Pleasant Storytime Schedule. Weekly story times were held with 160 kids in attendance for the month.

**Rice** - Rice brought in the month displaying branch literature on Women in History and Saint Patrick. Rice also celebrated Women's History Month by decorating the learning center in conjunction with the knit volunteers and knit kids. Programs of note were the "Herstory: Women's History Appreciation". Children were able to make their own Women's History Month buttons with the button maker, and created a collaborative art piece. As Ms. Hutson attended the Public Library Association conference in Nashville Tennessee, Ms. Schmidt and Rice's youth team conducted a tour of Rice Branch for area leaders and council persons involved in the Memorial-Nottingham Project under the Facilities Master Plan for the new building project. Ms. Hutson facilitated the onboarding of new Mount Pleasant Branch Manager Shayla Boyce. Branch Clerk Nyshia Norris completed her CPR/AED certification. The Great Lake Science Center returned for spring programming which was unfortunately cut short due to COVID-19.

**Union** - The Union Branch youth enjoyed Read Across America Day. Students read Dr. Seuss books, enjoyed craft activities and a healthy snack. Youth staff was able to visit schools and daycares for story time outreach before the special emergency closing. The following programs will not take place or will have to be rescheduled due to the emergency closing: March Madness Tournament, Adult Computer Classes to be instructed by LACE Mr. Armstrong, Spring Fever, Rhyme time music and movement, Black and Brown History presentation. True2You sessions were cancelled for Ms. Williams and Ms. Johnson.

#### **District Five**

**Collinwood** - The Staff marched into the month in step by reconnecting with schools and daycares to re-establish outreach schedules. Adam Tully staffed a table for the branch at the annual Memorial School African American Program and Museum on Friday, March 8th. Book displays on "Women's History" month was a focus by Manager Peak. On March 4th the branch welcomed LA-CE Nate LaPrairie who transferred from the Woodland Branch. In addition, Youth staff and manager met with Imani Scruggs, Program Coordinator OSU 4-Club Cuyahoga County Extension to discuss summer STEAM programs to be held at the branch. Read Across America was celebrated with a book display and photo opts for Instagram #wewerehere. Publications, flyers and information on the Census, job fairs, voting and food distribution was made

available to patrons visiting the library. Tutoring was suspended during the week of March 9th due to CSU spring break. Coronavirus information on hand washing and transmission prevention was posted prominently in the branch until our closing on Saturday, March 14, 2020.

**Glenville** - The Youth staff including Lanecia Smith, LACE did outreach at EBC Daycare. Children's librarian did the weekly Origami with the kids at the branch. Due to the unforeseen circumstance of COVID-19, many of our programs were not executed because of the closure of the branch. Branch Manager, Sharon Jefferson attended Manager's Meeting and coverage for the Memnot Branch staff meeting. She also attended the Innovation Team at Neighborhood Connection for Adult Literacy and the Program Committee meeting for Seeds of Literacy.

**Langston Hughes** - The following programs were offered during the month of March: Painting the Winter Landscape; Mix it Up! (How colors mix together); Papercraft Alphabet Basics and Spring into Spring with Pop-Up Books. The musical group Les De'Lices, performed at the branch in front of a group of about twenty patrons on Tuesday, March 10<sup>th</sup> at 4 p.m., that included classical and love songs of the 20<sup>th</sup> Century. Plans are pending regarding the arrival of the Oberlin Conservatory Jazz Ensemble, who are scheduled to perform on Saturday, April 18<sup>th</sup>. Repair work continues in front of and behind the branch by the Northeast Ohio Regional Sewer District's Doan Creek Project. Their representative, Angela Jones, informed Mr. Bradford that the project should be completed no later than August 2020.

**Memorial Nottingham** - During the month of March, Children's Librarian, Joanna Rivera and Library Assistant-Youth, Marvin Benton conducted in-house and outreach programs. Ms. Rivera led a March "Mallow" Madness program where participants played different marshmallow themed games. Mr. Benton conducted Candy Olympics for the teenagers to play different games like M&M Relay, and Candy Bar Race. Ms. Rivera created Women's History Month, Easter, and St. Patrick Day displays. Manager, Pasha Moncrief Robinson created a Women's History Month that featured a wide array of materials in the branch collection that showcase women from the past and present. Ronnie Cannon, Employment Specialist at Towards Employment spoke with patrons about their services and recruitment programs for job seekers.

## OUTREACH & PROGRAMMING SERVICES

This report has been combined with the February Director's Report.

## EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION

### EXTERNAL RELATIONS & ADVOCACY UPDATES:

- *Goal: Increase Elected Officials and Key Stakeholders' Awareness and Understanding of CPL's Community Impact:*
  - Participated in Congresswoman Marcia Fudge's Coronavirus Telephone Town Hall

### CPL DEVELOPMENT UPDATES:

- *Goal: Secure Funding to Buttress Organizational Goals (i.e. strategic plan)*
  - Fundraising
    - Submitted request for census micro grants
    - Submitted information for technology funding opportunity with JumpStart
- Continued planning and preparation for Library Giving Day - April 23<sup>rd</sup>
- Began conversations with programming department regarding emerging programmatic needs due to COVID-19 and funding to support these emerging needs.

### CPL FOUNDATION UPDATES:

- *Cultivation & Stewardship*
  - Held CPL150 Thank You Breakfast for last year's anniversary supporters on March 11th
    - Senator Matt Dolan as keynote speaker
    - Cuyahoga County Executive Armond Budish attended and spoke as well
- Stewardship/engagement communications have been going out weekly to donors keeping them informed and highlighting available resources and services during library closure

- CPLF Board
  - Held quarterly board meeting

New members include:

- Cecil Lipscomb, United Black Fund of Greater Cleveland
- Joe Stuczynski, University Hospitals

### **COLLECTION & TECHNICAL SERVICES**

Director of Collection Services Jean Duncan McFarren assumed the responsibilities of Facilities Master Plan Design and Coordination and Assistant Director of Collection and Technical Services Sandy Jelar Elwell assumed the responsibilities of Interim Director of Collection and Technical Services as of March 2.

Ms. Jelar Elwell, Catalog Manager Andrea Johnson, Collections Manager Pam Matthews, and Materials Handling and Receiving and Distribution Supervisor James Clardy attended the Facilities Master Plan / Automated Materials Handling workshop at the Lake Shore facility on March 10 along with other CPL staff. Ms. Jelar Elwell also attended a second day of the workshop on March 11. Ms. Johnson led a tour of Collection and Technical Services on the first day of the workshop for Lori Ayre, a consultant from The Galecia Group.

Ms. Jelar Elwell and Technical Services Senior Clerk Paula Stout met with EBSCO Account Services Manager Jamie Gieseck-Ashworth to review CPL's accounts and service and to learn about updates to the EBSCONET software for the subscription renewal process. Ms. Jelar Elwell attended a meeting with other CPL staff to discuss and get updates about the current democracy 2020 efforts that have been planned.

The majority of Collection and Technical Services work ceased after the Library's closure since the work requires staff to physically handle library materials. Ms. Jelar Elwell notified the Library's vendors to suspend shipments and deliveries of new library materials and newspaper deliveries until further notice. She worked with the IT Department to temporarily suspend the automatic cancellation report that cancels any orders that were created in SirsiDynix that are older than six months and also notified the Library's vendors to temporarily suspend all

cancellations until work resumes to normal. Catalog Manager Andrea Johnson worked with the IT Department to temporarily suspend the monthly script to load received orderlines.

In an effort to provide additional access to electronic products during CPL's closure, Ms. Jelar Elwell initiated a digital subscription for The New York Times that includes both onsite and off-site (remote) access and worked with other vendors to increase access for some of CPL's existing electronic products. The monthly borrows for hoopla were temporarily increased from 6 to 10 and the monthly user cap for Kanopy was temporarily increased from 10 to 20 play credits.

Collection Manager Pam Matthews continued to select and purchase eMedia materials from OverDrive after the Library's closure. She has been able to purchase more eMedia materials to fill holds for CPL patrons and get new materials at a lower price as a result of OverDrive offering a cost-per-circulation (CPC) price model and one-year rentals in addition to Macmillan eliminating the embargo on March 20 that restricted libraries from purchasing multiple copies of new release eBooks.

Ms. Jelar Elwell continued to approve and process invoices so that the Accounting Department would be able to issue payments during the closure.

**Acquisitions**: The Acquisitions Department ordered 1,641 titles and 12,173 items (including periodical subscriptions and serial standing orders); received 8,159 items, 599 periodicals, and 60 serials; added 96 periodical items, 27 serial items, 103 paperbacks, and 130 comics; and processed 836 invoices.

**Catalog**: Technical Services Librarians Yeshen Dugarova-Montgomery, Amei Hu, Barbara Satow, and Erin Valentine and Technical Services Associate Dwayne Jones began handling the new CLEVNET physical items report. Catalog Manager Andrea Johnson alerted CLEVNET Technical Services staff to the changed procedures resulting from the new report. Ms. Dugarova-Montgomery and Ms. Hu started using Connexion batch searching for the report, following demonstrations by Ms. Satow or Ms. Valentine.

Ms. Johnson identified an ongoing large print coding error by a CLEVNET member library and assisted their staff with finding the affected items. Senior Catalog Librarian Dawn Grattino and Catalog Librarian Perry Huang assisted the High Demand Department staff with the overlay of CLEVNET webform records



since that Department was short staffed due to an employee being out on a leave of absence.

Ms. Satow and Ms. Valentine worked a half day at Main Library. Ms. Valentine added several miniature books to the Todd Sommerfeld miniature books collection. Ms. Hu attended the Council on East Asian Libraries online meeting on March 18-19. Technical Services Librarian Michael Gabe and Technical Services Senior Clerk Shirley Jones attended CPR and AED training.

**Collection Management:** Collections Manager Pam Matthews attended a webinar that focused on high interest books for spring and summer 2020 called "Ingram's Coming Soon: Ingram's Adult Book Buzz for Summer 2020!" which was sponsored by Ingram and Library Journal.

**High Demand:** The High Demand Department ordered 447 titles and 5,424 items; received 10,127 items, and added 16,714 items; and processed 325 invoices. High Demand staff also added 110 items for the Lucky Day Collection at Main Library.

**Shelf/Shipping:** Receiving/Distribution Technician Amber Alexander resigned from her position as of March 31.

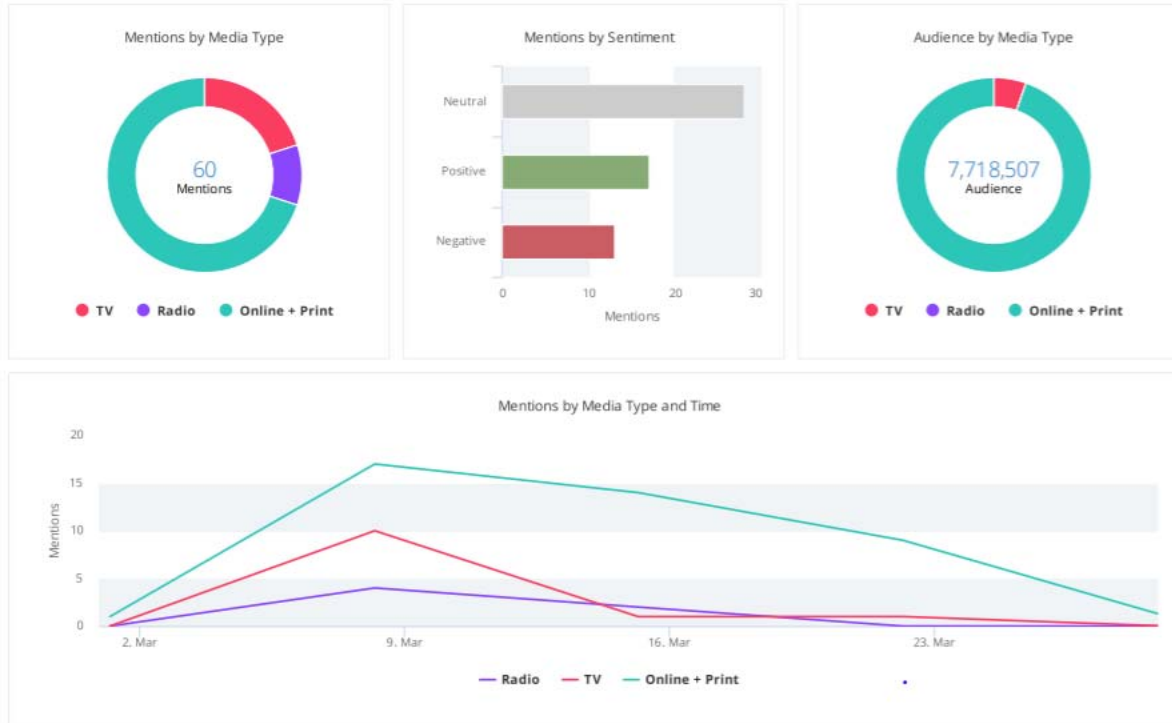
## **MARKETING & COMMUNICATIONS**

Marketing and communications efforts for the month of March centered around Democracy 2020, One Community Reads and the coronavirus - COVID-19.

In response to the Library's closure, CPL kicked off Virtual Storytime on its digital platforms - cpl.org, Facebook and YouTube - as an outlet for children to learn and enhance their literacy skills. Library staff, elected officials, journalists and other celebrities will read an assortment of children's books selected by the Library's Youth Services Department for families to enjoy.

**PUBLIC RELATIONS OVERVIEW:** A majority of media coverage surrounded Cleveland Public Library's closure and the cancelation of programs due to the COVID-19 pandemic. We provided [interviews and information](#) about our collection of [educational resources](#) available for students and parents, as well as the availability of our [Wi-Fi service](#) and digital collection of e-books, audiobooks, etc...

Before the Library shutdown, the Marketing and Communications Department promoted our Democracy 2020 events, the culmination of [One Community Reads](#) which included a visit by the author, Eric Klinenberg, and the announcement of the [Norman A. Sugarman Children's Biography Award](#) winners.



**Total National TV Audience** 416,209  
**Total National TV Publicity** USD \$61,566  
**Total Local TV Audience** 416,209  
**Total Local TV Publicity** USD \$61,566



**Total Online + Print Audience** 7,302,298  
**Total Online + Print Publicity** USD \$116,432

**Total Number of Clips** 60

**GRAPHICS:** In addition to copies of forms and other materials, CPL graphics focused on preparing materials for Democracy 2020 signature events and branch programs in addition to the One Community Reads culminating event and Summer Lit League. Materials consist of fliers, postcards, registration forms and reading logs.



One Community  
**READS**

**SOCIAL MEDIA:** IMPRESSIONS: Visitors to social media properties. ENGAGEMENTS: Reaction to CPL content - retweets, shares, and likes. LINK CLICKS: clicks on links to select destinations.

March was the start of many closures and quarantine measures for many businesses and users. Online social impressions and engagement increased as the Library was able to share resources with families trying find actives for household members.

Impressions





 211,974

Engagements

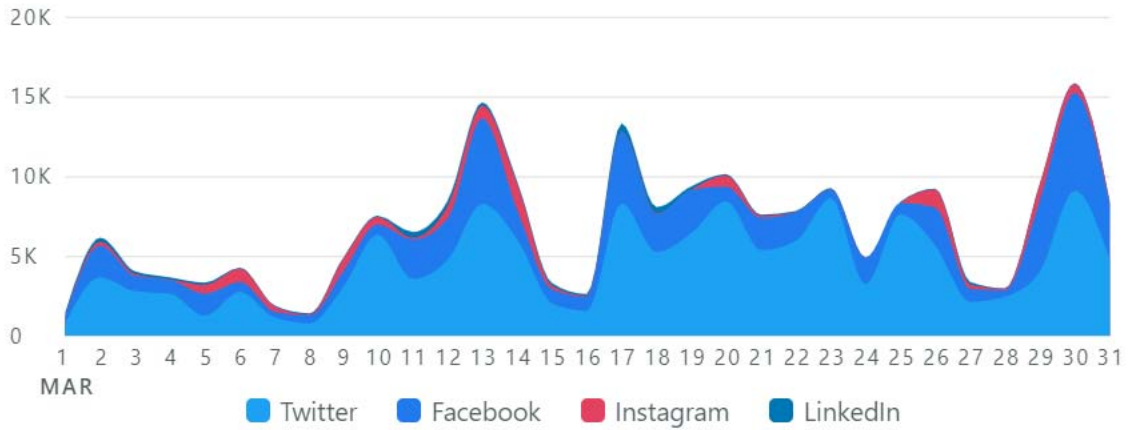
 8,964

Link Clicks

 1,326

Profile/Page	Total Fans / Followers	Fan / Follower Increase	Messages Sent	Impressions	Impressions per Message Sent	Engagements	Engagements per Message Sent	Link Clicks
 Cleveland... @Cleveland_PL	17.7k	0.9%	49	138.6k	2,828.6	2,547	52.0	341
 Cle... ibrary Business Page	13.8k	0.8%	26	57.7k	2,218.4	5,499	211.5	875
 Cleveland... clevelandpubli...	3,634	3.5%	15	11.2k	747.5	664	44.3	-
 Cleveland... Company Page	2,461	2.5%	7	4,485	640.7	254	36.3	110

### Impressions Per Day



Impression Metrics	Totals	% Change
<b>Total Impressions</b>	<b>212k</b>	<b>↗ 35%</b>
Twitter Impressions	138.6k	↗ 38%
Facebook Impressions	57.7k	↗ 38%
Instagram Impressions	11.2k	↘ 2%
LinkedIn Impressions	4,485	↗ 7%

### PROPERTY MANAGEMENT

#### CARPENTERS

- Secured all CPL book drops ensuring they will not operate.
- Union- remounted partition walls in men's and women's restroom.
- Main- added book drop shoot to Lending countertop.

## MAINTENANCE MECHANICS

- LSW/Main/Lakeshore – continued with preventative maintenance on HVAC equipment and misc. equipment.
- Responded to emergency calls and Hippo requisitions.
- 3/16/20 – Preparations for extended shutdown.
- Implemented deep cleaning protocol with custodial staff, worked with general staff on cleaning workstations/desks and clearing out food from refrigerators.
- Sourced PPE materials and cleaning supplies, facilitated deliveries of care kits to Main campus departments and individual branches.
- Maintenance mechanics and carpenters performed branch checks and equipment room rounds, lowered temperature set points and modified lighting schedules to save energy.
- Continued remote monitoring of facilities and systems via Siemens building automation and security cameras.
- Actively sending out staff for emergencies reported by SPS, weekly fire pump testing and rounds for LSW/Main and Lakeshore.

## SAFETY & PROTECTIVE SERVICES

### Safety Services

- Safety & Protective Services has placed CPL branches and facilities on an extended lock using Access Control.
- Safety & Protective Services management are performing weekly checks of all CPL buildings.
- Safety & Protective Services Officers are posted daily in the Dispatch Center 24/7. SPS has an officer at Lake Shore Monday through Friday.
- Safety & Protective Services management met with a security consultant to discuss new security technologies like facial recognition, threat identification, and tools available to monitor “down/inoperable” cameras.

## PROTECTIVE SERVICES

### Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
March 2020	896	13	18	15	90	103
Feb 2020	1446	12	77	44	255	46
Jan 2020	1934	19	53	57	161	63
Dec 2019	2180	14	54	48	227	31
Nov 2019	1842	25	54	52	295	59
Oct 2019	2039	20	64	53	345	42
Sept 2019	1792	19	62	24	243	52
Aug 2019	1854	13	46	26	147	272
July 2019	1916	25	64	20	186	96
June 2019	1939	23	53	24	147	35
May 2019	1958	24	58	38	116	65
April 2019	1970	22	48	46	90	47
March 2019	126	42	45	79	168	75

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

- SPS filled the following overtime requests: CPL/860 negotiations coverage, Upstage players (canceled 3/16), OT used to staff branches with SPS officers (until 3/16), meeting the SPS three car minimum and vacation/sick call offs (until 3/16).
- Video requests fulfilled for Cleveland Police Department and District Managers.

### Protective and Fire Systems

- SPS management is passing water leak information, maintenance issues, and other irregularities on to the respective departments.
- Property management repaired the issue with Lake Shore's entrance doors.

### Contract Security

- SPS is still using Royce Security after hour's armed response to address any alarm issues after normal business hours.
- SPS has contracted Royce to post guards at the Lake Shore facility when there is no SPS presence, after hours and weekends.

## Administration

- SPS Supervisors and manager receive regular updates from Homeland Security regarding issues which could affect CPL.
- SPS management takes part in tele conferences with officials from Homeland Security, CDC, and HHS about Corona Virus precautions.
- Board of Elections officials were escorted into CPL properties to retrieve their computer gear.
- Board of Elections sent Event Source representatives to Fulton branch to retrieve chairs and tables.
- Board of Elections sent Berman Movers to pick up tables and chairs at Rice, Langston Hughes, and Lorain.
- SPS management updated Essential staff identification cards to allow access to branches while closed.

## INFORMATION TECHNOLOGY & CLEVNET

This report has been combined with the February Director's Report.