DIRECTOR’S REPORT
January 20, 2022

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

Main Library Services During COVID-19

Phase 3 of CPL’s reopening continued through December 27th when the Library once again closed its doors to patrons due to a dramatic spike in COVID cases in Cuyahoga County. The Library will remain closed to the public until further notice. Staff will continue to provide curbside, walk-up, drive-up, telephone, and chat services during the closure. Patrons will be encouraged to use electronic resources as well as Books by Mail where applicable.

Programs, Services and Exhibits

CPL Maker Faire

Popular Manager Sarah Flinn and Literature and Ohio Center for the Book Manager Don Boozer interviewed award-winning Ohio author Dr. Nnedi Okorafor as part of CPL’s Maker Faire at the Great Lakes Science Center.

Music at Main

Fine Arts Librarian Andy Kaplan hosted the December Music at Main Concert. The program held on the Main Library 3rd floor Fine Arts lobby featured The Daniel Bennett Group who brought their Modern Jazz, Surf Rock, and Avant-Pop back to Cleveland Public Library.
Get Graphic!
The Ohio Center for the Book at Cleveland Public Library hosted a Get Graphic! Book Discussion at Bookhouse Brewing with a conversation about Joe Sacco’s *Paying the Land* on December 2nd.

**Ohio Center for the Book at Cleveland Public Library**
New Ohio Center for the Book Fellow, Laura Maylene Walter was introduced by Literature and Ohio Center for the Book Manager Don Boozer at the monthly meeting of affiliate Centers for the Book in December. In addition, the Ohio Center for the Book hosted a writers’ workshop with Ohio author and lecturer Nancy Christie and posted an interview with Ms. Christie about her writing process and tips to their website. Also in December, Virtual Come Write-In’s with local authors, Abby Vandiver, Michael Credico, Cari Dubiel, and Laura Maylene Walter were posted to the Ohio Center for the Book Website.

**Main Library Displays**
Staff from Main Library participated in the Bright Lights, Reading Nights event by hosting holiday book displays and other interactive exhibits in the LSW Lending lobby during the event.

**Book Drops on Facebook**
Popular Library Manager Sarah Flinn and Literature and Ohio Center for the Book Manager Don Boozer presented a Book Drops episode on Facebook on diverse voices in sci-fi/fantasy. To date, *Book Drop* episodes have been viewed over 3,500 times!

**Books by Mail Programs**

*Words on Wheels:* Through the Words on Wheels program, 9 packages containing 17 items were sent to patrons as of December 15th.

*Homebound:* From November 15th to December 14th, Homebound Services sent 128 packages to 111 patrons.

**Hot Lists**
Popular Librarian Judy Daniels, and Popular Library Assistant Ricardo Jackson assembled hot lists for books and DVDs for patrons to place holds.

**Main Library Tours**
Staff across Main Library worked together to create a positive experience for the Birchwood School visit. Students came to the library for their National History Day projects. CLGH hosted the 7th and 8th grade students by providing them with an overview presentation about the library, pulling materials, assisting
with microfilm, and directing students to which departments to visit based on their topics.

Center for Local & Global History Manager Olivia Hoge led a tour of Main Library to 15 members of Friendship Force Northeast Ohio on December 4th.

Youth Services staff conducted a tour for 29 8th grade students and their teachers from the Nathan Hale School on December 17th.

**Lending Department Services**

Lending staff continued to distribute free BiNax Now at-home COVID tests to patrons via the Drive-Up window. Demand for the at-home COVID tests continues to be strong. Staff at the Drive-Up window have distributed more than 17,500-COVID tests since March of 2021.

The Lending Department continued serving as a Passport Acceptance facility. Lending staff review and process new Passport applications, including providing Passport photograph services.

**Cleveland Digital Public Library Services**

Staff in the CDPL assisted visitors with scanning appointments, produced and delivered dozens of digital and analog copies for patrons and lending partners, and preserved dozens of items in flat paper and codex formats. Interlibrary Loan staff responded to several hundred inquiries by CPL patrons and researchers at partner institutions. In addition, CDPL planned the art move for the Eastman Branch and continued to log environmental conditions at Lakeshore and Main Library.

**Outreach**

International Department staff sent two long loan requests to Akron-Summit Public Library (75) and Rocky River Public Library (115).

Lending Manager Stephen Wohl assisted 3E/OPS by hosting a CPL library table at the Black Nativity Event at the Karamu House. Mr. Wohl registered patrons for library cards and brought a collection of materials available for checkout. Approximately 140 seniors attended the event.

Lending Supervisor Reginald Rudolph assisted the Youth Services Department by providing a “library card talk” to multiple groups
of 5th and 6th graders from the Nathan Hale Elementary School visit on December 17th.

Social Sciences Librarian Helena Travka taught a class on using the Foundation Directory Online Professional to a church group who are looking into funding for some of their projects. They were very appreciative of the information and depth of the database.

**Collection Management**

Business, Economics, and Labor Librarian Susan Mullee sent Technical Services a list of 57 titles and their corresponding dates of Cleveland Chamber of Commerce pamphlets to be added into SIRSI.

Center for Local and Global History staff digitized 79 photographs to fulfill image requests for Birchwood students, imaged dozens of photographs from the Cleveland Picture Collection, and added notes for cabinets in the Map Collection.

International Languages staff withdrew 195 items from the collection, moved 183 items to the stack collection and routed in 457 new items from Technical Services.

The Main Management team and Shelf Department staff have been working with an outside vendor on the upgrade to the shelving units in the 8th floor vault. Managers have been taking turns overseeing the collection while shelving staff have been un-shelving and shelving materials as necessary for the upgrades.

Shelf Department pages continue to work diligently to clear the backlog of recently returned books.

**Research that is Only Possible at Main Library**

- Staff assisted an author who was doing research on an upcoming book about the East Tech High School basketball dynasty from 1955-1975. Material was provided from various sources in the Sports Research Center including clipping files, newspaper articles, as well as the Sports Icon Series Interview of LaMoyne Porter.
- A staff member from Fairport Harbor Public Library contacted the Literature Department to request assistance in finding old vocabulary lists for a spelling bee they are planning for their 100th anniversary in February of 2022.
• A chess researcher from Belgium requested scans of three games of chess master Emanuel Lasker covered in 1913 and 1914.


• A researcher requested Rudolf Charousek, der geniale ungarische jegungmeister im schach – A collection of games of Hungarian chess player Rudolf Charousek (1873-1900).

• A local researcher requested Ohio Architect, Engineer and Builder (Aug/Sept 1917).

• Staff assisted a patron in locating a photograph of Hans Renette in the American Chess Journal (May-June 1920).

• Eight books were pulled for a local researcher seeking all our available writings by 17th century scholar, Athanasius Kircher (1602-1680).

• Staff assisted an author with finding and obtaining images of Cassie Chadwick for a book to be published in 2022.

• Staff assisted a patron conducting research on police brutality in Cleveland, particularly the case of Michael Pipkins.

• Staff assisted an investigative reporter in researching a 1916 Cleveland Press series written by Basil Manly. The series detailed millions of lost revenues due to tax fraud and tax evasion.

• Staff found newspaper articles about the 1954 Park Drop Forge strike for a patron interested in a specific photograph of a cop breaking a striker's windshield and wielding a nightstick.

• Staff assisted a patron who was hoping to locate the source of a newspaper clipping from World War 2 that featured several members of their family. The patron did not have a date of publication or source and had previously contacted multiple local libraries without any success. CLGH Librarian Terry Metter was able to determine the date and publication using CLGH microfilm of local newspapers and provided the patron with both a correct citation for the clipping and a digital scan of the article and the page on which it originally appeared.

• Staff assisted a patron in the UK who is writing a film history book for a university press. The patron requested information on a 1943 film written by a Cleveland.
Staff Development

Lending Department Clerk Michael Earley attended the NEO-RLS webinar titled Creating Calm During Turbulent Times on December 7th.

Lending Supervisor Reggie Rudolph attended the NEO-RLS webinars MARCs of Quality: Vetting Bibliographic Record and Generational Learning Styles 101.

Social Sciences librarian Forrest Kilb attended the Webjunction webinar Libraries and Eviction: Continuing the Conversation.

Social Sciences librarian Helena Travka attended the ReadingGroupGuide.com’s 10½ Annual Book Club Speed Dating.

Social Sciences librarian Mark Moore attended to the Library Leadership Podcast on Compassion in Action featuring Carey Hartmann.

Business, Economics and Labor librarian Susan Mullee and Senior Subject librarian Sandy Witmer attended the Federal Reserve Bank of St. Louis’s annual Beyond the Numbers series. The program, presented by a well-known economist, offered simple ideas to make sense of the numbers all around us. Ms. Witmer also participated in the NEO-RLS presentation at The University of Akron University Libraries, titled MARCs of Quality, Understanding & Vetting Bibliographic Records and Ms. Mullee attended an online meeting of the Special Libraries Association Business and Finance division.

Shelf Department Assistant Manager Cynthia Coccaro attended a State Library of Ohio training on hoarding and how to help a patron from getting evicted on December 9th.

Other

Social Sciences library assistant Pete Elwell and General Research Collections Manager Sarah Dobransky were interviewed by a West Virginia University student regarding the bottlegate incident involving the Cleveland Browns. This interview was for a podcast on the “obscure, fascinating, and bizarre history of American professional sports” which is the senior project for the student.
Shelf Division staff directed by Shelf Assistant Manager Cynthia Coccaro are assisting the Cleveland Public Library Foundation in clearing out the book donations assigned to Lakeshore (Thrift).

**TECHCENTRAL**

**Outreach**

Inside Programs-via Zoom

<table>
<thead>
<tr>
<th>Name of Program</th>
<th>Date of Program</th>
<th>Total # of Attendees</th>
<th># of Adults</th>
<th># of YA</th>
<th># of Juveniles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft PowerPoint I</td>
<td>12/2</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computer Basics I</td>
<td>12/3</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resume Workshop</td>
<td>12/6</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job Searching</td>
<td>12/8</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microsoft PowerPoint II</td>
<td>12/9</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computer Basics II</td>
<td>12/10</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resume Workshop</td>
<td>12/13</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job Searching</td>
<td>12/15</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computer Basics III</td>
<td>12/17</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1-on-1s</td>
<td>December 23</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TechCentral Mobile MakerSpace participated in Bright Lights, Reading Nights at Main on December 10th. Participants made snowflake buttons and laser engraved ornaments.

TechCentral Manager Suzi Perez assisted with Senior Day at Karamu House with 3E/OPS on December 16th. She spoke with participants regarding Digital Literacy offerings at CPL and helped distribute laptops.

**Professional Development and Meetings**

TechCentral staff attended the Library Thought Leaders Town Hall on December 9th. The TechCentral Hotspot processing team completed processing 308 new hotspots.

Library Assistant-Computer Emphasis, Allison Collins

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/01/21</td>
<td>Generational Learning Styles 101, NEO-RLS</td>
<td>Zoom</td>
</tr>
<tr>
<td>12/08/21</td>
<td>Reopening Task Force meeting</td>
<td>Teams</td>
</tr>
<tr>
<td>12/09/21</td>
<td>CPL Townhall: Public Libraries Turning Outward</td>
<td>Teams</td>
</tr>
<tr>
<td>Date</td>
<td>Topic</td>
<td>Location</td>
</tr>
<tr>
<td>---------</td>
<td>-----------------------------------------------</td>
<td>------------------</td>
</tr>
<tr>
<td>12/15/21</td>
<td>SEIU-CPL Chapter leadership monthly meeting</td>
<td>Zoom</td>
</tr>
<tr>
<td>12/21/21</td>
<td>Emergency Reopening Task Force meeting</td>
<td>Teams</td>
</tr>
<tr>
<td>12/29/21</td>
<td>Reopening Task Force meeting</td>
<td>Teams</td>
</tr>
</tbody>
</table>

Library Assistant-Computer Emphasis, Alison Guerin

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/1</td>
<td>Staff Philanthropy Committee</td>
<td>Zoom</td>
</tr>
<tr>
<td>12/13</td>
<td>Harvest for Hunger Committee</td>
<td></td>
</tr>
</tbody>
</table>

TechCentral Assistant Manager, Matt Sucre

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/1</td>
<td>NDIA’s EBB Working group</td>
<td>Online</td>
</tr>
<tr>
<td>12/10</td>
<td>NTEN Digital Inclusion Fellowship Meeting</td>
<td>Online</td>
</tr>
<tr>
<td>12/20</td>
<td>Curb Cut Collective Sharepoint Site Training</td>
<td>Online</td>
</tr>
</tbody>
</table>

TechCentral Assistant Manager, Melissa Canan

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Location</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/1/21</td>
<td>Public Services Managers Monthly Meeting</td>
<td>Virtual-Teams</td>
<td></td>
</tr>
<tr>
<td>12/2/21</td>
<td>HR Forum</td>
<td>Virtual-Teams</td>
<td></td>
</tr>
<tr>
<td>12/7/21</td>
<td>Digital Ambassadors Meeting</td>
<td>Virtual-Zoom</td>
<td></td>
</tr>
<tr>
<td>12/8/21</td>
<td>Winter Event Info Meeting</td>
<td>Virtual-Teams</td>
<td></td>
</tr>
<tr>
<td>12/8/21</td>
<td>Emergency Connectivity Fund Touch-base Mtg</td>
<td>Virtual-Teams</td>
<td></td>
</tr>
<tr>
<td>12/9/21</td>
<td>Library Thought Leaders Town Hall</td>
<td>Virtual-Teams</td>
<td></td>
</tr>
<tr>
<td>12/10/21</td>
<td>ECF meeting w/E-rate consultant</td>
<td>Virtual-Teams</td>
<td></td>
</tr>
<tr>
<td>12/14/21</td>
<td>Digital Ambassadors Meeting</td>
<td>Virtual-Zoom</td>
<td></td>
</tr>
<tr>
<td>12/16/21</td>
<td>CPL Board Meeting</td>
<td>LSW2 Learning Commons</td>
<td>Covered board meeting in Suzi’s absence</td>
</tr>
</tbody>
</table>
Computer Usage and Hotspots

There were 1844 computer sessions at Main for December. There were 246 hotspots circulated through the system in December. A new batch of 308 hotspots went into circulation on December 16 after two weeks of processing.

PST Monthly Report: Dec 3rd 2021 - Jan 3rd 2022

Service Calls and Tickets Summary:
Service Calls and Tickets Received: 120
- CPL Help Desk Tickets: 116
- CPL TechCentral Tickets: 4

Service Calls and Tickets Resolved: 82
Tickets currently in Progress: 78

Service Ticket and Project Detail
Application: 18
Workstation: 16
Printer: 7
Office 365: 19
Form 001’s: 1

Notes:
Configuring Chromebooks for Branch loaning.
Assisted CLEVNET with OLBPD computer upgrades.
OHIO LIBRARY FOR THE BLIND AND PRINT DISABLED

Activities

For October 2021, OLBPD circulated 29,517 books and magazines directly to patrons. OLBPD registered 99 new readers to the service. Approximately 709 BARD patrons among 1,357 active users downloaded 14,064 items.

OLBPD submitted to the National Library Service (NLS) its full Federal Year 2021 readership and circulation statistics. Active readership for the year was 10,823 patrons. OLBPD added 1,167 new readers to the service. OLBPD directly circulated 383,979 library items to patrons. An additional 198,322 items were downloaded through BARD.

OLBPD and CPL Financial Services submitted the State Fiscal Year 2022 First Quarter Budget Report to the State Library of Ohio.

On October 5th, the National Library Service (NLS) hosted a Collections Conference via Zoom. The day covered a broad spectrum of topics relating to collection development, cataloging, book production, and reader advisory activities. There were approximately 140 attendees, representing NLS and all regions of the partnering network of libraries.

On October 21st, the Ohio Braille and Talking Book Program Consumer Advisory Committee (CAC) meeting was held via conference call. CAC members were provided updates about the braille e-reader pilot; the duplication-on-demand transition; and plans to revise the name of OLBPD to the “Ohio Library for the Blind and Print Disabled” in 2022.

OLBPD staff provided talks about the service and participated in programming on October 6th at the Cleveland Sight Center Story Time; October 9th Fighting Blindness Presentation.

The OLBPD adult book club met on October 7th to discuss The Southern Book Club's Guide to Slaying Vampires by Grady Hendrix.

Staff Development

Michael Haverman started on October 25th as the new OLBPD Consumer Assistant.
PUBLIC ADMINISTRATION LIBRARY

Programs/Exhibits

The Literature Department provided books for a December display and the Popular Department continues to share titles. Patron appreciated titles being on display so she did not have to leave building to find something to read.

Collections

With the assistance of Catalog, links were provided in marc records for some Cleveland reports.

Paula Stout informed PAL that the Haines Teleokey is no longer being published. PAL received a new Haines Addressakey. The last one received was dated 2018.

PAL received title donation of Red Line Public Art Plan Cleveland Ohio prepared by Land Studio.

Transferred

PAL transferred 3 titles to Main library and withdrew 2 titles.

Reference Questions Unique to PAL

- Cleveland Council representative used PAL to work in as office is being refurbished.
- Staff assisted a patron with Ohio Residential Code information.
- Staff assisted a patron with metal detector information.
- David Furyes introduced a patron to Libby, and Ebooks.
- A Patron was provided with Kapony information.

Outreach

On December 8th, PAL hosted a Lunchtime Knitting Circle.

BRANCH NARRATIVES DECEMBER 2021

D1 EASTMAN (closed for FMP) – Closed December 11 for Facilities Master Plan – FMP – renovations.
**D1 LORAIN** (closed for FMP) - Despite the Lorain Branch being closed due to the FMP, Lorain staff provided outreach to 75 children from Almira Elementary School, Genesis Childcare Academy, and Willard Head Start. All enjoyed listening to Children’s Librarian Adela Santana read books including but not limited to *Counting our Blessings* by Emma Dodd and *Thank you, Panda* by Steve Antony. Ms. Santana also attended the *Creating Calm During Times of Stress* webinar. Library Assistant Youth Emphasis Todd Fagan read *Click, Clack, Ho! Ho! Ho!* by Doreen Cronin and sang "Twinkle, Twinkle, Little Star" to 87 children at Halle Elementary School. Library Assistant Computer Emphasis Marlie Hooper attended the CorelDRAW training on LinkedIn Learning as well as a Generational Learning Styles 101 webinar.

**D1 ROCKPORT** - Rockport Branch celebrated December and winter break with students during our Make a Gingerbread House program. Children’s Librarian Kendra Proctor participated in Winter Fest and Bright Lights, Reading Nights at Main Library.

**D1 BBTTC @ Rockport** - In the BBTTC, programs this month included D&D Club, painting, Youth Leadership Council meetings, and Art Club. The Engineer for the Week program completed the Fall Sprint. Our member challenge for this month was to complete a project to submit to the REACH media festival. C2C Pathways Coordinators Kelcey and Jazmine participated in the Clubhouse Network Immersion week.

**D1 WALZ** - The Adams Board/Recovery Resources staffed a table connecting patrons with substance abuse issues with employment opportunities. Holiday themed Take n’ Makes for adults and children were highlighted – favorites include the Gingerbread House program and the Christmas in a Jar.

**D1 WEST PARK** (closed for FMP) - Manager Michael Dalby attended the Newburgh Heights ribbon cutting ceremony for their new book locker. He recruited numerous new patrons to sign up for library cards. He also participated in the page hiring fair at Lakeshore and Main Library. Children’s Librarian Libby McCuan provided winter and snow Story Times to over 150 preschool and school-aged children in the West Park neighborhood. Library Assistant Computer Emphasis Nina Rivera finished the Library Freedom Project's programs and training course which covered how to talk to patrons about protecting their privacy, and how to navigate living in a "surveillance first, privacy second" world.

**D2 BROOKLYN** - Brooklyn Clerk Felicia File and Library Assistant Computer Emphasis Sarah Kolonick used the branch Cricut machine
to provide several dozen take home crafts. Branch Manager Ronald Roberts participated in a Cleveland Metroparks Zoo outreach initiative as a focus group facilitator. He also assisted with a senior outreach event at Karamu for a matinee performance of Black Nativity.

D2 CARNEGIE WEST – Santa Claus visited Carnegie West with help from Ohio City Inc., the neighborhood community development corporation. He read stories, led children in Christmas sing-a-longs, and gave out candy canes. Children’s Librarian Helen Zaluckyj and Library Assistant Computer Emphasis Michael Webster made winter themed buttons for the children with the button maker machine. Each of the 30 children received a holiday themed gift bag.

D2 FULTON – Children’s Librarians Karen Kelly-Grasso and Beverly Austin, and Library Assistant Youth Emphasis Jeanna Sauls, hosted a Winterfest at the Fulton branch, where patrons enjoyed the *Grinch that Stole Christmas* movie, were given stuffed stockings, and enjoyed crafts. Fulton hosted LegalWorks providing free legal advice to the community. Fulton hosted Mean Green STEAM Machine in collaboration with CWRU and Bridge Avenue School. Branch Manager Leslie Barrett worked with Jumpstart to collaborate with local artist Gabriel Gonzalez to draft artwork for the Fulton Learning Center. She also sat in on interviews for the site coordinator position being hired for the Learning Center. The branch handed out stockings to patrons during the holiday season, filled with hand sanitizer, candy, pencils and other goodies.

D2 JEFFERSON (closed for FMP) – Steven Capuozzo, Branch Manager, had the opportunity to tour the branch construction site. He also met with the FMP’s Core Team regarding the reimagined branch experience. The Tremont Think and Drink Book Club met virtually, discussing Hidden Valley Road: Inside the Mind of an American Family. Grace French, Library Assistant Computer Emphasis, met with Neighborhood Family Practice to plan "lunch and learns".

D2 SOUTH – The South Branch welcomed 61 students from Buhrer Elementary and the Boy’s and Girl’s Club to check out reading material. Children’s Librarian Jennifer Moncayo visited the Newcomer’s Academy at Thomas Jefferson where she talked to over 250 students and registered them for new Library Cards. Finally, the South Branch participated at Bright Lights, Reading Nights and as a contribution Ms. Phillips-Hilderbrand, with the
assistance Ms. Maldonado, assembled 200 crafts packets to be used as a take home craft at the event.

D2 SOUTH BROOKLYN – The branch had 3 PCs for People devices picked up by patrons. Old Brooklyn Community Development Corporation provided community navigators who registered patrons for the neighborhood food assistance program. During outreach Story Times and via Zoom at Horizon, William Cullen Bryant, and Charles Mooney schools, Library Assistant Youth Emphasis Raymond Cruz read Santa Bruce by R. T. Higgins and Harold Loves His Wooly Hat by Vern Kousky. In addition to Story Times, Mr. Cruz enchanted the youth with the Literacy Mailbox game and Christmas tree yarn crafts. Mr. Cruz brought back Gamers Guild in which five participants played Dungeons & Dragons. We handed out over 70 Take n’ Make crafts. Assistant Manager Tammy Houghton attended Old Brooklyn Community Development Corporation Community meeting, Branch Libraries National Library Week Conference, and conducted the adult book club to discuss Crying in H-Mart by Michelle Zauner.

D3 GARDEN VALLEY – Library Assistant Youth Emphasis Leonard Burks facilitated two Story Times at Harvest Day Care to 8 children, and read I Like Myself! and Do I Have to Wear a Coat? Mr. Smith assisted during 3E/OPS’ Bright Lights, Reading Nights program. Library Assistants Computer Emphasis Alycia Woodman and Latoya Barnes, Mr. Burks, and Dyad Public Services Manager Maria Estrella, assisted in assembling a winter display called Merry and Bright.

D3 HOUGH – During virtual and Lexington-Bell Daycare Story Times, Children's Librarian Manisha Spivey read Roc and Roe's 12 Days of Christmas by Nick Cannon and If Animals Celebrated Christmas by Ann Paul. During Library Assistant Youth Emphasis Romael Young’s Story Times, he worked on counting and read the books Everyone Counts by Judy Sierra and How Do Dinosaurs Say Goodbye? by Jane Yolen and Mark Teague. The highlight of the month was the Holiday program for the children, in which they completed a scavenger hunt to secure entries into a present raffle, with the grand prize being a Kindle. Every child who attended walked away with a gift. Branch Manager Lexy Kmiecik attended the virtual E. 66th Street Stakeholder bi-monthly meeting and an Ohio Library Council Programming Committee Sub-Committee meeting. Ms. Kmiecik taught Bookends: Operations 101.

D3 MARTIN LUTHER KING – Children’s Librarian Angela Margerum participated in a monthly Bolton School Partnership meeting facilitated by Lamont Davis, a Family Support Specialist with
Say Yes Cleveland. Branch Manager Dr. Tonya Briggs discussed the 1619 Project at John Hay with Mr. Byrd and John Hay educators to help students learn about Cleveland Public Library services, register them for library cards, and help with research and essay writing assistance during branch visits.

D3 STERLING – Children’s Librarian Sonja McCord presented virtual Story Times at Marion-Sterling kindergarten classes and Brightside preschool. Ms. McCord read holiday books including The Great Santa Stakeout by Betsy Bird and Bear’s Merry Book of Hidden Things by Gergely Dudas. Branch Manager Monica Rudzinski worked with Ashley Gulley, Marion-Sterling Wraparound Site Coordinator, to identify families needing additional food assistance during the holidays. A donor provided $75 Dave's gift cards for each family. With funds from the CPL Foundation and an individual donor, Ms. Rudzinski participated in Friendly Inn's Toy Drive and Care Alliance Health Center's Holiday Wonderland Trunk Express which provided toys and gifts to Central children.

D3 WOODLAND (closed for FMP) – Dyad Public Services Manager Maria F. Estrella attended engagements to learn the future of the Woodland Branch, its collection, and how the day in the reimagined branch will look. She attended the Northeast Ohio Regional Library System webinar Diverse, Equitable, Inclusive, and Accessible: Putting DEIA into Practice in Your Library.

D4 EAST 131 – The Branch supported the Bright Lights, Reading Nights program as a transportation location for patrons. The Resource Closet served 80 families in need. To better serve the Dickens Read scholars, tutoring services were provided over the holiday break. Branch Clerk Pat McCoy facilitated the weekly holiday ornament making program using the Cricut machine. Library Assistant Computer Emphasis Cherita Vaughn coordinated the Volunteers to help youth with the annual USPS Operation Santa letter writing program. Children’s Librarian Kelli Minter distributed 34 Rosa Parks Take n’ Make Kits to partner schools Charles Dickens Elementary and Miles Elementary. Ms. Minter provided virtual Story Time for Charles Dickens and Miles teachers, she read Pete the Cat, Black Panther, and the “Elmo” series. Ms. Minter provided virtual visits with John Adams teachers to discuss vocabulary and math concepts. The Volunteers started clubs to teach younger children how to play chess and learn about human anatomy. Branch Manager Marina Márquez participated in a meeting with FRONT’S Fellow at Cleveland Public Library, Ron’Dale Simpson, to discuss educational programming around FRONT artist Kameelah Janan Rasheed’s theme and art installation. Ms. Márquez contributed to a listening
session hosted by NEOStem to learn about how the STEM Learning Ecosystem’s innovative model helps students learn and earn. Ms. Márquez attended Advancing Family Engagement in Public Library Association Professional Development Session 5 to discuss how libraries use co-design to be responsive to family engagement goals and needs of adult learners, and Session 6 to discuss reimagining partnerships and support services. In partnership with ProjectArt, youth designed and mailed holiday cards to 60 seniors living within the neighborhood.

D4 FLEET – During the Newburgh Heights ribbon cutting ceremony Branch Manager Magnolia Peters conducted an "ease of check-out" demonstration. The new Ward 12 Council person, Rebecca Maurer held her "Meet and Greet" Neighborhood Office Hours’ initiative. Ms. Maurer invited residents to discuss issues concerning housing, education, and employment. The year ended with a holiday customer appreciation event for adult patrons which included coffee and snacks to-go.

D4 HARVARD LEE – The Branch hosted The Legal Aid clinic, where 20 residents were assisted. Branch staff distributed 12 Take & Make board game and paper tube snow friend kits. Library Assistant Youth Emphasis Kevin Moore conducted an outreach Story Time at Bright Eyes Day Care, with picture books on the theme of giving. Branch Clerk Bianca Jackson and Children’s Librarian Olivia Morales made holiday cards using the Cricut machine and 3D printer. Branch Manager Kristen Schmidt joined the NEO-RLS Adult Summer Reading Club committee. Ms. Schmidt attended MyCom’s NEO STEM listening session. A Maryland resident donated 100+ neckties to our partnership with the 1,000 Ties youth mentoring program.

D4 MOUNT PLEASANT – Library Assistant Youth Emphasis Renita Carter hosted Play, Learn, and Grow, a program for families with babies and toddlers that showcases early literacy techniques. Each child that attended the program received a free board book from Kids Book Bank. Children’s Librarian Mark Tidrick participated in Advancing Family Engagement in Public Libraries PLA Professional Development. Branch Manager Shayla Boyce connected with Coach Sam’s Scholars and Seeds of Literacy to co-pilot an intergenerational book club for students at Seeds of Literacy. The program will feature an adult and youth book title with similar themes, along with a practical life skill activity’s such as budgeting. Ms. Boyce joined the North East Ohio- Regional Library Systems Adult Summer Reading committee.
D4 RICE – Music could be heard and enjoyed throughout the month with the weekly Violin for Boys program, and during the Cleveland Institute of Music’s quartet performance, which included three violinists and one cellist. Staff enjoyed a holiday celebration to exchange secret Santa gifts, enjoy a meal, decorate the branch with handmade crafts, and took a staff photo, which was disseminated to all branches for the holidays. The Young Scholars Academy hosted 8 families that met weekly to prepare their children to attend kindergarten. Staff continued the very popular weekly TikTok Social Media series, in which they were taught to use ring light stands, laptops, and iPads to create sharable content. Jungle Terry made a visit to the branch presenting his Winter Gone Wild series, and he introduced animals from the seven continents to over 40 enthralled youth. Public Services Associate Dianna Trent created the A Book is a Gift You Can Open Again and Again wall display in the children’s area. Children’s Librarian Whitney Johnson presented Story Times to 20 students at Harvey Rice Elementary School and Shaker Boulevard Educational Inc. Seventh Hill hosted an engagement station to receive input from the community to guide future investments in the Greater Buckeye Neighborhood. Staff closed out the month hosting two patron appreciation days. Adult patrons were provided with to-go packets consisting of hot cocoa, marshmallows, and prepackaged gingerbread or CPL logo’d cookies while holiday music played throughout the branch. The youth patrons were shown The Grinch starring Jim Carey, given hot cocoa, ate freshly popped corn, and made marshmallow crafts.

D4 UNION – Children’s Librarian Tamara Steward, Library Assistant Youth Emphasis Valerie Johnson, and Director of Education Charles Byrd visited Miles Park Elementary to demonstrate the UBTech Robotics program for the 3rd through 5th grade teachers. During holiday Story Time with Nathan Hale and Miles Park preschool and kindergarten children, Youth staff read 12 Groovy Days of Christmas and It’s Christmas, David! Holiday Take n’ Make kits and customer appreciation bags were given to our patrons in gratitude for their continued support.

D5 ADDISON – Children’s Librarian Heidi Malinoski participated in OLC/OPLIN's webinar Closing the Digital Literacy Gap with Northstar. Branch Manager Tamara Means attended monthly meetings of Virtual Veteran's Cafe hosted by Hospice of the Western Reserve, and Mt. Pleasant Region MyCom Partner. Ms. Means met with Ward 7 Councilwoman-Elect Howse on branch collaborations. St. Clair-Superior Development Corporation and Addison staff hosted a joint holiday movie night. Youth staff conducted Story
Times with St. Francis, Wade Park Elementary, and Superior Academy with a total participation of 161 scholars.

D5 COLLINWOOD – Library Assistant Computer Emphasis Ericka Smith represented the branch for the Bright Lights, Reading Nights program sponsored by 3E/OPS. Branch Manager Caroline Peak completed the Leadership Academy sponsored by NEO-RLs. Ms. Peak presented library service opportunities to Neon/Care Source at Barth House and shared CPL program guides.

D5 GLENVILLE – Children’s Librarian Peter Roth signed up 50 students from Citizen's Academy East with new library cards. Library Assistant Youth Emphasis Difranco Barnes hosted the tie dye t-shirts workshop for the youth.

D5 LANGSTON HUGHES – Children’s Librarian Christopher Busta-Peck made various holiday creations using the Cricut machine to decorate the branch. Branch Manager Bill Bradford met with FRONT Int’l fellowship recipient Ron’Dale Simpson to develop support of arts education with focus on visual arts and live jazz. Mr. Bradford attended the webinar Black Men’s Health Awareness on Diabetes.

D5 MEMORIAL NOTTINGHAM – Branch Manager Pasha Moncrief Robinson attended a program at CareSource-Barth House to promote library services to residents. Children’s Librarian Joanna Rivera conducted holiday themed Story Time visits to Robyin’s Nest Daycare, Kidtopia Daycare, Brilliant Beginnings, Jubilee Academy, and O.H Perry classrooms. Ms. Rivera held a STEM Grow the Grinch’s Heart program. Library Assistant Youth Emphasis Marvin Benton held a Scavenger Hunt for the teens via Zoom.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

The 3E/OPS Department hosted three in-person community events to close out the year in December. The majority of educational and after-school services went on hiatus during winter break. A recent uptick and COVID-19 cases caused the library to revert to Phase I protocols, resulting in the discontinuation of in-person programming from December 26 through January 18.

YOUTH

The Cleveland Public Library hosted Bright Lights, Reading Nights: an evening of holiday music, mochas, and story time
downtown at Main Library. Holiday festivities were held outdoors and indoors in the Eastman Reading Garden and inside the Louis Stokes Wing to help practice social distancing. Families enjoyed balloon twisting, free popcorn, holiday light-up accessories, a visit from the Greater Cleveland RTA Holiday Trolley, music provided by DJ Kristyles, book displays and craft provided by Youth Services and all Main Library departments, Tech Central maker activities, and more. Award-winning author Tiffany D. Jackson visited the Cleveland Public Library and read her debut picture book, Santa in the City; all families in attendance received a copy. A pop-up story walk of Santa in the City was on display in Public Square from December 10, 2021, through January 7, 2022. The following partners and sponsors made this event possible: Greater Cleveland RTA, The Rock and Roll Hall of Fame, KPMG, Mitchells Ice Cream, Delta Dental, and Public Square.

In partnership with Public Square, the Cleveland Public Library offered a story time on Saturday, December 4, 2021, from 2:00 - 4:00 pm. Over one hundred families visited the library tent on Public Square for free hot chocolate the reading of stories and free craft supply kits.

Youth Art Workshops were offered two days a week for school-age and high school students at the following branch locations: Hough, Sterling, South, and East 131st.

Participants develop their art skills using different media - drawing, painting, sculpting - for self-expression in each session. Licensed art therapists facilitate workshops. A virtual option was also available to accommodate remote families. Monthly workshops are held for adults to assist with caregiver self-care.

EDUCATION

Young Scholars Academy (YSA), a kindergarten readiness program designed for children ages 4-6, was held at the Rice Branch in December. A beginner’s level course for children ages 3-4 was offered virtually on Mondays and Tuesdays, with 15 families participating.

The Library offered violin classes at the Langston Hughes Branch, Rice Branch, and Faith Foundation during December. All nine students are preparing a community recital to be broadcast in the first quarter of 2022.
The arts engagement program, Project Art, was held at the Rockport and East 131st branches on Tuesdays and Fridays, with 12 students in regular attendance. Project Art is an out-of-school and residency program for artists and underserved K-12 students that provides innovative, creative, and practical approaches to teaching and learning through the visual arts in partnership with public libraries. Through its residency program in the public Library, artists create new artwork and mentor youth who do not receive adequate access to art education.

ENGAGEMENT

On December 16, the Library, in partnership with the Karamu House, hosted more than 100 seniors from senior centers and other organizations throughout the city for a complimentary performance of Langston Hughes’ *Black Nativity*. This musical tells the nativity story from a culturally inclusive point of view. In addition, attending seniors learned about Library programs and services, received complimentary computers refurbished by PCs for People, and entered a raffle for gift baskets.

The Library hosted a virtual panel discussion entitled *Black Wallstreet following the performance*. Diedre McPherson, Director of Artistic and Community Initiatives at FRONT, moderated a conversation with Christopher Smith, a local entrepreneur; Constance Hill-Johnson, owner and Managing Director of Visiting Angels Living Assistance Services; and Dr. Joy R. Bostic, an associate professor in the Department of Religious Studies at Case Western Reserve University. OPS staff broadcasted the conversation from the Louis Stokes Wing, Learning Commons, to an audience of 156 online attendees.

DIVERSITY & INCLUSION

The December Publication of the DEI Three Things to Know ended with three words to consider for the 2022 Cultural Competency Journey: *Inclusion, Belonging,* and *Psychological Safety*. As human beings, social connection is one of our most basic needs. Rather we admit it openly or not, a sense of belonging to a group is something we all need — at home, at work, and in our greater community. When that need isn't met, it can cause us to feel pain — physically and psychologically — the same way it would if other basic needs (like water, food, and shelter) were being deprived. Even more so, we strive for the subtle differences that make up who we are to be accepted in those
environments in which we seek to belong. However, our fears, as
humans of being judged, ridiculed, rejected, and shamed, creep
in, and we don't feel safe when our needs are not being met.
Belonging, like our necessities, can help create a more
meaningful life when we have them. It makes us feel alive, like
we are part of something bigger than ourselves. A feeling that
we can conquer the world. With this we challenged staff and our
partners to focus on the meaning, the impact and strength of
these words for the start of 2022.

EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION

EXTERNAL RELATIONS & ADVOCACY UPDATES:

- **Goal:** Increase Elected Officials and Key External
  Stakeholders’ Awareness and Understanding of CPL’s
  Community Impact

  - **Elected Official Engagement**
    - Facilities Master Plan (FMP) Branch Updates
      - Continued to apprise local legislators of
        FMP updates for the branches in their
        jurisdiction.

  - **External Stakeholder Engagement**
    - FMP Branch Updates
      - Continued to apprise community development
        corporations (CDC’s) of FMP updates for the
        branches in their jurisdiction.

- **Additional External Relations & Advocacy Efforts**
  - Coordinated with colleagues the Newburgh Heights Grab
    & Go Lockers ribbon cutting event
  - Mayor-Elect Justin Bibb visited the Library to discuss
    his vision for the City of Cleveland and ways the
    Library can partner
  - Attended the ribbon cutting ceremony celebrating the
    opening of AT&T’s Cleveland Connected Learning Center
    at Esperanza with remarks given by Mayor-Elect Justin
    Bibb
CPL DEVELOPMENT UPDATES:

- **Goal:** Align fundraising to support CPL’s new strategic plan and facilities master plan (FMP)
  - Fundraising
    - **Inspire through the discovery of arts & culture**
      - Submitted application to build an artbox in Cleveland’s Asiatown neighborhood to the Cole Fund of The Cleveland Foundation

- **Additional CPL Development Efforts**
  - Held monthly FMP Neighborhood Branch Public Art Committee meeting

CPL FOUNDATION UPDATES:

- **Goal:** Reach Financial Targets
  - Continued to advance the Foundation’s 2021 financial targets
    - Implemented Giving Tuesday campaign, exceeding campaign goal
    - Reached and surpassed End of Year Appeal goals

- **Additional CPL Foundation Efforts**
  - Continued to advance the Foundation’s 2021 major initiatives
    - Finalized CPL Foundation Strategic Business Plan
  - CPL Foundation Board
    - Held quarterly Board meeting
    - Held monthly Executive Committee meeting
    - Held CPL Board of Trustees and CPL Foundation Board holiday stewardship event at the Rock & Roll Hall of Fame

ADDITIONAL DEPARTMENT EFFORTS:

- Staff attended conferences/virtual conferences/webinars including:
  - Blackbaud Webinar - Automating Acknowledgements
  - Raiser's Edge NXT: So You Survived Giving Tuesday
Director of Collection and Technical Services Sandy Jelar Elwell met with Collection and Acquisitions Manager Corrine Alldridge to discuss the 2022 materials budget for branches and end of the year projects. Ms. Jelar Elwell attended meetings regarding the Emergency Connectivity Fund (ECF), a Collections meeting led by Chief of Special Projects and Collections John Skrtic and Chief of Public Services Ms. Harriette Parks, and a meeting of the Women’s Employee Resource Group (ERG).


**Acquisitions:** The Acquisitions Department ordered 758 titles and 48,426 items (including periodical subscriptions and serial standing orders); received 31,455 items, 1,105 periodicals, and 174 serials; added 263 periodical items, 103 serial items, 180 paperbacks, and 324 comics; and processed 1,427 invoices and 1 gift item.

Acquisitions staff processed all remaining orders for 2021 selections. Acquisitions Librarian Leslie Pultorak and Technical Services Librarian Lisa Kowalczyk completed the annual end of the year clean-up projects for open and partial orders. EDI order and invoice reports were suspended for the remainder of the year and will be reinstated once ordering for the 2022 fiscal year begins.

Technical Services Associate Nathaniel Infante was selected for the Financial Services Generalist position in the Accounting Department and his last working day in the Acquisitions Department was December 15. Mr. Infante had worked in the Acquisitions Department since September 2005. Technical Services Librarian Tonya Jenkins began a leave of absence on December 20. Director of Collection and Technical Services Sandy Jelar Elwell met with the Librarians in the department to discuss the redistribution of work during Ms. Jenkin’s absence.

**Catalog:** Librarians cataloged 2,931 titles and added 3,265 items for Cleveland Public Library. Librarians also added 1,575 titles, completed 95 transfers, and edited 148 records for
CLEVNET member libraries. Clerical staff cataloged 352 new titles and added 1,710 items for the Cleveland Public Library and added 1,415 records for the CLEVNET libraries.

Catalog Manager Andrea Johnson noticed an issue caused by a CLEVNET library’s acquisitions process which prevented holds from being filled in some cases. Ms. Johnson helped the library request a report to identify the problems and correct them. The report included some titles with unrelated call number subfield z errors which Technical Services Librarian Michael Gabe and Ms. Johnson corrected. After consulting with Stow-Munroe Falls Public Library about a problem he identified in November, Mr. Gabe began to update or remove brief records containing numbers before several access points. To date, this project consists of 443 overlays and 34 merges.

As part of the Embedded Catalog Librarian project, Technical Services Librarian Erin Valentine created collection-level records for The Cleveland Arcade Company documents of John Eisenmann, the Philip M. Cohen papers, miscellaneous chess publications, and the Italian-language chess variations featured at Associazione italiana scacchi eterodossi (A.I.S.E.) tournaments. Ms. Valentine also cataloged the chess variant Super Chess and an original pen and ink drawing by Ohio cartoonist Harry Keys, as well as submitting a name authority record for Mr. Keys.

Technical Services Librarian Barbara Satow attended the Ohio Library Council (OLC) Leadership conference on December 3. This was Ms. Satow’s last meeting as the OLC Technical Services Action Council secretary, although she will continue to serve on the committee through their retreat in April 2022.

Collection Management: Collection Management selected 797 titles and 2,009 copies in December and spent slightly over $32,000 on physical materials and almost $17,000 on eMedia.

Collection and Acquisitions Manager Corrine Alldridge and Collection Management Librarian Laura Mommers met with West Park Manager and Regional Director Michael Dalby and Dyad Public Services Manager Maria Estrella to discuss the opening day collections for West Park and Woodland, respectively.

High Demand: The High Demand Department ordered 467 titles and 2,071 items; received and added 4,465 items; processed 399 invoices; and added 532 records for the CLEVNET libraries.
High Demand Librarian Dale Dickerson and Technical Services Senior Clerk Mya Warner performed the add item and printed labels for 308 hotspots.

**Materials Processing:** The Materials Processing Technicians processed 16,182 items for the month.

**Shelf/Shipping:** The staff of the Lake Shore Shelf/Shipping Department sent 52 items to the Main Library for requests and 73 items to fill holds. Main Library received 177 telescopes, the Branches received 116 telescopes, CLEVNET received 36 telescopes, and both CSU and CWRU received 1 telescope each. A total of 331 telescopes were shipped out. The Technicians sent out 1,126 items of foreign material and in total 1,123 new items were sent to the Acquisitions and High Demand Departments.

Receiving and Distribution Supervisor and Materials Handling Supervisor James Clardy participated in open interviews for Page positions along with the rest of the members of the Page committee on December 14 and 16.

**MARKETING & COMMUNICATIONS**

**EXECUTIVE SUMMARY**

In December, Cleveland Public Library got into the holiday spirit with a special visit from Tiffany D. Jackson, author of children’s picture book *Santa in the City*, at Main Library. We were very proud to be announced as a Five Star Library again! We also unveiled a brand new book locker at Newburgh Heights City Hall. With holiday gatherings approaching, we saw a huge uptick in patrons stopping by our drive-up window for at-home covid-19 test kits. On social media – we began helping parents prepare their little ones for kindergarten with a Young Scholars Academy video series. At the end of the month, with covid cases on the rise, and out of an abundance of care, we chose to move to curbside until further notice.

Our marketing efforts included media releases, social media and digital (cpl.org, Off the Shelf, community calendars), and printed materials.

**Library Programs & Services**

**Objective:** Remain relevant by promoting programs and services to help Greater Clevelanders thrive.
FIVE STAR LIBRARY RATING: Based on stats from 2019, Cleveland Public Library earned a 5-star rating for another year in a row. Physical circulation, circulation of electronic materials, library visits, program attendance, public computer use and Wi-Fi sessions are all taken into account in the rating process.

MEDIA COVERAGE:

BRIGHT LIGHTS, READING NIGHTS: Author Tiffany D. Jackson joined us for a very well attended, special outdoor reading of her new picture book *Santa in the City*. Prior to the reading, patrons enjoyed music from a live DJ, festive balloon twisting creations, popcorn, cocoa, and were able to visit Santa in the RTA trolley parked at the entrance to the Reading Garden. At the conclusion, families received signed copies of the book. CPL staff Robin Wood and Erica Marks appeared on WKYC to promote the program and other winter happenings at the Library.

MEDIA COVERAGE:

MAYORAL TRANSITION TEAM: Director Thomas was announced as a member of the operations task force for Mayor Bibb’s transition team. Bibb also made mention of the Library during the unveiling of the new AT&T learning center at Esperanza in the Clark-Fulton neighborhood. He noted the digital divide and how libraries – the Cleveland Public Library E. 131 branch in particular – helped provide tech and access that was a “lifeline”.
NEWBURGH HEIGHTS BOOK LOCKER RIBBON CUTTING: The Library unveiled a brand new book locker at Newburgh Heights City Hall with a ribbon cutting.

MEDIA COVERAGE:

FACILITIES MASTER PLAN: The Library is excited to be moving into the 1-B phase of the FMP project. Plans for the Eastman groundbreaking, set to take place February 5 are in the works.

COVID-19 RESOURCES: With holidays approaching, many community members turned to the Library for test kits to ensure that they could safely gather with family.

MEDIA COVERAGE:

NEXT 400 ROUNDTABLE: In partnership with WOIO 19 News and its “The Next 400” initiative, Cleveland Public Library hosted a Facebook Live on Fighting Poverty in Northeast Ohio. Mentions of the new Hough Branch made news in stories about the relocation of the Dunham Tavern Museum in Midtown neighborhood.

PUBLIC RELATIONS OVERVIEW
Cleveland Public Library garnered 2,336 mentions for the month of November reaching more than 1 billion people in national and local TV news, radio, and online and print.
SOCIAL MEDIA SUMMARY

Broadcasts: Marketing continues to explore streaming opportunities, conversations, and content that promote learning and timely topics. Popular examples include:

- **The Next 400 Digital Round Table**: The Library hosted a discussion with WOIO 19 about fighting poverty in Northeast Ohio
- **Book Drops (recommended reading by CPL) themes**: Best reads of 2021

CONTENT PRODUCTION: Highlights included photography of Bright Lights, Reading Nights, production on how-to video for book lockers, and a Young Scholars Academy video series on kindergarten readiness. Production planning for MLK 2022 Ceremony also began. Commercials for the Library started running on Fox 8 and WKYC.

Most Popular Posts by Platform:
PROPERTY MANAGEMENT

Carpenters/Painters

- E.131- replaced damage ceiling tiles throughout the branch. Painted staff restrooms and pillars.
- Eastman- removed all plexiglass, computer tables and closed book drop.
- LSW- painted 10th floor office for new Chief Innovation and Technology officer.
Maintenance Mechanics

- Continued ionizer installation project for Main building air handlers.
- Ran power and data for Mt. Pleasant’s remote legal aid space.
- Worked on Tech Central archway lighting/ballasts, bulbs.
- Checked glycol levels on Brett Hall chiller closed loop, AHU #25 and data center dry coolers.
- Completed AHU #4 blower bearing replacement in LSW.
- Replaced freeze stat and evaporator fan contactor on Lorain branch RTU.
- Continued support for the US Ignite air sensor collaboration project. Branch/sensor locations still experiencing network connectivity issues. Actively working with CLEVNET and Digital C on a solution.
- Installed Christmas lights in Eastman Reading Garden.
- Boiler/heating equipment preventative maintenance.
- Continued LSW return fan motor/VFD replacement project.
- LSW/Main lighting work orders - ballast replacement and re-lamping.
- 24/7 response to building emergencies and critical work orders.
- Continuing work on the balance of the security camera project (IPS/Harrington Electric).

FMP Update:
The overall FMP program continues to move forward, while being impacted by cost escalation, material delays, and supply chain disruption.

Group 1A

- Jefferson: Construction ongoing; interior framing complete. Furniture is being ordered and shelving proposals are under review. Budget increase to resolve unforeseen condition with existing duct bank pending Board approval.
- Woodland: Construction ongoing; building foundation complete and in-ground plumbing/electrical nearly complete.
• Central Distribution Facility: Construction ongoing; mechanical, electrical, & plumbing rough-ins continue. Finalizing order for Automatic Materials Handling system (Lyngsoe).
• Hough: Construction ongoing; steel framing complete and rough-ins have commenced. Furniture is being ordered and shelving proposals are under review.
• Walz: Design development is complete; reconciling cost estimates to budget prior to commencing construction documents. Coordinating shared costs and permitting effort with Northwest Neighborhoods CDO (our development partner). Tentative Branch closure March 5 with early GMP for demolition of existing building by March Board.
• MLK: Developer has closed their financing for the Library Lofts and Parking Garage. Finalizing the shared-cost matrix and Amended Development Agreement. Construction start milestone to be determined; best case March 2022.

**Group 1B**

• Lorain: Construction has commenced; abatement nearly complete.
• Eastman: GMP has been approved. Groundbreaking Ceremony scheduled for Feb 5th.
• Rockport: Design development complete including partial re-design in response to cost escalation. Proceeding to construction documents with GMP anticipated by May Board.
• Brooklyn: Completing construction documents. An early GMP for roof replacement is planned for February Board due to long-lead for roofing materials. Full GMP anticipated by April Board.

**SAFETY & PROTECTIVE SERVICES**

Safety Services

• SPS ordered surgical masks for the LSW, Main, Rear dock, and Lake Shore security desks.
### Protective Services

#### Activity

<table>
<thead>
<tr>
<th>Month</th>
<th>Total Dispatch Activity</th>
<th>Total Alarms</th>
<th>Branch Incidents</th>
<th>Downtown Campus Incidents</th>
<th>Incident Reports Gen.</th>
<th>CPL access activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 2021</td>
<td>1731</td>
<td>28</td>
<td>69</td>
<td>32</td>
<td>121</td>
<td>47</td>
</tr>
<tr>
<td>Nov 2021</td>
<td>1900</td>
<td>36</td>
<td>32</td>
<td>19</td>
<td>126</td>
<td>46</td>
</tr>
<tr>
<td>Oct 2021</td>
<td>2438</td>
<td>19</td>
<td>83</td>
<td>27</td>
<td>239</td>
<td>59</td>
</tr>
<tr>
<td>Sept 2021</td>
<td>2199</td>
<td>24</td>
<td>27</td>
<td>34</td>
<td>197</td>
<td>28</td>
</tr>
<tr>
<td>Aug 2021</td>
<td>2339</td>
<td>38</td>
<td>69</td>
<td>15</td>
<td>188</td>
<td>28</td>
</tr>
<tr>
<td>July 2021</td>
<td>1999</td>
<td>38</td>
<td>30</td>
<td>18</td>
<td>86</td>
<td>30</td>
</tr>
<tr>
<td>June 2021</td>
<td>2088</td>
<td>24</td>
<td>63</td>
<td>27</td>
<td>125</td>
<td>26</td>
</tr>
<tr>
<td>May 2021</td>
<td>2374</td>
<td>36</td>
<td>25</td>
<td>22</td>
<td>155</td>
<td>32</td>
</tr>
<tr>
<td>April 2021</td>
<td>2145</td>
<td>61</td>
<td>37</td>
<td>26</td>
<td>95</td>
<td>36</td>
</tr>
<tr>
<td>March 2021</td>
<td>2326</td>
<td>54</td>
<td>12</td>
<td>5</td>
<td>119</td>
<td>28</td>
</tr>
<tr>
<td>Feb 2021</td>
<td>1575</td>
<td>34</td>
<td>1</td>
<td>15</td>
<td>51</td>
<td>16</td>
</tr>
<tr>
<td>Jan 2021</td>
<td>1819</td>
<td>39</td>
<td>8</td>
<td>2</td>
<td>24</td>
<td>34</td>
</tr>
<tr>
<td>Dec 2020</td>
<td>1846</td>
<td>9</td>
<td>12</td>
<td>4</td>
<td>21</td>
<td>8</td>
</tr>
</tbody>
</table>

#### Special Attention, Special Events, and Significant Incidents
- Video requests filled for Cleveland Police regarding a robbery at near Harvard Lee.
- Overtime filled to meet the three car minimum. Zero events worked.
- An information request was filled and completed for CPL Legal.

#### Protective and Fire Systems
- Fire extinguisher audits were completed at all locations in December by SPS officers.
- SPS is working with Capital Project team on the Brooklyn branch camera portion of their project.
- IPS corrected issues with the alarm keypad at Addison branch.

#### Contract Security
- Royce Security won the Contract Guard services bid as well as the Afterhours Armed Response contract.

#### Administration
- Rent Wear and Royce invoices were reviewed and approved.
- Weekly mask compliance reports have been paused until CPL reopens to the public.
On Wednesday, December 8 at 11 a.m. the CLEVNET Executive panel met via Microsoft Teams.

Lorena Hegedus, Director of Hubbard Library and Panel chair thanked Laura Leonard, Director at the Twinsburg Public Library, for her time served on the panel and welcomed Julian Bedel, Medina County District Library Director, as the new southern representative to the group.

John Skrtic, Chief of Collections and Special Projects, and CPL’s liaison to CLEVNET, provided an update on the creation of an independent IT (Information Technology) department for Cleveland Public Library. John Malcolm IV, was hired as the new Chief Innovation and Technology Officer for CPL. He has been hired to implement CPL’s new strategic roadmap and to develop partnerships to address digital equity in the community. He will be serving on CPL’s Executive team and will start on December 13th. Mr. Malcolm was previously the Chief Technology Officer at the Cleveland Institute of Music. Mr. Skrtic thanked Hilary Prisbylla, Director of CLEVNET, and Larry Finnegan, Director of IT for CLEVNET, for their help in conducting a technical interview of the CITO candidates. Mr. Skrtic believes that Mr. Malcolm will be a great partner for the CLEVNET libraries.

Mr. Skrtic also provided an update on Cleveland Public Library’s new compensation program. The CLEVNET Executive panel made recommendations to CPL’s Director Felton Thomas regarding compensation and paygrade appeals for CLEVNET-IT staff. Director Thomas and John Skrtic met with Lorena Hegedus, Panel chair, to discuss the finalized compensation plan. Director Thomas also requested to attend a CLEVNET executive panel meeting in the spring with John Malcolm once he had some time to acclimate to his new position. Notification of the changes to compensation for CLEVNET-IT staff will be handled by CPL’s Human Resources department.

Hilary Prisbylla provided an update on the open Library Systems and Applications position and noted that due to the recent paygrade appeals the position posting was on hold for the moment. We hope to have more information soon.

Hilary Prisbylla and Larry Finnegan provided some general updates on several ongoing CLEVNET projects. As part of the CLEVNET pricing model study, GFOA (Government Finance Officers Association) had recommended that CLEVNET-IT develop guidelines
outlining the products and services for which CLEVNET-IT would not provide support and would be handled the local library’s technology department. Ms. Prisbylla requested that the group review the document and provide feedback before the official version is approved and posted to the membership.

Larry Finnegan provided an update on the ongoing VOIP project including a list of libraries that would be ported to the new Easton line next Monday. He hopes to have this project finished by the beginning of next year and noted that they are happy with how the project is moving forward and that that we will be able to cancel our AT&T service in January.

Ms. Prisbylla and Mr. Finnegan outlined the projects that the group would be working on next year as part of the 2022 priorities and goals. Highlights from the list included the development of a centralized online registration system for e-cards and other applications. Ms. Prisbylla also noted that SirsiDynix is planning to move to a next generation discovery layer for the library catalog and that the library applications team will be working with on a pilot project with Sirsidynix during the first quarter of 2022. She also noted that they are planning to expand the Patron Point customer engagement system to provide better market segmentation and outreach for the member libraries. They are also looking at ways to provide better staff training for CLEVNET products as part of the new CLEVNET help desk portal site and that they would be working with the public relations committee on the 40th anniversary of CLEVNET next year.

Larry Finnegan noted that many of the projects from the prior year will continue to be ongoing in 2022. The Solutions team will continue to move servers from physical to virtual environments and the Network team is also looking at deploying networking products from other vendors outside of Cisco. The network team is also planning to upgrade all the wireless access points and controllers across CLEVNET.

Ms. Prisbylla provided an update on the OCLC agreement for bibliographic database services. Unfortunately, OCLC has updated their pricing model which used to be based on a per record cost. If work needed to be done for a non-CPL library, then those records could be downloaded and billed separately. OCLC has moved to a model in which unique records added from a library joining CLEVNET would result in an increase in the annual cost. Ms. Prisbylla, CPL Collection Services and tLegal team have been steadily working with them to insist that they define their
terms for price increases in a transparent manner. We will continue to update the group on OCLC pricing as we move forward.

Larry Finnegan gave an overview of the limited Cyber-liability insurance that is available to the CLEVNET libraries. The main goal of the insurance is to protect the unified patron database which contains over 1 million records. Ms. Prisbylla and Mr. Finnegan will meet with our insurance provider to provide an update to the policy that we originally discussed in 2016. At that time, our agents recommended that the libraries pursue their own coverage outside of CPL's limited liability coverage for the consortium.

At this point the regular executive panel meeting was closed and the organizational meeting for 2022 was started. The group discussed elections for the positions of Chair and Secretary for 2022. Nominations were made for Aurora Martinez from Morley Library and Jamie Mason from Rocky River Public Library to serve as chair. Molly Carver volunteered to serve as secretary for the upcoming year. The group thanked Lorena Hegedus for all of her hard work and dedication as panel chair over the last several years. Using an online poll, Aurora Martinez was elected to serve as Executive panel chair in 2022.

The group also discussed who would serve as liaisons for the various CLEVNET special interest groups in 2022. The panel decided to maintain the Circulation, Technical Services, and Technology SIGs in 2022 and formed the ad hoc Public Relations committee to work on the 40th anniversary celebration for CLEVNET.

The next quarterly CLEVNET directors meeting will be held January 28, 2022 at 10:00am via MS Teams.