

## **DIRECTOR'S REPORT**

April 18, 2023

### **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**

#### **PROGRAMS, SERVICES, AND EXHIBITS**

##### **Cleveland READS**

Staff across Main Library continue to promote Cleveland READS by creating book displays and inviting patrons to participate on a regular basis. In addition, Sr. Director of Public Services Robin Wood and Lending Department Manager Steve Wohl coordinated a Cleveland READS information and registration table for Main Library on Friday, March 17. In addition, Ms. Wood identified staff volunteers for the Ride & Read event at Tower City on April 12.

##### **Music at Main**

The Fine Arts Department hosted Baroque music group Les Delice on March 4. The group performed in Brett Hall to an audience of 91 patrons.

Special Collections staff hosted a Pop-Up Performance with Cleveland-based Nigerian artist CHIMI. Thirty-two patrons were in attendance.

### **Get Graphic! Graphic Novel Discussion**

Sr. Literature Department Librarian Nick Durda hosted a discussion of *Acting Class* by Nick Drnaso at the Get Graphic! Graphic Novel Book Club on March 2.

### **Chinese Language and Yoga Instruction**

International Department Sr. Subject Librarian Caroline Han, hosted a Chinese Language Learning and Yoga instruction program. Eleven patrons attended the event.

### **Genealogy Programs and Services**

The Center for Local & Global History hosted a Genealogy program on March 18.

### **Youth Services Programs**

The Youth Services Department staff members continued hosting Story Times and other program events during the month of March. On March 17, they hosted a St. Patrick's Day Pre-Parade Celebration Program. The program included crafts and activities, walk-around Dinosaur baby puppets, balloon twisting, free giveaways, and live Irish music! Nearly 170 patrons visited the department for the event.

### **Patron Services**

#### **Seed Library**

The Science and Technology Department opened the Seed Library on the first day of spring, March 20, 2023. Science and Technology Public Services Associate Karen Cerney has taken point on this and will work with the Seed Bank on maintaining the box this year.

#### **Covid Test Distribution**

Lending Department staff continued to distribute a limited supply of free BiNaxNow at-home COVID tests to patrons via the Drive-Up Window.

#### **Passport Services**

Lending Department staff continued to serve as Passport Acceptance Agents. Staff review and process new Passport applications, including providing Passport photograph services.

#### **LibChat On-Line Reference**

Main Library Public Service staff continue to respond and resolve patron inquiries via the online chat system, LibChat.

**Tax Forms**

Business Economic and Labor Librarian Susan Mullee coordinated the ordering and distribution of Federal and State of Ohio Tax forms as well as Federal Instruction Booklets for CPL Departments and all Branches.

**Tour Groups**

<b>Tour Groups</b>	<b># of Groups</b>	<b># of Participants</b>
General Tour Groups	4	33
Youth Services Tour Groups	4	236
<b>Total</b>	<b>8</b>	<b>239</b>

**Scheduled Public Tour Groups:**

Barberton Middle School (two groups)  
 Open Door Academy  
 Menlo Park Academy

\*One of the students from Menlo Park Academy was a second-place winner in the regional History Day event this year. He used the library's database for his project about railroads in Cleveland.

Fine Arts and Special Collections staff taught a Tri-C CLE Leadership seminar to six students from the college's Mandel Scholars program. The seminar was titled "Photography, Archives, & Authority: Edward S. Curtis's The North American Indian," and was praised for modeling and cultivating "intellectual virtues" espoused by the college.

**Unscheduled Tours:**

Two visitors from Dearborn, Michigan received a mini tour of the Main building.

Four visitors from Buffalo, NY received a mini tour of the Main Building.

<b>Photo Shoot Groups</b>	<b># of Participants</b>	<b>Donations Accepted</b>
10	86	\$500.00

**Books by Mail Programs**

**Words on Wheels:** The Shelf Department sent 14 packages including 16 items to Cleveland Public Library patrons through the Words on Wheels program as of March 15, 2023.

**Homebound:** In February 2023, Homebound Services sent 108 packages to 95 patrons. Year-to-date, Literature staff has sent out 318 packages to 283 patrons requests.

## OUTREACH

Center for Local and Global History Department Manager Olivia Hoge along with Librarian Terry Metter served as Region 3 History Day judges at the Western Reserve Historical Society on March 4. Mr. Metter judged senior exhibits and Ms. Hoge judged junior documentaries.

Lending and Circulation Manager Stephen Wohl and Lending Supervisor Karie Felder met representatives from Breakthrough Schools on March 15 to discuss the most efficient way to register the 3,000+ Breakthrough School students (Grades K-8) for Cleveland Public Library cards.

Lending Department Clerk Lamar Edmondson joined the CPL Drill Cart Team and marched in the 2023 St. Patrick's Day Parade in Downtown Cleveland.

Youth Services Department staff hosted Story Times at St. Augustine and CMSD. The programs and activities included "*Stay In and Paint! Afternoon Adventures*", and Saturday's "*Imagination Station*."

Fine Arts and Special Collections Staff assisted with planning music performance and art activities for the March 23 Senior Showcase events at West Park and MLK. In addition staff presented special collections materials to students visiting from the Menlo Park Academy on March 13.

Business, Economics and Labor (BEL) Senior Subject Librarian Sandra Witmer and General Research Collections Manager Sarah Dobransky gave an online presentation for Cleveland SCORE (Service Corps of Retired Executives) focusing on Cleveland Public Library's databases for small business research. The audience was a combination of SCORE mentors and the public who are interested in starting a small business. In addition, BEL Department Librarian Zachary Hay provided staff at the West Park Branch with a list of titles for their summer program on financial literacy, entrepreneurship, and starting a business for young adults.

The Science and Technology Department sent houseplant and propagation books to the Jefferson Branch for their Plant Swap program.

Library Assistant Todd Fagan currently assigned to the Main Library Literature Department visited Stockyard Elementary, speaking to 183 students in nine classes on February 22.

CLGH Manager Olivia Hoge and Literature Department Manager Don Boozer staffed an information table at the Cleveland Charge game at the Wolstein Center on February 25. The theme of the night was Superman, and the table featured artifacts from the Superman collection in Literature/Ohio Center for the Book as well as information about Cleveland READS. Attendees enjoyed talking about Superman, comics, and reading.

CPL Videographer Catherine Young recorded a *Book Drops* episode on March 16 with Mr. Boozer and Hough Branch Public Services Associate Mike Deneen on baseball history, nationally and in Cleveland, with a selection of nonfiction and fiction titles. The Sports Research Center was also featured. The episode was recorded to coincide with the Opening Day of the baseball season on March 30.

On March 15, the Ohio Center for the Book sent out its first quarterly newsletter via email featuring upcoming programs, Ohio literary events, seasonal Ohio author birthdays, and more. A reader responded by email to say: "Oh thank you, thank you!! I have been dreaming of a state-wide literary publication. This is marvelous. Your fan, Karen".

*Page Count*, The Ohio Center for the Book (OCFB) podcast hosted by OCFB Fellow Laura Maylene Walter, posted an episode featuring Prince Shakur on February 28 discussing his debut memoir. On March 14, an episode of poetry critiques was published Ms. Walter in conversation with *Mid-American Review* Editor-in-Chief Abigail Cloud and Poetry Editor Megan Borocki. *Page Count* is available at the Ohio Center for the Book website or wherever you subscribe to podcasts.

The International Department staff continue to promote newly arriving materials by forwarding eight emails to 1,521 patrons on the department's listserv database. In addition, International staff responded to six agency Long Loan requests and selected, boxed and shipped a total of 4,753 items: CH-MAIN (868); CH-UNHTS (620); HU-MAIN (1910); ME-MAIN (230); SH-MAIN (920) & WE-E (205).

International Languages Manager Milos Markovic welcomed 20 members of United Hungarian Societies of Cleveland to CPL Main on March 15. Visitors were honoring 200 years anniversary of the

birth of national poet, Sandor Petofi, with a formal wreath laying ceremony. Petofi's bust is permanently displayed on 3<sup>rd</sup> floor of Main Library.

### **COLLECTION MANAGEMENT**

CLGH Public Services Associate Kristin Galewood inventoried 700 photos in the Cleveland City Hall Collection large format photographs, Librarian Mark Tidrick inventoried 100 photos in the Cleveland City Hall Collection, and Library Assistant Adam Jaenke began documenting Main Library for the Neighborhood Photographic Survey. Sr. Map Collection Librarian Lisa Sanchez and Manager Olivia Hoge deaccessioned 1,118 superseded topographic maps of Canada to Natural Resources Canada and Photograph Collection Librarian Brian Meggitt organized roughly 2,000 photographs from the East Side Daily News acquisition, in preparation for processing.

Special Collections Staff began an assessment of the department's archival holdings.

Business, Economics, and Labor Librarian Susan Mullee created a Cleveland Public Transit Ephemera Collection with the assistance of Technical Services Librarian Michael Gabe.

Literature Department Staff weeded 410 items from the collection and added 524 items during the month of February. Weeding numbers were down due to the departure of Librarian Evone Jeffries. Her expertise in de-selection will be missed until a replacement for the vacancy can be found.

Shelf Manager Demba Diawara is monitoring the move of the library collection on the 7<sup>th</sup> floor, to make way for the conversion to a high-density mobile storage system.

Assistant Shelf Manager Bianca Jackson led a team of Pages for a shifting project in Special Collections. Shelf Department Pages have been shelving and shifting in Youth Services, Fine Arts, Science, and Social Sciences stack collection.

International Languages staff withdrew 348 items from the collection. A total of 74 items were moved to the Stack collection and 186 new items were received into the department from Tech Services. The department ordered 527 new items for a total expenditure of \$13,126 for the month.

## MAIN LIBRARY RESEARCH HIGHLIGHTS

- Lakeview Cemetery contacted the Center for Local and Global History (CLGH) with a question about a memorial to unidentified victims of the Collinwood School Fire at Lakeview Cemetery. CLGH Librarian Terry Metter used microfilm editions of the *Cleveland News, Press, Leader, and Plain Dealer* to provide numerous articles to the patron.
- CLGH Librarian Terry Metter assisted a patron to find a *Plain Dealer* article he appeared in as a child. The patron and a friend skipped school to attend the 1987 St. Patrick's Day Parade and were quoted in the paper. They provided fake names to the reporter to avoid detection by school officials and their parents.
- CLGH Public Service Associate Aimee LePelley assisted a patron in locating an image of her grandfather who was murdered in the 1940s from a *Plain Dealer* article. It was an unprocessed photo that is now added into the Portrait Collection.
- CLGH staff assisted a stand-up comedian and New York native locate information including photographs, newspaper articles, and family history on her mother, her family, and her neighborhood. The patron will be using the information during her stand-up routine.
- CLGH Photograph Librarian Brian Meggitt assisted a patron with finding and obtaining images of streetcars on their way to Garfield Park.
- CLGH Manager Olivia Hoge assisted a patron with finding Sheron Road in Rocky River. This road only existed for a short time from the mid-1950s until the construction of Interstate 90.
- CLGH Sr. Map Librarian Lisa Sanchez and Manager Oliva Hoge assisted a patron with information on a footbridge near Sloane Ave in Lakewood, which goes over the railroad tracks and between houses. The bridge is no longer in operation.
- Business, Economics, and Labor Department Librarian Susan Mullee researched typing and shorthand standards in the early 1930s for a patron, consulting *A Shorthand Exhibit and a*

*Summary Statement of a New Method of Writing*. Cleveland Public Library is the only library that owns this title.

- The Business, Economics, and Labor Department received a request for *The Pennsylvania news: Central Region of the Pennsylvania Railroad, Pittsburgh, Pa.* Cleveland Public Library is the only library that owns this title.
- Science and Technology Department Senior Librarian Jim Bettinger provided scans from *Maintenance of Aircraft Tubing Systems by Parker Appliance Company, (1943)* for a project from a Washington state-based aircraft manufacturer. Cleveland Public Library is one of only four libraries with this item.

### **STAFF DEVELOPMENT**

Ohio Center for the Book Fellow Laura Walter co-presented a webinar with Maryland Center coordinator Aditya Desai on creating and running a podcast on February 17.

Youth Services Department Librarian Cassandra Feliciano attended a *Warming Up to Summer* webinar presented by NEO-RLS and *Flirting VS Sexual Harassment* webinar presented by Cleveland Rape Crisis Center Director of Education and Outreach Arnetta Matthews, MA, LPCC, OCPA.

Youth Services Department Librarian Eric Hanshaw attended the *Best Foot Forward Conference* in Powell, Ohio in February. This conference was organized by the Ohio Afterschool Network.

Center for Local and Global History Public Service Associates Kristen Galewood and Aimee Lepelley attended the *RootsTec 2023* virtual conference on March 2 and 3.

Center for Local and Global History Sr. Maps Librarian Lisa Sanchez attended the *Women in GIS Luncheon* on March 10. In addition, Ms. Sanchez attended the ACRL 2023 Conference in Pittsburgh, PA March 15 - 18.

Special Collections staff attended *Terms of Art: Design, Description & Discovery in Cataloging*, a virtual symposium presented by the Hood Museum at Dartmouth College, with particular focus on the sessions "Reparative Archival Description at Rauner Library", "The Spectacle of Bodily Difference in Georgian England: A case study in describing



visual and textual representations of bodily differences in historic printed materials", "Case Study: Leveraging the Authority of Labels to Align Design with Diverse Audiences", and the "Case Study: Assessing the Application of a Locally-Developed Controlled Vocabulary".

Fine Arts Music Librarian Andy Kaplan virtually attended the 2023 Music Library Association/Theater Library Association conference March 2 - March 3.

Business, Economics, and Labor staff members Sandy Witmer, Zac Hay, and Susan Mullee participated in the webinar *Investing in the Digital Age: Resources for Patrons* by the U.S. Securities and Exchange Commission.

Business, Economics, and Labor Librarian Susan Mullee attended a Federal Depository Library Program webinar, *Prices and Wages by Decade: An Overview*. She also attended the Gale webinar, *Build Your Own Escape Room Using Gale*.

Business, Economics, and Labor Public Service Associate Alycia Woodman viewed the Niche Academy webinar *Level Up Your Book Display*.

Social Sciences Librarian Forrest Kilb attended the WebJunction webinar *Creating a Restorative Library Culture*.

Social Sciences Librarian Helena Travka attended the Sourcebooks webinar *Spring 2023 Adult Preview*, and the Booklist webinar *Spring Book Club Picks*.

Literature Department Public Services Associate Alison Guerin attended a NEO-RLS webinar, *Social Media Success is Possible! How to Transcend Tricky Algorithms and Handle Trolls*.

Sr. Literature Department Librarian Nick Durda and Public Services Associate Alison Guerin participated in a meeting of the CPL International Dublin Award Committee.

Shelf Department Assistant Manager Cynthia Coccaro attended a NEO-RLS webinar titled *Responding to Uncomfortable Situations in the Workplace*.

Public Service Associate Lisa Held attended the NEO-RLS webinar titled *Library Outreach* on 3/14/2023.

## **OTHER**

Center for Local and Global History Manager Olivia Hoge and Librarian Mark Tidrick toured Zygote Press with Literature and Ohio Center for the Book Manager Don Boozer and Senior Librarian Nick Durda. The meeting and tour had the intention of fostering collaboration between Zygote Press and CPL.

On March 13, Literature and Ohio Center for the Book Manager, Don Boozer recorded a WEWS Newschannel 5 Commercial on the importance of book clubs in relation to Cleveland READS: <https://www.news5cleveland.com/lifestyle/cleveland-public-library/cleveland-public-library-book-clubs>

Shelf Assistant Manager Bianca Jackson directed our Y.O.U. staff to sort and ship Cleveland READS prizes to departments and branches.

## **CLEVELAND DIGITAL PUBLIC LIBRARY**

### **Summary**

ClevDPL scanned, described, and uploaded; repaired books and flat paper; did ILL; and served patrons.

### **Programs & Exhibits**

Staff participated in professional groups and Main Library meetings. The department monitored environmental conditions in exhibits, updated exhibits on the touch wall in our space, and addressed physical issues in Main Library display cases.

### **Public Service Statistics**

ClevDPL had 84 in-person visitors during March. We had 14 two-hour scanning appointments. From March 1 to March 29, Google Analytics (GA) reports 9,104 sessions for 6453 users and 135,484 page-views. Search engines delivered 60% of our sessions. Searching in CONTENTdm accounted for 19% of our sessions. Referrals were 5% of our accesses. 3% of our sessions came through social media. 52% of our users accessed our site using desktop computers, and 48% accessed CONTENTdm through mobile devices (4% tablets and 44% mobile).

### **Outreach**

Community partners' work in March continued. The department collaborated with Playhouse Square staff for a volunteer donation/scanning project. Worked with Shaker Area Development Corporation to scan their community newsletter *Connection*. The

Cleveland Orchestra scrapbook scanning project continues. ClevDPL had numerous local artists scan their works.

### **Collection Development**

As of March 29, 1815 images were scanned, 2189 were post-processed and QA'd, and 162 images were uploaded, many of which were included in multi-image pdfs. The web archives continue to document 44 unique Cleveland and NE Ohio organizations. Scanning highlights include continuing scanning local newspapers, uploading urban planning documents, and scanning sheet music.

### **ILL**

Statistics from OCLC are one month behind and cover February. We had 69 requests from CPL users for materials from other libraries. Response time by other libraries, averaged an 11 day 19-hour turnaround on our patron's requests for books and materials. Partner libraries made 702 requests through OCLC to borrow from CPL and made 15 requests through ALA forms. CPL staff managed a response time for books of four days and eight hours. ClevDPL again had ILL requests from incarcerated persons and general researchers using ALA forms. Staff trained new hires to do ILL lookups this month.

### **Staff Development**

Two candidates were hired and are now being trained on digitization, interlibrary loan, and preservation tasks. Staff have continued training on the new off-system ILL data entry process. Staff are now using the new Google Analytics platform.

### **Preservation**

As of March 29, preservation received 64 items and returned 37 items. Six labels were prepared, and staff did 22 complex and 14 simple repairs on codex books. The department continued working on an inventory of artwork in the library system. Working with new arts director, staff continued planning reinstall of murals at Lorain and Eastman. Staff also enhanced navigation for private art collection in CONTENTdm.

### **Planning Activities**

The department continues to plan for art moves and storage of art. Staff are delivered programming this winter, and are training new staff and planning for more programming in the fall.

## **OHIO LIBRARY FOR THE BLIND AND PRINT DISABLED**

### **Activities**

For March 2023, circulation statistics were not ready in time to submit when this report was due.

Requisitions were entered into Munis to purchase equipment and software to be used with the OLBDP recording booth. Once installed and set up is completed, OLBDP will continue to train with National Library Service (NLS) studio staff on the production of audio reading materials that meet quality assurance standards. Ideally, the summer edition of the patron newsletter could be the first OLBDP studio production.

OLBDP is working on plans for a pilot project in collaboration with Jackie Conner, retired Director of the NLS Multi-State Centers East, to expand outreach and promotion of OLBDP services in the greater Cincinnati area. Ms. Conner would like to partner OLBDP with Clovernook Center for the Blind and Visually Impaired in a cooperative campaign to introduce potential new readers to OLBDP services.

OLBDP staff participated in remote programming and provided information and talks about the service during the Cuyahoga County Public Library North Olmsted Branch staff training on March 8; Westlake High School Wellness program on March 21; CPL Senior Showcase at MLK on March 23; and the Foundation Fighting Blindness tour of OLBDP on March 25.

The OLBDP adult book club met remotely on March 9 to discuss *The Nightingale* by Kristin Hannah.

### **Staff Development**

The OLBDP Coordinator participated in KLAS Administrator training. This comprehensive four session training hosted by KLAS provided a task and module oriented tour on their automated integrated library system.

Non-Bargaining Union staff and Page evaluations were prepared and administered.

## **PUBLIC ADMINISTRATION LIBRARY**

### **Programs/Exhibits**

Popular continues to share items for display outside of PAL. PAL celebrated Women's History Month with a display of our books in the City Hall Lobby.

## **Collections**

PAL transferred 7 titles and withdrew 1 title. The department is waiting to transfer the *Ohio Monthly Record* packed telescopes.

PAL received the title *We are Buckeye: Buckeye Neighborhood Plan* from Burten, Bell, Carr Development, Inc. PAL ordered the title *MetroHealth 185 Years of Hope, Health, and Humanity* 0009955281754, in the Acknowledgements section, appreciation was given to Cleveland Public Library's Science & Technology, Social Science and Public Administration Library.

The following titles were emailed to the Digital Library and have been added to the Digital Gallery:

- *Do You Know What Has Been Done for You Under the Manager Plan / Progressive Government Committee.* 0009947694924
- *Progress Toward Metropolitan Government in Cleveland.* 0000167603869, borrowed from Social Science Department due to better pages and margins, was scanned with approval.
- *Re-Use of Excess Retail Sites for Low-Density Housing: An Economic & Design Feasibility Analysis,* HD 7304.C6 R487 1989. 0009947684297
- *[Records Associated with Cleveland Neighborhood Revitalization and Urban Renewal Projects].* HT177.C6 R33 1989. 0009945431626
- *Village Green Concept for West 159-West Park-Tuttle Avenue.* NA9127.C6 V55 1979. 0009947526837

Other titles sent for review include:

- *Architectural Control / Prepared by Allen Fonoroff.* Cleveland (Ohio). City Planning Commission. 726.09 C59A6. 0009132322505  
*Cleveland Landmarks Commission Ohio City, Franklin Circle Historic District Preservation,* F499.C66 A235 1974, 0009947541141, and  
*Planning Report / Prepared by Little Italy Development Corporation.* HT168.C54 L554 1969X. 0009120610135

Cleveland Landmarks binders years 2013 and 2015 going forward are being prepared for scanning by Cleveland Landmarks.

With Catalog's assistance, links have been added and removed from several of PAL titles.

### **Reference Questions Unique to PAL**

- Staff provided patron with information on George Kessler, Science Department assisted with scanning from title: Culbertson, Kurt, *George Edward Kessler: Landscape Architect of the American Renaissance*. In *Midwestern Landscape Architecture*, ed. William H. Tishler. Urbana and Chicago: University of Illinois Press, 2000.
- Staff provided patron with scholarship information.
- Staff provided information for ordinance 345.04 for years 1994 and 1976.
- Staff provided information on Charter section 167 Public Improvements. The section is mentioned in Ordinance 298-2023 of City Record March 10, 2023 and has been referred.
- Staff assisted a patron with the appeal process for a City of Cleveland Housing violation notice.
- Staff provided patrons with ordinances addressing placement of mobile homes on residential property, as well as mobile home park ordinances.
- Staff provided patron with information about Issue 24 and the resulting changes to Cleveland City Charter.
- Staff provided patron with link to Hopkins Plat Book, City of Cleveland 1932, from Digital Gallery to assist with her research of historical Short Vincent.
- Staff provided patron with a copy of the 1929 Zoning Proposal for City of Cleveland, which was found in PAL Subject File.

### **Outreach**

PAL held a Lunchtime Knitting Circle March 8. Dates were scheduled for review on the calendar for approval for September 13, October 11, November 8 and December 13.

With the assistance of the Cleveland Foundation and the Gift shop, Cleveland Public Library will provide a raffle prize for Senior Day.

Senior Day handouts from the Department of Aging and Lead Dust Wipe Inspection handouts from Building and Housing were sent to Marketing for distribution.

### **Staff**

Dave Furies participated in an Overdrive Marketplace webinar.

### **Issues/Concerns**

Changing of the lights and cleaning of the ceiling is underway. The room grows brighter as the work progresses. The cleaning was finished on March 16, extra light bulbs have been left behind in the space above should there be a need to change the light fixture in the future. If the ceiling requires cleaning in the future, we were informed to contact Tom Nagel for assistance.

### **ARCHIVES**

#### **Research**

In response to two research requests on the Library's former Broadway Branch building, material on the building was gathered and digitized. The Broadway Branch building, which opened to the public in 1906 and closed in 1987, is located at the intersection of Broadway Avenue and East 55<sup>th</sup> Street in the Slavic Village neighborhood. Designed by Cleveland architect Charles Morris (1869-1930), it is one of the Library's 15 branches built with funds from industrialist and philanthropist Andrew Carnegie (1835-1919). Twenty-three architectural drawings and 27 photographs were scanned; a collection of material about the branch already available on the Digital Gallery was created.

#### **Physical Space**

Due to competing department needs, minimal progress has been made on the Archives' year-long project of providing proper housing for the archival material that has been stored haphazardly atop the archival boxes lining the shelves of the room.

#### **Internship in the Archives**

Archives intern Naomi Langer, a graduate student at Simmons University's School of Library and Information Science, has nearly completed her review of a collection of approximately nine linear feet of archival material from the Cleveland Chapter of the Links, Incorporated, a volunteer service organization of women of African descent. Ms. Langer is developing a simple yet well-planned series list that will inform the intellectual arrangement of the collection, providing guidance to future researchers. The excellent notes she has been taking during her

review will form the foundation for a thorough finding aid, which she will create next month.

### **Special Events**

Last year, the Archives was contacted by a group of women who graduated from Villa Angela Academy in the late 1960s and early 1970s, who were conducting research on their alma mater in preparation for a new history center devoted to the school that they were creating. In May 2022, seven Villa Angela alumnae visited several departments at the Library - including the Center for Local and Global History, Cleveland Digital Public Library, Map Collection, Photograph Collection, Social Sciences, and Special Collections - to view resources staff had pulled on the school, a Catholic girls' school that opened in 1878 and was located on what is today the Library's Lake Shore Facility campus until it merged with St. Joseph High School in 1989. On Saturday, February 18, 2023, the grand opening of the Villa Angela Heritage Center was held, and Archivist Melissa Carr was one of over 200 attendees. On permanent display are photographs, yearbooks, school uniforms, and more - including material from the collections of the Cleveland Public Library - that tell the vibrant history of the school and its students and faculty.

### **ARTS AND CULTURE**

Director of Arts and Culture Tiffany Graham Charkosky joined CPL on February 13, 2023. She has met with internal departments (Strategy Office, Marketing, Finance, Archives, Special Projects, External Relations and Development, Ohio Center for the Book, Fine Arts & Special Collections, and Capital Projects) to align the future work of this department with CPL's broader goals and existing programs.

Ms. Graham Charkosky has visited the following branches: Memorial Nottingham, Collinwood, Carnegie West, South, Mount Pleasant, Rice, Martin Luther King, Jr., Jefferson, Fleet, Glenville, Rockport, South Brooklyn, Fulton, Hough, Addison, and East 131, Garden Valley, and Langston Hughes. At each branch, she has met with Managers and available staff to learn about current arts and cultural offerings and aspirations.

Towards a goal of building stronger partnerships between CPL and local arts organizations, Ms. Graham Charkosky has met with leadership from the following organizations: FRONT International, LAND studio, MOCA Cleveland, the City of Cleveland, Destination Cleveland, Literary Cleveland, and MetroHealth.



In February, Ms. Graham Charkosky was interviewed, along with Chief of Collections and Special Projects John Skrtic, by Michael Gill for the summer 2023 issue of CAN Journal.

Ms. Graham Charkosky has been working with the staff from LAND studio to coordinate the 2023 See Also installation by Rebecca Louise Law, which will open in Brett Hall in June and remain on display for one year. She has met with Director of Marketing Kelly Woodard and Director of Digital Content Michael Young to plan for communications and promotions leading up to the event. CPL Videographer Catherine Young recorded a volunteer workshop held at the Riverview Community Center with Artist Rebecca Louise Law in March and will continue collecting footage to create a short video documenting the project installation. Ms. Graham Charkosky is working with FRONT International, LAND studio, and Managers Marina Marquez and Marcie Goodman to ensure that artwork designed by students who participate in the Volunteens program at the East 131<sup>st</sup> Branch is completed and installed at the Hough Branch.

Ms. Graham Charkosky has collaborated with Chief of External Relations and Development Shenise Johnson Thomas and Director of Development Tracy Martin on a proposal to the Art for Justice Fund that would result in a series of artist commissions that elevate the systemic challenges of mass incarceration. She has also met regularly with staff from the Capital Projects department to ensure alignment between the Facilities Master Plan and visual arts opportunities at each branch. This work will be ongoing.

### **BRANCH NARRATIVES**

**D1 Eastman** - (Closed for FMP) - Librarian Feliciano and members of the Harvest for Hunger Committee attended a kickoff at the Greater Cleveland Food Bank. MS. Feliciano held two Story Times at Wilbur Wright Elementary for three Pre-K classes, and hosted a table at the Fan Expo to promote Cleveland READS.

**D1 Rockport** - Librarian Proctor promoted Cleveland READS to three classrooms at Artemus Ward. Library assistant Petrucz presented STEM programs on rockets, figures, and cars and facilitated chess games with the kids. Ms. Proctor solidified a partnership with Great Lakes Science Center for an eight-week STEM program, which led to an Ice Cream Science program.

**D1 Best Buy Teen Tech Center** - We hosted two opens houses, featuring LEGO challenges and a pottery day. Manager Pappenhagen

attended two outreach sessions with New Tech West and Riverside. Career Pathways concluded its technical skills training for the second cycle with Cyber Seniors, and the youth started volunteer sessions with seniors. Engineer for the Week began in partnership with Meta for the upcoming spring season.

**D1 Walz** (Closed for FMP) - Clerk Frye facilitated the Walz Book and Movie Club and discussed the Memoirs of a Geisha.

**D1 West Park** - The Senior Showcase connected seniors with many neighborhood and citywide resources while providing lunch, chair yoga, and live music. Librarian McCuan attended an afterschool program at Riverside Park, providing crafts and signing children up for Cleveland READS. We held Women's History Monday trivia and STEM programs and free take-home Story Time kits. Manager Lykins began an outreach book club at Franciscan Village and attended NEO-RLS Leadership Academy.

**D2 Brooklyn** (Closed for FMP)

**D2 Carnegie West** - Young Scholars Academy and FamilySpace drew several participants per session. Poem for Cleveland workshop with Ray McNiece attracted 14 poets. Kentucky Gardens, a massive community garden in Ohio City, held a meeting for over 40 future gardeners. Librarian Zaluckyj held STEM workshops for six classes from Urban Community School.

**D2 Fulton** - We hosted the Family Bombazo event in collaboration with MyCom, MetroWest, the Hispanic Police Officer Association and the Cleveland Puerto Rican Parade and Festival, and had 75 attendees. We hosted the Cleveland Film Festival for attendees to screen film trailers from this year's upcoming festival. Manager Barrett and Library Assistant Sommer assisted at West Park for the Senior Showcase.

**D2 Jefferson** - W. Dennis Keating presented a talk on his book, Cleveland and the Civil War. We hosted a Legal Aid Society clinic. Public Services Generalist Lee led an acrylic painting session. Public Services Generalist Horton facilitated a plant swap. Manager Capuozzo's book club discussed *Lost & Found* by Kathryn Schulz. Librarian Grasso contributed an article to Northeast Ohio Parent Magazine's Reading Room. Ms. Grasso and Library Assistant Story provided outreach Story Times for eight classes.

**D2 South Brooklyn** - A weekly Ballet Basics series by North Pointe Ballet was full with 15 students. Our first Mini-Con,

with activities including a t-shirt press, costume design, and slime making, had over 100 attendees. We hosted a Sparkles of Joy Story Time for the Greenawalt family. Manager Tancak was promoted to East Regional Director.

**D2 South** - The branch celebrated Read Across America Day with a Dr. Seuss-themed Story Time and craft at Buhrer Elementary, with over 50 students. Library Assistant Lefkowitz and Public Services Generalist Maldonado shared books and the Cleveland READS challenge with 20 families. Several classes visited from CMSD and Horizon Learning Center. We hosted a Junk Journaling program for all ages.

**D3 Garden Valley** - Our youth team conducted Story Times at I Learn N Play Enrichment Center, Rainbow Terrace, King Kennedy, and Anton Grdina Elementary. Librarian Csia facilitated the Play with a Robot program and the Garage Band program. Library Assistant Burks conducted a Valentine's Day gift program and the Rhythm for your Body program. We hosted a virtual Read-a-Thon promoting the Cleveland READS initiative.

**D3 Hough** - The Midtown Community meeting was held at Hough, where Manager Williams shared library programming. The Disabilities ERG hosted beginner's yoga by the Mat Project. Families were treated to a Story Time about kindness and caring before meeting Jungle Terry and his exotic animal friends. The Famicos Foundation, Council Woman Stephanie Howse, and Neighbor Works partnered with us to host Coffee with Cops, for the community to engage in conversation about safety concerns.

**D3 Martin L. King, Jr.** - We hosted the Who am I? Women's History Month Trivia Edition program. OSU Seed Master Gardeners presented tips and tricks. Library Assistant Eubanks presented a Story Time with Sweet Kiddles. The branch hosted a Senior Showcase for the east region, with resources from multiple vendors, water coloring by our Fine Arts Department, and line dancing by Clerk Coleman and Mr. Eubanks. Manager Hunter restarted the monthly book club with Fenway Manor.

**D3 Sterling** - Public Services Assistant Gee held a St. Patrick's Day youth program. Public Services Assistant Turner led Friday Game Day programs. Center for Arts Inspired Learning held the Kulture Kids program on Pattin' Juba dance basics. Youth attended Express Yourself art therapy sessions. Manager Rudzinski attended the Central Promise Neighborhood Advisory Council and Marion-Sterling Partnership meetings, and First Year Cleveland about the Bold Beginning Initiative.

**D3 Woodland** (Closed for FMP) - Manager Estrella attended the Association for Library Service to Children (ALSC)'s Board meeting, the Central Promise Neighborhood Advisory Council and the Center for Community Solutions meetings; and was featured in an ALSC Blog. Librarian Smith performed Story Times at All Around Day Care and King Kennedy Day Care. Clerk Muhammad completed the Administrative Assistant Fundamentals course. Assistant Manager Smith attended the Central Collaborative Community meeting.

**D4 East 131<sup>st</sup> Street** - Librarian Minter provided craft kits for Dr. Seuss' birthday. The branch held multiple Express Yourself art workshops and a Tie Dye workshop. Ms. Minter hosted a program to decorate frames in Mardi Gras beads. We held two rounds of Gator Golf to welcome spring.

**D4 Fleet** - Patrons spun the prize wheel for Cleveland READS. Manager Peters met with CPL's new Director of Arts and Culture, Tiffany Graham Charkosky, to discuss programming. The EITC Coalition Tax Preparation program served over 200 patrons. Public Services Generalist Spivey presented a Photo Day program, where over 50 patrons received free self and family portraits.

**D4 Harvard-Lee** - Library Assistant Moore tabled at JFK High School's Stop the Violence event, conducted a MakerLab, and registered classes at Jamison School for Cleveland READS. We were recognized as the top branch for minutes logged. For the internal steering committee, Manager Schmidt met with the Jewish Volunteer Network to pilot a volunteer partnership. Staff distributed 10 spring Take n' Makes. Representatives from Stop Cancer in its Tracks and Cleveland Water Champions discussed resources with patrons.

**D4 Mt. Pleasant** - Public Services Assistant Margo hosted a DIY Cereal Box program for youth to design and market a cereal box. Library Assistant Kolonick celebrated St. Patrick's Day with youth by making Leprechaun traps and reading *How to Trap a Leprechaun* by Sue Fliess. Cleveland READS Ambassador Mensa Bey hosted weekly poetry sessions for youth, inspired by their favorite hip-hop artists.

**D4 Rice** - In preparation for the Second Annual Youth Art Gallery, 17 youth painted canvases and completed a mobile pottery program. On Read Across America Day, we hosted Director Felton Thomas Jr for a Story Time with a pre-K class from Harvey Rice School. We used the bubble machine, and every child spun

the Cleveland READS prize wheel. We hosted our third Family Literacy Night.

**D4 Union** - Librarian Steward and Library Assistant Johnson conducted visits and Story Times with daycares, Pre-K, and Kindergarten students at Miles Park, Miles, Woodland Hills E-Prep, Nathan Hale, and Step Forward. We held our March Madness Literacy Program, a reading challenge for school-aged children in conjunction with Cleveland READS. The Cleveland Kids Book Bank donated \$500 and 10 Amazon tablets. For Read Across America Day, channel 5 local news documented our program. Mrs. Steward led an art program for school-aged scholars to put their twist on a Dr. Seuss passage. E-Prep Woodland Hills 8<sup>th</sup> grade classes visited for a tour and signed up for Cleveland READS and library cards. Adult patrons learned from pastor Christopher Washburn about planning final arrangements before a loss.

**D5 Addison** - Librarian Malinoski presented Story Times at Daniel E. Morgan and Wade Park Elementary for four kindergartens classes, two 2<sup>nd</sup>-grade classes, and two 1<sup>st</sup>-grade classes, with themes of Black History and President's Day. Public Services Generalist Smith visited Eliza Bryant Village, to engage eight residents with games, music, and refreshments. Manager Means attended monthly meetings for Glenville Collaborative and MyCom Partners and tabled at E-Prep Cliffs Campus for Family Night.

**D5 Collinwood** - Weekly Story Times were conducted with Keys 4 Kids and East Clark's pre-school class, and Library Assistant Jefferson enrolled the students in Cleveland READS. We hosted For Spectrum Sake, an autism program with 12 participants, and Coffee with Cops.

**D5 Glenville** - Librarian Smith visited FDR Academy to register classes for Cleveland READS and check out materials. Manager Roth attended the FDR faculty meeting to discuss library programs and services. Ms. Smith conducted Wonder Wednesday programs, including seed starting and a Kusama-themed program. Every Thursday, educators visited from the Case Western Leonard Gelfand STEM Center for Think Like a Scientist, an after-school science fun program. Mr. Roth met with Glenville's redesign team; Bialosky architects met with staff to share designs. Representatives from Cleveland Clinic Lou Ruvo Center for Brain Health held a seminar for seniors.

**D5 Langston Hughes** - Librarian Busta-Peck presented Story Times at Wilson Elementary for two kindergarten and two 1st-grade classes. Mr. Busta-Peck worked with writer-in-residence Cynthia

Larsen at Mary M. Bethune Elementary. Library Assistant English delivered Story Times to Early Steam Academy. Programs offered were Painting the Late Winter Landscape, Mix it Up!, Papercraft Alphabet Basics, and Spring into Spring with Pop-Up Books. Artwork from Glenville artists will be on display through April. Manager Bradford shared on Fox 8 News why the medical facility at East 79<sup>th</sup> and Quincy bears Langston Hughes's name.

**D5 Memorial-Nottingham** - Manager Robinson attended the Collinwood School Fire commemorative program and the East 156th Street Club meeting. The WOW Women Wednesday program series hosted by Mrs. Robinson and Ms. Childress featured experts discussing sexual harassment, financial literacy, and sickle cell anemia. Public Services Generalist Fillinger attended the Waterloo Merchants meeting. Library Assistant Benton and Librarian Tully conducted outreach Story Times and updated children's records for Cleveland READS. Mr. Benton participated in Memorial Schools' African American Celebration, and promoted Cleveland READS and programming. Mr. Benton and Mr. Tully hosted Bored Games for the Bored, Mindfulness in Art, and a Spring Break movie matinee.

### **DIVERSITY, EQUITY AND INCLUSION**

Director of Diversity, Equity and Inclusion (DEI) Ashley Boyd has met with four of the six employee resource groups (Black ERG, Cultural Diversity, Rainbow Readers and Talk on it Tuesdays) since her start date of March 1, 2023, at Cleveland Public Library (CPL). The remaining two employee resource groups (ERGs) have meetings scheduled for this month (April 2023). Over the next three months (April - June), CPL's ERGs will participate in the Cleveland Asian Festival (May), the Freedom Fest, as a part of Cleveland's Juneteenth Celebration (June) and Pride in the CLE, in celebration of Pride Month (June). Boyd has met and continues to meet with Director of Outreach and Programming Erica Marks and her team to discuss programming throughout the year. Topics include (but are not limited to), DEI support, budget, location, demographics, event ideas, titles and subject matter.

In March, Boyd met with several CPL chief executives, including Chief Strategy Officer Tana Peckham. Together, Boyd and Peckham finalized the DEI component of CPL's Strategic Plan Narrative. Boyd and Peckham also worked together, exploring a third-party consultant's (Enlighten Solutions) work, as CPL looks to strengthen its efforts to support black women in the local

community. Most recently, Boyd and Peckham worked to structure communications in support of intellectual freedom, with respect to differences in opinions and threats of violence, related to drag story time events hosted in our neighboring communities. CPL's administration recognizes the impact that these current events may have on its employees, patrons and community partners, and wants to address such events accordingly.

As a direct report to Director Felton Thomas and a steward of positive workplace culture, Boyd participated in a recent investigation of alleged sexual harassment and bullying reported by an employee in CPL's Safety and Protective Services (SPS) department. This investigation was led by Chief Talent Officer Lynn Sargi of CPL's Human Resources department. Boyd is also working with Human Resources and a third-party vendor on developing a harassment prevention curriculum and training for all staff, to be implemented over the next several months. In addition to staff development and training, Boyd now serves on a planning committee created to facilitate staff engagement and appreciation. This year, the committee hopes to plan a day that incorporates staff recognition, DEI and staff development opportunities that are inspiring and engaging, with an introduction to a non-violence approach to conflict resolution, and staff incentives for participation. During the month of March, Boyd also began her quest to visit all CPL branches to get acquainted with CPL employees and patrons. She will continue her efforts through the month of April, as she visits any remaining CPL branches currently open to the public.

## **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
      - Met with newly elected Councilmembers presenting an overview of the FMP
        - Danny Kelly, Cleveland City Council, Ward 11
      - Continued to apprise local legislators of FMP updates for the branch(es) in their jurisdiction.

- Virtually met with Councilwoman Stephanie House, Cleveland City Council Ward 7, to discuss the former Hough Branch building located in Ward 7.
- Virtually met with Councilman Michael Polensek, Cleveland City Council Ward 8, to discuss Facilities Master Plan updates and next steps regarding Memorial Nottingham branch.
- **External Stakeholder Engagement**
  - FMP Branch Updates
    - Continued to apprise community development corporations (CDC's) of FMP updates for the branch(es) in their jurisdiction.
- **Additional External Relations & Advocacy Efforts**
  - Began coordinating efforts to prepare for Legislative Day taking place on April 26 in Columbus.

**CPL DEVELOPMENT UPDATES:**

- **Goal:** *Align fundraising to support CPL strategic plan*
  - Fundraising
    - Submitted final proposal to Art for Justice Fund

**CPL FOUNDATION UPDATES:**

- **Goal:** *Reach Financial Targets*
  - Continued to advance the Foundation's 2023 financial targets.
- **Cleveland Public Library Foundation**
  - Held quarterly Finance Committee meeting
  - Held quarterly Board meeting
  - Assisted in planning and execution of Senior Showcase
- **Cleveland READS**
  - Continued efforts for Cleveland READS, City-Wide Reading Campaign initiatives to reach the goal of one million books and/or minutes.
    - Met with prospective funders to share opportunities for partnership.
    - Participated in Dr. Yvonne Pointer's Hope Haven broadcast to share Cleveland READS.
      - Hosted Finance, Sponsorship and Incentives subcommittee meeting



#### **ADDITIONAL DEPARTMENT EFFORTS:**

- Staff participated in webinars including:
  - Library Support Network - Winter Series
  - Bloomerang: How To Use Online Marketing Strategies To Increase Donations

#### **COLLECTION & TECHNICAL SERVICES**

Director of Collection and Technical Services Sandy Jelar Elwell and Collection and Acquisitions Manager Olivia Morales met with Playaway Account Manager Donna Destefano to learn about new Playaway and Wonderbook titles and changes that have occurred because of Penguin Random House Audio acquiring Playaway Products LLC. Ms. Jelar Elwell and Technical Services Librarian Lisa Kowalczyk met with Amazon Government Advisor Jeff Kuhns and Amazon Customer Advisor Matt Pastier to review the Cleveland Public Library's account and provide an overview of the resources available from the Amazon books team. Ms. Jelar Elwell also met virtually with The Shelf Head of Growth Alberto Fabeiro to learn about *The Shelf* TV streaming service platform which includes Spanish content for both adults and children and music.

Ms. Jelar Elwell and Catalog Manager Andrea Johnson met with Manager of Fine Arts & Special Collections Heather Shannon to discuss secure storage for rare materials while they are being handled by Collection and Technical Services staff and the delivery of these materials to the Main Library to ensure that they are packaged and transported in an appropriate manner. Ms. Jelar Elwell and Ms. Johnson worked with Acquisitions Coordinator Alicia Naab and the Librarians in the Acquisitions Department to clarify the workflow and holding codes for ordering Spanish language materials for branches and adding copies for Main Library.

Ms. Jelar Elwell and Ms. Johnson attended the virtual Northeast Ohio Regional Library System (NEORLS) Technical Services and Collection Development Networking Meeting on March 16. Ms. Jelar Elwell attended Ingram's iPage Academy webinars on "Diversity Audits Made Easy" and "Forthcoming Title Selection Service."

Collection and Technical Services staff attended the monthly CPL All-Staff Town Hall meeting. Ms. Jelar Elwell and Materials Handling Supervisor James Clardy participated in the informational meetings for staff about the new job classification for the automated material handling system (AMH) positions and other new job classifications that have been

created because of the work being shifted to the AMH. The meetings were held at the Main Library and Lake Shore locations and staff from both the Main and Lake Shore Shipping Departments and Materials Processing Department were invited to attend the meeting at their respective locations.

**Acquisitions:** The Acquisitions Department ordered 5,758 titles and 9,148 items (including periodical subscriptions and serial standing orders); received 21,968 items, 965 periodicals, and 110 serials; added 331 periodical items, 46 serial items, 4 paperbacks, and 451 comics; and processed 466 invoices.

Acquisitions Coordinator Alicia Naab handled an unusual patron request when a teacher from New York called to inquire about purchasing books in the Ukrainian language for her students. Ms. Naab compiled a list of vendors the Cleveland Public Library utilizes to assist her in acquiring materials for her students. The patron found CPL's holdings in WorldCat and was pleased to find the Library willing to provide her with the information that was needed for her to move forward with purchasing these types of materials.

Technical Services Librarian Lisa Kowalczyk continued to unpack, receive, and verify invoices for Amazon orders. Amazon transitioned to Pay by Invoice with Amazon Business at the beginning of the year and now items that have taken too long to be delivered are automatically canceled and credited to CPL's account. As a result of this change, Ms. Kowalczyk must now create new orders for items that are being automatically canceled but are still available to purchase from Amazon. Ms. Kowalczyk also continued to assist with the task of assigning categories and applying labels to picture books. She added or updated categories for 486 picture books during the month of March.

**Catalog:** Staff cataloged 3,191 titles, including 181 original records and 42 upgrades, created 161 Library of Congress call numbers, added 3,636 items, completed 227 bibliographic quality control transactions, and transferred 136 titles or call numbers for Cleveland Public Library. The Department also added 4,356 titles, made 489 corrections, and performed 224 transfers for CLEVNET member libraries. Librarians handled 108 email and phone requests from Library staff and 250 requests from CLEVNET.

Technical Services Librarian Michael Gabe continued to work on Special Collections material including an Armenian title from the 19th century. Mr. Gabe used an automatic translation of a

picture to help locate a catalog record in WorldCat. Technical Services Librarian Amei Hu completed 22 French juvenile books from Bayard's "Les belles histoires" series.

In addition to some copy-cataloging, Technical Services Librarian Barbara Satow made six original map records as part of the Embedded Cataloger Project. Ms. Satow created her first original record for a score with parts, assisted by Technical Services Librarian Erin Valentine. Ms. Valentine continued to improve access to CLEVNET titles ordered from Brodart, replacing 972 brief records by importing fuller cataloging and merging 71 duplicate records. Ms. Valentine also began using SirsiDynix Symphony reports to find uncataloged records in the local catalog for potential overlay with WorldCat records. At the request of Fine Arts & Special Collections Manager Heather Shannon, Ms. Valentine moved a 1601 edition of The death of Robert, Earle of Huntington from the facsimile copy's bibliographic record to its own record, using scans to help identify the correct record to import from WorldCat.

On March 14, Ms. Hu participated in the OCLC Virtual Ask QC office hour, where the discussion focused on MARC elements related to languages and non-Latin scripts. On March 20, Ms. Hu attended the 2023 OCLC CJK Users Group meeting.

**Collection Management:** Collection Management selected 1,512 titles and 6,359 items in March and spent slightly over \$145,059 on physical materials.

Collection Management Librarian Laura Mommers attended the Random House "Children's Books Summer 2023 Preview" and the Booklist "YA Announcements" webinars.

**High Demand:** The High Demand Department ordered 665 titles and 4,751 items; received and added 5,955 items; and processed 119 invoices.

High Demand Librarian Dale Dickerson began a leave of absence on March 27.

**Materials Processing:** The Materials Processing Technicians processed 13,019 items for the month.

**Shelf/Shipping:** The staff of the Lake Shore Shelf/Shipping Department sent 40 items to the Main Library for requests and 89 items to fill holds. The Main Library received 227 telescopes, the Branches received 252 telescopes, CLEVNET received 47

telescopes, CSU, CWRU, and Tri-C each received 3 telescopes. A total of 535 telescopes were shipped out. The Technicians sent out 197 items of foreign material and in total 12,856 new items were sent to the Acquisitions and High Demand Departments.

## **OUTREACH & PROGRAMMING SERVICES**

### **OUTREACH**

In celebration of Read Across America Day on March 2nd, Cleveland READS readers who won badges in Beanstack were invited to enter their neighborhood branch to "Spin the Wheel" for a prize. In addition to celebrating Read Across America Day on March 2nd by spinning the wheel for an award, Cleveland READS also celebrated at Tower City on Saturday, March 4th, to host a table for "Once Upon a Time at Tower City", a family fun Saturday filled with shows and activities fostered around books and reading. The Cleveland READS table offered fun selfie-photo frames with Cleveland Public Library SPS Officers along with Cleveland READS registration and Imagination Library sign-up and gave away 400 books for readers to grow their home libraries. Cleveland READS First Quarter results:

Books Read: 111,890; Minutes Read: 2,727,718; Readers: 13,705, Books Distributed: 139,756; Library Card Signups:

On March 17th, the Cleveland Public Library marched in the St. Patrick's Day parade. Outreach and Programming staff hosted two Cleveland READS tables in the lobbies of both the Main Library and the Louis Stokes Wing. In addition to signing up for Cleveland Reads, patrons enjoyed CPL PLAY activities, face painting and balloon twisting.

On Wednesday, March 22nd, TPU staff hosted the Cleveland READS table at the Cleveland International Film Festival's Opening Night, giving away 150 books and registering 33 readers for the Cleveland READS Challenge.

On Thursday, March 23rd, TPU staff hosted the Cleveland READS table for the Senior Showcase at the Martin Luther King, Jr. Branch and the West Park Campus. Three-hundred books were distributed to the seniors, and fifty-four readers were registered for the Cleveland READS Challenge.

Thanks to Outreach and Programming Coordinator Alexander Leonard, the Cleveland Public Library was present at Fan Expo, a convention for fans of Comics, Sci-Fi, Horror, Anime, and

Gaming from Friday, March 24th through Sunday, March 26th. A host of CPL volunteers and Cleveland READS Ambassadors led table activities, book distribution, gaming, and Cleveland Reads registration at Fan Expo.  
Books distributed: 2,500

## **YOUTH**

The Cleveland Public Library offers art therapy and after-school tutoring programs to students in the local community. This program gives students a safe and creative outlet to express themselves through various art forms. It promotes mental health and well-being by providing a therapeutic environment where students can explore their emotions and thoughts. The art therapy program is available at four locations: Hough, West Park, East 131, and Sterling.

The CSU America Reads after-school tutoring program is available in ten branches throughout the community. The program is staffed by trained CSU tutors who assist students with their homework, offer academic support, and encourage learning in a fun and engaging way.

It is worth noting there was a slight dip in attendance for the after-school tutoring program due to spring break.

0 to 3, Read to Me Playdates were held at Carnegie West on Friday, March 17th, and Saturday, March 18th. The total attendance was 32 for both sessions.

Young Scholars Academy has two focus areas: transitional and Beginner.

Remote and in-person families are provided with books, writing materials, and an activity to support kindergarten readiness. Lessons are written based on the Ohio Department of Education Learning Standards. Healthy snacks and bottled water are provided in-person. Families are encouraged to use the Family Space after each session.

Transitional and Beginner remote offerings remain a popular option for families. All families engage in interactive remote activities with a library staff member and parent support specialist. Throughout the sessions, parents are emailed with information that supports kindergarten readiness.

Transitional remote March attendance: 67.  
Transitional in-person attendance: 57

Beginner remote March attendance: 16  
Beginner in-person: 39

FamilySpace, a neighborhood hub designed specifically for families with young children, is open at Hough Campus and Carnegie West Branch during accommodating times for each community. Family Space is a community-driven initiative providing families with the resources to raise happy, healthy children. The goal is to create a safe and accessible space where families can play, learn, and grow together. FamilySpace is funded through a generous investment from Cuyahoga County's Invest in Children and United Way of Greater Cleveland.  
Carnegie West Attendance: 168  
Hough Attendance: 96

## **ADULT**

LegalWorks, a non-profit organization that provides a wide range of legal services to youth and adults in need, is available at three Cleveland Public Library branches: Mt. Pleasant, Glenville, and Fulton Branch. LegalWorks offers various services, including advice and counseling, community education, and advocacy. Through this program, experienced attorneys and legal professionals assist patrons with wills, record sealing, child support, driver's license reinstatements, etc.  
Number of Fulton clients: 46  
Number of Mt. Pleasant clients: 53  
Number of Glenville clients: 42

Legal Aid offers monthly free advice clinics and referrals at rotating Cleveland Public Library locations. Volunteer attorneys and Legal Aid staff assist patrons with money, housing, family, employment, etc. Jefferson Branch hosted the March Legal Aid Advice Clinic.  
Number of clients: 105

On Tuesday, March 21st Ms. Jumba hosted the Writers Unplugged with Amy Impellizzeri, a reformed Corporate Litigator turned award-winning writer who discussed her book *Barr None*, the second in a series.

## **MARKETING & COMMUNICATIONS**

### **EXECUTIVE SUMMARY**

In March, the Library welcomed spring with programs for all. For Read Across America Day on March 2, Director Thomas went to the Rice Branch to read to pre-k students from the neighboring Harvey Rice school. The students were able to log the book as their first read for Cleveland Reads and break in the brand-new prize wheel. On March 22, Cleveland International Film Festival (CIFF) held its opening night at Playhouse Square, where the Library and Cleveland Reads were opening night partners on the film *Butterfly in the Sky*, a documentary about PBS program *Reading Rainbow*. On March 23, both West Park Campus and Martin Luther King, Jr. Branch held a Senior Day to highlight library resources, sign people up for Cleveland Reads, and give away free books. Attendees were able to visit vendors, attend information sessions and receive free giveaways and resources for safety and health, while enjoying a free lunch. The Library welcomed Ashley Boyd to staff as the new Director of Diversity, Equity, and Inclusion.

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.*

**FACILITIES MASTER PLAN:** Work on reimagined branches continues. Patrons enjoy being back at the new West Park Campus, which is featured in Properties Magazine. Planning is taking place for Lorain Ribbon Cutting.

### **MEDIA COVERAGE:**

<http://digital.propertiesmag.com/publication/?i=783159&p=9&pn=>  
[https://www.ncnewsonline.com/news/lifestyles/new-life-for-a-sharon-landmark-gilbert-s-dedicates-its-renovated-office-building/article\\_ba2e11b7-45ba-5d9c-8c24-940a68f4d8e8.html](https://www.ncnewsonline.com/news/lifestyles/new-life-for-a-sharon-landmark-gilbert-s-dedicates-its-renovated-office-building/article_ba2e11b7-45ba-5d9c-8c24-940a68f4d8e8.html)

**CLEVELAND READS, READ ACROSS AMERICA DAY:** On Read Across America Day, Director Thomas read to pre-k students at the Rice Branch. The little readers were the first to spin the Cleveland Reads prize wheel. Planning for the midpoint event for Cleveland Reads

is underway. Interviews and promotions are running across radio and all major TV news stations.

**MEDIA COVERAGE:**

<https://fox8.com/video/new-day-cleveland-cleveland-public-library/8437942/>

<https://fox8.com/news/dr-seuss-day-celebrating-national-read-across-america-day/>

<https://www.cleveland19.com/video/2023/03/08/cw43-focus-rebroadcast-cleveland-reads-goal-read-1-million-books-2023/>

**WRITERS UNPLUGGED:** A companion program to the Cleveland READS initiative, Writers Unplugged features award-winning authors in discussion with Library staff. On Wednesday, March 15, Helaine Mario discussed her Maggie O'Shea Classical Music suspense series. On Tuesday, March 21, author Amy Impellizzeri discussed her legal drama *Riversedge Law Club Series*, the newest book being *Barr None*.

**MEDIA COVERAGE:**

<https://clevelandreads.com/events/writers-unplugged/>

**STAFF UPDATES:** Ashley Boyd joined Cleveland Public Library staff as the Director of Diversity, Equity, and Inclusion. She previously served as DEI Administrator at Cuyahoga County Board of Developmental Disabilities. Crystal Tancak, Branch Manager of South Brooklyn Branch was recognized in Old Brooklyn News. The article discussed her role as a Branch Manager and her personal connection to the neighborhood.

**MEDIA COVERAGE:**

<https://www.clevescene.com/news/cleveland-public-library-hires-first-director-of-diversity-equity-and-inclusion-41519440-Spring+2023+OBN+Final+reduced.pdf> (squarespace.com)

**CLEVELAND INTERNATIONAL FILM FESTIVAL (CIFF):** On March 22, Cleveland International Film Festival (CIFF) held its opening night at Playhouse Square, where the Library and Cleveland Reads were opening night partners on the film *Butterfly in the Sky*, a documentary about PBS program *Reading Rainbow*. An outreach table signed people up for Cleveland Reads and gave away free books to attendees.

**MEDIA COVERAGE:**

<https://www.clevelandjewishnews.com/news/culture/film-festivals/cleveland-international-film-festival-set-to-open-march-22/article-fbd75dd4-c1a8-11ed-b84b-2fdca1249142.html>



**SENIOR SHOWCASE:** On March 23, both West Park Campus and Martin Luther King, Jr. Branch held a Senior Day to highlight library resources, sign people up for Cleveland Reads, and give away free books. Attendees were able to visit vendors - many of whom were community partners, attend information sessions and receive free giveaways and resources for safety and health, while enjoying a free lunch. Organizing partners of the event were Medical Mutual and PNC.

**MEDIA COVERAGE:**

<https://fox8.com/on-air/new-day-cleveland/show-info-march-21-2023/>

<https://www.universitycircle.org/events/2023/03/23/cleveland-public-librarys-senior-showcase>

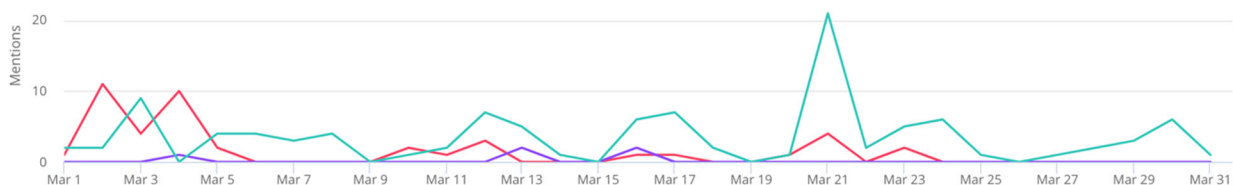
**NEWS 5 TV SPOTS:** As part of a paid campaign, the library had short interviews that were aired on News 5. Topics focused on Cleveland READS and included: How to Find the Right Book!; Audiobooks Count too!; and Graphic Novels

**MEDIA COVERAGE:**

<https://www.news5cleveland.com/cpl>

**PUBLIC RELATIONS OVERVIEW**

Cleveland Public Library garnered 156 mentions for the month of March reaching more than 6 million via national and local TV news, radio, and online and print.



Mentions 156   Audience 6,526,569   Publicity \$450,873

**SOCIAL MEDIA SUMMARY**










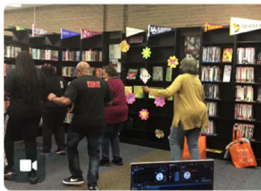






**Broadcasts:** Marketing continues to explore streaming opportunities, conversations, and content that promote learning and timely topics. Popular examples include:





- **Book Drops (recommended reading by CPL)**
- **Board Meeting:** The board meeting was recorded and livestreamed on Facebook for public to view
- **Page Count:** Podcast series belonging to Ohio Center for the Book

- **Writers Unplugged:** Authors in conversation

Other digital content included storytime videos, footage for news spots, livestream for Writers Unplugged, Board Meeting, and the Book Drops series, photography and videography for Senior Showcase and Read Across America Day. Throwback posts documenting CPL's rich history continue to be popular. Other content that performed well included announcement of seed library opening and posts on the Cleveland READS accounts about the Film Festival, Read Across America Day, and more.

**Most Popular Posts by Platform:**

<p> <b>clevelandpubliclibrary</b> Thu 3/30/2023 11:00 am EDT</p> <p>#TBT Happy Birthday to Cleveland-born Tracy Chapman! Today's photo is dated 1988, which was the year her first, self-...</p>  <p><b>Total Engagements</b> 333</p> <p><b>Likes</b> 322</p>	<p> <b>clevelandpubliclibrary</b> Wed 3/1/2023 8:00 am EST</p> <p>Happy Birthday, Ohio! Featured is the 1939 "Ohio is the Mother of Presidents Map." This map showcases US...</p>  <p><b>Total Engagements</b> 181</p> <p><b>Likes</b> 165</p>	<p> <b>clevelandpubliclibrary</b> Thu 3/9/2023 11:00 am EST</p> <p>#TBT If you visited the Cleveland Public Library in the 1930s, you might have been given a book recommendation by ...</p>  <p><b>Total Engagements</b> 71</p> <p><b>Likes</b> 67</p>	<p> <b>clevelandpubliclibrary</b> Thu 3/16/2023 11:00 am EDT</p> <p>#TBT Today's photo is a view of 6,500 women marching in the Woman's Benefit Parade of the Cleveland Mall July, 1935...</p>  <p><b>Total Engagements</b> 59</p> <p><b>Likes</b> 59</p>
<p> <b>@Cleveland_PL</b> Thu 3/23/2023 11:42 am EDT</p> <p>Let's get it, #CLE! Check out these seniors showing off their line dance skills at the MLK Branch. Come dance with u...</p>  <p><b>Total Engagements</b> 240</p>	<p> <b>@Cleveland_PL</b> Wed 3/1/2023 8:00 am EST</p> <p>Happy Birthday, Ohio! Featured is the 1939 "Ohio is the Mother of Presidents Map." This map showcases US...</p>  <p><b>Total Engagements</b> 79</p>	<p> <b>@Cleveland_PL</b> Thu 3/16/2023 11:00 am EDT</p> <p>#TBT Today's photo is a view of 6,500 women marching in the Woman's Benefit Parade of the Cleveland Mall July, 1935...</p>  <p><b>Total Engagements</b> 61</p>	<p> <b>@Cleveland_PL</b> Thu 3/9/2023 11:00 am EDT</p> <p>#TBT Andre Alice Norton in 1980. She was a Cleveland Librarian, a cat lover, &amp; a well known author of over 150 fantasy...</p>  <p><b>Total Engagements</b> 60</p>

Cleveland Public Library	Cleveland Public Library	Cleveland Public Library	Cleveland Public Library
Thu 3/30/2023 11:00 am EDT	Thu 3/30/2023 11:00 am EDT	Mon 3/20/2023 1:36 pm EDT	Mon 3/20/2023 1:36 pm EDT
#TBT Happy Birthday to Cleveland-born Tracy Chapman! Today's photo is dated 1988, which was the year her first, self-...	#TBT Happy Birthday to Cleveland-born Tracy Chapman! Today's photo is dated 1988, which was the year her first, self-...	Spring into action, the Cleveland Seed Bank #CLEseed Libraries are now open! 🌱📖: <a href="https://cpl.org/healthy-...">https://cpl.org/healthy-...</a>	Spring into action, the #CLEseed Libraries are now open! 🌱📖: <a href="https://cpl.org/healthy-cleveland/the-...">https://cpl.org/healthy-cleveland/the-...</a>
			
<b>Total Engagements</b> 1,012	<b>Total Engagements</b> 1,008	<b>Total Engagements</b> 601	<b>Total Engagements</b> 595
<b>Reactions</b> 641	<b>Reactions</b> 638	<b>Reactions</b> 189	<b>Reactions</b> 188
<b>Comments</b> 47	<b>Comments</b> 47	<b>Comments</b> 15	<b>Comments</b> 15
<b>Shares</b> 44	<b>Shares</b> 44	<b>Shares</b> 28	<b>Shares</b> 28

## PROPERTY MANAGEMENT

### Carpenters/Painters

- The carpenter shop has retro-fitted five book carts for the External Relations team, consisting of building brand new double wide shelving on top of each existing shelf. Primed and painted all book carts, installed metal donation boxes and delivered to five CPL branches.
- E.131- major clean-up at empty lot next to the branch.
- Rice- removed metal picnic tables that were vandalized and flipped over from its cement base.

### Maintenance Mechanics

- Cleaned condenser tubes in lakeshore facility chiller.
- Upgraded LSW front entrance and east 6<sup>th</sup> street lighting to LED and started refinishing fixtures.
- Started replacing lighting in Main 2<sup>nd</sup> floor display cases.
- Continuing to upgrade Main 4<sup>th</sup> floor lighting to LED.
- Replaced fan coil unit in Main building shipping room.
- Rewired outdoor Eastman Reading Garden stairwell lighting to emergency power.
- Pulled cable for phones on 8<sup>th</sup> floor in collection vault.
- Installed power and data for monitor in SPS area in LSW.

- Continued preventative maintenance on air handling units at branches.
- Repairs made to Lakeshore stacks chiller, compressor replacement.

## **SAFETY & PROTECTIVE SERVICES**

### **Safety Services**

3-1-23: EMS/CPD called out to Garden Valley re: Royce involved in domestic dispute. Branch precautionary lockdown until normal operations resumed. Employee was transported to police station by Royce supervisor (23-0200).

3-1-23: CPD/Mobil Crisis team notified re: LSW patron experiencing a mental health crisis. EMS transport to area hospital.

3-2-23: Related to incident off property. A postal worker sought assistance at E. 131 regarding being threatened with a firearm. CPD responded to the branch to assist. Cleveland police following up.

3-11-23: Patron at LSW required EMS.

3-13-23: Two 14-year juveniles found copulating in stairway 15. After having difficulty confirming their ID to notify parents CPD was notified to assist with locating addresses and parents (SIR 23-0233).

3-16-23: South Brooklyn-juvenile stuck in elevator. Released prior to first responder arrival (SIR 23-0266)

3-17-23: St Patrick's Day Parade.

3-17-23: Rockport patron with medical emergency. EMS responded and transported a patron to Fairview.

3-18-23: South- a patron who damaged property was subsequently detained on a warrant by CPD (SIR 23-0274)

3-18-23: Garden Valley: During a family visit a Guide Stone Social worker asked that first responders be notified re: alleged child abuse.

3-21-23: Main lending received anonymous phone threats. SPS investigated and could not corroborate/substantiate allegation have made by the source.

3-25-23: Main Literature: First responders notified re Indecent exposure by patron.

3-28-23: County Form 10.01-H issued to CPL employee at behest of CPL HR

3-30-23: Sterling EMS contacted regarding medical emergency.

3-30-23: LSW Staff member fell ill and was transported to UH by EMS

**PROTECTIVE SERVICES  
Activity**

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
Mar 2023	1613	27	72	31	152	47
Feb 2023	1908	26	89	12	107	65
Jan 2023	1485	23	27	15	114	63
Dec 2022	1393	18	20	20	76	39
Nov 2022	1332	19	65	10	96	42
Oct 2022	1490	24	41	9	120	33
Sept 2022	1406	14	38	34	86	62
Aug 2022	1639	6	33	30	80	61
July 2022	1613	9	44	37	103	28
June 2022	1752	19	60	17	75	45
May 2022	2046	19	90	9	109	35
April 2022	2129	23	29	32	143	49
Mar 2022	1782	25	31	12	134	67

Special Attention, Special Events, and Significant Incidents  
 3-2-23: Media at Rice and Union Branch re: Read across America  
 3-4-23: Joseph Clark LSW 2-rm#B reservation  
 3-4-23: SPS participated in Reads Across America event at Tower City  
 3-4 & 3-5: Photo shoots at Downtown Campus  
 3-15-23: Introduced Cleveland Police Foundation artist to Mrs. Charkoski for potential collaboration.  
 3-16-23: Mayor visits to E. 131 branch  
 3-18-23: Play games culture LSW2.  
 3-23-23: West Park & MLK Senior Showcase  
 3-29-23: City Council research group LSW 2 B at 09am

Protective and Fire Systems

3-2-23: 0705am First responders were sent to Woodland branch for fire alarm. CFD determined that the zone 7 alarm was false.  
 3-7/9-23: SA Comunale scheduled for alarm service at Fleet.  
 Maintenance issues continued 3-15-23.  
 3-25-23: Power outage at Lakeshore

Administration

3-2-23: Met with Accounting and legal re: Guardian Contract.  
 3-8-23: Safety collaboration with CCPL (Denise Tharp).  
 3-14-23: Met with law enforcement work group hosted by CMSD to collaborate with CMSD to address student safety issues.  
 3-15-23: Work with property mgt & IT re dispatch office upgrades

3-22-23: West Region Branch Manager meeting attended by SPS managers to discuss safety concerns.  
3-27-23: SPS mgt met with Royce regarding performance metrics (e.g., night alarm response on 3-27-23, Lakeshore rounds & Sterling Guard)  
3-28-23: continue to work with HR re SPS hiring.  
3-29-23: Assist IT with access information to IT storage room.  
3-31-23: Manager evaluations for Foster & Babbitts

### **INFORMATION TECHNOLOGY & CLEVNET**

- Jamie Mason and various CLEVNET staff completed various Administrator Trainings with SirsiDynix. Training was virtual and interactive with a live instructor presenting. Our subscription allows us up to ten attendees per training. Training included Symphony Administration, Enterprise Administration, Blue Cloud Analytics, eResource Central, and Data Control. This was helpful training for all involved. Brian Leszcz, Andy Busch, Jesse Scaggs, Megan Trifiletti, Jim Benson, and Caitlin Ryan.
- Jamie Mason attended CPL Trainings at Lakeshore Facility on March 13 and March 14 for Customer Service and De-escalation - Session B.
- Jamie Mason, Brian Leszcz, Andy Busch, Jesse Scaggs, and Larry Finnegan attended virtual planning meetings with Logicalis on March 15, 17, 24, and 31 to plan the Microsoft Office365 Tenant Migration.
- Jamie Mason and John Malcolm had virtual meetings with Tri-C Metro Campus staff and CSU staff as an introduction and to assess their needs with the CPL satellite collections at their institutions. We determined that the hardware at each location needed an upgrade. Jamie worked with the CLEVNET staff to determine a path forward and determined that SymphonyWeb would be a better solution moving forward. SymphonyWeb is a web-based solution that would not require the use of VPN or installing software locally. Thus, software versions and upgrades would not be an issue moving forward.
- On March 14, Jamie Mason and CLEVNET Library Systems and Applications staff, along with Darren Novak from CLEVNET Networking, attended a meeting to resolve connection issues with the remote book locker at Village Hall in Newburgh

Heights. We were able to quickly determine that the problem was due to firewall settings by the Internet Service Provider for Village Hall. This is an ongoing issue

- Jamie Mason, John Malcolm, and Robin Wood visited TriC Metro Campus, and CSU Libraries on March 30. Jamie showed the library technology contacts how to use SymphonyWeb. Jamie was assisted by Darren Novak to open the appropriate Firewall ports. Both sites were grateful and have reported that SymphonyWeb is working to their satisfaction. Jim Benson also assisted with SymphonyWeb user permission changes to allow access.
- CLEVNET staff met at Egbert Picnic Area to have cake and to wish Larry Finnegan well as he retired on March 31.

Team Activities:

#### SOFTWARE

- CLEVNET Library Systems and Applications staff continued to monitor the issue of electronic resources temporarily disappearing from the Online Public Catalog ("Enterprise") on occasion. They are continuing to work with SirsiDynix Support for solutions.
- CLEVNET staff worked with IT staff at OverDrive to change patron authentication for OverDrive services (our most-used electronic resource) to a much more secure method for patrons. This came with some adjustment for patrons when it was determined they could only check out and place holds on OverDrive materials using their library card number (rather than their "username"). Although we were not warned of this in advance by OverDrive IT staff, CLEVNET staff did quickly send out messaging about this limitation to CLEVNET member library staff and to patrons.
- CLEVNET Library Systems and Applications staff were able to upload over 400 invoices that had failed to load automatically since the beginning of the year for Mentor Public Library.
- CLEVNET Library Systems and Applications staff helped set up the connection to the CLEVNET database for the new CircIT Self Check Kiosk at the Jefferson Branch.
- CLEVNET Library Systems and Applications staff set up several CLEVNET member libraries that entered requests to start using

the Quipu automated eCard registration service. This service is available to any CLEVNET member libraries upon request. Libraries set up in March 2023 included Elyria Public Library System, Girard Free Library, Huron Public Library, Kinsman Free Public Library, Morley Library, Perry Public Library, Stow-Munroe Falls Public Library, and Willoughby-Eastlake Public Library.

- CLEVNET Library Systems and Applications staff worked with SirsiDynix Support to fix library staff access issues in BLUEcloud Analytics after an update on March 23<sup>rd</sup>.

#### SOLUTIONS

- Continued meeting with Logicalis to identify issues and plan for Office365 tenant migration.
- Met with Threatlocker, an endpoint security provider, and planned on starting a trial to see if it can help bolster CLEVNET's internal security. This may be in addition to Coretex or a replacement.
- We worked with Larry Finnegan on transitioning projects.
- Continued working on transitioning away from LastPass to Bitwarden. Bitwarden is a secure password generator and storage utility.
- Worked with Robert Patrick and the JAMF team (JAMF manages Apple devices) to migrate to a hosted server in the cloud.
- Worked with the Cleveland Law Library to migrate their unsecure authentication to a more secure methodology using SirsiDynix's Web Services (This has been completed).

#### HARDWARE

- Domain Controllers upgraded at Twinsburg Public and Wayne County Public Libraries.
- Demotion of Domain Controllers "wesrv1" and "wesrv12" at Willoughby-Eastlake Public Library.
- Configured Group Policy to install Papercut print queues at Huron Public Library.



- Configured and installed 2 new public and 1 staff PC at Burton Public Library.
- Installed 4 new PCs at Newton Falls Public Library, reset/repurposed old PCs.

#### NETWORK

- Installed Network equipment at CPL Lorain and Eastman branches for renovation project.
- Visited Elyria Public Library Central branch and Huron Public Library for network assessments and upgrades.
- Installed WiFi access point at Eastlake.
- Installed and configured housing court phone at CPL Mount Pleasant branch.

#### Executive Panel Updates:

- Panel met March 6, 13, 20 and 27. Panel is revising and editing the job description for CLEVNET Director of IT to make recommendations to CPL on how to move forward with the retirement of the current CLEVNET Director of IT, Larry Finnegan.