

DIRECTOR'S REPORT

November 17, 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

PROGRAMS, SERVICES AND EXHIBITS

Come Celebrate with Us!

Several Louis Stokes Wing staff members planned and hosted the event *Come Celebrate with Us* on Saturday October 15th to acknowledge the anniversaries of the Louis Stokes Wing, the Eastman Reading Garden and TechCentral. The birthday party style program included DJ Coco-Z, balloons from Twister Girl, a scavenger hunt with prizes, and light refreshments.

Music at Main

Musician Ashley Brooke Toussant performed to an enthusiastic audience of 30 on October 1st.

Arts & Culture Initiatives' Annual Arts & Crafts Conference

The Special Collections Department hosted the Arts & Culture Initiatives' Annual Arts & Crafts Conference on September 16th. Over 50 people attended the conference.

The Nuts & Bolts of Drafting a Novel

Literature and Ohio Center for the Book hosted the writing workshop, *The Nuts & Bolts of Drafting a Novel*, presented by Ohio Center for the Book Fellow Laura Maylene Walter on September 24th. Ms. Walter recorded the audio of the presentation in anticipation of possibly incorporating it into a future *Page Count* Podcast episode.

Genealogy Programs and Services

Local and Global History staff members Terry Metter and Mark Tidrick hosted Family History Day on October 29th. The virtual event featured 12 local and national speakers who provided something for patrons of all skill levels.

Twenty-four patrons attended the Discovering Family History: Lessons from the Wormley Family program presented by Donet Graves and hosted by the Center for Local and Global History.

Twenty patrons attended the Genealogy Clinic hosted by the Center for Local and Global History on October 15th.

Main Library Book Discussions

Literature and Ohio Center for the Book Senior Librarian Nick Durda hosted a stimulating Get Graphic! Book Discussion on *Wake: The Hidden History of Women-Led Slave Revolts* by Rebecca Hall at Bookhouse Brewing on October 6th. In addition Mr. Durda hosted a Coffee & Comics workshop with Ashley Ribblett at Rising Star Roastery with attendees enjoying the presentation and hands-on activities on October 15th.

Literature and Ohio Center for the Book Librarian Tim Phillips hosted a Buckeye Second Look Book Discussion on *Sacre Bleu: A Comedy D'Art* by Christopher Moore on October 1st.

As part of a partnership between the Ohio Center for the Book and Ursuline College, Postdoctoral Fellow Dr. Valentino Zullo led a lively discussion on *The Trees: A Novel* by Percival Everett at Bookhouse Brewing on October 11th.

Social Sciences Librarian Helena Travka helped lead the Cleveland Law Library October virtual book discussion of *Wicked Cleveland* with author Jane Turzillo.

Book Drops

Popular Library Manager Sarah Flinn and Hough's Youth Services Librarian Grace French hosted Book Drops on YouTube and Facebook and chatted about their favorite short stories.

Literature and Ohio Center for the Book Manager Don Boozer and Public Services Associate Michael Credico recorded a *Book Drops* episode on Halloween recommendations and recollections. The episode will be posted online in time for the holiday.

Youth Services Programming

Youth Services staff continue to conduct Story Times for children and families every Tuesday at 10:30am. In addition, Children's Librarian, Eric Hanshaw offered a fun Dungeons and Dragons program called, Afternoon Adventures via Zoom on October 7th.

International Languages Programs

The International Languages Department hosted two programs in October attracting 29 patrons. The programs: The Chinese Basic Conversation Class on October 8th and 15th were immediately followed by Chinese Tai Chi/Yoga.

Patron Services

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

Lending Department staff continue to distribute a limited supply of free BiNaxNow at-home COVID tests to patrons via the Drive-Up window. In addition, Lending Department staff continue to serve as Passport Acceptance agents.

Main Library Tours, Visits and Photograph Sessions

The Main Library Office hosted one patron tour with five participants, two new staff tours, and one VIP tour for the Foundation.

Five groups with a total of 70 participants held photograph sessions at Main Library.

Books by Mail Programs

Words on Wheels: The Shelf department sent 16 packages including 19 items to Cleveland Public Library patrons through the Words On Wheels program from October 1st, 2022 to October 15th, 2022. Six patrons have used this service as of October 15th, 2022.

Homebound: From September 18th through October 17th, Homebound Services sent 140 packages to its patrons.

OUTREACH

From mid-September to mid-October, *Page Count*, The Ohio Center for the Book (OCFB) podcast hosted by OCFB Fellow Laura Maylene Walter, posted episodes featuring a charming conversation with Ohio children's author/illustrator Will Hillenbrand (September

27th), and another highly enjoyable episode with Cleveland Public Library Youth Services Manager Annisha Jeffries and "Sammy the Toucan" from the Indiana Center for the Book based at the State Library of Indiana on October 11th.

International Languages staff continued to promote newly arriving materials by sending emails to 2,191 patrons on department's listserv database. In addition, staff responded to three agency Long Loan requests and selected, boxed and shipped a total of 390 items: HU-MAIN (30); ME-BR (240) and RR-MAIN (120).

COLLECTION MANAGEMENT

Special Collections received a donation of original materials collected by Mr. Lawrence Stevens from at the 1972 World Chess Championship in Rejkjavik (Fischer v. Spassky). In addition, Fine Arts and Special Collections staff planned and executed a major shift of the visual arts collection on the 5th floor stacks & continued shifting in the Special Collections Reading Room.

Center for Local and Global History Department staff processed several collections during the month of October: Library Assistant Adam Jaenke documented departments and staff of the Louis Stokes Wing for the Neighborhood Photographic Survey on October 6th. He edited, processed, and added meta data to over 400 photographs. Librarian Mark Tidrick inventoried over 250 photos in the City Hall Collection. Map Collection Sr. Librarian Lisa Sanchez is in the process of inventorying items from Tower 617. The items are some of the most special items in the collection. Photograph Collection Librarian Brian Meggitt continued work on the item-level inventory of the Cleveland 20/20 Project. To date he has inventoried 6,455 unique images out of approximately 6,000-9,000 unique images in the collection.

Literature and Ohio Center for the book staff weeded 426 items from the collection (4,509 total for 2022) and added 513 new items (3,245 total for 2022).

Shelf Department pages have been shelving and shifting in Youth Services, Fine Arts, Science, and Social Sciences stack collection.

Youth Services staff continues to shelve and maintain the collection by organizing and distributing advanced reader copies

located in the stack area. Staff also withdrew damaged YRead? Booklets.

International Languages staff withdrew 358 items from the collection, sent nine items to preservation and 16 items to book prep. In total 212 items were moved to stack collections to make room for 191 new items received into the department from Technical Services.

MAIN LIBRARY RESEARCH

- A patron visiting from New York City used the Danish chess periodical collection in Special Collections. He mentioned that CPL's chess collection was better than anywhere in Europe or the United States.
- A remote patron contacted Special Collections, indicating to staff that the Library's copy of *Iokibe Kinichi* is one of the only complete copies in North America or Japan. The book is a collection of illustrated Japanese modernist poetry from 1960.
- Center for Local and Global History Department Library Assistant Adam Jaenke assisted a patron whose family came from Armenia to Cleveland. Mr. Jaenke was able to find a wide range of documents for the patron, including immigration, death, census, and probate records.
- Center for Local and Global History Department Librarian Mark Tidrick helped a couple from New York find information regarding the Ohio City neighborhood.
- Center for Local and Global History Department Librarian Terry Metter used the Cleveland News microfilm to assist a patron in Washington State who is researching campaigns to desegregate Euclid Beach Park in the 1940s.
- Center for Local and Global History Department Photograph Librarian Brian Meggitt assisted a city official with finding and obtaining historical images for several sites in the city of Cleveland.
- Science and Technology Public Services Associate Tarra McSears is working with a patron interested in finding source material for his project about Cleveland food traditions from 1890 through World War II. She provided the 1955 book *120 Year*

of Catering to the Good Taste of Cleveland. Cleveland Public Library is the only Library to have this resource.

- Science and Technology Librarian Jorge Arganza assisted a patron searching for the reference book *TCTUTOR: A Personal Computer Analysis of Spark Gap Tesla Coils: With Particular Emphasis on Tesla's Colorado Springs Machine*, by James F. Corum, 1988. Cleveland Public Library is one of only two libraries to own this item.

STAFF DEVELOPMENT

Several Main Library staff members visited The Cincinnati and Hamilton County Public Library to tour the library and visit with staff on September 19th and 20th.

Center for Local and Global History Department Manager Olivia Hoge along with TechCentral Supervisor Melissa Canan attended Data Days on October 13th.

Literature and Ohio Center for the Book Manager Don Boozer attended the Ohio Library Council Annual Convention and Expo (9/28 - 9/30) and was warmly welcomed back as the host of the annual after-hours Buckeye Battledecks competition. Mr. Boozer tweeted photos and information about the Toledo and Lucas County Public Library's downtown library with its amazing children's department on the Ohio Center for the Book Twitter feed. Shelf Department Assistant Manager, Cynthia Coccaro participated in a training hosted by NEO-RLS titled "Mastering the Search for Open Educational Research".

Shelf Department Assistant Manager, Bianca Jackson started taking an Excel course titled "Introduction to Microsoft Excel" through Gale Courses.

Business, Economics and Labor Senior Subject Librarian Sandy Witmer and Librarian Susan Mullee attended the U.S. Government Publishing Office webinar titled *Knowing NAICS: Understanding the Way the Government Classifies Industries*. In addition, Ms. Mullee attended the Federal Depository Library Program (FDLP) webinar, *Census Trade Tools for the FDLP*.

General Research Collections Manager Sarah Dobransky attended the 2022 Fall FDLP Virtual Conference, the Data Days CLE conference, and Ryan Dowd's *Homeless De-Escalation 101: Trauma*

Basics & the Five Most Important Seconds of Conflict online training.

Science and Technology Library Assistant Tara McSears viewed the WebJunction webinar *Online Reference and the Open Web: Boosting Strategies and Sources*.

OTHER

Baker & Taylor was down for two weeks, preventing staff across Main Library from ordering material.

Lending Department leadership staff continue to serve on multiple committees and task forces throughout Main Library. Mr. Wohl serves as the co-chair of the CPL Labor-Management Committee (LMC), the Automated Materials Handling Planning Team, and the Reimagined Customer Service Training Team. Mr. Rudolph serves on the Public Service Training Steering Committee and he assisted in the facilitation of De-Escalation Training. Both Mr. Wohl and Mr. Rudolph serve on the CPL Bookends training team.

Literature and Ohio Center for the Book Don Boozer participated in filming a television spot with WEWS in the Ohio Center for the Book on August 30th. Mr. Boozer, along with Youth Services Manager Annisha Jeffries, appeared on FOX 8 WJW's New Day Cleveland television program with host David Moss on October 8th.

TEHCENTRAL

Outreach

Inside Programs

Name of Program	Date of Program	Total # of Attendees	# of Adults	# of YA	# of Juveniles
Microsoft Word I - zoom	10/4	0			
My Digital Life Basics: Computer Basics	10/5	1			
Microsoft Word II - zoom	10/11	1			
My Digital Life Basics: Windows Basics	10/12	3			
Microsoft Word III - zoom	10/18	0			
My Digital Life Basics: File Management	10/19	1			
Microsoft Word IV - zoom	10/25	0			

My Digital Life Basics: Email Essentials	10/26	1			
1-on-1s	October	16			

TechCentral staff completed the setup of hotspots for Jefferson Branch reopening. TechCentral staff attend the CPL All-Staff Town Hall on October 27th.

National Digital Inclusion Week. Matthew Sucre conducted an informational session with all staff via email and intranet discussing the importance of Digital Inclusion and highlighting information on the American Connectivity program, Device programs with PCs for People, and the library's own resources to handle this problem.

Matthew Sucre has agreed to become the Organizer for NTEN's Tech Club in Cleveland. He will be organizing events as part of this new partnership.

NTEN's Tech Clubs provide free, friendly events for nonprofit staffers to learn about technology. Meet up with their peers to talk about tech and program management, fundraising and development, marketing and communications, leadership, and, of course, IT.

Professional Development and Meetings

TechCentral Managers attended the Public Managers Meeting on October 5th.

TechCentral Manager Suzi Perez, and TechCentral Assistant Managers, Melissa Canan & Matt Sucre, participated in the Digital Literacy Strategic Plan Working Group presentation to the ELT on 10/3. In addition, Mrs. Perez & Ms. Canan attended the Cleveland Digital Ambassadors monthly meeting on 10/11 and Mr. Sucre attended the Cleveland ARPA Forum with Cleveland City Leaders on 10/11.

Computer Usage and Hotspots

There were 2688 computer sessions at Main as of October 29th. There were 467 hotspots circulated through the system as of October 29th.

PST Monthly Report: September 30th to October 26th

Service Calls and Tickets Summary

Service Calls and Tickets Received: 98

- CPL IT Tickets: 98

- CPL TechCentral Tickets: 0

Service Calls and Tickets Resolved: 64

Tickets currently in Progress: 117

Note: The reason for the high number of tickets in progress is that we have many that require replacement PCs and due to supply chain issues, new PC shipments are delayed.

-Configured, deployed all the computers for the Jefferson re-opening.

-Working on organizing and cleaning Automation storage.

-Still sorting and recording old equipment to give to PCs for People.

-Continuing to Image and deploy PCs to update Branches.

-Asset Tag and record new shipments of IT equipment.

CLEVELAND DIGITAL PUBLIC LIBRARY

Summary

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

Programs & Exhibits

CDPL participated in Main Library meetings. Staff are planning in-person programs for chess and chess learning, an ongoing history of letterpress reading group, and a mini-bookbinding workshop.

Public Service Statistics

ClevDPL had 99 in-person visitors during October. The department had nine two-hour scanning appointments. From October 1st to the morning of October 31st, Google Analytics (GA) reports 7046 sessions for 5152 users and 112,110 page-views. Search engines delivered 62.7% of our accesses. Searching in CONTENTdm accounted for 23.8% of our accesses. Referrals were 7.9% of our accesses (including 22.4% from Wikipedia, 13% from CPL, and 7.08% from dp.la. 5.6% of our sessions came through social media (93.49% Facebook, 6.16% Twitter, and a bit from others). 50.93% of our users accessed our site using desktop computers, and 49.09% accessed CONTENTdm through mobile devices (4.07% tablets and 45% mobile).

Outreach:

Community partners' work in October continued. Staff assisted ordering boxes for and continued training Playhouse Square staff for a volunteer donation/scanning project. Worked with Shaker

Area Development Corporation to scan their community newsletter *Connection*. Cleveland Orchestra scrapbook scanning project continues. Staff supported Eleonora Buchla program with scanning and basic presentation prep. CDPL working with Special Collections, and the team completed scanning of images for a producer of a PBS documentary. Staff worked with Backstage Library Works to develop Computer Output Microfilm for the Daily Legal News.

Collection Development

As of October 31st, 348 images were scanned, 863 were post-processed and QA'd, and 943 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 architectural plans, scanning chess journals, uploading urban planning documents, and scanning sheet music.

ILL:

Statistics from OCLC are one month behind and cover September. We had 57 requests from CPL users for materials from other libraries. Response time by other libraries, likely due to the pandemic, averaged an 11 day, two hour turnaround on our patron's requests for books and materials, and a four-day turnaround for our patron's requests for copies. Partner libraries made 717 requests through OCLC to borrow from CPL and made requests through ALA forms. CPL staff managed a response time for books of four days and 13 hours. Our photoduplication time was five days. The department had many ILL requests from incarcerated persons and general researchers using ALA forms. Staff trained a new page for ILL this month.

Staff Development

Staff have continued training on the new off-system ILL data entry process. Cleveland Digital Public Library staff implemented basic training to assist staff in learning how to use updated version of Google Analytics. In addition CDPL staff began training the Center for Local and Global History Department staff on the use of Duraspace.

Preservation

As of October 31st, preservation received 62 items and returned 25 items. Ten four-flaps and 16 labels were prepared. The team did 18 complex and 29 simple repairs on codex books. Staff completed 33 complex and three simple flat paper repairs on maps, and plans, including washing, and mending. Continued working on an inventory of artwork in the library system,

focusing on branches in phase 1b of the master plan. Artwork was moved back from South to Jefferson. The Moe Brooker piece was collared and moved from Hough to ICA for assessment, cleaning, and restoration. The team completed a survey of books from a list prepared by Winterthur Museum.

Planning Activities

ClevDPL continues to plan for art moves and storage of art. Hough art has been moved to ICA. Staff are planning for the next cycle of program submissions.

OHIO LIBRARY FOR THE BLIND AND PRINT DISABLED

Activities

OLBPD submitted to the National Library Service (NLS) its full Federal Year 2022 readership and circulation statistics. Active readership for the year was 10,801 patrons. OLBPD added 1,256 new readers to the service. OLBPD directly circulated 810,905 library items to patrons. An additional 157,315 items were downloaded through BARD.

OLBPD and CPL Financial Services submitted the State Fiscal Year 2023 First Quarter Budget Report to the State Library of Ohio.

OLBPD received 3,000 boxes from NLS as it works toward returning the talking book collection as part of its transition to duplication-on-demand. There are approximately 273,000 talking books remaining onsite.

On October 17th, the Director of OLBPD presented an update and shared details about future plans for OLBPD to CPL's Executive Leadership Team.

On October 19th, the Director of OLBPD participated in a panel discussion during the Global Cleveland 2022 Sister Cities Conference. The program title was "Libraries for the Sight Impaired," and featured presentations about OLBPD services, speakers from NLS describing their foreign language collection and Marrakesh Treaty activities; and speakers from libraries serving patrons with print disabilities in Italy and Slovakia.

The OLBPD adult book club met on October 6 to discuss *Cold Moon Over Babylon* by Michael McDowell.

OLBPD staff participated in programming and provided information and talks about the service at the Family and Consumer Sciences

Conference - The Ohio State University on October 20th; Fox 8 New Day Cleveland on October 26th.

PUBLIC ADMINISTRATION LIBRARY

Programs/Exhibits

PAL continued to celebrate Hispanic Heritage Month with a City Hall Lobby display. Mid-month, the display was replaced with movie tie-in books, DVDs, and audiobooks.

PAL highlighted National Voter Registration Week with a book and voter registration information display.

Collections

Titles sent to CPL Digital Library for possible inclusion in the Digital Gallery include:

- *Expansion Plans for the Criminal Branch of the Municipal Courts of Cleveland 1945: Staff Report to the City Planning Commission / H C Summerset Architectural Des, John T Howard, planning director. 0009949596358, on1251801665*
- *Mayor Baker's Administration in Cleveland. 0009120651394, ocm04485418*
- *Mayor's Estimate, the Annual Appropriation Ordinance Based Thereon, and the Amended Official Certificate of the County Budget Commission. 0009120616819, ocm03526437 (The First Year 1912-1913)*
- *First Quadrennial Assessment of Real Property for Cleveland, 1910, Effective December 20th, 1911. 0009111720950, ocm04731168*
- *Notice of Quadrennial Assessment for the [1st-39th] Districts of the City of Cleveland: Effective December 20th, 1911 / by Board of Assessors... 0009210536547, ocm04731224*
- *Program for Improvement of the Cleveland Lakefront / Adopted by the Cleveland Chamber of Commerce, March 12th, 1941. 0009132322562, ocm04731319*
- *Transcript of Proceedings. Conference of Landmarks Commissions Representatives (1973: Cleveland, Ohio) 0009132322646, ocm04366706*

With assistance from Cleveland Public Digital Library the following titles have been added to the Digital Gallery:

- *Amendatory Application for Loan and Grant: Part 1, East Woodland Urban Renewal Project, Ohio R-7.* 0009120608303, ocm12568068
- *Notes on Cleveland and Urban Renewal: [A Report] / [by John B. Williams].* 0000184161677, ocm24768778
- *Public hearing in Re East Woodland Urban Renewal Project, No. Ohio R-7: Friday, March 4th, 1960, Council Chambers, City Hall, Cleveland, Ohio.* 0009120609632, ocm07912524
- *Woodland Ave./East 55th St. Blight Study.* 0009105689492, ocm27636237

With Catalog's assistance, links were added to the following marc records titles:

- *East 130th Street Stabilization Plan & Redevelopment Strategy: Final Report June 2017.*
- *State of the Field Scan. #1: Social Dynamics in Mixed-income Developments.*
- *State of the Field Scan. #2: Resident Services in Mixed-income Developments. Phase 1: Survey Findings and Analysis.*
- *W. 25th Street Corridor Initiative: Final Draft Report*
- *Ward 1 Master Plan.*

Transferred

PAL has transferred 4 titles.

Reference Questions Unique to PAL

- Assisted patron with garbage collection times.
- Assisted patron with forest city tree information.
- Assisted patron with freeway information.
- Assisted patron with research about Sherlock J. Andrews, first Cleveland City Council President.
- Assisted patron in locating documents about a non-profit that were filed with Ohio Secretary of State.
- Assisted patron researching his grandfather's career as a Cleveland Firefighter from the 1920's to 1944.
- Assisted patron with park information.
- Assisted patron with information concerning height of Lorain Carnegie bridge guardians.

Outreach

The new title list was emailed at the beginning of the month.

On October 12th, a Lunchtime Knitting Circle was held at PAL. Four blankets with matching hats were donated by a member's mother. Hats and scarves were donated by another member's friend of the family.

On October 25th, Melissa Carr and Marina Marquez assisted in giving a tour of Public Administration Library to two groups of 40 school children visiting City Hall. Free books and CPL bags were distributed to the second group, the first group will have free books and CPL bags delivered by Councilman Slife.

Staff

David Furies watched 17 hours' worth of recordings from the 2022 Federal Depository Library (virtual) Conference.

ARCHIVES

Research

Research into beloved poet Nikki Giovanni's past appearance at the Cleveland Public Library was compiled. Ms. Giovanni (b. 1953) was guest of honor at An Afternoon for Writers and Readers Series on February 25, 2001, and she drew an enormous crowd to her talk and book signing, which were held in the Auditorium of the Louis Stokes Wing. Attendees filled the Auditorium (which seats 250) to capacity, along with the lower-level lobby and first-floor balcony above. The Library's Special Collections Department has a signed poem of Ms. Giovanni's, entitled *A Poem for Langston Hughes*, which was printed by Larkspur Press, a small press in Kentucky, in 1994.

Research on former Library Trustee Linnie G. Powell was also compiled. Ms. Powell served on the Library's Board between 1991 and 1995, when she was appointed to the Board of the Federal Home Loan Bank of Cincinnati by President Bill Clinton. During her tenure on the Board, Ms. Powell was instrumental in the successful passage of the Library's \$90 million bond issue that financed the Main Library Project, which passed with 71% approval in 1991. In his memoir *The Gentleman from Ohio*, published in 2016, Congressman Louis Stokes (1925-2015) described Ms. Powell's political brilliance and her immense contributions to his campaigns.

Digitizing

On October 4, the Archives received an Epson Expression 12000XL Photo Scanner, a professional-grade, large-format scanner, which will be used to digitize materials held in the Archives for archival and preservation projects, staff and patron research requests, and exhibits. After careful research into best practices, a file naming convention has been created and is to be used consistently to convey meaningful information about each digital file's content with the minimum number of characters. Ninety-two documents were scanned as PDF files during the month of October, along with 44 photographic images, which were scanned as TIFF files; many of the image files were also saved as JPG files, in order to share them easily and for temporary use. Metadata for the files is being preserved in a spreadsheet.

THE PEOPLE'S UNIVERSITY

Under the guidance and direction of the Chief of Special Projects and Collections John Skrtic, Manager Marina Márquez and Coordinator Jennifer Jumba joined the department to activate The People's University and manage the City-Wide Reading Campaign. On September 30th, Manager Márquez and Coordinator Jumba met with Chief Innovation and Technology Officer John Malcolm to review and discuss the best Library Management Systems (LMS) for implementing a framework that allows CPL patrons to mark progress and achievement throughout The People's University. To initiate and nurture a potential external partner that can offer "master" classes that have a broad-based appeal to residents of Cleveland a meeting with CodeCombat was completed on October 7th.

SPECIAL PROJECTS

Introduced the City-Wide Reading Campaign for 2023 as Cleveland Reads! at the all-staff Town Hall meeting on October 27th. The objective of the campaign is to get Clevelanders to read one million books and/or minutes by the end of 2023.

COLLABORATION, OUTREACH EFFORTS, & SUPPORT

As a member of the Manager Handbook Committee Ms. Márquez assisted with editing the handbook. As a member of the Latinx/Hispanic ERG Committee Ms. Márquez attended the Hispanic Heritage Month kickoff event at the South Branch along with No Ceiling A Celebration of Heritage. Ms. Márquez designed and built puppets for the Dia de Muertos Parade and distributed 500

bilingual Spanish-English books to parade spectators. In partnership with Cleveland City Council and Urban Community School, Ms. Marquez provided a tour of City Hall and Cleveland Public Library's Public Administration Library to 40 students and distributed 80 books to them. Ms. Jumba worked at the ArtBox in Asiatown where she interacted with children who were excited to create artwork and talk about books.

DEVELOPMENT

Ms. Márquez completed Library Services in Learning Management Systems (LMS) Webinar. Both Ms. Márquez and Ms. Jumba completed De-escalation Training and attended the Data Days CLE conference to discuss topics including water affordability, housing discrimination, public health, county courts, social media, and Cleveland Police. Ms. Jumba attended the Inkubator Conference.

BRANCH NARRATIVES

D1 Eastman (Closed for FMP)- Manager Jamie Lauver was selected by the Westown CDC Board to join the Personnel Committee. Staff partnered with Halloran to present a kite flying program at the park. Participants received their own kite to decorate and fly. Two family kites were raffled off, and fall snacks were enjoyed by all.

D1 Lorain (Closed for FMP)- The Lorain Branch hosted the Sew Yourself Sustainable + Repair Clinic Sewing Series at the Michael Zone Recreation Center. Twenty participants joined the series and learned the fundamentals of machine sewing and mending, presented by Sharie Renee from Cosmic Bobbins and Cleveland Sews.

D1 Rockport - Our Art House series of creative projects for youth was enthusiastically attended. Library Assistant Bill Petrucz continued his STEM series, including experiments involving static electricity, "dancing raisins," and creating fossils. Rockport welcomed our new branch manager, Luigi Russo.

D1 BBTTC - The Best Buy Teen Tech Center hosted a Mini Geek Squad Academy in partnership with Best Buy which featured various tech-related workshops. The Youth Leadership Council restarted. Members celebrated autumn with a photography field trip to Rocky River Reservation. Members created trinkets to be passed out during our all-ages "Trinket Treat" event and were rewarded with a Halloween party. Engineer for the Week started its fall sprint.

D1 Walz (Closed for FMP)-Library Assistant Peter DiMarco attended Marion Seltzer's Literacy Night and distributed library card applications and literacy activities for all ages. Manager Jeanmarie Gielty held the Zoom Book and Movie Club for seniors which featured the book and movie *Stardust*. Ms. Gielty also completed the 40-hour certification for Crisis Management Training taught by the Alcohol, Drug Addiction and Mental Health Services Board.

D1 West Park (Closed for FMP)- Youth Librarian Libby McCuan provided regular Story Times for seven different schools and daycares as well as the West Park YMCA. She also held Franken-toys and Diya Lamps programs at South Brooklyn and participated in the CLEReads program at Main Library. Manager Forrest Lykins attended the NEO-RLS Leadership Academy and began onboarding Luigi Russo as manager of Rockport Branch.

D2 Brooklyn (Closed for FMP)- Ron Roberts served area seniors through his work in the OPS department.

D2 Carnegie West - Sandra Nosse from OPS debuted "0 To 3: Read to Me", a grant-funded early literacy initiative for infants to age three; extra sessions were added due to high popularity and requests from parents. The six-week Painting Exploration series held in partnership with Art House Inc. had an average of 15 patrons in attendance each week and focused on acrylics and watercolor. A meeting for teachers and parents of Joseph Gallagher School (CMSD), which is temporarily housed in the neighborhood, was held after school and included a welcome and introduction to library services by Manager Angela Guinther and Youth Librarian Helen Zaluckyj.

D2 Fulton - The Clark-Fulton Learning Lab Ribbon Cutting was held on October 14th and was well received by the community. Fulton hosted Therapy Ponies via Tender Touch Equine for Mental Health Awareness week. Branch Manager Leslie Barrett attended Mental Health first aid training. The branch held its annual Halloween program. Many families came to enjoy the crafts and candy.

D2 Jefferson - Jefferson staff celebrated the return to its reimagined space in festive fashion with music, fun, and food at the ribbon cutting on October 15th. Staff visited classrooms at Tremont Montessori, sharing favorites including *Bats at the Library* by Brian Lies and *The Secret Life of the Little Brown Bat* by Laurence Pringle. Outreach to the community was done at the Tremont Farmers Market one final time for the season and the

Think and Drink Book Club had a lively discussion of *Cultish* by Amanda Montell.

D2 South - South hosted this year's National Federation of the Blind of Cleveland Chapter annual training event. This is the second time the Cleveland chapter has used the South Branch for their training, bringing 18 participants. The Family Portraits program gave patrons the opportunity to have family portraits taken and receive printed photos and digital copies via email. This program was the first of its kind and it was a resounding success with over 50 people in participation. A Poem for Cleveland, the first of two poetry writing workshops presented by Ryan McNiece was held at the South Branch.

D2 South Brooklyn - The Young Scholars' Academy met every Thursday at the South Brooklyn Branch to promote kindergarten readiness. To celebrate Hispanic Heritage Month, Joanna Rivera created Hispanic cookbooks for patrons to keep. Abigail Larion attended the *Homeless De-escalation 101* webinar presented by Ryan Dowd. Crystal Tancak attended Crisis Intervention Training taught by the Alcohol, Drug Addiction and Mental Health Services Board.

D3 Garden Valley - Youth staff co-facilitated the LittleBits Construction MakerLab. Young patrons learned about circuitry and electronics while creating complex circuits. Manager Maria Estrella collaborated with Fallon Robinson from Burton, Bell, and Carr Development to provide The Neighbor-to-Neighbor initiative, which hosted a small resource fair at the branch to connect patrons to digital resources, housing support, and legal services.

D3 Hough - The Tamir Rice Foundation held a book bag giveaway outside of the branch. Ms. Rice and her team stuffed 50 book bags with an assortment of school supplies that included pencils and notebooks. Youth staff participated in the Manufacturing Advocacy and Growth Network (MAGNET) Community Open House. An informational table was provided, and the attendees enjoyed a Button Making activity.

D3 Martin Luther King, Jr. - The branch hosted its final RTA Vaccine Bus visit for the year. During after school hours, IMPACT College Now helped students prepare for SAT and ACT tests. Children's Librarian Angela Margerum completed a virtual professional training through Teacher Created Materials.

D3 Sterling - Sterling held the second in a series of performances by Kulture Kids. In "Bullying: a classical Dilemma", Zeus asks four of his children to address the human problem of bullying in modern society. Monica Rudzinski hosted a table at Friendly Inn's Community Baby Shower. Thanks to the CPL Foundation, moms and moms-to-be received board books for the infants. Rudzinski attended the Ward 5 Town Hall meeting convened by Councilman Starr to address the impact of St. Vincent Charity Medical Center's transition from inpatient care to ambulatory care on the Central Neighborhood.

D3 Woodland (Closed for FMP)- Children's Librarian Andrea Csia provided Story Time to All-Around-Children. Manager Maria Estrella attended the Diversity, Equity, and Inclusion Education Lunch and Learn Workshop Series Session #2 Latinx Deep Dive. She attended the American Library Association for Children Board of Directors meeting.

D4 East 131st Street - The branch hosted the Mount Pleasant MyCom Resource Closet, Keyboard Explorers, and art therapy programs. Children's Librarian Kelli Minter attended a Booklist webinar entitled *MacKids School and Library Winter 2023 Preview*. Ms. Minter attended the Mt. Pleasant MyCom meeting to promote branch programs and services. She also hosted a virtual math and vocabulary game to John Adams High School. Assistant Manager Tammy Houghton attended the Women's ERG webinar *Breast Cancer Basics What You Need to Know*, and the Northeast Ohio Regional Library System's *Back to the Book XXI: Booktalking, Bringing Readers Back to the Building Along with Feel Good Reads*, and *Horror Just in Time for Halloween*. Staff participated in the Mount Pleasant MyCom's street beautification project Make a Difference Day.

D4 Fleet - Manager Magnolia Peters hosted local author, Janicka Shuler who presented an adult book talk on her first published work, *Our Storm*. Youth activities consisted of Story Time shadowing at area daycares provided by Librarian Tracie Forfia and Danielle Konkoly. In addition, staff presented spooky stories, crafts, and candy giveaways for Halloween. Lastly, the month ended with a restart of Cuyahoga Housing Network staffing a resource table at the branch to provide information services for low-income residences.

D4 Harvard-Lee - At the OLC EDI Conference in Independence Manager Kristen Schmidt, along with Director of Euclid Public Library Kacie Armstrong & Union Branch Children's Librarian Tamara Steward, presented a session on Using the Coretta Scott

King Book Award to Advance EDI in Your Public Library. Library Assistant Computer Emphass Stacy Brown conducted a MakerLab: Duct Tape Universe. The branch participated in Diaper Need Awareness Week and resumed collecting neckties for 1,000 Ties.

D4 Mount Pleasant - Library Assistant Youth Emphasis Renita Carter led an audience of 80 in a rendition of the song, *Today is Monday* by Eric Carle during the Twist into the New Year program. The branch also completed the month-long live music series in partnership with ListenCLE. The series featured live musicians such as Sax'n Traxx, Jul Big Green, and Prince Ish.

D4 Rice - For the final harvest, Children's Librarian, Whitney Johnson showed children how to gather, collect, and pick vegetables that were grown within the branch's garden. A Line Dancing program was offered with Public Services Associate Dianna Trent. To encourage patron and employee engagement, the team had a pumpkin decorating contest. Rice patrons will vote for the winner.

D4 Union - Staff held a Halloween Party for youth patrons, and fall snacks and candy were enjoyed by all. Children's Librarian Tamara Reward attended the OLC EDI Conference. Ms. Steward presented *Llama Loves to Read*, by Anna Dewdney to local day cares, while Library Assistant Youth Emphasis Ms. Johnson presented *Please, Baby, Please*, by Spike Lee and Tonya Lewis Lee.

D5 Addison - Addison was busy with the community meetings, such as the Ward 7 Check-in hosted by Councilwoman Howse at the Rainey Institute, and Organizers and Allies monthly meeting. The monthly Bingo Season program is picking up participation. For Hispanic Heritage Month staff utilized a Spanish version of bingo. Site visits to Eliza Bryant Village independent living community resumed. Janet Nevels, City of Cleveland Public Safety Recruitment Manager visited the branch to discuss a job fair for the public safety division.

D5 Collinwood - More than 40 applicants took advantage of the TSA Job Fair. In collaboration with Cleveland Clinic, breast cancer awareness was highlighted in the Paint 'N' Chat Program. Manager Caroline Peak attended a variety of community meetings, inclusive of MyCom, Cleveland Job Corp. Zoom, East 185th Block Club, District 5 Safety Meeting, East 140th Street Block Club, CMSD State of the Schools Address, and CMSD Bond Accountability Commission. She received an award from the Cleveland Urban

League for service on the Excellence in Education Stake Holder Circle.

D5 Glenville - Sarah Stonedahl from Case Western presented, "Think Like a Scientist." Every Tuesday Ms. Stonedahl taught young patrons about the scientific method, and performed experiments like jellybean tasting and lemon volcanoes. Children's Librarian Katie Power visited the kindergartners at FDR academy to do a Story Time on Halloween and autumn. James Cowan, a member of the American Institute of Architects returned for his second sketching workshop with Glenville youths. Dr. Lara Roketenetz of the University of Akron Field Station returned for an autumn Nature Inspiration Academy in which she and the young patrons dissected owl pellets. Glenville's youth staff led the Paracord Survival Bands MakerLab.

D5 Langston Hughes - Children's Librarian Christopher Busta-Peck performed a Story Time at Wilson Elementary. Mr. Busta-Peck delivered Legos to children in attendance at the Next Step Daycare. Library Assistant Youth Emphasis Ron English visited Mary Bethune's Media Center. Violin instruction was offered at the branch. Chess for success returned every Monday.

D5 Memorial Nottingham - Staff hosted a variety of programs for adults and youth which included Pound, Yoga, Self-Care Art Therapy, Baila Commingo in recognition of Hispanic Heritage Month, Paracord Bracelet Craft, Learn in 30, Open Mic for Teens, and Youth Biz for budding young entrepreneurs. The branch partnered with University Hospitals Seidman Cancer Center to host an event where patrons can receive a mammogram on UH's advanced 3D mammography bus. Manager Pasha Moncrief Robinson attended the East 156 Street Block Club, and CPD District 5 meetings. Mrs. Robinson also attended Literacy Night at Memorial School to promote programs and services offered at the branch. Staff closed the month by gifting patrons with cancer awareness bags to promote breast cancer awareness.

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 branch(es) in their jurisdiction.
 - Virtually met with Councilwoman Stephanie House, Cleveland City Council Ward 7, to discuss the former Hough Branch costs located in Ward 7.
- **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**
 - Continued planning preparations with the City of Cleveland for December 17th kick-off event for the City-Wide Reading Campaign, with the campaign to launch January 2023 to December 2023.
 - Events
 - Assisted with the AsiaTown ArtBox closing party with around 100 in attendance.
 - Attended Fulton Learning Center grand opening at Fulton Branch.
 - Attended and assisted with the Jefferson Branch grand opening/ribbon cutting event.
 - Attended the Education Committee Meeting at the City Club.

CPL DEVELOPMENT UPDATES:

- **Goal:** *Align fundraising to support CPL's new strategic plan*
 - Fundraising
 - Submitted request for children's spaces as part of Facilities Master Plan
 - Submitted request for early literacy programming

CPL FOUNDATION UPDATES:

- **Goal:** *Reach Financial Targets*
 - Continued to advance the Foundation's 2022 financial targets.

ADDITIONAL DEPARTMENT EFFORTS:

- Staff attended virtual conferences/webinars including:
 - Attended Fearless Fundraising Forum

COLLECTION & TECHNICAL SERVICES

Director of Collection and Technical Services Sandy Jelar Elwell and Collection Management Librarian Laura Mommers assisted with the unpacking and shelving of new materials for the opening day collection at Jefferson Branch and attended the Branch's grand opening.

Ms. Jelar Elwell, Catalog Manager Andrea Johnson, and Materials Handling Supervisor James Clardy participated in a walkthrough of the Central Distribution Facility (CDF) led by Capital Projects Manager Kathleen Sonnhalter. Ms. Jelar Elwell and Mr. Clardy attended the CPL Automated Materials Handling (AMH) System Kick-Off Meeting and meetings of the AMH Workflow Planning Team.

Ms. Jelar Elwell attended the Equity, Diversity and Inclusion (EDI) Conference hosted by the Ohio Library Council (OLC), the monthly Executive Meeting of the Women's Employee Resource Group (ERG), and the "Breast Cancer Basics - What you need to know" presentation hosted by the Women's ERG.

Collection and Technical Services staff attended the monthly CPL All-Staff Town Hall meeting.

Acquisitions: The Acquisitions Department ordered 3,990 titles and 7,648 items (including periodical subscriptions and serial standing orders); received 14,134 items, 1,036 periodicals, and 106 serials; added 491 periodical items, 60 serial items, 9 paperbacks, and 539 comics; and processed 1,102 invoices and 2 gift items.

Acquisitions Coordinator Alicia Naab spent time assisting Fine Arts & Special Collections Manager Heather Shannon with the Library's ordering procedures. Ms. Shannon was hired earlier this year and needed guidance on understanding the fund balances in Sirsi, year-end spending, and adding new vendors to Sirsi and Munis. Ms. Naab also directed Map Collection Librarian Lisa Sanchez with similar instructions and provided her with examples of previous map collection orders to help guide her with future selection decisions. Many new vendors were setup with Accounting

in Munis for various departments so that year-end selections could be made.

Ms. Naab connected with OverDrive Account Manager Todd Warhola to discuss how patron holds are filled for Advantage versus Consortia accounts. Ms. Naab and Mr. Warhola analyzed patron recommendation allowances since changes are going to be made to the way patrons can send those in Libby, OverDrive's library reading app. Ms. Naab and Mr. Warhola also resolved an issue with display problems on OverDrive Marketplace in particular browsers.

Technical Services Librarian Lisa Kowalczyk assisted with the assigning of categories for picture books purchased for Branch Opening Day Collections (ODC) and packing books in labeled boxes so that they can be stored until their locations reopen.

Catalog: Staff cataloged 3,031 titles, including 173 original records and 60 upgrades, created 117 Library of Congress call numbers, added 4,336 items, completed 290 bibliographic quality control transactions, and transferred 190 titles or call numbers for Cleveland Public Library. The Department also added 4,255 titles, made 390 corrections, and performed 290 transfers for CLEVNET member libraries. Librarians handled 135 email and phone requests from Library staff and 324 requests from CLEVNET.

Technical Services Librarian Yeshe Dugarova-Montgomery created four original bibliographical records for juvenile books in Armenian, her first records for books in this non-Roman script. Technical Services Librarian Barbara Satow finalized five original map records she had begun during her September Embedded Catalog Librarian session in the Map Collection. Technical Services Librarian Erin Valentine began overlaying brief bibliographic records created when CLEVNET member libraries loaded orders from vendor Brodart. In some cases, Ms. Valentine merged the brief records with existing full records, increasing patron access through improved and clarified records. She also unshadowed 121 Binge Box records for CLEVNET member Barberton Public Library and transferred their items from uncataloged records.

Collection Management: Collection Management Librarian Laura Mommers and Walz Branch Manager Jeanmarie Gielty continued to assist with collection development responsibilities in the absence of a Collection and Acquisitions Manager.

High Demand: The High Demand Department ordered 1,658 titles and 6,834 items; received and added 7,885 items; processed 598 invoices.

Materials Processing: The Materials Processing Technicians processed 8,421 items for the month.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 18 items to the Main Library for requests and 57 items to fill holds. Main Library received 146 telescopes, the Branches received 163 telescopes, CLEVNET received 39 telescopes, CSU received 4 telescopes, and CWRU and Tri-C each received 3 telescopes. A total of 358 telescopes were shipped out. The Technicians sent out 295 items of foreign material and in total 12,243 new items were sent to the Acquisitions and High Demand Departments.

OUTREACH & PROGRAMMING SERVICES

ENGAGEMENT

CPL PLAY in-person events returned in February 2022 with a relaunch paired with the NBA All-Star Weekend and ended on October 15th in a partnership with Cleveland Browns' player Denzel Ward's foundation, Make Them Know Your Name (MTKYN). There were about 170 attendees throughout the day, which was broken into three parts: Free Play at the opening, five MTKYN guest speakers who work within esports and a special video from Denzel Ward himself during the lunch break, and the MTKYN \$10,000 scholarship tournament with CMSD at the end. The event ran according to plan, with few hiccups.

The head of MTKYN and the mother of Denzel Ward, Nicole Ward was in attendance throughout the event. She and the foundation's point person, who I worked with closely throughout the planning process, Sarah Edenfield were both very happy with the event and expressed interest in working alongside the Library annually.

EDUCATION

The 0 to 3: Read to Me program funded by the Bruening Foundation kicked off this month with Playdates/Storytime being held at Rice, Carnegie West and virtual via Zoom. Due to demand, a second date had to be added for October and November at Carnegie West.

Be My Neighbor Day was held virtually. Gift bags were sent out to six branches and Youth Services to families who attended Be

My Neighbor Day. Remaining bags can be given out to families that visit the branch. CPL gave two raffle winners a book pack tailored to their child's age. Though the winners were not from Cleveland proper, a letter was crafted inviting them to visit the wonder of Main Library.

Two ***Diverse Abilities*** Storytimes were held on Saturdays at Fulton featuring a North Pointe Ballet Dancer and Rice Branch featuring Tender Touch Equine Mini Horses.

On October 18 the Education team visited the Cleveland Municipal School District (CMSD) East Professional Development and gave a presentation on two-generational programming to school Media and Paraprofessional Specialists. The outreach was to provide resource information for the formation of two generational community programs throughout the CMSD school system. Each representative of OPS talked about the many resources available at Cleveland Public Library and the benefits of partnering with the library. The Cleveland Public Library has many two generational programs, and they were highlighted and discussed in detail. (CleReads!, Summer Lit League, 0-3 Read to Me!, Family Spaces, Storytime for Diverse Abilities, Young Scholars' Academy (YSA-Beginner/Transitional), STEM Robotics, Keyboard Explorers, as well as local branch offerings)

On October 19th Education staff the opening of the CCPL Garfield Heights Branch of Family Space. Guest speakers included Armond Budish and Tracy Strobel, Executive Director of CCPL and Harriette Parks spoke on behalf of CPL. CPL staffed a resource table as part of the event.

On October 26th the Education team attended Max Hayes Fall Festival 5:00pm-7:30, this outreach provided the attendees with library resources including Education Programs, Writers & Readers, Legal Aid, Tutoring, and others. Giveaways included YA titles, pencils, bookmarks, reflector lights, and others. The event was attended by 350-400 families from the community. Library contact provided by Charles Byrd, Peter Demarco, Allison Kennedy.

On October 27th the Education department hosted a table at Starting Point's UPK Resource Fair from 4:00 - 6:00 open to anyone interested in community resources for young children.

YOUTH

Facilitated by licensed art therapists, Express Yourself! Youth Workshops are designed to introduce various mediums to express oneself through drawing, painting, sculpting, or visual art.

Youth Art Workshops are offered two days a week for school-age and high-school students at the following branch locations: Hough, Sterling, South, and East 131st. All sessions are in-person. New this fall; in-person self-care workshops are on Tuesdays at the Memorial Nottingham Branch. North Collinwood Seniors have been participating in the self-care workshops. *LatinX Make Art* takes place on Fridays at the South Branch. South Branch community members explore Hispanic/Latin heritage in this program through art.

impact! is an in-person program designed to prepare students in grades 9 through 12 for ACT, SAT, and PSAT tests. College Now instructors lead an *impact!* at the Martin Luther King Jr. Branch. In addition to preparing for the ACT, SAT, and PSAT, College Now participants receive assistance with college and scholarship applications and campus visits. Students receive a free snack each day from the Greater Cleveland Food Bank. Students who complete the program earn a \$200 stipend. The 2022 Fall session started October 3rd and will continue through November 2022.

Free tutoring services are available for students in grades K-12 at several branch locations. Monday through Thursday, 4:00-6:00 pm, students can drop in for homework help at the following locations: Addison, East 131, Fleet, Fulton, Garden Valley, Glenville, Hough, Langston Hughes, Memorial Nottingham, Rice, Rockport, South Brooklyn, and South.

America Reads tutors help with math, science, English, and social studies subjects. Trained Cleveland State University college students lead tutoring sessions, providing virtual tutoring support also.

Co-sponsored by College Now and author Justin A. Reynolds, #CLEReads was Downtown at the Main Library on Saturday, October 22, 2022, featuring renowned authors from across the country. Roughly one hundred patrons attended the event to meet the following authors: Ebony LaDelle, Natalia Sylvester, Ayana Gray, Tami Charles, Jordan Ifueko, Alex London, Danielle Valentine, Sara Farizan, Angeline Boulley, Jarrett Krosoczka, George M. Johnson, Malinda Lo, Jas Hammonds, Justin A. Reynolds, and Leah Johnson. Panel discussions ranged from coming of age to intersections in race and identity. Loganberry books sold books onsite.

College Now purchased books to giveaway to students for free. Zygote Press provided live printmaking activities on-site. The next #CLEReads event will take place in 2023.

Led by Angela Flowers of Making a Difference Consulting, YouthBiz Academy is a six to eight-week workshop for students 9-16 years of age interested in starting a business. This program has retained an average of ten students weekly. At Memorial Nottingham Branch on Fridays, 4:30-5:45 pm, scholars learn tips on how to start a business, participate in a business plan competition, and receive funding to start a small business. The entrepreneur market date, where scholars can sell their products, is scheduled for December 3rd, 2022, at the Memorial Nottingham Branch.

MARKETING & COMMUNICATIONS

EXECUTIVE SUMMARY

October marked the very first ribbon cutting of our Facilities Master Plan (FMP) project. The Jefferson Campus opened on October 15 to the Tremont neighborhood, staff, board, and friends. Also on October 15, Main Library welcomed Make Them Know Your Name (MTKYN) Foundation for a program with CPL Play that focused on e-sports and health. Cleveland Brown's player Denzel Ward's mother was in attendance. The CLE Reads YA Book Festival welcomed best-selling YA authors downtown and drew out large crowds of young readers. We also celebrated the opening of the new Clark-Fulton Learning Center at the Fulton Branch.

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 continued throughout the month. The Jefferson Campus ribbon cutting was held on October 15. After the ceremony, patrons were invited to tour the space, participate in family activities, and enjoy tacos, cake, and cookies.

MEDIA COVERAGE:

<https://app.criticalmention.com/app/#clip/view/c6b3c80e-f97c-4573-a507-1726e64e2b91?token=b5193d06-e7a4-4bd8-8069-42c09ea14383>

CLE Reads YA Book Festival: Held on October 22, the festival welcomed best-selling authors including Ayana Gray, George M. Johnson, Angelina Boulley, Malinda Lo, Jarrett Krosoczka, and more. The event drew out a large crowd of young readers who were excited to meet authors and share their love of reading.

MEDIA COVERAGE:

<https://www.beaconjournal.com/story/entertainment/books/2022/10/16/gorgeous-book-sweet-in-tooth-and-claw-offers-hope-nature-can-endure/69548633007/>

https://laprensanewspaper.com/index.php/2022/10/19/book-festival-fosters-love-of-reading/?utm_source=rss&utm_medium=rss&utm_campaign=book-festival-fosters-love-of-reading

MAKE THEM KNOW YOUR NAME AND CPL PLAY: The Make Them Know Your Name Foundation (MTKYN), founded by Cleveland Browns player Denzel Ward, joined forces with CPL Play for an esports event on October 15. MTKYN's mission is to help prevent heart related fatalities in communities across the nation. The event consisted of panels talking about health, intersections of gaming and fitness, careers in esports, and of course, gaming!

MEDIA COVERAGE:

<https://finance.yahoo.com/news/them-know-name-foundation-denzel-100000152.html>

<http://crweworld.com/article/news-provided-by-news-direct/2522914/the-make-them-know-your-name-foundation-and-denzel-ward-give-back-this-nfl-season>

<https://app.criticalmention.com/app/#clip/view/9d2193bd-ab6d-4e4e-8352-5b6cf6d1825c?token=b5193d06-e7a4-4bd8-8069-42c09ea14383>

NEWS 5 TV SPOTS: As part of a paid campaign, the library had short interviews that were aired on News 5. Topics included the Foundation, Jefferson Campus/FMP, Winterland at CPL, Music, and CPL Play.

MEDIA COVERAGE:

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

CLARK-FULTON VERIZON LEARNING CENTER: Jumpstart Inc. worked with Verizon on a project to open tech learning centers across Cleveland and the Fulton Branch was selected as one of the locations. The center includes cutting edge tech equipment that patrons and residents can use for free. A ribbon cutting celebration was held on October 14 to open the center to the public.

MEDIA COVERAGE:

<https://www.news5cleveland.com/news/local-news/the-clark-fulton-learning-center-is-bringing-free-tech-training-to-cleveland-residents>

<https://app.criticalmention.com/app/#clip/view/f223ac4a-8e54-4199-82a4-43d7497dbdba?token=b5193d06-e7a4-4bd8-8069-42c09ea14383>

FAMILYSPACE: The Cuyahoga County Public Library opened the first FamilySpace location in their Garfield Heights Branch. FamilySpace is an accessible, neighborhood-based hub of programming, information-sharing, and network-building for families with young children. Spaces will open in CPL's Carnegie West and Hough campuses within the next year.

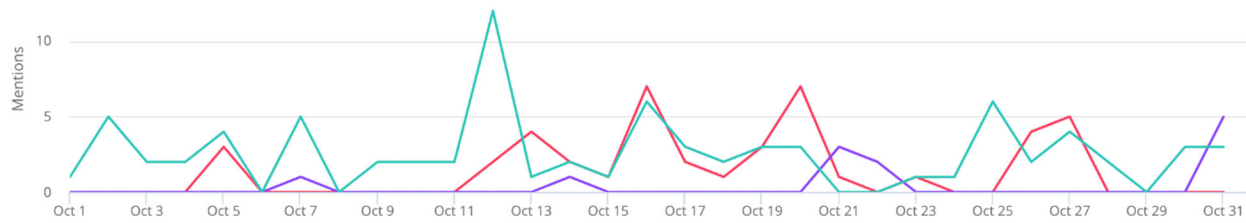
MEDIA COVERAGE:

<https://cuyahogacounty.canto.com/b/JFF5B>

<https://hhs.cuyahogacounty.us/programs/detail/familyspace-program>

PUBLIC RELATIONS OVERVIEW

Cleveland Public Library garnered 135 mentions for the month of October reaching more than 69 million people in national and local TV news, radio, and online and print.



Mentions 135 Audience 62,202,584 Publicity \$1,430,906






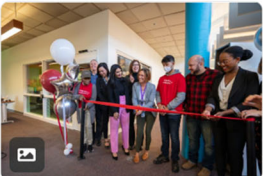










SOCIAL MEDIA SUMMARY









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) themes:** Best Books & Movies for Halloween
- **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

Other digital content included Book Buzz, storytime videos, footage for news spots, Coffee & Comics, Jefferson Ribbon Cutting, Clark-Fulton Verizon Center, Music at Main, Dia de las Muertas parade, MTKYN (Denzel Ward event), and Book Drops series. Throwback posts documenting CPL's rich history continue to be popular. Other content that performed well included posts about the new Jefferson Campus, MTKYN event, and Clark-Fulton Verizon Center.

Most Popular Posts by Platform:

<p> Cleveland Public Library Thu 10/20/2022 11:00 am EDT</p> <p>#TBT Photographer Arthur Gray (1884-1976) captures the dynamism of Euclid Avenue in the 1930s with this...</p>  <table border="1"> <tr><td>Total Engagements</td><td>1,542</td></tr> <tr><td>Reactions</td><td>852</td></tr> <tr><td>Comments</td><td>51</td></tr> </table>	Total Engagements	1,542	Reactions	852	Comments	51	<p> Cleveland Public Library Thu 10/27/2022 11:00 am EDT</p> <p>#TBT From train to plane! Today's photograph from 1968 is a close-up view of a rapid transit car heading to...</p>  <table border="1"> <tr><td>Total Engagements</td><td>800</td></tr> <tr><td>Reactions</td><td>492</td></tr> <tr><td>Comments</td><td>25</td></tr> </table>	Total Engagements	800	Reactions	492	Comments	25	<p> Cleveland Public Library Mon 10/17/2022 11:20 am EDT</p> <p>Three cheers for the Clark-Fulton community! The Verizon Community Forward Learning Center is now...</p>  <table border="1"> <tr><td>Total Engagements</td><td>210</td></tr> <tr><td>Reactions</td><td>77</td></tr> <tr><td>Comments</td><td>0</td></tr> </table>	Total Engagements	210	Reactions	77	Comments	0	<p> Cleveland Public Library Sat 10/15/2022 11:42 am EDT</p> <p>We're in the game! CPL Play welcomes Denzel Ward's The Make Them Know Your Name Foundation (MTKYN) and...</p>  <table border="1"> <tr><td>Total Engagements</td><td>84</td></tr> <tr><td>Reactions</td><td>31</td></tr> <tr><td>Comments</td><td>2</td></tr> </table>	Total Engagements	84	Reactions	31	Comments	2
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<p> clevelandpubliclibrary Thu 10/27/2022 11:00 am EDT</p> <p>#TBT From train to plane! Today's photograph from 1968 is a close-up view of a rapid transit car heading to...</p>  <table border="1"> <tr><td>Total Engagements</td><td>255</td></tr> <tr><td>Likes</td><td>241</td></tr> </table>	Total Engagements	255	Likes	241	<p> clevelandpubliclibrary Thu 10/20/2022 11:00 am EDT</p> <p>#TBT Photographer Arthur Gray (1884-1976) captures the dynamism of Euclid Avenue in the 1930s with this...</p>  <table border="1"> <tr><td>Total Engagements</td><td>235</td></tr> <tr><td>Likes</td><td>219</td></tr> </table>	Total Engagements	235	Likes	219	<p> clevelandpubliclibrary Thu 10/6/2022 11:00 am EDT</p> <p>#TBT Today's image is a look at Public Square and the Soldier's & Sailors' Monument in 1900. The view is lookin...</p>  <table border="1"> <tr><td>Total Engagements</td><td>133</td></tr> <tr><td>Likes</td><td>126</td></tr> </table>	Total Engagements	133	Likes	126	<p> clevelandpubliclibrary Sun 10/16/2022 3:14 pm EDT</p> <p>#CPLCollectionHighlights Development Areas of the downtown Cleveland core-central, 1970 Foun...</p>  <table border="1"> <tr><td>Total Engagements</td><td>101</td></tr> <tr><td>Likes</td><td>94</td></tr> </table>	Total Engagements	101	Likes	94								
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 @Cleveland_PL Mon 10/24/2022 1:19 pm EDT	 @Cleveland_PL Thu 10/6/2022 3:35 pm EDT	 @Cleveland_PL Thu 10/20/2022 11:00 am EDT	 @Cleveland_PL Fri 10/14/2022 9:46 am EDT																																
<p>#CPLCollectionHighlights "The General Plan of Cleveland" 1949 🗺️ Found in Map Collection at Main...</p> 	<p>Welcome Back! Cleveland Public Library Set to Reopen the Jefferson Branch bit.ly/3fHq7fz</p> 	<p>#TBT Photographer Arthur Gray (1884-1976) captures the dynamism of Euclid Avenue in the 1930s with this...</p> 	<p>It's a vibe! Celebrating the grand opening of the Clark-Fulton Learning Center at the Fulton Branch. Thanks t...</p> 																																
<table border="1"> <tr><td>Total Engagements</td><td>143</td></tr> <tr><td>Likes</td><td>29</td></tr> <tr><td>@Replies</td><td>0</td></tr> <tr><td>Retweets</td><td>7</td></tr> </table>	Total Engagements	143	Likes	29	@Replies	0	Retweets	7	<table border="1"> <tr><td>Total Engagements</td><td>90</td></tr> <tr><td>Likes</td><td>9</td></tr> <tr><td>@Replies</td><td>0</td></tr> <tr><td>Retweets</td><td>6</td></tr> </table>	Total Engagements	90	Likes	9	@Replies	0	Retweets	6	<table border="1"> <tr><td>Total Engagements</td><td>68</td></tr> <tr><td>Likes</td><td>17</td></tr> <tr><td>@Replies</td><td>0</td></tr> <tr><td>Retweets</td><td>5</td></tr> </table>	Total Engagements	68	Likes	17	@Replies	0	Retweets	5	<table border="1"> <tr><td>Total Engagements</td><td>62</td></tr> <tr><td>Likes</td><td>6</td></tr> <tr><td>@Replies</td><td>1</td></tr> <tr><td>Retweets</td><td>3</td></tr> </table>	Total Engagements	62	Likes	6	@Replies	1	Retweets	3
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PROPERTY MANAGEMENT

Carpenters/Painters

- Prep work completed for Jefferson branch grand opening.
- Lakeshore property cleanup for large book donation storage.
- Old Hough branch prep work began for move to new Hough.
- LSW 6th floor - plumbing repairs are now completed in the ceiling southeast corner.
- Set-up large tent for Jefferson branch grand opening and removed after event.

Maintenance Mechanics

- Continual boiler preventative maintenance.
- LSW- 3RD and 5th floors lighting re-lamp and ballast replacement.
- Leaking domestic water line repaired in Main building.
- Short in control wiring for AHU #5 LSW and Main loading dock makeup air unit repaired.
- Smoke detector replaced at South Brooklyn.
- Door alarm replaced at South Brooklyn.
- LSW AHU #6 ionization installation complete along with duct cleaning.

- Warranty work completed on Lakeshore chiller.
- Main building lobby lights re-lamped.
- ADA report work started, sink piping covers.
- Replaced feed water regulator and repaired boiler pump at Jefferson branch.
- Continuing housing court project at Glenville branch.

Cleveland Public Library - Phase 01A Diversity Reporting

PH1A Cost of Work	\$ 21,051,216.31		
	MBE	FBE	SBE
Economic Inclusion Goals	20%	9%	15%
Enterprise Tracking Dollar	\$	5,065,370	10,594,135
Enterprise Tracking	30%	24%	50%
West Park Cost of Work	\$ 3,843,097.70		
	MBE	FBE	SBE
Economic Inclusion Goals	20%	9%	15%
Enterprise Tracking Dollar	\$	1,358,357	2,859,977
Enterprise Tracking	59%	35%	74%
Jefferson Cost of Work	\$ 1,564,940.99		
	MBE	FBE	SBE
Economic Inclusion Goals	20%	9%	15%
Enterprise Tracking Dollar	\$	290,797.	876,452.
Enterprise Tracking	25%	19%	56%
Woodland Cost of Work	\$ 6,162,528.29		
	MBE	FBE	SBE
Economic Inclusion Goals	20%	9%	15%
Enterprise Tracking Dollar	\$	2,002,385	2,667,984
Enterprise Tracking	25%	32%	43%
CDF Cost of Work	\$ 4,654,132.20		
	MBE	FBE	SBE
Economic Inclusion Goals	20%	9%	15%
Enterprise Tracking Dollar	\$	1,413,829	3,173,418
Enterprise Tracking	17%	30%	68%
Hough Cost of Work	\$ 4,826,517.13		
	MBE	FBE	SBE
Economic Inclusion Goals	20%	9%	15%
Enterprise Tracking Dollar	\$	1,783,721	1,892,755
Enterprise Tracking	27%	37%	39%

SAFETY & PROTECTIVE SERVICES

Safety Services

- 10-1-22: Patrons stuck in elevator (between 3rd/4th floor) Cleveland Fire responded for extrication (SIR 22-0770).
- 10-21-22 HR coordinated for former employee's attorney retrieved her personal items from LSW front desk.
- 10-24-22 LSW lobby; coordinated with Cleveland first responders to assist adult male OD to Metro Hospital
- 10-25-22 HR coordinated for former employee responded to LSW to retrieve their personal effects (completed).
- 10-27-22 CPD responded to S. Brooklyn Branch re: juvenile alleging domestic violence. CPD to handle (SIR22-0859).
- 10-28-22 CPL SPS assisted Dept Homeland Security with information regarding active investigation re: subject wanted on federal warrant for robbery and conspiracy to commit robbery.
- 10-29-22 Police report made due to property management employee losing keys to CPL facilities (SIR22-0861/CPD 22-316686).

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
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
Feb 2022	1665	28	50	16	123	60
Jan 2022	1945	61	19	8	101	30
Dec 2021	1731	28	69	32	121	47
Nov 2021	1900	36	32	19	126	46
Oct 2021	2438	19	83	27	239	59

Special Attention, Special Events, and Significant Incidents

- 10-6-22 Adam Jaenke will be photographing in LSW (LL & 6th floor).
- 10-7-22 Starbucks meeting on LSW 2 rm# E (Liz Oberer contact 419-357-1231)
- 10-10-22 Councilperson Jasmin Santana and Joe Cimperman in for a photo shoot at LSW
- 10-14-22 Verizon center opening at Fulton
- 10-15-22 Jefferson ribbon cutting-worked with staff to conduct safety audits
- 10-15-22 CPL E-Sports at LSW
- 10-18 thru 10-20-Gloabal Cleveland Sisters Cities Conference
- 10-20-22 WKYC Media Event at Fulton

Protective and Fire Systems

- 10-6 & 10-6 SA Communale on site at Main/LSW testing fire systems
- 10-14-22 SA Communale at Lakeshore testing fire alarm system
- 10-16 thru 10-23 Alarm panel irregularities at both Brooklyn and South Brooklyn. ATT addressed faulty phone line at South.
- 10-24-22 SA Communale working on Hydrostatic test
- 10-31-22 Repairs to faulty alarm panel completed at S. Brooklyn

Administration

- 10-2-22 & 10-23-22 Training provided for SPS officers from Action Defense.
- 10-5-22 interview for permanent SPS manager position
- 10-10-22: SPS permanent supervisor positions awarded to Carrie Krouse; Kahlil Caldwell; Jose Santana.
- Continuous monitoring of contracted services: Royce; Unifirst; IPS
- 10-24-22 Interim Manager's position made permanent with Keith Foster assuming the responsibilities.
- 10-25-22 Met with Model Uniform Inc regarding outfitting SPS (CPL) with new uniforms.

INFORMATION TECHNOLOGY & CLEVNET

The Network team, working with Easton Telecom ported the last CLEVNET libraries (Henderson, Kelleys Island, Kingsville, and Thompson, Geauga) from AT&T's circuit. They also migrated OLBDP's (Ohio Library for the Blind and Print Disabled) 800 number, which means that CLEVNET has completed its migration away from AT&T to a more responsive organization, the aforementioned Easton Telecom.

The Network team also installed new network equipment for Cleveland Public Library's (CPL) construction projects at Jefferson, Woodland, and West Park and a phone for the Housing Court at CPL's South Branch. Finally, the Network team refreshed and upgraded equipment at Medina County Public Library's Brunswick branch.

The Solutions Team welcomed a new member, Jesse Scaggs, on October 10, 2022, as the new Solutions Architect. Mr. Scaggs had previously worked for CLEVNET-IT as a Computer and Networking Technician. Mr. Scaggs jumped right into his new role by carrying out numerous infrastructure updates on the CLEVNET VMWare cluster. He also developed and presented documentation on how to migrate outdated Windows 2012 R2 Domain Controllers (DCs) and related software to the more current Windows Server 2022.

Andy Busch, the other Solutions Architect for CLEVNET-IT, carried out updates for PaperCut (the printing solution that CLEVNET provides), configured SSO (Single Sign-on) for Shaker Public Library's internal help desk software (HappyFox), configured OAuth for continued voicemail to email support with Robert Patrick (CLEVNET Network Specialist) due to Microsoft's deprecation of basic authentication, and worked to facilitate Mr. Scaggs transition to the Solutions team.

Finally, Mr. Busch, Mr. Scaggs, and Larry Finnegan (Acting Director of CLEVNET) met with Benjamin Houston, Euclid Public Library's new Computer Technician, to discuss CLEVNET.

The Hardware team started implementing the Windows 2012 R2 DC migration. Chris Strnad (CLEVNET PC / Network Technician) began by migrating the Kinsman Free Public Library and Newton Falls Public Library to Server 2022.

The Software team worked on a variety of projects in October. Megan Trifiletti (CLEVNET Library Systems and Applications Analyst) continued working with various libraries to implement

PatronPoint (marketing software that is paid for by CLEVNET). Jim Benson (CLEVNET Library Systems and Applications Analyst) worked with Cleveland Public Library to ensure that everything was set up so that CPL's Jefferson branch could reopen on October 15, 2022. Caitlin Ryan (CLEVNET Library Systems and Applications Specialist) made sure that Hough and Jefferson's new pickup lockers were configured for their reopening on October 15, 2022.

Finally, Ms. Trifiletti, Ms. Ryan, and Brian Leszcz (Lead Solutions Architect) attended SirsiDynix's Consortia SIG on October 5-6, 2022. This virtual event allowed the CLEVNET staff to meet with other library consortia as well as to meet with the SirsiDynix staff and get early product views.

On October 21, 2022, CLEVNET-IT hosted the quarterly CLEVNET PC Tech meeting, which was held via MS Teams. The CLEVNET team introduced the new Solutions Architect (Mr. Scaggs), provided an update on the tenant migration, discussed how Google Analytics 3 is going to be transitioning to Google Analytics 4, Tech Soup updates, reminded everyone that Basic Authentication has been deprecated by Microsoft, and that Windows 2012 R2 servers are also approaching end of life, and if any libraries are still using them they need to work on upgrading them to a supported version of Windows.

On October 29, 2022, at 10:00 am the CLEVNET Directors held their quarterly meeting, which was held virtually using MS Teams. The first speaker, Don Yarmon, Executive Director of OPLIN, was a guest and he wanted to share with the members some of the projects that OPLIN is working on. Mr. Yarmon introduced Jessica Dooley, the new Technology Project Manager, he also discussed VLAN stacking at the SOCC (State of Ohio Computer Center) and the state of OPLIN's RFP for statewide databases. The committee would meet in mid-November, which is when the final decisions would be made.

Finally, Mr. Yarmon spoke at length about a new initiative that OPLIN was introducing. OPLIN currently pays for one connection from the main library location to the internet, but OPLIN cannot pay for more than that. However, to assist multi-branch libraries, OPLIN is planning to create a website where any multi-branch libraries can post their need for internet access. This would allow vendors throughout the state to view and bid.

Carrie Krenicky, Chief Financial Officer for Cleveland Public Library, spoke about the 2023 CLEVNET budget. Ms. Krenicky is projecting that CLEVNET as of September 30, 2022, has a total revenue of \$4,199,911.08, with expenditures of \$3,825,404.27, and \$573,042.23 encumbered, leaving a \$1,504,014.25 unencumbered balance. If CLEVNET receives the expected income in December of \$792,168.72 there would be an appropriation to encumber/ expend of \$2,296,182.97. She also reminded the audience that detailed budget reports are posted monthly on CLEVNET's intranet site. Ms. Krenicky concluded with a detailed breakdown of how the money is being spent.

Ms. Krenicky also shared how the CLEVNET Executive Panel decided that after December 2022 is closed the 2023 Contract Costs will be updated to reflect a reduction of one-third of the CLEVNET Special Revenue's unencumbered balance and a third of the balance to be reserved for unforeseen future expenses and a third for the network.

Mr. Finnegan then spoke about the state of CLEVNET's current projects. Mr. Finnegan opened by congratulating Mr. Scaggs on his promotion to Solutions Architect. He went on to apologize to the CLEVNET members for any delays, this has been the result of CLEVNET-IT being down four positions and he thanked the CLEVNET-IT staff for their hard work and dedication. He also took a moment to thank Mr. Leszcz for taking on so much responsibility during this time.

Mr. Finnegan then gave an update on the Microsoft Tenant Migration. CLEVNET-IT is waiting on two more quotes. Unfortunately, one vendor had to drop out and this caused yet another delay.

He then reported that the AT&T circuit has been cancelled. CLEVNET migrated 1396 numbers to our new vendor at Easton, who are amazing to deal with compared to AT&T. The whole delay was because AT&T's records were just a complete mess. Because of the efficiency of our new partner CLEVNET-IT has already migrated eight more libraries to the CLEVNET call manager.

Ms. Trifiletti then discussed the status of Software's projects. Ms. Trifiletti reminded everyone that due to staffing issues, most of the projects that Software initially committed to at the beginning of the year are on hold, but she would give an update on the two projects that are still underway.

The first is Quipu. They are CLEVNET's new centralized eCARD registration product that is being piloted with Twinsburg Public Library. Ms. Trifiletti reported that the project is in the final stages of testing, and everything is going well. The testing is showing that Quipu is correctly identifying people within and outside of Twinsburg's service area. There are a few outstanding tasks such as working on wording, what the public will see when they fill out the form as well as how to deal when a patron with a card attempts to get a new one with this service.

Ms. Trifiletti then thanked Twinsburg for their help with this project. She also thanked the Software team and Mr. Leszcz from the Solutions team for their work in both the setup and testing.

The other project that we still have underway is the CPL - Cleveland Metropolitan School District Student (CMSD) Card Pilot. Ms. Trifiletti reported mixed results. While there were no issues with the initial loading of student records, there have been difficulties getting consistent updates from CMSD-IT, which is an agreed-upon aspect within the project's scope. Ms. Trifiletti also reported that she ran a report comparing the CMSD-CPL cards to the other juvenile profiles that CPL has, and currently only 7% of all juvenile profile circulation is the CMSD school cards. The remaining 93% are CPL's other JV and JVR cards. However, it is early in the school year and that could change.

John Skrtic, CPL's Chief of Special Projects and Collections, discussed the state of the search for the new CLEVNET Director. Mr. Skrtic reported that the last interviews had been held. The hiring panel had made their recommendation to move ahead with a contingent offer to the successful candidate. There are still some internal processes that need to be completed by CPL Human Resources, but Mr. Skrtic stated that they would let the Directors know as soon as possible.

Katie Ringenbach, Director of the Burton Public Library, reported that Technical Services SIG is going to meet on November 9th from 10:00 to noon using MS Teams.

Julianne Bedel, Director of the Medina County District Library, discussed how the Circulation SIG met on October the 12th, they have decided the next meeting in the spring is also going to be virtual for convenience. They did some information gathering,

answering questions for each other on unclaimed holds and inactive cards and reimbursement procedures. They talked a little bit about the collection services, and there was discussion on skip tracing and bad addresses. They had some discussion on procedures as far as managing home libraries and what is the preferred way to refer our patrons to the owning library when there is an issue to be resolved. There was a little bit of discussion on process improvement with the CLEVNET app functionality, accuracy on trapping and routing folds.

Ms. Bedel also reported the most noteworthy thing that we discussed is that the SIG. After several years of discussion, has a recommendation for the member libraries to please discontinue using those good old pink routing slips for holds.

Aurora Martinez, Director of the Morley Public Library, discussed the PC Tech SIG, which Mr. Finnegan had mostly already covered in his section.

The Directors then reported on various topics that they felt might be of interest to the members. Twinsburg Public Library went fine free and purchased a new bookmobile. Henderson Public Library will be having a 50th anniversary on November 13, 2022. Shaker Libraries Woods Branch will close for renovation at the beginning of 2023, as will Cleveland Heights - University Heights (CHUH) Public Library's Noble branch. CHUH is finalizing a contract with a satellite location so we can still serve those customers.