

DIRECTOR'S REPORT

March 19, 2020

Strategic Plan

Our Mission:

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

Our Strategic Priorities:

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

PUBLIC SERVICES

Programs and Events

PAL Programs

A Digital Darkroom Makerlab was held at the Public Administration Library on February 5th with assistance from TechCentral staff. Attendees, including a city photographer were happy to learn about the app, Pixlr. Also in February, Popular Library Manager Sarah Flinn along with Public Administration Library Assistant Monica Musser, hosted a knitting class for City Hall employees. Members are working on squares to make blankets for donations.

Sports Icon Series

The Social Science Department hosted the latest Sports Icon Interview with Cleveland Indians Vice President Bob DiBiasio on February 12th. Dan Coughlin conducted the interview, which was recorded and edited by Cleveland Digital Public Library Assistant Catherine Young.

International Languages Programming

International Languages Department staff hosted 19 programs attracting over 180 attendees. These programs, which feature

language and cultural understanding, encourage communities of learning among patrons and their families.

Youth Services Programming

Throughout the month of February, the Youth Services Department Staff led story times and art programs to serve a variety of patron needs and interests.

Open Mic Poetry

Literature/Ohio Center for the Book (OHCFB) Librarian Evone Jeffries hosted the Cleveland Public Poetry open mic "Poetry of Love" event on February 14th.

Music at Main

The Whitehouse Band performed in honor of Black History Month in the Indoor Reading Garden on February 8th to an audience of 60 guests.

Book Clubs

On February 4th, Literature/Ohio Center for the Book Library Assistant Michael Haverman hosted the Award-Winning Book Club discussing the book *Severance* by Ling Ma.

Literature/OCFTB Senior Librarian Nick Durda, along with OCFTB Scholar-in-Residence Valentino Zullo, hosted the bi-weekly *Get Graphic! Book Club* with a discussion of *Skyward*, Volume 1, by Joe Henderson and Lee Garbett.

Digital Literacy

TechCentral staff conducted 19 one-on-one appointments throughout the month along with 36 computer classes. TechCentral is in the process of overhauling their digital literacy courses with a Fall 2020 launch.

Learning Commons/Programs

In coordination with CPL FIT, Cleveland Digital Public Library hosted Yoga and Core Strengthening three times a week. Classes average 35+ attendees per week. Attendees include patrons and staff. Lunchtime chess on Thursdays draws around 13 patrons.

Services at Main Library

Scanning Assistance

Cleveland Digital Public Library staff assisted 13 reservations and drop-in sessions of two hours (or more) in length. Scanning consisted of both large personal and library collections in the Digital Hub. Patrons used the new Epson 12000XL flatbed, ATIZ book scanner, and I2S oversized flatbed scanner to accomplish their projects for personal and publication use.

Exhibits and Displays at Main Library

Staff across Main Library created displays honoring Black History Month. Business, Economics and Labor Department staff created displays which included books by black authors about investing and the stock market, worker's rights and labor unions, economics, finance, management, transportation, as well as books about black Clevelanders, and black business history. The Government Documents Department created a display which featured black congressmen and congresswomen, with a tribute to the late United States Representative Elijah Cummings. Fine Arts staff created a display featuring black musicians and artists.

ClevDPL continues to provide support and assistance with displays across Main Library through the management of the Kiosk, Magic Box, Touchwall and online exhibits. Requests for videography, photography and other media projects continue to grow.

Main Library Tours

Staff docents provided tours of Main Library throughout the month of February. Groups touring Main Library included a group of senior citizens for the Aurora Senior Center, students for the MC2 Stem High School, students from a Cleveland State University Urban Studies class and photography students from Cuyahoga Community College.

Outreach

Literature/OCFTB Manager Don Boozer represented Cleveland Public Library and the Ohio Center for the Book at an event held at Oberlin College in celebration of Toni Morrison on February 18th. On the same day, Mr. Boozer also attended a rededication of Lorain County Public Library System's Toni Morrison Reading

Room. The event was attended by federal, state, and local government officials.

From February 1st through the 28th, the Literature Department staff processed 172 packages for 153 Homebound patrons.

On February 27th, Fine Arts & Special Collections Manager Pam Eyerdam presented on the John G. White Collection of Chess, Folklore and Orientalia for 20 guests of the Northeast Ohio Bibliographic Society (NOBS) at Loganberry Books.

For the second year in a row, Science and Technology Department Senior Subject Librarian Jim Bettinger and General Research Collections Interim Manager Sarah Dobransky were guest lecturers on February 14th for Craig Nard, Law Professor and Director of the Spangenberg Center for Law, Technology & the Arts School of Law at the Case Western Reserve University School of Law. The course, PHYS 499, is a physics course focused on patents and other intellectual property for engineers.

Social Sciences Library Assistant Peter Elwell met with a local writer who will be writing a weekly blog this summer about the 1920 Cleveland Indians championship season. He discussed the many resources available through the Library's online research databases as well as the Sports Research Center materials.

International Department staff filled Long Loan requests for nine CPL/CCPL/CLEVNET agencies. A total of 2,463 items were selected, processed and shipped to fill outstanding requests.

ClevDPL continues to work with the Cleveland Orchestra to scan scrapbooks and has completed the scanning of Cleveland Scene from 1970-2000. In addition, CleveDPL continues to work with local newspapers to provide access to the back files of member news organizations.

Collection Management

Literature/Ohio Center for the Book Library Assistant Michael Haverman processed nine trucks of Popular Library transfers to Literature of fiction, graphic novels, and urban fiction with an estimated 2,500 books added to the department's collection.

Center for Local and Global History Photograph Librarian Brian Meggitt moved the Poster Collection (about 1,500 items), the

panoramic and oversize photographs of the Subject Cleveland Collection, and the panoramic, oversize and folio-size photographs of the Cleveland Picture Collection, into the elephant folio cases now sited in the Photograph Collection.

Center for Local and Global History Library Assistant Adam Jaenke has continued working on the Neighborhood Photographic Survey. This month, Mr. Jaenke went to Ohio City Incorporated's office, Dave's Supermarket in Ohio City, the Carnegie West Branch, Old-Fashioned Hot Dogs, and Franklin Circle Church to take photographs.

Center for Local and Global History Library Assistant Lisa Sanchez has continued to add item descriptions to the Cleveland City Hall Collection. At the time of this report, Mx. Sanchez has described over 7,400 images and has integrated 49 new stereoscopic views into the Stereoscopic Views Collection.

Cataloger Erin Valentine worked on several cataloging projects in Special Collections including the Allen Vandenberg Brett collection, several 19th century Cleveland Public Library accession ledgers, and Cleveland Public School catalogs.

BEL Librarian Zachary Hay worked with the Catalog Department to have six titles added back into the catalog, five of which were a part of Business Department's Garfield-Perry Stamp Club collection. One of the titles, *The Imperial postage stamp album and catalogue* published by E.S. Gibbons in 1874, can only be found at two other libraries in the world. Cleveland Public Library is the only library in North America to hold a copy.

ClevDPL staff have been working on digitizing Scene Magazine. Years 1970-2000 has been completed. In addition, ClevDPL continues to work with the Maps Department to preserve the loose maps inherited from the City of Cleveland.

CPL has one of the largest and most significant Art Collections in any public library in the country. ClevDPL has begun the process of updating the database listing of items in the collection, and has met again with financial services regarding adding all of CPL's art holdings to the real property inventory maintained in our MUNIS system so CPL's art will be audited on a regular schedule.

Research That's Only Possible at Main Library

- PAL staff assisted a patron with Civil Service amendments from 1988 and 1989 Cleveland City Record.
- Cleveland Public Library is the only public library in the State of Ohio to own copies of several holds this month in the Literature Department
- Literature/OCFTB staff aided a PhD candidate in finding material regarding the topic of philosophy in film, specifically existentialism, and film.
- A patron came to the Science and Technology Department to use the reference book, *Internal Corrosion of Water Distribution Systems* (1996.) No other Ohio public or academic library owns the book.
- A local author visited BEL and Government Documents to do research for an upcoming book about John D. Rockefeller and his Cleveland business partners. Staff were able to find obscure newspaper articles and several books to assist the patron.
- Social Sciences staff assisted a staff member from Ideastream with the Foundation Directory Online Professional.
- CLGH staff assisted a property developer with finding and obtaining historical images and Sanborn Fire Insurance maps of a specific area and neighborhood.
- CLGH staff assisted a patron with finding and obtaining historical images of the exterior of St. John the Baptist Church, which was once located at Scovill Avenue and East 22nd Street in the Central neighborhood.
- CLGH staff assisted a former member of the Hell's Angels Motorcycle Club with finding newspaper stories about his activities with the club in the 1980s.
- A scholar in Nigeria contacted the Center for Local and Global History to request a scan of the frontispiece of a book about the life of a missionary in Africa. CPL is the only public library in the country to own this volume
- CLGH staff assisted a patron with box scores and game recaps of Cleveland pitcher Cy Young's first two games for a baseball researcher

- CLGH staff assisted a patron with biographical information about Joseph Stadler, a track and field athlete in the 1904 Summer Olympics in St. Louis, for a sports researcher
- CLGH staff helped a patron find the location and name of an old television repair shop on the corner of Memphis Avenue and Ridge Road from 1962.
- CLGH staff used the Cleveland City Directories to help a patron find the names of childhood friends.
- CLGH staff found articles for a patron about former haircare maven Christina M. Jenkins. Christina invented and popularized the "hair-weave".
- CLGH staff conducted research for a patron on the history of St. Luke United Church of Christ on Pearl Rd.
- Staff assisted a patron from California who called to request a reference book entitled *Shabtis: An Introduction to the history of ancient Egyptian Funerary statuettes*. Only a few public libraries own this title.
- Staff assisted a patron who requested items related to the Great Lakes Exposition of 1936-37.
- Staff assisted a patron requested to see an early edition of the *Book of Mormon* from 1830.
- A Corporate Archivist for the J.M. Smucker Co. requested information on a house on their Orville campus that was renovated by architect Robert Gaede in the 1980s.
- The Curatorial Assistant for the Decorative Arts & Design department from the Carnegie Museum of Art inquired about the *Lietzke collection: correspondence, papers, and memorabilia of Luke and Rolland Lietzke (Mogadore, OH) 1929-2001*.
- Staff assisted a researcher from the Berlin-Brandenburg Academy of Sciences & Humanities who inquired about a Quran in the collection.
- Staff assisted a chess researcher from Belgium with a scan of the 3-page obituary for chess player John Keeble from the *British Chess Magazine* of 1939 and scans from the November 1895 *Newcastle Weekly Courant* about chess player Emanuel Lasker
- Staff assisted with a patron request to view the architectural trade catalogs on lighting from the 1920s.

Staff Development

Director of Public Services, John Skrtic and Assistant Director of Public Services Robin Wood attended the Public Library Association Conference in Nashville, TN.

Literature/OCFTB Manager Don Boozer presented a reference service workshop - *Ready for Reference: Service, Sources, and Saving the Day* - at the request of the director of the Tuscarawas County Public Library System for their Staff Development Day on February 17th.

International Department Librarian Victoria Kabo was interviewed by Ideastream and featured on their program under the title "Far from Russia, The Place to be Comfortably Russian" on February 6th.

Special Collections Library Assistant Bill Chase attended the Dublin Committee meeting at the Carnegie West Branch on February 6th.

Interim General Research Collections Manager Sarah Dobransky attended the webinar *Orientation to Legal Research Webinar Series: U.S. Case Law (2020)* from the Law Library of Congress, and *Research is Not a Basic Skill: Using the Contextual Nature of Research to Transform Information Literacy Instruction* from Georgia Library Association.

Social Science Sr. Librarian Mark Moore attended the OCLC webinar *Benefits of a FirstSearch/WorldCat Discovery Subscription*.

Social Science Librarian Helena Travka attended the Northeast Ohio Regional Library System Webinar *the Road to Copyright Clarity, Part 2*. She also attended *Galleys to Grab at PLA* from Virginia Public Library.

TechCentral Manager Suzi Perez and TechCentral Coordinator Melissa Canan attended a Cleveland Leadership workshop on February 7th as well as the *Digital Inclusion Anchors* meeting at PCs for People on February 19th.

LACE Cortney Gatewood attended a CPL Play Meeting on February 12th.

LACE Allison Collins attended Gadgets and Gizmos 2020 webinar through NEO-RLS on February 19th.

Census Activities

Assistant Director of Public Services Robin Wood continued coordinating CPL Census activities during the month of February. Ms. Wood has been representing CPL on multiple committees (Cuyahoga Counts, State Library of Ohio - Census Committee, Cuyahoga County Library Census Committee, etc.) and overseeing staff Census training, Census Outreach and other Census related activities.

Other

The Ohio Center for the Book was very pleased to announce that Valentino Zullo will be the 2020-2021 Ohio Center for the Book Scholar-in-Residence. Valentino L. Zullo is a PhD candidate in the Department of English at Kent State University. Zullo brings a wealth of expertise and a passion for comics to his Residency as well as the ability to communicate and to educate. The Ohio Center for the Book looks forward to sharing that expertise and passion with all Ohioans.

The Ohio Center for the Book was very pleased to announce that Adopt A Book, Inc. has been selected as a winner of the 2020 Library of Congress State Literacy Awards Program! Adopt A Book, Inc., headquartered in Loveland near Cincinnati, will receive \$2,225 in recognition of their outstanding contribution to the promotion of literacy and reading in their local community and the state.

Business, Economics, and Labor Library Assistant Joseph Parnell, in association with the CPL FIT Committee, assisted in the planning and presentation of the fourth annual CPL Staff Appreciation Gala for 2020. This year's event was held at the Crawford Auto & Aviation Museum of the Western Reserve Historical Society. Once again, Mr. Parnell was the master of ceremonies for the evening, including the service awards program recognizing milestone anniversaries.

TechCentral and CDPL Statistics

Service Calls and Tickets Received: 23
Service Calls and Tickets Resolved: 19
Service Calls and Tickets in Progress: 15

Resolved Main Library Service Calls and Tickets: 8
Resolved Tech Central Service Calls and Tickets: 6
Resolved Branches Services Calls and Tickets: 9

OLBPD

For May 2019, OLBPD circulated 40,478 books and magazines directly to patrons. OLBPD registered 135 new readers to the service. Approximately 640 BARD patrons among 1,460 active users downloaded 11,330 items.

OLBPD and CPL Financial Services submitted the State Fiscal Year 2020 Program Budget Request to the State Library of Ohio. The State Library of Ohio's Board of Trustees unanimously approved the budget requests for OLBPD during their May meeting.

OLBPD partnered with the Cuyahoga County Board of Developmental Disabilities to place a third volunteer at OLBPD as part of a cooperative vocational training initiative. Volunteers perform a variety of work related tasks, such as inspecting books, labeling mailers, preparing new books for inventory, and more in hopes of building relevant job skills toward finding future employment.

OLBPD Manager Will Reed attended the Ohio Braille and Talking Book Program Consumer Advisory Meeting on May 23rd at the State Library of Ohio. Consumers were provided updates on Family Fun and Learning Day, the Summer Lit League, and progress reports on future developments at the National Library Service (NLS).

The National Library Service (NLS) announced in May that they received final approval from the Librarian of Congress to change their name. Beginning on October 1st, their name will change officially to the "National Library Service for the Blind and Print Disabled," though they will continue to be referred to by the abbreviation NLS.

OLBPD staff provided information and talks about the service at the Independence Health Fair on May 10th; South Park Mall Senior Expo on May 16th; Westlake Community Health and Safety Fair on May 18th; NFB Youngstown Vision Fair on May 18th; Cleveland Senior Day on May 21st; and Riverview Towers CMHA on May 23rd.

The OLBPD adult book club met on May 10th to discuss "Merle's Door" by Ted Kerasote.

BRANCHES

During the month of **February**, the Public Services Branches maintained their commitment to provide effective service through programming and community outreach. Two highlights for this month were: Branch Manager Monica Rudzinski of our Sterling location providing basic computer instruction to residents of Joseph's Home (a medical respite program providing temporary housing to acutely ill homeless). Many of our staff participated in a program entitled, "Understanding Social Emotional Competencies" hosted by MyCom. The program focused on knowing oneself, which makes one better equipped to maintain positive and empathetic relationships with patrons and co-workers.

Additional branch highlights are as follows:

District One

Eastman - In celebration of Black History Month our Eastman Branch presented: Discover West African Rhythm Drumming Workshop on February 13, 2020. Sogbety Diomande is a native of the Ivory Coast in West Africa. He has been a member of the prestigious Ballet National de Cote d'Ivoire, Kotchegna Dance Company, and has been featured with many troupes in NYC and around the U.S. Sogbety works as a solo artist performing and leading drum workshops, assemblies and lectures in schools, universities, community centers, festivals and juvenile correctional facilities providing his participants an opportunity to experience history, art and culture from a different land.

Lorain - Youth programs presented at the Lorain Branch in February included Origami Hour, Spaghetti Tower, Day at the Beach Craft, Healthy Relationships (Rape Crisis Center), Popsicle Picnic Table Craft, Marble Maze (game), Rubber Band Guitar (Stem Program), Black History Month Trivia, Button Bonanza, The Brary Awards (Oscar nominated movies), Valentine's Day Cards Craft, Lemon Battery (S.T.E.A.M program) and Heart Healthy Snacks. Sewing Fundamentals with Cosmic Bobbins continues to be a success with the Lorain Branch Community. Children's Librarian Adela Santana attended monthly MyCom

Steering Committee Meeting at Detroit Shoreway. Santana also represented Lorain Branch at Almira Elementary Career Night.

Rockport - Rockport continued several exciting Winter programs this month, including the Great Lakes Science Center STEM series for our young scientists, our Minute-To-Win-It weekly challenge, and our new Board Game Club! AARP began providing free tax services for our patrons, and will continue to do so through mid-April. Several more America Reads tutors have joined us from Cleveland State University to help with homework. Our branch hosted class visits from John Marshall High School. We also hosted an information booth from the Cleveland Department of Aging and met with the CPD community relations team to explore future programming collaborations. In the Best Buy Teen Tech Center, members continued their push to submit projects to the Clubhouse Network's RE@CH Media Festival, and held a RE@CH Media viewing party at the end of the month. DesignExplorr held a two-day Adobe InDesign Workshop, helping members create posters for REACH. Members also focused on Scratch programming for individual and collaborative projects. For "Pal-entine's Day," we held a gingerbread cottage decorating contest and created DIY snacks. West Park Academy began their twice monthly STEM visits, focusing this month on TinkerCad and 3D Design. Members made masks and costumes to celebrate Mardi Gras. We had our first girls-only and boys-only programs to focus on the unique interests of each group. Our new assistant coordinator, Merlene Santiago, has been training and creating relationships all month. The Clubhouse Network has renewed our partnership and awarded us a generous sustaining grant.

Walz - February was incredibly busy for the Walz Branch. The month consisted of: weekly Black History Art programs, weekly stem activity with the Ohio Extension agency, a resumption of visits from Catholic Charities Refugee unit to use the computers, school visits to Our Lady of Mt Carmel, Marion Seltzer, Joseph Gallagher and Waverly, visits to St. Augustine Towers and St Augustine Manor, and our monthly Saturday Morning Book to Movie plus doughnuts Club (This Month was Hidden Figures). Our SPS Officer has been a blessing in observing and preventing a number of incidents from happening in the branch.

West Park - Our Builders' Club program has expanded from the first Saturday of every month to every Saturday with positive feedback from our youth and parents. Manager Michael Dalby and Assistant Manager Jamie Lauver participated in the Design Direction meeting held with Vocon to hear their proposed ideas for the branch renovation and provide feedback. The children

enjoyed a Groundhog Day-themed STEAM program led by Children's Librarian Libby McCuan and Art Therapy instructor, Sarah Gotschall. Libby hosted a music trivia program, Don't Forget the Lyrics, for Black History Month utilizing the Rock & Roll Hall of Fame, Rock Hall EDU materials. LACE Katie Power worked with the after-school kids to make Valentine's Day cards. The Page Turner Book Club used our new Main Floor Meeting Room for the first time. They appreciate the new space and the fact that they no longer have to navigate the stairway to the basement. Libby and Sarah (Art Therapy) held a joint program for Black History Month where the children made paper Freedom Quilts, teaching them about the Underground Railroad. Katie and Sarah (Art Therapy) presented a Basquait themed art program where the children made self-portraits or a collage in the style of the artist, Jean-Michel Basquait. The after-school children enjoyed the MLK, Jr. trivia contest so much last month that Libby decided to hold a Black History Month trivia program. Lunch & Learn was presented by Nancy Miller, RN, Hospice of the Western Reserve. The theme was Questions are the Answer: Strategies for Making the Most of Your Doctor Visits.

District Two

Brooklyn - 3E/OPS staff Sandy Nosse and Children's Librarian Laura McShane coordinated a first time event with the Nurse Family Partnership program, in which several families with young children participated in the story time, play time, and resource sharing time. Ms. McShane provided outreach to Denison school, and provided deposit collection books in honor of African-American history month. Youth enjoyed Valentine's Day creations, Mardi Gras craft, and a MakerLab activity. Branch Manager Ron Roberts attended the following; the 2nd District Community Relations meeting, a special Art House, Inc. community event, Inc., and the quarterly Cleveland Community Police Commission meeting.

Carnegie West - Adam Jaenke from Photograph Collection visited Carnegie West on February 20, 2020 to take pictures of staff and the library for inclusion in the permanent collection. The large meeting room was filled to capacity for the annual Kentucky Gardens 'returning gardeners' meeting on February 15, 2020. AARP volunteers prepared tax returns for patrons, and the head volunteer, Howard Frank, was one of Carnegie West's Unsung Heroes honored at the ceremony in January. School partnerships continued with Urban Community School and Welsh Academy, of

which both have attended the library for STEM programming multiple times: K'Nex education sets (led by Children's Librarian Helen Zaluckyj) and Snap Circuits maker labs (led LACE Michael Webster). MyCom awarded a \$750.00 grant to Carnegie West for education and recreation items to be used outside in Frank Novak Park; the items will provide families, care givers and daycares with ways to play and learn in the park.

Fulton - The Branch had a variety of organizations utilize the meeting room/branch space: Aspire (ESOL and Citizenship classes), Census 2020 (recruiter), Los Amigos Spanish Club, English Every Day Tutor, Sahaja Yoga/Meditation, NEOMED/UH/MetroHealth/CSU (free health screening), Board of Elections, League of Women Voters, Tri-C/TRIO/Educational Opportunity Centers, CWRU (Mean Green Science Machine), CSU tutors, Caresource, ODJFS, Ohio Virtual Academy, and Greater Cleveland Food Bank (Healthy Foods Workshop). Children's Librarian Beverly Austin provided outreach to Thomas Jefferson International Newcomers Academy, Garden Christian Academy, Kids of the Future, and Busy Bee, and hosted Valentine's Day Craft, and Word Bingo. Library Assistant Adult Emphasis Rodney Lewallen attended Ward 14 Democratic Club meeting, Jones Home Neighborhood Association, and MetroWest CDC meeting. The Branch welcomed Leslie Barrett, who was promoted from 3E /OPS to become the new Branch Manager.

Jefferson - In partnership with the Merrick House and through a grant from MyCom, the Jefferson Branch hosted a series of programs celebrating Black History Month: instructors from AfricaHouse led a drumming class followed by a mac and cheese feast, and shared stories followed by wings and jo-jos. Building upon these programs, youth had the opportunity to Tell Their Own Stories through spoken word, which was followed with a Polish Boy spread. TechCentral brought the mobile MakerSpace to the Branch on Wednesdays, demonstrating the laser engraver and 3D printers, making buttons, and teaching basics of 3D design. The youth spent an afternoon crafting Valentine's Day cards for loved ones. The Anime Club hosted a gaming tournaments with Smash Brothers and Mario Kart. Branch staff participated in the Tremont Montessori's Pancakes and Poetry celebration, hosted an outreach table at the Near West Theatre, and attended a MyCom meeting and the 2nd District Police-Community Relations meetings.

South - Ms. Regina from Studio 11 presented a program for third graders and preschoolers from Luis Munoz Marin Dual Language Academy. Adult programming has also been popular on the weekends with Family Coloring Day, Knitting Between the Pages and Retro Gaming. The laser engraver was greatly utilized and generated different activities for the children. The Branch also welcomed new staff member Sheldon Robertson on February 18, 2020 as the new Branch Custodian.

South Brooklyn - The Branch had numerous organizations utilize the meeting room/branch space: Fruitful in a Desert Place Ministry, Metro Hospital, Financial Peace University, AARP (tax assistance), Board of Elections, and Census 2020. Children's Librarian Ronald Palka-Roman cohosted the Ohio Sea Grant -The Problem with Plastic, and attended the Youth Services and MyCom meetings. LAYE Raymond Cruz hosted Gamers' Guild (video game club), Anime/Manga Club, and Valentine's Day craft, provided outreach to Cleveland Prep. Academy, and Horizon Education Center, and attended Youth Services Meeting. Assistant Manager Tammy Houghton attended the 2nd District Police-Community Relations meeting.

District Three

Garden Valley - Children's Librarian Andrea Csia conducted the Tween Book club where teens read and discussed the book titled "One Crazy Summer", and initiated contact with a new community daycare, I Play n' Learn to set up story time outreach. LAYE Leonard Burks presented the Moments in Time program where adults listened and learned about the legacy of Sam Cooke, and attended the NEO-RLS Teen Summer Reading Workshop at the Stark County Library.

Hough - Art Therapy with Miss Carrie provided a creative outlet to the youth. Children's Librarian Manisha Spivey and Library Assistant- Youth Emphasis Romael Young stayed busy with multiple story times each week. Mr. Young has done spontaneous programs with the children, such as crafts, board games and video games. Library Assistant- Computer Emphasis Hannah Kohr held the MakerLab: Digital Darkroom on two separate occasions. Staff were excited to attend, and participate in the staff portion of engagement meetings for the upcoming new Hough building. Branch

Manager Lexy Kmiecik held one-on-one's with staff, taught two Bookends classes: Operations 101 and Circulation, and facilitated a call for the OLC's Membership Committee's bi-annual conference call. Mrs. Kmiecik also attended the East 66th Street/ Midtown Corridor Community Stakeholder meeting, and gave an interview with Tyisha C. Blade of the Vindicator Magazine about the Hough Reads Program.

Martin Luther King, Jr. - Black history month was acknowledged and celebrated with author and cosmetologist LaDosha Wright, who presented, "What they don't tell you at the hair salon." College Now/Impact 216 continued with ACT/SAT prep for area high schoolers. Youth staff Eric Eubanks and Angela Margerum facilitated a black history month trivia game with the teens, and provided story time outreach to PNC. Mr. Eubanks continued his Line dance instruction class. LACE Prince Foster held his weekly gaming and anime activities for the youth. Interim Branch Manager Shanell Jones visited Fenway Manor senior building for the monthly book club, and discussed "Stalker" by Brenda Hampton and "Head Games" by Mary B. Morrison," and facilitated a Bookends (Mental Health Awareness).

Sterling - Youth programming through the Center for Arts-Inspired Learning and Art Therapy Studio continued to be well-received. The Greater Cleveland Food Bank's backpack program is in its third week. Sterling staff distribute 40 bags of shelf stable food on Fridays to children who may experience shortages during the weekends. Branch Manager Monica Rudzinski worked with Carrie Hetsler to provide basic computer instruction to residents of Joseph's Home (a medical respite program providing temporary housing to acutely ill homeless). Ms. Rudzinski became a member of the Community Advisory Board of St. Vincent Charity Medical Center, which will serve as a link between SVCMC and its surrounding communities, and acted as a judge at the City Club's Hope and Stanley Adelstein Free Speech Essay Contest 2020.

Woodland - Branch Clerks Shannon Muhammad attended the L&S Steering committee, and Latasha Brent created a window display with a "Black History Month" theme. LAYE Kelli Newsom presented the "Name That Tune Program" (snippets from songs and fun facts that youth had to guess). Children's Librarian Ayesha Drake El and LACE Desiree Smith updated the display window with a

"Democracy" theme. The Legal Aid Society of Cleveland hosted a legal clinic on Saturday, February 8, 2020. Branch Manager Maria Estrella participated in the Books@Work Program with the Cleveland Police Dept. in hopes to deepen social connections and build community.

District Four

East 131st Street - For the month of February Library Assistant Computer Emphasis Carla Carraway created month long programming to celebrate Black History Month (BHM). The East 131 Branch kicked off BHM with the film the "Wiz". Additional programming included *Black Jeopardy*, *Black History Scavenger Hunt and Trivia*, *It's a Photo Shoot*, and the *Michael Jackson Experience WII* program. Manger Marina Marquez along with Director Felton Thomas and the co-leaders of Group 10A-Free Public Transit pitched their grant proposal to the Fund for Our Economic Future of Northeast Ohio's Paradox Prize. Ms. Carraway along with the Corlett Volunteens attended advocacy training at the Shaker Heights Public Library. Later in the month the branch hosted the Volunteens Newspaper Fashion Show where they donned their creations for the community to see. Ms. Minter and Ms. Simone provided outreach story times, crafts, and literacy information to Chapelside Academy and Miles Elementary. Along with Ms. Marquez, they also worked on a grant for a bike program that will allow children to receive bicycles, helmets and bike locks. The East 131st Street Branch in collaboration with Margaret Bernstein and Rhonda Crowder, hosted the Dickens Reads Family Literacy Night.

Fleet - This month the Fleet team had a lot of staff movement. FLE said goodbye to L.A.C.E., Giovanni Braden-Dorsey as he made the lateral transfer to Memorial Nottingham Branch. Former CPL Page, Tarra McSears is now Fleet's Branch Clerk. And, former Langston Hughes CPL Page, Loreal Austin is now Fleet's LACE. Fleet held its first quarterly staff meeting of the New Year which focused on security. Chief, Lindsey Duncan addressed staff issues and answered questions. Cuyahoga County Board of Elections; conducted poll worker training. Family Connections, SPARK Ohio conducted a Black History Month Program for children and parents which included stories, crafts and refreshments, courtesy of Fleet youth staff. Tri-C Trio Program provided a recruitment table for their youth, adult and community connections programs. Lastly, Councilman Brancatelli hosted a voter's registration table to encourage voter participation for the May 2020 election.

Harvard Lee - In February 2020, Library Assistant Computer Emphasis (LACE) Stacy Brown led a 3D Paper craft Maker Lab in the branch. Youth Librarian Olivia Morales presented Black History literacy activities at Whitney Young School's family literacy event. Library Assistant Youth Emphasis Kevin Moore conducted a preschool story time at CEOGC Louis Stokes Daycare. Harvard-Lee's Adult Book Club read *Their Eyes Were Watching God* by Zora Neale Hurston and joined Oak Street Health for a discussion. Branch Manager Kristen Schmidt attended the MyCom meeting convened by Lisa Mack at Mt Pleasant Branch. Ms. Schmidt also attended the Social Emotional Learning training offered by MyCom at MTP Now. Ms. Morales conducted Early Literacy training for CPL staff. In addition, she attended the Adolescent Brain Development training offered by MyCom at MTP Now. Ms. Schmidt participated in the L&D Steering Committee meeting. NEOMED provided health screenings. The Food Bank of Greater Cleveland provided SNAP benefits registration. Recovery Resources tabled at Harvard-Lee to provide STD 101 resources for teens.

Mt. Pleasant - Mount Pleasant Branch Library celebrated Black History Month with several Black History Programs for our juvenile patrons - Harlem Renaissance Bingo where participants learned about major African American writers, actors, revolutionaries, artists and musicians. Black History Bingo continued on Mondays and Thursdays throughout the month. An art program presented by 99 Treasures/ Peace in the Hood entitled Art 4 Peace Program. The children made colorful candle designs out of different wax grains and they painted Cleveland signs carved out of wood. Children's Librarian Mark Tidrick attended a training entitled, "Understanding Social Emotional Competencies" hosted by MyCom. The program was all about knowing oneself which makes one better equipped to maintain positive and empathetic relationships with patrons and co-workers.

Rice - Rice celebrated Black History month (BHM) by showing love. A Black History Month Trivia Battle was held and then right afterwards patrons of all ages made their very own DIY Valentine's Day Cards. Additional, well attended programming, was make your own Forky craft (From Toy Story 4), craft lab and Media Monday. Rice also hosted a group of student from Cleveland School of the Arts for a special live BHM Slam Poetry Live performance. Whitney Johnson presented Early Literacy Training to CPL staff. The Rice youth team have begun working on Rice Branch Summer Lit League programming. Rice received word that the Saint Martin de Porres High School Drum Line and Great Lakes Science Center will be present for a week long build up to kick off event for us this year. Ms. Hutson, District 4, Rice and the

new Mount Pleasant Manager attended the Public Library Association conference in Nashville, Tennessee. Rice closed the month by continuing to show love to our patrons as we hosted a patron appreciation day, providing adult patrons with coffee and cookies.

Union - Union Youth explored a fun way of learning more about Black History through a Black History Trivia Bingo Game. The Union Branch youth also enjoyed decorating sugar cookies for Valentine's Day. Youth played video games on our Xbox and Arcade style video game in preparation for next month's March Madness Tournament. Youth staff continue to do outreach story times to neighborhood schools and daycares. Valerie Johnson attended the True2U training conference which was held at Cleveland State University.

District Five

Addison - Addison held its first STEM Escape Room on Saturday, February 22, 2020. Twelve youth used thesauri, dictionaries and other resources to answer trivia questions to unlock boxes with fidget spinners, squishy balls and other small prizes in them. This program was submitted, planned and facilitated by LAYE, Ron Clark. Manager Tonya Briggs worked with SPARK Literacy representatives, Demitria McKenzie and Monica Gaulden, to plan family literacy events at Addison on the following dates: Friday, February 21, Friday, April 17, Friday, July 17 and Friday, September 18. Children and their caregivers experience story time, crafts and other activities that promote literacy skills in pre-kindergarten age children.

Collinwood - Patrons love the African American History display at the branch along with our "Books We Love" selections. We have reached out to our schools and daycares to re-establish our schedule for story times and school visits. In addition, Literacy Monday (1/27, 2/3, 2/10, 2/17): Mr. Tully and Ms. Jefferson have been tying Literacy Monday projects into current events; most specifically highlighting African American History month. 2/4: *Black History Month: Living Museum*. Mr. Tully and Ms. Jefferson had **4 children** who engaged in a visual museum like activity to learn about African Americans today and in the past that are making and have made significant contributions to our community and the world. This program is also able to travel to different schools and daycare environments. 2/13: *Make Your Masterpiece: Digital Darkroom MakerLab*. Ms. Jefferson led children into learning how to use digital darkroom techniques to manipulate color, contrast and

size of your photos. Manager, interviewed for open LACE position and looks forward to having someone aboard in March.

Glenville - Children's Librarian Peter Roth did outreach at EBC Daycare, Brightside Academy and Bright Star Kiddie Tots Nursery. He also did Origami with the kids at the branch to create Valentine's project. Branch Manager, Sharon Jefferson attended the Innovation Team informal meet and greet, plus session one and two for the grant program sponsored by Neighborhood Connection for Adult Literacy. Additionally, she attended the 2020 Census community Stakeholders meeting hosted by Cuyahoga County District Seven, Councilperson Yvonne Conwell. Difranco Barnes joined Glenville as our new District Library Assistant Youth Emphasis.

Langston Hughes - This month the branch hosted the Oberlin Sanctuary Project Program with the help of the Oberlin College Libraries, the Oberlin Heritage Center and the Council of Independent Colleges. Langston Hughes will also be the temporary home to a traveling exhibit by the Sanctuary Project that will remain at the branch through the end of March. The following programs were offered during the month of February: Happy Birthday, Langston Hughes, Feb. 3rd; Valentine's Day Excitement, Feb. 11th; African American Artists in Cleveland-Printmaking, Feb. 18th; African American Artists in Cleveland -Painting, Feb.25th. Repair work has been done to fill in several cracks on the upper walls on the north side of the branch possibly due to vibrations from construction by the Northeast Ohio Sewer District Project. Inspectors from DRW Associates had previously visited the branch and took pictures of the cracks. Additionally, the branch had a "touch-up paint job" by Property Management that included several high traffic areas, i.e., the upper walls on the north side of the branch and our multi-purpose room. Traffic has now been restored in the southbound lane of East Blvd. just to the west of the branch.

Memorial Nottingham - Memorial Nottingham Branch began the month of February by celebrating, "I Love My Library Month." Manager, Pasha Moncrief Robinson and Children's Librarian, Joanna Rivera created colorful hearts for patrons to express in writing what they love about Memorial-Nottingham Branch. Patrons and staff from other agencies expressed their love on over 200 hearts. The hearts were displayed throughout the branch. Mrs. Moncrief Robinson, created a Black History Month display to showcase materials created by African and African-American writers, artists, musicians, actors and actresses. Memorial-Nottingham branch hosted a Patrons Appreciation Day where patrons enjoyed

treats provided by staff. Ms. Rivera and Library Assistant, Marvin Benton, conducted story time to multiple daycares and schools in the North Collinwood neighborhood and hosted several programs in February, including the 1st Annual Chocolate Olympics, Black History Month Contest ("Who Am I Challenge"), Valentine's Day Card making and coloring, as well as a multiple self-directed programs and activities.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

In the months of February and March the Library hosted approximately 217 programs ranging from Black History Month programming to neighborhood law clinics. The Library offered 57 preschool story times to children throughout the city in addition to food service at all 28 locations. Education services such as GED and ESOL classes, and SAT and ACT preparation classes were held at 14 branch locations and Main Library; K-8 tutoring in the month of February; all library programming was indefinitely discontinued on March 9th due to the library closure.

YOUTH

2020 *Express Yourself!* youth art programs reconvened at East 131, Hough, Sterling, and West Park branches. Workshops were offered two days a week at each of the participating locations. In each session, students continued to learn various art mediums for self-expression by interacting with licensed art therapists. Due to the Cleveland Public Library emergency closing, Art Therapy classes ended on Thursday, March 12, 2020. However, classes will resume virtually at a later date.

In February 2020, CSU Viking Corps and America Reads Tutoring services resumed at thirteen branch locations: Addison, Collinwood, East 131, Fleet, Fulton, Garden Valley, Glenville, Hough, Langston Hughes, Rice, Rockport, Sterling, Walz and Woodland Branches. Tutors offer K-8 weekly support, Monday - Thursday in math, science, history, and language arts. As of Thursday, March 12, America Reads tutoring support concluded due to the Cleveland Public Library emergency closing. There are tentative plans to resume virtual tutoring in the month of May.

Impact! 216 the ACT/SAT prep program for high school students facilitated by College Now, retained 15 students for the winter

session. In addition to facilitating ACT/SAT curriculum, students and educators toured the Tech Central and Youth Services Departments at Main Library on March 5 and March 9, 2020. Due to the Cleveland Public Library emergency closing, College Now canceled all in-person classes as of Thursday, March 12, 2020. Virtual classes are scheduled to begin April 13 - June 5.

The Greater Cleveland Food Bank and Cleveland Public Library continue to partner to provide children healthy meals. Kid's Café is offered at all twenty-seven Cleveland Public Library branch locations and Main Library. In addition, monthly nutritional education classes are offered at all participating locations. In February 2020, a total of 10,844 lunches were served; March, 5,477. As of March 13, 2020, meal service ceased at all Cleveland Public Library locations, due to the library's emergency closing.

ADULT

On Saturday, February 8th at the Cleveland State University, Berkman Hall Auditorium Robin DiAngelo, author of *White Fragility: Why It's So Hard for White People to Talk About Racism*, and Cleveland native Jennifer Eberhardt, who wrote *Biased: Uncovering the Hidden Prejudice that Shapes What We See, Think, and Do*, appeared in an on-stage conversation about race, racism, and the power of bias.

On Saturday, February 15th at the Martin Luther King Jr. Branch author and cosmetologist LaDosha Wright gave a presentation on the legalities, racial inequalities of hair, as well as the history and evolution of society's views on hair in various races, cultures, and traditions.

On Saturday February 22nd in the Louis Stokes Wing, Indoor Reading Garden the Tri-C Creative Arts Academy students performed "Let Freedom Sing" a collection of vocal, instrumental, and spoken word selections that celebrated freedom and diversity through arts and culture while showcasing the talents of area students.

On Saturday, February 29th in the Main Library's Digital Public Library, Diversity & Inclusion Strategist James E. Wright led a discussion about race, diversity and inclusion.

On Saturday, February 8th at the Woodland branch the Legal Aid Society of Greater Cleveland held a brief advice clinic that

served 17 families. Four attorneys and nine non-attorney volunteers from Case Western and Cleveland State University Law Schools participated in the clinic. Two Legal Aid attorneys were also on-site to support the clinic. A hearing disabled couple attended the February 8th clinic and could not be served because a sign-language interpreter was unavailable. Legal Aid staff secured an interpreter and rescheduled the appointment for a future date. The March Legal Aid Clinic was cancelled due to the Library's closure.

FACILITY USE

During the months of February and March the total number of requests for library-system, was 1,546. Lake Shore Facility meeting rooms were requested 76 times. All meeting room reservations from March 8th through May 18th were cancelled due to the library's closure.

EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION

EXTERNAL RELATIONS & ADVOCACY UPDATES:

- **Goal:** *Increase Elected Officials and Key Stakeholders' Awareness and Understanding of CPL's Community Impact:*
 - Planning and preparation has begun for OLC Legislative Day - April 21st
 - Planning and preparation has begun for Congresswoman Fudge's annual Congressional Art Competition
 - Attended City Councilman Basheer Jones' State of the Ward Address
 - Attended County Councilwoman Cheryl Stephens' Meet & Greet at Collinwood Branch

CPL DEVELOPMENT UPDATES:

- **Goal:** *Secure Funding to Buttress Organizational Goals (i.e. strategic plan)*
 - Fundraising
 - Submitted request for census micro grants
 - Submitted information for technology funding opportunity with JumpStart
 - Continued planning and preparation for Library Giving Day - April 23rd

- o Created and implemented new process for withdrawn books

CPL FOUNDATION UPDATES:

- *Cultivation & Stewardship*: Continued planning and preparation for CPL150 Thank You Breakfast for last year's anniversary supporters
- CPLF Board
 - o Held board orientation for new board members
New members include:
 - Nancy Bostwick, Community Volunteer
 - Margaret Cannon, Community Volunteer
 - Manicka Collins-Bryant, Y.O.U.
 - LaRese Purnell, CLE Consulting Firm
 - Paul Putman, Cleveland Foundation
 - Victor Ruiz, Esperanza
 - Gregory Stefani, Federal Reserve Bank of Cleveland

COLLECTION & TECHNICAL SERVICES

Director of Collection Services Jean Duncan McFarren, Assistant Director of Collection and Technical Services Sandy Jelar Elwell, Catalog Manager Andrea Johnson, Collections Manager Pam Matthews, and Materials Handling and Receiving and Distribution Supervisor James Clardy attended an information gathering session lead by Consultant June Garcia and the Bostwick Architectural Team to discuss the new Woodland Central Distribution Facility.

Ms. McFarren, Ms. Jelar Elwell, Ms. Matthews, and Collection Management Librarian Laura Mommers met with Senior Account Executive Ed Altwies from the vendor Midwest Tape to review CPL's accounts and service and to learn about new products and updates to existing products. Ms. McFarren, Ms. Jelar Elwell, Ms. Matthews, and Ms. Mommers also met with Senior Key Account Northeast Manager Donna Destefano and Digital Acquisitions Specialist Colleen Tsironis from the vendor Findaway to learn about updates to existing products and additional titles that were added to their Wonderbook read along collection.

Ms. Jelar Elwell met jointly with staff from both the Acquisitions and High Demand Departments to discuss and

temporarily redistribute the work previously being done by Technical Services Clerk Mya Warner in the High Demand Department while Ms. Warner is out on a leave of absence. In addition, Technical Services Senior Clerk Shirley Jones in the Catalog Department has also temporarily assumed some of Ms. Warner's responsibilities during her leave of absence.

Ms. McFarren attended the Public Library Association (PLA) 2020 Conference in Nashville.

Collection Services staff added 667 items for the Lucky Day Collection at Main Library.

Acquisitions: The Acquisitions Department ordered 6,668 titles and 7,645 items (including periodical subscriptions and serial standing orders); received 9,408 items, 1,223 periodicals, and 104 serials; added 329 periodical items, 39 serial items, 534 paperbacks, and 881 comics; and processed 943 invoices.

Acquisitions Coordinator Alicia Naab provided the vendor Blackstone Audio with documentation about Electronic Data Interchange (EDI) ordering to assist them with developing those capabilities for the future. Ms. Naab worked with Fine Arts & Special Collections Manager Pam Eyerdam to resolve a problem with a damaged item sent from a vendor. Ms. Naab also provided International Languages Manager Milos Markovic with clarification regarding how the ordering of DVDs is handled for both the International Languages Department and the Popular Library.

Acquisitions Librarian Leslie Pultorak continued to assist with the unpacking and verifying of foreign language materials for the Lake Shore Shelf/Shipping Department. Technical Services Associate Anarie Lanton and Ms. Stout continued to assist with the unpacking and receiving of new materials in the Lake Shore Shelf/Shipping Department when needed.

Catalog: Librarians cataloged 3,178 titles and added 3,916 items for Cleveland Public Library. Librarians also added 1,194 titles, merged 101 records, and made 190 corrections for CLEVNET member libraries.

Catalog Manager Andrea Johnson finished working with CLEVNET/IT to create a report identifying vendor records needing copy cataloging for CLEVNET Member Libraries, and began developing procedures for handling the report. Technical Services Librarians Barbara Satow and Erin Valentine worked a half day at

Main Library. Ms. Valentine completed the Allen Vandenberg Brett collection catalog record, and created a name authority record for Mr. Brett. Ms. Valentine created a catalog records for the 1792 article "On the morals of chess" by Benjamin Franklin, three booklets from courses given by the Brotherhood of Light, a 19th century Cleveland Public Library accessions ledger and several 19th century Cleveland Public School Library and Cleveland Public Library print catalogs. Senior Catalog Librarian Dawn Grattino cataloged two rare books during February: A dissertation on singing in the worship of God by Dan Taylor, 1786, and Concordantiæ Bibliorum Sacrorum Vvlgatæ editionis by Hvgone Cardinali, 1640.

Ms. Grattino attended the Book Ends Sirsi training on February 6. Ms. Satow attended the Ohio Library Council Technical Services Action Council meeting on February 5. She serves as Secretary for the Action Council.

Collection Management: Collection Management selected 1,175 titles and 9,890 copies, and spent \$193,136 in February.

High Demand: The High Demand Department ordered 1,156 titles and 10,143 items; received 11,088 items, and added 11,852 items; processed 280 invoices, and added 164 records for the CLEVNET libraries.

Technical Services Senior Clerk Mya Warner began a leave of absence on February 19.

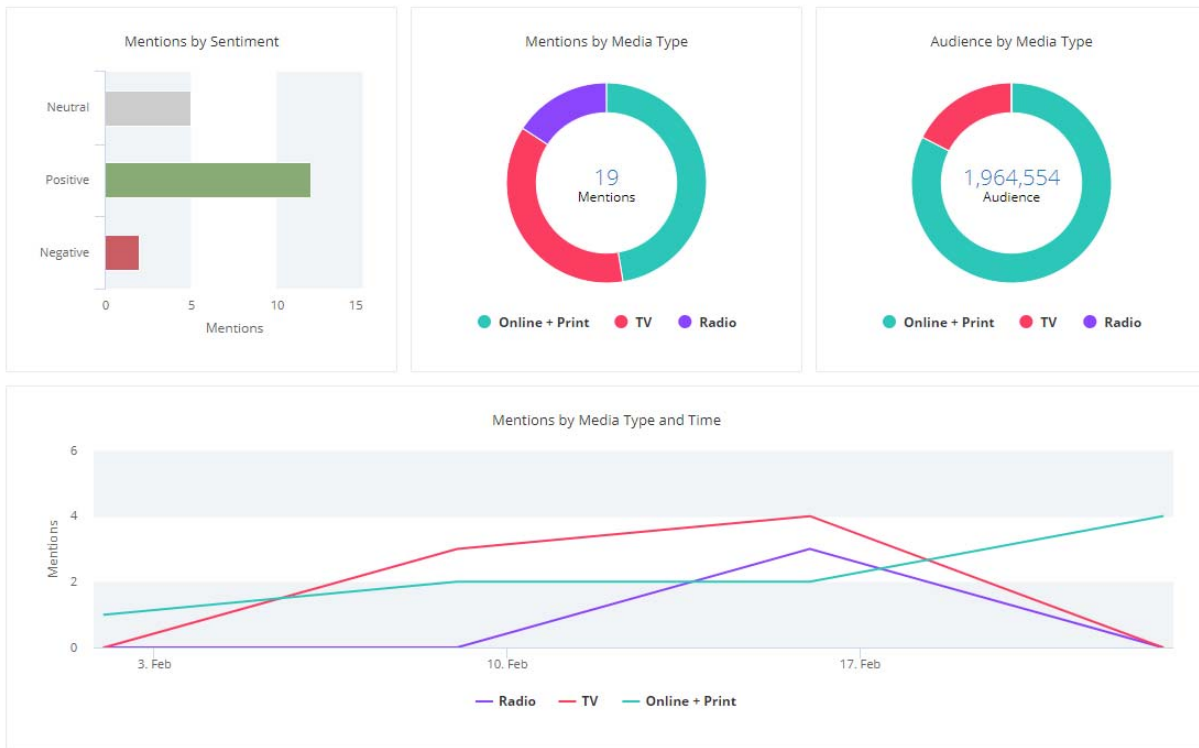
Materials Processing: Technical Services Associates cataloged 556 new titles for the Cleveland Public Library and added 392 records for the CLEVNET libraries. Technical Services Associates and Senior Clerks added 2,341 items. The Materials Processing Technicians processed 17,908 items for the month.



Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 43 items to the Main Library for requests and 102 items to fill holds. Main Library received 191 telescopes, the Branches received 440 telescopes, CLEVNET received 43 telescopes, CSU and CWRU each received 2 telescopes, and Tri-C received 1 telescope. A total of 673 telescopes were shipped out. The Technicians sent out 169 items of foreign material and in total 13,875 new items were sent to the Acquisitions and High Demand Departments.

MARKETING & COMMUNICATIONS

Marketing and communications efforts for the month of February centered around Black History Month, Democracy 2020, One Community Reads and Founders Day.

PUBLIC RELATIONS OVERVIEW: Cleveland Public Library in the news in February focused on library-rich events – Black History Month and One Community Reads – along with some coverage of the Sugarman Awards and contract negotiations with SEIU District 1199 up until the contract agreement was reached, ratified, and approved.



	Total National TV Audience 342,821	Total National TV Publicity USD \$90,109	Total Local TV Audience 342,821	Total Local TV Publicity USD \$90,109
	Total Online + Print Audience 1,621,733		Total Online + Print Publicity USD \$26,425	
Total Number of Clips 19				Expand All Clips

GRAPHICS: In addition to copies of forms and other materials, CPL graphics focused on preparing materials for Black History Month signature events and branch programs including Writers & Readers, Democracy 2020 and Summer Lit League. Materials consist of fliers, postcards, registration forms and reading logs.



One Community
READS

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

Impressions




 **157,534**

Engagements

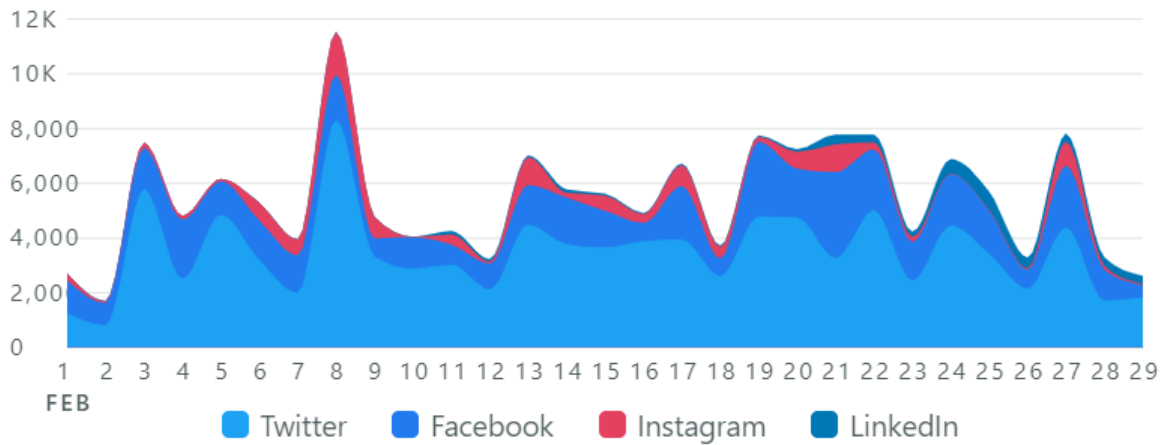
 **5,563**

Link Clicks

 **871**

Profile/Page	Total Fans / Followers	Fan / Follower Increase	Messages Sent	Impressions	Impressions per Message Sent	Engagements	Engagements per Message Sent	Link Clicks
 Cleveland... @Cleveland_PL	17.6k	0.6%	59	100.1k	1,697.3	1,554	26.3	178
 Cle... ibrary Business Page	13.7k	0.1%	27	41.7k	1,545.6	3,090	114.4	546
 Cleveland... clevelandpubli...	3,512	2.5%	21	11.5k	546.5	569	27.1	-

Impressions Per Day



Impression Metrics	Totals	% Change
Total Impressions	157.5k	↘ 79%
Twitter Impressions	100.1k	↘ 66%
Facebook Impressions	41.7k	↘ 90%
Instagram Impressions	11.5k	↘ 71%

PROPERTY MANAGEMENT

PAINTERS

- Fleet- painted front and rear ceilings of entrance ways to building, painted blue walls in children's area and touched up paint in staff break room.
- Brooklyn- painted behind circulation desk and meeting room ceiling. Patched and painted front doorway entrance and children's area.
- Main- patched and painted ceiling on room 529.
- Carnegie West- painted front entrance ceiling behind circulation desk and hallway.

MAINTENANCE MECHANICS

- LSW/Main - continued repairs on AHU #25 coil leak, replacing defective freeze protection
- Thermostats, checked electric heat bank.
- Performed repairs on AHU#5, replaced blown fuses, burnt contactors and wires
- On heat bank, checked/cycled heat stages.
- P.M. on HVAC equipment.
Continued re-lamping/ballast replacement on public areas in Main and LSW.
- Branches - P.M. on HVAC equipment.
- Emergency service calls/Hippo work orders.
- Met with maintenance mechanics and capital projects to discuss MEP building standards for the Facilities Master Plan.

SAFETY & PROTECTIVE SERVICES

Safety Services

- The Safety & Protective Services Manager attended the CPL District 4 & 5 Manager's meeting.
- Safety & Protective Services Officers are posted at ten CPL branches.
- Safety & Protective Services facilitated a meeting between Cleveland Police Fourth District Commander and CPL Fourth District managers.

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
Feb 2020	1446	12	77	44	255	46
Jan 2020	1934	19	53	57	161	63
Dec 2019	2180	14	54	48	227	31
Nov 2019	1842	25	54	52	295	59
Oct 2019	2039	20	64	53	345	42
Sept 2019	1792	19	62	24	243	52
Aug 2019	1854	13	46	26	147	272

July 2019	1916	25	64	20	186	96
June 2019	1939	23	53	24	147	35
May 2019	1958	24	58	38	116	65
April 2019	1970	22	48	46	90	47
March 2019	126	42	45	79	168	75
Feb 2019	2249	53	117	32	153	178

Special Attention, Special Events, and Significant Incidents

- SPS filled the following overtime requests: Dickens Family Literacy Event, CPL/860 negotiations coverage, Upstage players, OT used to staff branches with SPS officers, meeting the SPS three car minimum and vacation/sick call offs.
- Video requests fulfilled for Cleveland Police Department, law firms, CPL legal, and District Managers.
- All SPS officers have received uniforms from Rent Wear.

Protective and Fire Systems

- SILCO was called to troubleshoot the ADA door at the LSW entrance and the Main building rear dock double doors.
- Property management identified the problem with Lake Shore's entrance doors.
- SPS completed the majority of first quarter fire drills. All fire drills should be completed by the third week of March.
- SPS is working with Property Management in identifying different tools to lockdown CPL branches.

Contract Security

- SPS informed Royce Security to make staffing Sterling and Collinwood branches a priority.
- Royce guards were posted at eighteen CPL branches at some point during February.

Administration

- SPS Supervisors and manager now receive regular updates from Homeland Security regarding issues which could affect CPL.
- SPS management will take part in a tele conference with officials from Homeland Security, CDC, and HHS about Corona Virus precautions. Robin Wood will participate as well.
- SPS Manager attended a Fleet branch staff meeting. Security questions were answered and security concerns were addressed.

INFORMATION TECHNOLOGY & CLEVNET

Throughout the month of February, IT/CLEVNET staff kept their focus on the priorities and goals for 2020 approved by the CLEVNET Executive Panel in the fall of 2019. The Network + Telecommunications Team were particularly focused on:

- Decommissioning shared drives and migrating legacy documents to SharePoint/Office 365;
- Standardizing all workstation names throughout CLEVNET; and
- Migrating to a new service provider for VoIP.

The CLEVNET Executive Panel held their regular meeting on March 4, 2020, at Burton Public Library. The members sat six feet apart around the large meeting room, nervously practicing "social distancing," a term no one had heard of before the COVID-19 pandemic hit America's shores. At the time of the meeting, the crisis was just beginning to unfold. President Trump and his cabinet were still downplaying the threat to public health. Little did the Panel members know, that in less than ten days, all of their libraries would be closed or in the process of closing to the public indefinitely.

Once the first CLEVNET member library announced that it was closing due to the pandemic, there was a trickle of other closures; but once CPL announced its closure on March 13, there was a flood. Hilary Prisbylla, Director of CLEVNET; Larry Finnegan, Director of IT; and their teams immediately responded by putting into effect protocols they had tested and made ready for emergency closures. The following is the message that was shared with all CLEVNET member libraries on March 11:

We have developed a plan internally to maintain all services including Sirsi, public catalog, mobile apps, emedia, databases, Office 365 and the underlying servers and network infrastructure. We will monitor the help desk ticketing system and triage issues based on severity. Responses to certain tickets may be delayed during this time frame. Also, please note the emergency support procedures available on the members site.

Individual Library Closures

Please notify us if you are thinking of closing or limiting operations. CLEVNET will:

- Automatically extend due dates for patrons to prevent fines or overdues.
- Automatically extend the hold pickup date for items available on the hold shelf.
- Automatically suspend holds for patrons for pickup at your library.
- Make items non-holdable and suspend pull-lists.
- Extend the expiration dates on library cards so patrons can continue to access remote resources like emedia.

CLEVNET staff will also post regular updates to the members site and distribution lists to share information about multiple library closures, delivery interruptions, etc.

Since CLEVNET staff are accustomed to working remotely with libraries spread over 12 counties, they slipped effortlessly into the new routine of working from home. They were able to immediately assist library directors, fiscal officers, and other essential staff make the same transition.

The next quarterly meeting of the CLEVNET Directors that was to be held on Friday, April 24, at Hudson Library & Historical Society will not be held in person; the Executive Panel may decide to host a webinar-style meeting instead.