

## **DIRECTOR'S REPORT**

September 17, 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**

#### **LIBRARY SERVICES DURING COVID 19**

Assistant Director of Public Services Robin Wood, Tech Central Manager Suzi Perez and Lending Manager Stephen Wohl represented Main Library on the CPL Re-Opening Task Force. The task force held various virtual meetings throughout the summer to brainstorm and discuss ideas about safely reopening the Library.

To prepare Main Library to be reopened to the public, buildings requisitions were entered to have furniture moved to aid in social distancing and for plexiglass to be placed at service desks. Most chairs were removed from departments and IT tickets were submitted to move computers, phones, and printers as necessary. Greeter stations were created in the lobby of LSW.

Staff returned to work full time on June 27th to prepare for the reopening and the Library opened to the public on August 24th, 2020 with some service limitations including limited access(1.25)hours per day per person and a limit of (1) hour of computer time per person per day.

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

General Research Collections Manager Sarah Dobransky presented a webinar for the Transportation Librarians Roundtable on federal government resources for transportation librarians and research.

She was the first public librarian to give a presentation to this group.

Chris Tanaka from Channel 19 News contacted Cleveland Public Library for resources for his on-going series, *The Next 400*. Led by Managers Don Boozer and Sarah Dobransky, staff in Science and Technology, Government Documents and the Literature Department gathered print books and articles for Mr. Tanaka. Mr. Tanka filmed a segment at Main Library including a view of the gathered books and photographs from before the Cleveland Clinic was built from the Photograph Department.

History Librarian Terry Metter co-hosted *Books and Ballots* with East 131st Branch Manager Marina Marquez on August 10<sup>th</sup>. The program consisted of an online interview of Cuyahoga County

Board of Elections Community Outreach Manager Mike West. The discussion was the first in a monthly series leading up to the November 2020 Election. Mr. Metter, Ms. Marquez, and Mr. West discussed the voter registration process, the challenges of conducting an election during a pandemic, and what voters should know to get ready for the election.

Over the summer the Ohio Center for the Book hosted online *Get Graphic!* comics discussions with over 60 people attending overall. In addition to the general public, attendees also included Tony Isabella - creator of *Black Lightning*.

The Ohio Center for the Book hosted an Ohioana Book Festival outreach event on August 20<sup>th</sup>: *An Ohio Comics Conversation: Tom Batiuk and Jay Kalagayan with Dr. Valentino Zullo*. To date this popular event has attracted 322 fans to the live stream and/or program recording on Facebook as of August 24<sup>th</sup>.

Literature/OCFTB Manager Don Boozer presented *Magic, Mischief, or Malevolence? Online Privacy, Internet Security, and You* for NEO-RLS on August 26<sup>th</sup>.

### **Circulation of Materials**

The Lending Department began offering Curbside services to patrons on June 8<sup>th</sup>. Patrons were able to walk-up to the front door of the Louis Stokes wing, or use the drive-up window, to retrieve Holds, register for a library card or renew an existing account. In addition, patrons were able to resume returning items to the external book drop in front of LSW or at the drive-

up window. Courtesy printing, copying, faxing and scanning service were added as additional walk-up services. As a safety precaution, all returned material are quarantined for 96-hours before being discharged and put back into circulation.

On the first day of the return of CLEVNET holds, July 6th, the Literature Department alone had a 67-page Pull List. Staff did a highly admirable job working through the hundreds of items and getting them out to patrons!

From June 1st to August 21st, Homebound Services sent out 326 packages to fulfill requests of 295 patron.

### **U.S. Census Efforts**

Assistant Director of Public Services Robin Wood and General Research Collections Manager Sarah Dobransky continue to offer the *Count on Us* Census discussions via Facebook Live. Over the summer several guests joined, including George Costanzo from the Cleveland LGBT Center, Cleveland City Councilman Blaine Griffin, and Simeon Best, Program Administrator from Cuyahoga Counts.

### **Main Library Exhibits**

To prototype online exhibits, ClevDPL supported OPS and Webware by putting *Cleveland 20/20* online through the Digital Gallery. ClevDPL archived local non-profit's work on Census 2020, and photographed artworks and interviewed artists from the #VoicesofCle project.

Photograph Librarian Brian Meggitt created a new display featuring images from the Cleveland City Hall Collection. Mr. Meggitt selected over 40 images from the Collection to illustrate how its photographs of architecture, daily life and street scenes provide a view of the city's past during the month of August.

### **CDPL**

ClevDPL scanned items, repaired books, did ILL, created media, over the summer. Digital gallery use was up 30% over last summer. From June 1st to August 30th, Google Analytics (GA) reports 22,737 sessions for 15,512 users and 336,239 page-views. Search engines delivered 46% of our accesses (99%+ from Google). Searching in ContentDM accounts for 36% of accesses. Referrals were 14% of access (20% of referrals came from Wikipedia).

Social media referred the remaining 4% of sessions (66% came from Facebook and 25% from Twitter). 47% of users accessed the site using desktop computers, 53% of users accessed ContentDM through mobile devices (10%).

## **TechCentral**

TechCentral staff completed 400 face shields for the CMHA partnership and for all CPL staff who requested one. In addition, Washable keyboards were installed at all branches and public terminals at Main campus.

### **PST July 1 to Aug 21 2020 Report**

#### **Service Calls and Tickets Summary**

Service Calls and Tickets Received: 133

Service Calls and Tickets Resolved: 105

Resolved Main Library Service Calls and Tickets: 57

Resolved Tech Central Service Calls and Tickets: 14

Resolved Branches Services Calls and Tickets: 62

#### **Service Ticket and Project Detail**

Computer Imaging/Prep: 23

3D Printer: 7

Workstation: 31

iPad Management: 4

Equipment Setup: 5

Equipment Move: 9

Hotspot Resets: 12

**Project Summary** -Validated and fixed patron PC's at all branches are ready for Re-Opening Aug 24<sup>th</sup>.

## **Youth Services Programming**

Children's Librarian Eric Hanshaw read and recorded reading the book: *Red: A Crayon's Story* by Michael Hall that will be shared virtually to families and will be broadcast on all of the Cleveland Public Library social media platforms.

## **SERVICES AT MAIN LIBRARY**

### **Interlibrary Loan**

Interlibrary Loan services resumed for patrons in June. Request volume was down during summer because of the pandemic closure however, numbers are trending upward.

### **LibChat**

Staff across Main Library and Branches answered 2,857 patron chats during the months of June, July and August. Assistant Director of Public Services Robin Wood trained over 100 Main Library and Branch staff members on how to use the LibChat software. Public Services Managers are to be commended for working LibChat shifts on Saturdays when the Library was closed.

### **OUTREACH**

Over the summer staff did their best to remain in contact with community partners, city organizations and patrons. Examples include:

The Ohio Center for the Book hosted a virtual awards ceremony for Adopt A Book, Inc, the state winner of the Library of Congress State Literacy Award. As of August 24th, the video of the ceremony posted to Facebook has been viewed by 333 people.

The International Department shipped and/or extended 2,607 long loan items to partner agencies.

TechCentral staff have been providing tech assistance over the phone through the summer months prior to the public reopening. With computer access resuming August 24<sup>th</sup>, TechCentral has had 302 computer sessions (August 24<sup>th</sup> - 31<sup>st</sup>).

### **COLLECTION MANAGEMENT AND DEVELOPMENT**

Staff across Main Library continued to work on weeding and shifting projects, ordering print and electronic items and seeking specialty items when offered. Examples include:

Social Sciences Librarian Mark Moore ordered a collection of minor league baseball programs and a variety of items about women and baseball for the Sports Research Center.

Science and Technology staff, with the assistance of Center for Local and Global History Manager Olivia Hoge, gained a

collection of hand-written records from Miles Park area fire departments from 1910 through the 1950s. The gift came from CPL Langston Hughes Branch Youth Services Librarian Christopher Busta-Peck.

Map Librarian Tom Edwards has been creating additional metadata for points of interest on several G.M. Hopkins plat books. Over the summer he has completed volumes one and two and began work on volume three. The revisions for volumes one and two have been uploaded to ContentDM.

Photograph Librarian Brian Meggitt completed the initial item-level inventory of the Cleveland City Hall Collection, Board of Zoning Appeals section. During June and July, he added unique identifying numbers, re-housed items, and created initial metadata for roughly 1,930 photographs, bringing the final total to 39, 503 items in the Board of Zoning Appeals section of the Collection.

CLGH Library Assistant Lisa Sanchez continued to add item descriptions to the Cleveland City Hall Collection. As of August, Ms. Sanchez has described about 10,300 items.

CLGH Library Assistant Adam Jaenke completed scanning and processing a batch of color slides that were donated by Ohio City Incorporated. These slides show the 1982 Sunday at the Market festival, the On Common Ground ceremony at Market Square, the Home and Flower show, and residences and businesses around Ohio City.

Special Collections Manager Pam Eyerdam prepared a collection file for *The Tale of the Hole in the Book. The Hole in the Book* (1903) by Peter Newall is in the Special Collections JUVENILE collection about a boy who played with a pistol and a bullet went off and went through a book. The Library Archivist, Ann Marie Wieland told a tale about a young man who came into the Library in 1918 who also set off a bullet that went through a book that was still in Archives.

Special Collections Librarian Stacie Brisker continued to record oral histories for the CDPL using ZOOM. She interviewed a graduating senior from high school who talked about not being able to celebrate graduation or go to the prom because of COVID 19. Ms. Brisker also interviewed local attorney Sam Thomas and filmmaker Robert Banks.

38 pieces of music were scanned from the Eyman Dance collection and 17 chess portraits were scanned and added to the Digital Gallery.

The Schweinfurth Committee chose titles for the third quarter August purchase via email. Selections were emailed from rare book vendors Bennett/Penka, Jordan Antiquarian and The Bookpress.

Fine Arts librarian Andy Kaplan continues to process the Anvil Music Collection, he is working on box 18 of 27.

As of August 28<sup>th</sup>, ClevDPL scanned 3449 images, 3529 were post-processed and QA'd, and 3384 images were uploaded, some of which were included in 480 multiple-image .pdfs. Media was uploaded to YouTube and linked to it from ContentDM records. ClevDPL supported projects documenting local non-profit's Census efforts, #VoicesofCle art project on the George Floyd protests, and more. The web archives have 5,956,246 items and 308.4 GB of web material in 43 unique archives documenting Cleveland and NE Ohio.

Literature/OCFTB Librarian Evone Jeffries worked on a project to increase the holdings of the Ohio Center for the Book Ohio author collection thanks to an LSTA grant from the State Library of Ohio.

As of August 28<sup>th</sup>, The Preservation Team received 109 items and returned 71. The team produced 24 four-flaps, 37 phase boxes, and two document cases. The team made 24 labels, did 78 complex and 26 simple book repairs, sent nearly a hundred books to HF group for copi-covers, and completed 20 complex and 20 simple flat paper repairs.

#### **RESEARCH THAT'S ONLY POSSIBLE AT MAIN LIBRARY**

- CLGH staff found images of Chester Avenue and its various extensions and widenings during the 20th century for a patron writing an upcoming article.
- CLGH staff found images of the original marble monument of Commodore Perry and the replacement bronze version for a researcher writing an article. The images chosen shows the monument in its various states and locations
- CLGH staff assisted a patron who was trying to learn more about an old friend who had been appearing in their dreams

over the past few years. The patron and the friend had not spoken in decades. Using the News Index/Necrology File and the Plain Dealer (1991-Present) database Mr. Metter was able to find the death notice of the friend and the patron was grateful to be able to have some closure about their relationship.

- CLGH staff assisted a patron who was researching their father's first marriage. The patron had very few details about the individual, except that she had been a beauty contest winner in the 1920s or 1930s. Staff were able to find a marriage certificate and multiple Plain Dealer articles that provided more information about the individual.
- CLGH staff found newspaper articles for a patron who was looking for information about Buster Mathews, a prominent Black Clevelander in the mid-20th century.
- CLGH staff did research for a patron searching for images of Riverside School. Unfortunately, there were no photos of Riverside School. However, the staff member found newspaper articles about the school's skunk problem in 1929. There was also a cartoon rendering of the schoolhouse in the Plain Dealer Historical database.
- CLGH staff assisted a researcher and writer with finding and obtaining images of Carnegie Avenue and its various extensions and widenings during the 20th century for an upcoming article.
- CLGH staff assisted the registrar at an art museum in Tennessee with locating and obtaining a photograph of Cleveland artist Donald Duer Bayard for the museum's records. In a stroke of good fortune, the photograph in question depicted Bayard creating the transportation mural for Cleveland Public Library.
- CLGH staff assisted a researcher with finding and obtaining multiple images of Cleveland artist Max Kalish for an upcoming article. Included in the images was a photograph of Kalish working on his Abraham Lincoln statue, later erected behind the Board of Education Building (now the Drury Hotel).
- CLGH staff received a request from a patron who found a news item about a family member on an Internet Archive scan of the Library's Foreign Newspaper Digest. The staff member found the article in question on the Library's microfilm holdings of the 1938 Wachter Und Anzeiger.

- CLGH staff found genealogical information for a patron researching a family mystery. Her husband's father, Joseph Sledge, was killed at age 18 and nothing else was known of his family. Using the Plain Dealer database, the staff member found an address listed for Joseph in a newspaper story about his death. Then, using the Ancestry database, they found a church registry for his mother. Then, they checked the Cleveland City Directories to establish when the family lived in Cleveland.
- CLGH History Librarian Terry Metter assisted a journalist from NewsChannel 5 with research on the Willow tree at Edgewater Park. Parts of Mr. Metter's work were used in a story about the tree.
- Fine Arts/Special Collections staff assisted a patron who requested a scan of an 1882 German article from Verhandlungen der Berliner Gesellschaft für Anthropologie [Negotiations of the Berlin Society for Anthropology, Ethnology and Prehistory].
- Fine Arts/Special Collections staff assisted a patron who requested information on a home that was once the Riverside School (1923) in Westpark. Staff found some newspaper articles in the Historical Plain Dealer database.
- Fine Arts/Special Collections staff assisted a professor from Stockton University in New Jersey who requested information about the East India Company holdings in Special Collections. She was referred to the Finding Aid that was created and posted in OhioLINK
- The Director of the Peacherine Ragtime Society Orchestra in Maryland requested a scan of score, *It's all your fault: introd.: When the girl of your dreams of you; one step* (1915)
- Professor from Katholieke Universiteit in Leuven Belgium requested an article from the Japan Magazine (1911) of *The Great Landscape Artis of the Ukiyoye School* (work of Hiroshige).
- Request from England of chess columns from *The Chicago Times* (1891) and the *Newcastle Courant* (1895)
- Author from Switzerland requested a scan of the lithograph, *Panorama of Cleveland and Ohio City: Taken from Serantons Height* dated 1851 to be include in her biography on the artist/ lithographer Jacob Mueller

- Dr. H. Leslie Adams requested a scan from his Leslie Adams Music Archive of his composition for the American Composers Alliance who performed his work.
- Canadian PhD candidate from the University of British Columbia inquired about a medieval manuscript called Brut's Chronicle of England from the 15th century. They inquired about the pagination and binding of the text. Special Collections librarian Ray Rozman has a degree in Medieval Studies and was able to provide the information.
- The Registrar from the Hunter Museum of American Art in Chattanooga TN requested if the Library had a photograph of the Cleveland artist Donald Duer Bayard 1904-1970. Bayard did the WPA mural in the 2nd floor lobby of Main entitled Early Transportation
- Patron requested scans from the Al-Hikma and Baghdad Collection yearbooks that are in Special Collections.
- Patron request for scans from 1896 The Monthly Illustrator and Home and Country for articles on chess.
- Chess research request for scans from the New Story Magazine (1913).
- Patron request for scans from 1957 copy of Hieratic Ostraca on images of Egyptian amulets.
- A patron asked Science and Technology Librarian Rose Mary Hoge for information from the book: *Proceedings of the 11th Conference on Roofing Technology: Science and Technology: The Basis for Improved Roofing, September 21-22, 1995*. CPL is one of five libraries world-wide to own this book, and the only library in Ohio with this title.
- Via LibChat this month, Literature/OCFTB Librarian Timothy Phillips assisted a publication consultant and photo/copyright researcher in procuring an image from a public domain book in the International Languages department to be used in an author's manuscript. The researcher and author were greatly appreciative and the International Languages department and its manager, Milos Markovic, will be credited. Only CPL and the New York Public Library own this book according to WorldCat!

## STAFF DEVELOPMENT

Staff across Main Library completed training videos on COVID 19, Mental Health and Acute Respiratory Illness Pandemic Prevention.

Literature/OCFTB Manager Don Boozer attended webinars on July 30th and August 27th hosted by the State Library of Ohio and the Ohio Digital Network: *What the Wiki: Community Editing* and *What the Wiki: Adding Content to the Wikiverse*. These were helpful in providing additional information for the Ohio Center for the Book initiative to edit Wikipedia articles on Ohio's authors, playwrights, poets, comics creators, etc. In addition, Mr. Boozer attended the virtual Center for the Book Idea Exchange Meeting hosted by the Library of Congress on June 15th and 17th.

Center for Local and Global History Library Assistant Lisa Sanchez participated in an online event *How Libraries are Divesting from Police* on June 26th.

Fine Arts & Special Collections Manager Pam Eyerdam participated in the ASERL webinar, *Preparing for your Next Disaster: What You Need to Know* on August 25th.

Science and Technology Senior Librarian Jim Bettinger attended the following webinars from the United States Patent and Trademark Office (USPTO): *Attend Patent Center and DOCX Filing Training* and *Copyright Basics and Considerations for Entrepreneurs and Small Businesses*.

General Research Collections Manager Sarah Dobransky attended the Elijah J. McCoy Midwest Regional USPTO webinar *Trademark Basics and Government Documents* Library Assistant Alea Lytle attended multiple webinars from the FDLP.

Social Sciences Senior Librarian Mark Moore viewed the City Club Forum *Coronavirus Challenge: Reimagining Schools in a Time of COVID-19* and Social Sciences Library Assistant Peter Elwell attended the Northeast Ohio Regional Library System (NEO-RLS) webinar, *Professional Internal Customer Service*.

Lending Assistant Supervisor Reginald Rudolph attended the NEORLS Webinar titled *Its Teatime: Understanding Gen* on August 19th.

Youth Services Senior Librarian Lan Gao continues to serve as Chair of Library Services to Multicultural Populations Section of IFLA. This Section will be joining IFLA Continuing Professional Development and Workplace Learning Section to co-present an open session during IFLA WLIC 2021. Ms. Gao hosted the IFLA Library Services to Multicultural Populations Section Annual Business Meeting online.

Assistant Shelf Division Manager Cynthia Coccaro attended OhioNet webinar *Cares Act Funding for Ohio Libraries* on August 12<sup>th</sup>.

### **MAIN LIBRARY STAFF CHANGES**

Library Assistant Elvira Baron closed out a dedicated career to Cleveland Public Library with her retirement on August 31st.

Interim Managers, Sarah Dobransky (General Research Collections) and Demba Diawara (Shelf Department) were welcomed to their new positions as General Research Collection Manager and Shelf Department Manager.

Part-Time Library Assistant Computer Emphasis Monica Musser resigned her position with PAL on August 13<sup>th</sup>. Ms. Musser will be missed by staff, patrons and the knitting group at PAL.

### **Other**

Special Collections Librarian Stacie Brisker was asked to be on the Advisory Board to The Charles Chesnutt Digital Archive, hosted by the Eugene Lang College of Liberal Arts in New York. In addition, she was asked to participate on the Art Selection Committee for Branches.

Fine Arts librarian Bruce Biddle participated in the Census *Why We Count Art Project* contest as a judge. He and other committee members reviewed artwork online of over 100 applicants.

Staff in General Research Collections provided titles and other relevant information to the Marketing and Communications department on a variety of topics to be featured in on-line and print communications.

Social Science Librarian Helena Travka is being acknowledged for helping two different authors. One is a Ph.D. student who wrote,

"Other acknowledgements include Helena Travka, Cleveland Public Library Social Science Department Librarian..." The other author, Rachel Joy, will be acknowledging Ms. Travka's help in her new book, *Jane Austen Loves Baseball*.

Business, Economics, and Labor Librarian Zachary Hay is serving on the Workforce Development Committee, organized by the Outreach and Programming Department. The committee is working to identify resources both within the library, as well as those from external organizations, in order to better serve as a hub for patrons to advance careers and skills and help find new employment opportunities.

### **OLBPD**

#### Activities:

For summer 2020, OLBPD circulated 91,060 books and magazines directly to patrons. OLBPD also circulated an additional 8,505 Dimensions Newsletters to readers. OLBPD registered 338 new readers to the service. Approximately BARD patrons among 1,486 active users downloaded 39,836 items.

The State Library of Ohio (SLO) remained closed since March 17th. The SLO Talking Book Program continued limited circulation of library equipment. OLBPD received shipment of talking book players and frequently requested accessories to support SLO services. The National Library Service (NLS) also remained closed. Most NLS employees continue to work from home. Essential NLS staff returned to the library building on a limited basis.

As part of the Library of Congress, NLS is also participating in the REALM Project. The second round of tests involved applying SARS-CoV-2 to five materials, including braille paper provided by NLS. The test determined that after four days of quarantine in a stacked configuration, the virus was not detectable on the braille pages. The third round of tests found trace measurable amounts of the virus on talking cartridges after five days. As a result, OLBPD will be quarantining materials returned directly to the library by patrons for seven days.

NLS extended an invitation to OLBPD to participate in Phase 2 of the NLS Braille eReader Pilot Project. Among the goals of the pilot are to test the distribution processes, gather data on

technical support requirements, document patron feedback on device functionality, and test content delivery/discoverability of NLS-produced digital braille.

OLBPD Librarian Michelle Makkos participated in a Cleveland Sight Center book discussion on July 14th, and provided updates as part of a phone interview on an American Council of the Blind (ACB) radio program.

The OLBPD adult book club met on July 9th to discuss "Glory Days in Tribe Town" by Terry Pluto; August 13th to discuss "Diamond Doris: The Sensational True Story of the World's Most Notorious International Jewel Thief" by Doris Payne.

## **BRANCHES**

Due to the pandemic, our branch locations were internally closed to our public for most of the summer. However, during this time, the Public Services Branches continued to maintain its commitment to our communities by supporting and attending virtual community meetings, while sustaining the various relationships assemble within the branches. Additionally, our branches continued to facilitate virtual tutoring and other programming for our youth, adults, and seniors.

As an organization, we recognized the value and importance of ensuring that our staff and community are safe. Prior to reopening, we ensured that we looked at every safety precaution and other measurements needed for reopening. Director Thomas, along with our Public Services Reopening Task Force effectively communicated through town hall, manager, and all staff meetings the reopening process of our new normal.

Additional branch highlights are as follows:

### **District One**

**Eastman** - We're Back! Staff spent time preparing for the reopening of our branch. Our phones and Book Drop opened on Monday, June 1, 2020. Computer station for LACE was created to provide an enhanced social distancing experience amongst staff. In addition, Eastman received a Surface Pro laptop that can be used by LACE staff. Eastman opened for Curbside and Walk-up Service on Monday, June 22nd. Children's Librarian, Cassandra Feliciano, were trained on LibChat in July; Cassie Feliciano and Manager,

Jamie Lauver have both provided LibChat support throughout the summer. By the end of July, our Curbside and Walk-up Services volume picked up considerably. All staff returned to regular hours on July 27. Staff weeded the entire collection, which allowed us to rearrange some of our free-standing, low bookshelves to allow for social distancing. On July 20th, Mr. Lauver met with the Capital Projects Team and the architects to tour them around the Eastman facility and discuss some of our hopes for the Facilities Master Plan renovations. Jamie assisted with the Fixed Asset Audit on July 21. Jamie was asked by the Executive Director of Westown Community Development Corporation to complete retired Manager, Ken Knape's position on the Board. Also on July 20th, Mr. Lauver participated in his first Westown Community Development Corporation Board Meeting via Zoom. He also participated in a Zoom Block Club meeting sponsored by the Bellaire-Puritas CDC. Eastman staff participated in various online webinars, ALICE training, and other professional development courses. Summer Lit League materials were distributed to area daycare centers by youth staff. We had 10 participants for the Summer Lit League, with 5 completions. Preparations were made for opening to the public on August 24, using the Pandemic Playbook as our guide. A memorable summer, indeed!

**Lorain** - The Lorain Branch was open to staff members throughout the months of June, July, and August. During this time staff scanned and weeded the entire collection. Staff also shifted materials and rearranged furniture to accommodate social distancing guidelines and cleaned and organized all areas of the branch. Property Management installed new electric outlets and plexiglass to prepare for the reopening to the public. On June 22nd the Lorain Branch began offering Walk-Up Services. Patrons were then able to pick up their holds and receive copy, print and fax services. An average of 50 patrons per week took advantage of the services offered this summer. Youth also received Summer Lit League Art Kits in July to accompany the weekly Summer Lit League activities. In June staff planted the community garden. Staff maintained the garden throughout the summer and both patrons and staff harvested the garden. A six-week Virtual Gardening Program: How Does Our Garden Grow? series was hosted by Cleveland Public Library, Lorain Branch and presented by the Cleveland Museum of Natural History on Thursdays from July 30th through September 3rd. Other programs offered included Zoom tutoring sessions, and grab-and-go lunches. Curbside services also began in July, giving patrons the option to text the branch as an alternative form of communication. Branch Manager Crystal Tancak, Children's

Librarian Adela Santana, and Library Assistant Computer Emphasis Marlie Hooper provided virtual reference to patrons through LibChat. Staff participated in many training opportunities while being closed to the public. Some of these trainings included COVID-19 preparedness, Active Shooter Trainings, and various town hall meetings. Branch Page Merel Walker resigned in July to pursue another job opportunity. Lorain Branch welcomed patrons back on August 24<sup>th</sup>, after over five months of being closed to the public. Both patrons and staff were excited to be reunited!

**Rockport** - Rockport staff began the summer preparing to be one of the first curbside service locations. On June 8th, we began circulating items. Our team adapted to the new processes well, and patrons were overwhelmingly happy to have access to items again. Our circulation grew as more people became aware of the service. Staff created welcome signs and made community resource information available on the exterior of the building. We added no-touch printing and faxing services and distributed Summer Lit League Kits as well. Manager Forrest Lykins continued to serve on the Reopening Task Force and share curbside procedures and potential issues with other managers. In July, we increased our service hours for curbside and walk-up, and added paper copy and fax services. We spent much of the summer preparing our branch for the return of patrons, including rearranging the collection, having furniture removed, and posting new signage. On August 24, we welcomed our patrons back into our branch, newly optimized for social distancing. The Best Buy Teen Tech Center continued Zoom and Instagram programming for members throughout the summer, including Mask Making Class, AR/VR Coding, Engineer Challenges, and a Story Slam! Through our partners at Best Buy, we were able to distribute 22 Chromebooks to members who needed devices to assist with their remote learning. Regular check-ins with members included Mindful Mondays, Wellness Wednesdays, and Thankful Thursdays. Three virtual clubs were founded by members this summer: Origami Club, Sewing Club, and Paper and Pencil RPG Club.

**Walz** - During the months of June, July and August, Walz Branch adjusted strategy and looked forward to the future of the branch. June and July found our staff reorganizing, weeding, and reevaluating the collection and furniture. Staff used August to put the final changes on the branch while making sure new items and information were front and center when patrons returned. Walz staff was trained in many different forums and formats with safety and customer service in mind. While online programming has been challenging, we have managed to get attendance for some our programs. Ms. Gielty hosted a Zoom

Movie/Book Club for seniors with 10 attendees from St. Augustine nursing home in July. Walz youth staff made sure to stay in touch with daycares, day camps and local children to encourage engagement for Summer Lit League. Walz was able to reach our community most successfully this summer through our partnerships with other community agencies. The Mobile arm of Cleveland Food Bank was able to distribute meal and snack kits in front of Walz Branch to children -60 per week since beginning June 2020- approximately 600 children served so far. The Board of Elections has also set up shop on Thursdays morning in August, educating and signing up voters, as well looking for poll workers. Week of August 10, the Census Bureau began their outreach to the Detroit Shoreway community using Walz as a home base. From June to August our Walz' Walk Up Service tripled in visits (over 100 a week as of 8/14) with many folks looking forward to using our hot spots and computers again when we open. We have several targeted programs for families planned this fall including a ZOOM version of our STEM-centered weekly programs with Imani Scruggs of OSU-Extension, story times, and Take and Make craft/story times.

**West Park** - West Park branch began restarting services in June, with phone service and book drops open at the beginning of the month. Although not initially slated to begin curbside services, we asked to be included as soon as possible. Despite having a very different summer due to the pandemic, we were still able to have a great Summer Lit League experience at West Park. We had 43 kids sign up for our program and 19 completions. We had a lot of prize winners as well, with 5 finale prizes and 1 midterm prize. There was a lot of excitement from the readers when they came to pick up their prizes and we learned that we've inspired some new dedicated readers! District and Branch Manager Dalby serves on the Reopening Committee and Marketing Editorial Team and attended weekly meetings for those as well as with Public Services, District 1 managers, and various West Park staff meetings. Branch staff attended ALICE refresher training as well as an update meeting with representations from the West Park FMP group.

### **District Two**

**Brooklyn** - Staff focused on clean-ups, re-opening preparation and exploring avenues for reconnecting with the community. Staff worked to check branch collection for problem items, along with weeding and shifting of the collection. The staff worked to reconnect with community partners to announce the late August reopening along with promotion and plans for virtual activities. 25Connects held a mobile walking tour which Children Librarian

Laura McShane and Branch Manager Ron Roberts. Ms. McShane participated in virtual meeting with MetroHealth and InfoOhio webinar. Mr. Roberts reconnected with Art House, a neighboring community group that provides art-related programming. Other staff participated in online learning opportunities highlighted by LAYE Catherine Hankins who viewed several online presentations on virtual story times. The branch was visited by architects in preparation for future branch renovations as part of the Facilities Master Plan.

**Carnegie West** - Branch staff provided walk-up service due to construction on Fulton Rd. Branch Manager Angela Guinther regularly updated the community regarding library service via Ohio City Inc. (OCI), block club leaders, and Cuyahoga Metropolitan Housing Authority staff at Lakeview Estates and Riverview Tower. In order to assist in a neighborhood improvement project and connect with community members and advocates, Ms. Guinther volunteered for the June 27th Irishtown Bend clean-up, organized by OCI. SLL participation was challenged, but the Branch had 146 registered readers, 112 completions, and 596 books read; branch finished in top three finish. In preparation for reopening to the public, the children's collection was weeded and children's DVDs were relocated. The adult DVD collection was expanded and bulletin boards were revamped to accommodate a welcome/Covid-19 awareness and rules board. The adult collection was weeded, the computer lab was reduced to six computers, the lobby was waxed and additional plexiglass was installed at circulation and staff desks. Finally, the bust of Andrew Carnegie was moved front and center as a greeting to returning patrons, and he is wearing a mask.

**Fulton** - Branch was selected to serve the Grab-n-Go Meals via the Greater Cleveland Food Bank on Thursdays from 12:30-2pm serving over 65 bags of take home meals. Staff instituted a Career Corner to help patrons seek employment via front entrance glass, and hosted the Verizon 5G Site Visit. On June 22nd Branch started walk-up service. On Thursday August 6<sup>th</sup>, Fulton hosted the Bellefaire Homeless and Missing Youth Program handing out hand sanitizer and masks to Fulton families, along with the BOE Voter Registration on-site as well. On August 13<sup>th</sup>, the BOE Voter Registration and Census 2020 Team was on-site. Staff attended the Directors Town Hall meeting on July 17<sup>th</sup>, Employee Resource Group Presentation on August 14<sup>th</sup>, and refresher on A.L.I.C.E. training. Custodian Antonio Jackson stripped the tile floor in

the lobby of Fulton and re-waxed it. LACEs Niyre Merriweather and Justin Smith attended Libchat training. SLL kicked off with Children Librarian Beverly Austin contacting many local daycares and summer camps in the area to get them signed up and ended with 1368 registered and 424 completing the program. Ms. Austin attended Libchat training, and provided Zoom story times for local daycares. Branch Manager Leslie Barrett attended the Public Services update meeting, Mental Health Webinar, Verizon 5G Pre-Site Visit Call and worked as a Libchat Operator.

**Jefferson** - The Branch provided curbside service in the second wave of branches. In addition to the items that patrons requested, we have had great success with window browsing. Staff promoted reading to younger patrons by creating bags of books based upon a patron's reported interests and reading abilities. Staff provided Take to Make kits to neighborhood families (bags of craft supplies to allow them to follow along with the Summer Lit League projects presented by the Center for Art Inspired Learning). Staff maintained connections to community partners including the Merrick House, Tremont Montessori School, Tremont West Development Co, MyCom, and the Central Tremont Block Club. Staff promoted activities through the use of local Facebook groups, particularly Little Tremonsters (aimed at neighborhood families). LAYE Alex Story was invited to attend the Northeast Ohio Preparatory School back to school bash where he distributed information about library services and Take and Make kits. SPS provided a refresher training course on responding to an active shooter. Staff participated in many professional development courses and trainings.

**South** - Staff returned to the Branch on May 26, 2020. Staff began the process of notifying every patron that still had holds on shelves that they could be transferred to one of the locations offering curbside. The large windows in the meeting room were turned into displays allowing the patrons to be able to make some selections of their own. Staff attended the trainings offered as well as the Directors Town hall meetings. The Branch hosted tutoring sessions. Staff worked on rearranging furniture to accommodate social distancing, cleaning the collection, trapping holds and shelf reading. Branch Manager Jaime Declet has attended The Reopening Taskforce weekly meetings and sub-committee weekly meetings. Mr. Declet attended the Tremont Economic development, Clark Metro North Block Club meetings, and the Tremont West Board of Directors meetings. Mr. Declet was selected to participate in the 25 Connect committee,

as a W. 25 St. stakeholder for the redevelopment of the corridor and its impact on the Clark Fulton neighborhood. The Children's Staff contacted daycares in the neighborhood promoting SLL and other virtual services such as tutoring, and story times. The Branch received their own Facebook Page, of which the Children's Staff have recorded and posted story times on Facebook and have over 6,000 views. During this summer the Branch received a total of 265 walk-ups, 91 MFD assistance, and 374 calls.

**South Brooklyn** - Along with reopening to the public, staff continued to offer curbside, walk up and Curbchat. Staff have been diligent in weeding, reading various sections of the collection, attending Director Thomas' Town Hall meetings, setting down floor tape/signs, and creating displays throughout the branch. Staff received training and information from manager, Human Resources, SPS and OPS. Library Pages Caitlyn Tunney, Michelle Leung and Dayleni Lopez decorated the Plexiglas with art to brighten up the branch. Branch Clerks Shellie Oreskovic, Grace Wen and Jaqueline Hudson tirelessly answered phones and kept the circulation desk tidy with handouts to be placed in patrons' bags. Both LACEs Cheryl Williamson and Abigail Larion were trained in Libchat, provided Libchat, and prepped the computers for reopening. LAYE Raymond Cruz provided Libchat services, processed ecards, and had the following training: Libchat, and Early Literacy course (Ready, Set, Read!). Children Librarian Ronald Palka-Roman provided Libchat services, created a Staff Picks document to give to patrons during Curbside/Walkup, bundled books for displays, and attended workshops/meetings. District Manager Luigi Russo provided Libchat services, and participated in the following meetings: Old Brooklyn CDC community meeting, Public Services Team, Reopening Task Force, and Woodland and Hough Branches' New Design staff engagement, MyCom, D2/D3 reopening, and SBN reopening. Library Page Miss Lopez resigned to attend the Ohio State University.

### **District Three**

**Garden Valley** - Branch staff prepared the branch for re-opening by affixing signs throughout the branch that promoted social distancing, and ensured computers were six feet apart. Branch Clerks Melissa Brooks and Marla McConnell contacted patrons during the beginning of June 2020 to see if they would like to pick-up their reserved items at the nearest curbside location as well as reviewed the magazine, DVD and CD collections. Ms.

Brooks and Ms. McConnell also compiled an inventory list of all stock room materials currently available at the branch. Youth staff Leonard Burks and Andrea Csia facilitated weekly virtual tutoring sessions and reached out to neighborhood daycares to inform the organization of the SLL. LACEs Alycia Woodman and Latoya Barnes reviewed the adult fiction and non-fiction areas, and created a designated area for the large print collection. Dyad Public Services Manager Maria Estrella, and Assistant Manager Donald Smith provided the Garden Valley and Woodland Branch staff with guidance throughout the library's new initiatives/changes, met with the Garden Valley Branch team via TEAMS to discuss special projects and answer any questions. Mr. Smith attended the monthly MyCom meetings via Zoom with host Brian Webster and community partners.

**Hough** - Staff returned to work at the branch with walk-up and curbside services added. The branch itself looks entirely different: Plexiglass, stickers on the floor, and modified computer lab. Staff worked hard at scanning the whole collection to ensure everything is cataloged correctly and in order. Staff participated in multiple training's throughout the summer. Multiple staff members attended the virtual CPL Board of Trustees meeting and the Employee Resource Group Presentation. Children's Librarian Manisha Spivey volunteered to participate in the new Dial-a-Story and was trained in Libchat. LAYE Romael Young volunteered to be trained in Libchat and completed a webinar. LACE Michael Barkacs attended the virtual Annual ALA Conference, became an OLC Certified Public Librarian, completed multiple webinars over the summer, and working through the Customer Service Academy through the NEO-RLS. LACE Hannah Kohr made connections with the community. Clerks Neletha Chambers and Denene Mason have been busy answering the phone and running the front desk. Branch Manager Lexy Kmiecik attended ward seven's Councilman Basheer Jones' virtual forum presented by The City Club of Cleveland. Mrs. Kmiecik attended the virtual monthly Midtown Cleveland meeting. Mrs. Kmiecik gave a radio interview for WKSU about the library's re-opening plan, and an interview to be featured on the library's website about the Hough library's new branch. Mrs. Kmiecik gave a television interview to WOIO about the library's reopening date. Mrs. Kmiecik has participated in numerous meetings, including a virtual OLC meeting for the Membership Committee. Mrs. Kmiecik has stayed hard at work on the library's Reopening Taskforce helping to

give guidance and recommendations about a safe re-opening plan for the staff and patrons alike.

**Martin Luther King, Jr.** - The Branch team is grateful to be in the pilot group for CPL Facebook branch pages. Since returning from quarantine, MLK team members have been working on developing virtual programs using the MLK branch Zoom Room; in order to reach as many audiences as possible virtually, staff have suggested using Facebook Live (popular with seniors and adults), Twitch (popular with youth) and Instagram Live (popular with seniors, adults and youth) for virtual programs. The Branch was one of the first five branches to provide curbside services for patrons and averages around 140 patron transactions each week. The MLK team worked collaboratively with the manager, Tonya Briggs, to suggest, develop and continuously improve curbside, walk-up and reopening procedures to ensure positive customer service experiences for patrons.

**Sterling** - While the Branch's doors were not open, staff still found ways to support Central families. Branch manager Monica Rudzinski worked with Johnny Robinson Jr., MyCom Regional Coordinator, to distribute school supplies including backpacks, folders, notebooks and crayons. The MyCom community partners virtual meetings resumed in August. Ms. Rudzinski introduced a session of the Cleveland Clinic's Health Unleashed! program as part of a live Kindergarten Club Zoom presentation. To welcome back patrons, we distributed 100 bags with PPE including masks and hand sanitizer donated by St. Vincent Charity Hospital Mission Outreach. Sterling provided walk-up service with copy/fax/printing being the most requested. To prepare for re-opening, the Sterling staff did a major weeding of the collection, created new displays and re-arranged furniture to provide six feet social distancing. All staff completed Active Shooter and Acute Respiratory Illness training, and participated in virtual town hall meetings and forums. LAYE Charles Bailey and Children Librarian Sonja McCord completed Libchat training. Capital Projects, architects and engineers selected to renovate the branch did an initial walk through to look at mechanical systems and the roof.

**Woodland** - Branch staff prepared the branch for re-opening by affixing signs throughout the branch that promote social distancing, and ensured computers were six feet apart. Various staff facilitated weekly virtual summer tutoring sessions for the Woodland Branch. Branch Clerks Shannon Muhammad and Latasha

Brent contacted patrons during the beginning of June 2020 to see if they would like to pick-up their reserved items at the nearest curbside location and reviewed the magazine, DVD and CD collections. Mrs. Muhammad compiled an inventory list of all stock room materials currently available at the branch. LACE Desiree Smith reviewed the adult fiction and non-fiction areas, and created a designated area for the large print collection. Youth staff Ayesha Drake El and Kelli Newsom create new juvenile and young adult subject areas, and reached out to neighborhood daycares to inform them about SLL and the new virtual services. Dyad Public Services Manager Maria Estrella, and Assistant Manager Donald Smith provided the Garden Valley and Woodland Branch staff with guidance throughout the library's new initiatives/changes, met with the Garden Valley Branch team via TEAMS to discuss special projects and answer any questions. Ms. Estrella attended several Woodland + CDF + BSF meetings, and attended the 2020 Virtual American Library Association Annual Conference to continue her service as the Chair of the Children's and Young Adult Services Committee (CAYASC) of REFORMA. Mrs. Estrella also moderated the ALA/ ALSC presentation titled: Juntos: Latinx Family Engagement at Your Library, on Friday, June 26, 2020, and was featured in a Children and Libraries Journal summer 2020 article, Welcoming to All: Latinx Culture and Programming: Notes from Latinx Librarians.

#### **District Four**

**East 131<sup>st</sup> Street** - The East 131<sup>st</sup> Street Branch happily provided walk-up service for patrons during the months of June, July and August 2020. Throughout the summer months Branch Manager Marina Marquez participated in community engagement efforts that included the First Street Coalition's Street Beautification event and Councilman Blain Griffin's community program *A Community Check-In & Check-Up*. In partnership with MyCom, First Street Coalition and the Corlett Garden Society Ms. Marquez facilitated the Corlett Volunteers garden club to water and weed all planters along East 131<sup>st</sup> Street. MyCom provided a stipend to the volunteers for their service. Along with Subject Department Librarian Terry Metter and Board of Elections Manager of Community Outreach Mike West, Ms. Marquez kicked-off the Facebook Live program *Books & Ballots: Value of the Vote* in August. Ms. Marquez participated in the Innovation Committee meetings throughout the summer and presented with the Innovation Committee recommendations to Director Felton Thomas on August 18, 2020. In partnership with Dickens Reads, led by Rhonda Crowder, Youth Services Staff

participated in Facebook Live events to promote Summer Lit League. The live promotions took place every Tuesday in June and July as a way to virtually connect with the children who attend our partner school Charles Dickens Elementary. East 131<sup>st</sup> Street Staff participated in Facebook Live events to support literacy by offering a variety of story times and programs that reached 890 patrons. Throughout the month of August the East 131 staff thoughtfully prepared the branch for re-opening its doors to the public on August 24, 2020.

**Fleet** - This summer at Fleet featured the Summer Lit League. Due to the COVID-19 closing, the program was facilitated remotely. Fleet had a total of 150 youth completions. Fleet also participated, in conjunction with University Settlement and OPS, in a school supplies give-a-way in our parking-lot for neighborhood residents with school aged children. Operation Backpack provided for 146 community youth. In addition the Cuyahoga County Board of Elections provided weekly walk-up voter's registration in our parking-lot for adult patrons. The Cleveland Foodbank provided weekly "grab and go" and additional food items via a food truck stationed in our parking-lot for children and families in need. Public Services staff meetings were conducted to discuss reopening concerns using the COVID-19 Playbook. In addition, Staff received A.L.I.C.E training, provided by SPS, to prepare and reassure staff for possible unforeseen threats. August completed the weeding of the entire Branch Collection.

**Harvard-Lee** - All Harvard-Lee staff worked throughout the summer to complete the scanning of every item in the collection. On June 1st, we began phone reference. On June 8th, virtual tutoring began for children via Zoom, three days per week. On June 22nd, curbside service was provided, for which demand increased significantly from June to August. Copy/print/fax was the most requested service. On August 10th, Harvard-Lee hosted Jowan Smith of 1,000 Ties to distribute (outside) 80 Hygiene Kits for youth. On Saturday, August 8th, Branch Manager Kristen Schmidt helped distribute CPL materials to approximately 150 visitors at Councilman Griffin's Community Check-In & Check Up at Harvey Rice Wraparound School & Rice Branch parking lots. Summer Lit League (SLL) 2020, was held and a Harvard-Lee patron was the SLL winner of the iPad in the "Kids" age group. All Harvard-Lee staff watched the Acute Respiratory Illness Pandemic Prevention safety training, and engaged in ALICE active shooter training with SPS Chief Duncan and Officer Tisdale. Ms. Schmidt provided virtual reference shifts via LibChat. Ms.

Schmidt attended all MyCom partner monthly meetings, and a Cleveland Transformation Alliance training for ambassadors.

**Mount Pleasant** - The staff at the Mt. Pleasant Branch have been busy serving the community with walk-up services. As the word spreads about the printing and faxing services that are being offered at the branch, more patrons are eager to use these services. Many patrons continue to express great need for computer access in the Mt. Pleasant neighborhood, and the community is looking forward to the branch re-opening. Due to the lack of access to technology, the need for information accessibility in the community we serve is more important than ever before. Library Assistant- Computer Emphasis (LACE), Larisse Mondok worked on a community resource collection that is posted in the branch window for patrons passing by. The branch has also been provided access to the branch Facebook page which will open up new ways to connect with our patrons. From tutoring to story time, staff continue to reimagine how the branch will provide community programming. LACE, Kyra Berzonsky, has assisted staff in learning the new Zoom platform that is available for programming and outreach. One of the most exciting programs that will be happening is Art4Peace. Art4Peace is a continuation of a partnership that was happening pre-pandemic with 99 Treasures/ Peace in the Hood. Youth Librarian, Mark Tidrick, has worked diligently with our community partners to help support neighborhood youths' artistic expression. The artwork the kids create during this program will be displayed in the Mt. Pleasant Branch meeting room.

**Rice** - The Rice branch has been the place to be this summer. As the first of six locations to reopen for curbside and walk up services, Rice set the bar for patron assistance and the roadmap for effective service utilizing an exterior business method. With the permission of the District Manager, the Rice branch knitting group took advantage of this new model by holding their weekly meetings on the front lawn. We will be having our Wi-Fi signal boosted for the community's to build upon the excellence. Throughout the summer, Rice staff internally completed the scanning of every single item in the branches collection to maintain a record of what circulates, what will be sent to the Friends Foundation for the book sale, and what items need to be reordered. We then shifted the collection and made room for a new "Teen Space". Also, throughout the summer months Rice Branch participated in community engagement efforts that included Councilman Blain Griffin's community program A *Community Check-In & Check-Up*, the 4<sup>th</sup> districts community information meetings, handing out weekly "grab and go" and

lunches to the community via the CFB food truck stationed in the front of the library branch and virtual professional development. In preparation for reopening staff received ALICE active shooter refresher training with SPS's Chief Duncan and Officer Tisdale. In addition, the Rice staff prepared the branch for re-opening its doors to the public on August 24, 2020 by adding socially distance signage and stickers, moving and storing furniture, getting computers maintained for patron use and more. Rice youth librarian Whitney Johnson submitted fall programming, ordered for the youth and young adult collection and prepared book bundles, baskets and other giveaways to complement the week long reopening, welcome back, patron appreciation celebration coordinated by Rice Manager Amiya Hutson. Rice ended the month with community COVID testing done by MetroHealth in the Rice Branch parking lot.

**Union** - Summer kicked off with virtual Summer Lit League. Youth staff reached out to daycares and church groups to gather youth signups. Union Branch provided walk-up service to our patrons once we returned to work. Patrons steadily began to use the walk up service and staff were delighted to see some of our dedicated patrons again. One awesome project that occurred in the community this July was the painting of the Black Lives Matter Mural on E 93<sup>rd</sup> Street near the branch. Several programs were presented around the Mural and we were able to distribute information about CPL walk-up/curbside services and Summer Lit League.

As we prepared to reopen to the public on August 24<sup>th</sup>, Chief Duncan and Officer Tisdale from Safety and Protective Services presented ALICE training to the staff. Other trainings include Acute Respiratory Illness Pandemic: Prevention and Response and Review of CPL Pandemic Playbook. Ms. Williams attended several webinar trainings, and Zoom and/or Teams meetings. Union Branch has been chosen to present the STEM programming using UB Tech product. Children's Librarian Tamara steward will be trained to facilitate the program. Union Branch will also be one of the locations to have Wi-Fi boosted for the community.

#### **District Five**

**Addison** - The Addison Branch began the summer completing the weeding process with shelf list provided by Collection Management. Staff area back room was reorganized with more space to shelf holiday materials during off period. The multipurpose room was reorganized to accommodate the extra furniture from layout adjustment for social distancing. Manager Tamara Means continues to reach out to community resources with information

and to network. An Addison Teams page was established adding with adding training materials from webinars attended and other resources for staff usage.

**Collinwood** - In June, we very thankful that staff is back to work safe and healthy. Mr. Pippen, our page resigned and will be missed. Ivan Mezi, a page at the Rice Branch has been temporarily placed at the branch. Staff is busy decluttering and scanning library materials to check their status and also identifying items for weeding. Collinwood Branch was identified to provide Virtual Tutoring with CSU via our Zoom Account Monday-Thursday from 10-1 and 2-5. Manager Peak received outreach requests for a virtual story time for families with autistic children and collaboration on a new senior center that is coming to the Collinwood Community. We look forward to helping as much as CDC guidelines will allow. On June 22<sup>nd</sup>, the branch began offering walk-up services to our community.

**Glenville** - Upon our return to the Branch, all staff participated in cleaning, organizing, and weeding at the beginning of the month of June. The youth staff handled the weeding and reorganization in the youth area, the LACE staff assisted with the adult areas. The youth staff created book displays and banners that were virtually displayed out of the east side building windows for the patrons. The Children's Librarian and Page created a chalk obstacle course "The Great Glenville Obstacle Run," in front of the building for the use of our young patrons. The youth staff and LACE trained this month for Libchat. Our LAYE, did the book display in the front window to honor the passing of Congressman John Lewis. In August, the youth staff created book displays in preparation for reopening along with our LACE assisting in a creative window display for the Fall. The Children's Librarian has displayed each month "Glenville Poem of the Week" for each week of the summer. Branch Manager, Sharon Jefferson has ordered materials and attended all meetings and trainings offered by the library.

**Langston Hughes** - The following tasks were performed during the months of June, July and August while the branch was closed to the public: The branch was cleaned by branch custodian Joseph Nelson. When staff returned in May, each staff member cleaned their work areas. Adult, YA, and Children's materials were weeded along with various AV materials, i.e., DVDs and CDs. A schematic was created to determine what public PCs would be removed from the current computer area and placed in another section of the branch to reflect the required six feet social/personal distancing. Mr. Bradford, branch manager, in

many webinars and virtual trainings. Additionally, he attended Libchat Training and participated in LibChat reference work throughout the summer. Mr. Bradford attended the Oberlin College Library Virtual Friends Council Meeting, Aug. 7th Virtual CPL Board Meeting, Aug. 8th. ALICE training was conducted on August 17th. Three plexi-glass barriers were installed at the circulation desk. Branch air filters changed; a hand sanitizer station was installed; signage to instruct patrons about 6 feet distancing and blue tape was added; outside windows were washed.

**Memorial Nottingham** - The summer of 2020 at Memorial-Nottingham Branch has been very eventful for staff and patrons. Memorial-Nottingham was one of the first branches to provide curbside and walk-up services at the Cleveland Public Library. These services have become very popular amongst patrons in the North Collinwood and Bratenahl communities. Adult and youth collections were weeded and shifted. Shelving and space were created for incoming materials. Staff rearranged the branch to promote social distancing when patrons return. Staff also created displays to promote social distancing in the library. Manager, Pasha Moncrief Robinson worked on the Workforce Resource Committee. Ms. Jowan Smith and her staff provided children ages 6-16 with hygiene kits. Children's Librarian, Joanna Rivera attended a virtual Summer Lit League meeting & created virtual story times for our patrons. Make a Change Monday art supplies were given to families to create art at home. The Youth Services craft space was organized and inventoried. Ms. Rivera created kits for families to enjoy together.

## **OUTREACH & PROGRAMMING SERVICES**

### **SUMMARY**

During June - August, the Cleveland Public Library (CPL) remained closed to staff and the public due to the COVID-19 pandemic. During this time, the Outreach & Programming Services Department (OPS/3E) launched its first virtual programming phase to families and children.

### **PARTNERS AND PROGRAMS**

*Summer Lit League: Speak Out, Get Loud, Democracy 2020* (SLL) was Cleveland Public Library's first-ever virtual summer reading program held June 1 - July 25, 2020. Youth ages birth - 18 were

encouraged to make a difference in their community by reading and participating in a host of weekly virtual programs.

The first phase of virtual programs launched under the SLL umbrella was as follows:

- *Make a Change Mondays* - A democracy-inspired crafting class led by a Center for Arts-Inspired Learning teaching artist. The library purchased supplies and was made available via curbside pick-up.
- *Tell-a-Tale Tuesdays* - Virtual Storytimes read by local politicians, authors, and library staff, and volunteers.
- *Read to the Beat Wednesdays* - An interactive virtual program for early readers, exploring books and storytelling through music and singing. The Music Settlement facilitated this program.
- *Town Hall Thursdays* - Featured various artists, musicians, and authors such as Kelly Starling Lyons and Kate Messner.

The programs listed above were hosted using Zoom in addition to being live-streamed to the Cleveland Public Library Facebook Live and YouTube channels resulting in over 10,000 streams of library programs.

Although SLL registration rates were significantly lower than years past, the completion rate continued its upward trend, as 62% completed the program. The SLL culminating event sponsored by The Rock and Roll Hall of Fame offered free museum passes to local museums and various prizes such as Apple iPads, Nintendo Switches, and Chromebooks. Finale prizes, including Cleveland Metroparks Zoo family passes, The Children's Museum of Cleveland family passes, were raffled off on the Beanstack platform.

Art Therapy, the library's ongoing therapeutic program targeting school-aged children and teens, continued throughout the summer at two locations. Twenty families were consistently engaged throughout this program series. The library's art therapy program was the first to offer programming supplies by mail. The direct mailing and follow-up by phone are two factors that contributed to the success of this program.

Families with children entering Kindergarten (Fall 2020) took part with a weekly skill building program that supported kindergarten readiness. The program was divided into two 30-

minute meetings, one for parents and one for the entire family. Both meetings were focused on the State of Ohio Educational Standards and was presented over a nine-weeks.

Forty-three families participated weekly in a 30 -minute Zoom Parent/Caregiver Activity meeting with an Early Childhood Teacher. The last 30-minutes involved the Scholar's & Families with an interactive learning activity.

CPL Kindergarten Club provided a supportive community of peers and professionals to answer questions and guided conversation.

In partnership with Literary Cleveland, the library hosted a series of neighborhood-based writing workshops that invited patrons to submit stories, essays, and poems for inclusion in an anthology that will become part of the Cleveland Public Library's permanent collection. Over two months, local and nationally known authors hosted writing workshops targeting residents of six geographic regions covering every neighborhood in the city. After the 75 writings were submitted for inclusion in the Neighborhood Voices Anthology, the Anthology's release will coincide with an online culminating event in November of 2020.

This year's See Also public art installation in the Eastman Reading Garden features "*Reflect and Refract Democracy*" by Rose DeSiano.

The installation's maze-like lenticular walls intersperse Cleveland's historic photos with mirrored panels reflecting the garden and its visitors. Two orbital monuments in the Reading Garden center honor historic Clevelanders who have played pivotal roles around democracy in our city through political action, activism, and cultural contributions. The installation was completed on August 31 and will remain standing through the spring of 2021.

## EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION

### EXTERNAL RELATIONS & ADVOCACY UPDATES:

- *Goal: Increase Elected Officials and Key Stakeholders' Awareness and Understanding of CPL's Community Impact*
  - *Inform*
    - Hosted Director's Legislative Briefing in partnership with Squire, Patton, Boggs providing an update on the Library's work addressing COVID-19 as well as Library priorities
    - Informed all local, state, and federal elected offices within the Library's footprint on the Library's re-opening plan so they can inform their constituents
  - *Engage*
    - Hosted Councilman Griffin's community mobile/drive-thru event at Rice Branch which provided COVID-19 testing, Census 2020 survey's, voter registration, and food boxes
    - Engaged legislators in CPL's virtual storytime (VST) program including:
      - Councilwoman Yvonne Conwell, County Council
      - Councilman Kevin Conwell, City Council
    - Engaged additional stakeholders in CPL's virtual storytime (VST) program including:
      - William Green, Former Browns
      - Robyn Gordon, CPL Foundation Board / NASA
      - Pat Pastore, PNC
      - Michele Ungar, Progressive
      - KPMG (various employees)
  - *Advocacy*
    - Launched a call to action among Foundation donors to support for the federal Library Stabilization Fund Act

### **CPL DEVELOPMENT UPDATES:**

- *Goal: Secure Funding to Buttress CPL Organizational Goals*
  - Secured \$10,000 in funding from Verizon to support the CPL programmatic partnership with Twin Cities Rise for workforce development programming
  - KPMG provided financial support for the STEM@Home program by purchasing four (4) beginner UKits and 60 picture books
  - PNC provided 260 Learn at Home Kits to CPL for distribution to families with pre-school aged children
  - Submitted funding requests to the following:
    - Submitted application for The Jerry Kline Community Impact Prize.
    - Submitted application to Jumpstart for workforce development programming
    - Submitted application to the Institute for Museum and Library Services to expand CPL virtual programming

### **CPL FOUNDATION UPDATES:**

- *Goal: Reach Annual Financial Targets*
  - *Fundraising*
    - Mailed Mid-Year Annual Appeal (end of July)
    - Mailed Democracy 2020 Sponsorship letters to corporations
  - *Cultivation & Stewardship*
    - Stewardship/engagement communications have been going out monthly to donors keeping them informed and highlighting available resources.
      - July communication included a push for support for the Library Stabilization Fund Act
      - August communication included a reminder for the Mid-Year Appeal, Library Re-Opening information, and Democracy 2020
- CPLF Board
  - Virtually held quarterly board meeting in June
  - Greg Stefani, Federal Reserve Bank of Cleveland, elected as Board Treasurer

- New members include:
  - Gaurav Dhir, The Sherwin Williams Company

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

- Staff participated in webinars with the Urban Libraries Council, Grants Plus, American Library Association, The Cleveland Foundation, Donor Perfect Conference

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

Shipments and deliveries of library materials were temporarily suspended in March when the Library closed and were reinstated in June after staff returned to work. A backlog of over 10,000 items was waiting to ship when the library reopened since library materials are generally ordered three to six months in advance of when the title is expected to be released. Vendors gradually released shipments in controlled amounts so as to not overwhelm Library staff who were only working 50% of their hours due to SharedWork Ohio (SWO). Vendors also required that the backlog of older orders had to ship before any new orders could be placed which delayed reinstating the ordering processing.

Ordering of eMedia was reinstated immediately when staff returned to work but ordering of all other formats was reinstated as the shipping backlog with each vendor was eliminated. The last shipments of backlog items were received during the last week of July when staff resumed working their full-time hours and the selection and ordering of library materials returned to the same level it had been at prior to the Library's closure.

Acquisitions and High Demand Staff had to adjust some of their daily tasks when the shared network drives were migrated to the SharePoint Document Libraries at the beginning of August. The Microsoft Access database that was used for generating purchase orders could not be migrated and Excel spreadsheets that were used for maintaining statistics were no longer linked and had to be reformatted. Interim Director of Collection and Technical Services Sandy Jelar Elwell has been working with IT to create a replacement for the purchase order documents and information that was generated and maintained in the Microsoft Access database.

Acquisitions Librarian Leslie Pultorak, Collection Management Librarian Laura Mommers, High Demand Librarian Dale Dickerson,

Technical Services Associate Anarie Lanton, and Technical Services Senior Clerk Paula Stout assisted with the unpacking, verifying, and receiving of new materials in the Lake Shore Shelf/Shipping Department when needed.

Ms. Jelar Elwell met with Project Manager Michael Ruffing to discuss the unpacking and sorting of the corporate annual reports collection. Ms. Jelar Elwell attended the Baker & Taylor (B&T) Discover BTCat webinar and participated in additional discussions about the new BTCat cataloging utility with B&T representatives along with Director of CLEVNET Hilary Prisbylla and IT/CLEVNET staff. Ms. Jelar Elwell attended the CLEVNET Technical Services and Acquisitions Special Interest Group (SIG) meeting and continued to participate in the weekly meetings of the Capital Improvement Plan Core Team.

Ms. Jelar Elwell, Catalog Manager Andrea Johnson, Collection Manager Pam Matthews, and Materials Handling Supervisor James Clardy attended the Public Services update, MetroHealth Self Care / Mental Health webinar, COVID 19 Playbook HR Forum, and CPL Manager Meeting. They also met with the Capital Projects Team and Bostwick Design architects to review the potential designs for the Woodland campus. Collection and Technical Services Managers and staff attended the Director's Town Hall, COVID-19 Playbook Town Hall, and Employee Resource Group Presentation and participated in the Acute Respiratory Illness Pandemic: Prevention and Response training.

Senior Catalog Librarian Dawn Grattino retired from CPL on June 30 after 23 years of service.

**Acquisitions:** Acquisitions Coordinator Alicia Naab communicated with Main Library selectors regarding the fund balances for OverDrive eMedia purchases and reductions to the funds of other formats of library materials.

**Catalog:** Staff cataloged 7,738 titles and added 12,823 items for Cleveland Public Library. The Department also added 8,576 titles, merged 565 records, and corrected 234 errors for CLEVNET member libraries.

In June, Senior Catalog Librarian Dawn Grattino and Technical Services Librarians Yeshe Dugarova-Montgomery, Michael Gabe, Amei Hu, Barbara Satow, and Erin Valentine finished overlaying short records identified by CLEVNET reports received during the Library's closure. Catalog Manager Andrea Johnson developed procedures for handling items that could not be sent to fill

holds at other CLEVNET libraries while the statewide delivery service was unavailable.

In July, Ms. Johnson developed new guidelines to reflect changes that were needed for CLEVNET member library staff to submit overlay requests due to the Physical Item report implemented in February. She explained the report parameters and presented the new guidelines at the CLEVNET Technical Services and Acquisitions Special Interest Group (SIG) meeting on July 29. Catalog Librarian Perry Huang, Technical Services Librarian Celia Halkovich, Ms. Hu, and Ms. Satow attended the meeting.

Ms. Johnson revised the weekly responsibilities schedule for Librarians. She also updated the instructions for loading records to use the SharePoint Document Libraries that replaced the shared network drives in August. Ms. Valentine completed the backlog of CLEVNET overlay requests, which Ms. Dugarova-Montgomery, Mr. Gabe, and Ms. Hu had worked on over the previous month. Ms. Valentine created an original collection-level bibliographic record for a collection of logs from the Cleveland Fire Department Miles Park station.

Ms. Johnson and Ms. Satow met with Director of CLEVNET Hilary Prisbylla and Information Technology & CLEVNET staff Brian Leszcz and Jim Benson on August 13 to discuss the web-based version of the bibliographic input workform that they are developing for CLEVNET. Ms. Johnson and Ms. Satow tested a prototype of the tool and provided feedback on its presentation and functionality. The new webform will generate a MARC record that can be edited by Catalog staff.

Ms. Valentine attended the Northern Ohio Technical Services Librarians (NOTSL) Board meeting on July 10.

**Collection Management:** Collection Manager Pam Matthews worked extensively with OverDrive to make sure patrons' holds and requests were being filled as quickly and inexpensively as possible which included moving some titles to a Cost per Circ lending model. This was particularly effective for titles such as *White Fragility* and *How to Be an Antiracist*, where over 200 copies of the first and over 125 of the second were able to be lent out simultaneously.

Collection Management Librarian Laura Mommers attended a series of webinars throughout the summer, including online Title Talks in the following subject areas: Graphic Novels; Politics & Activism; Diversity; Fantasy; Early Readers; and Social and

Emotional Learning for Teens and Tweens. She also attended a Macmillan Publishing webinar that previewed their upcoming fall titles and a Publisher's Weekly (PW) fall announcements webinar that highlighted fall titles from major publishers.

Ms. Matthews attended two meetings of the Editorial Team and a Workforce Development Program Committee meeting. She worked with OverDrive to acquire additional titles to support workforce development and to add links to resources on the OverDrive website for patrons to use. Ms. Matthews also recorded a book reading of *Chicken Little* by Rebecca Emberly and Ed Emberly to be used for a virtual storytime by Outreach and Programming Services.

**High Demand:** Technical Services Senior Clerk Mya Warner returned from a leave of absence on June 9 and began a second leave of absence on July 27.

**Materials Processing:** The Materials Processing Technicians processed 24,867 items during June, July, and August.

**Shelf/Shipping:** During the months of June, July, and August, the staff of the Lake Shore Shelf/Shipping Department sent 24 items to the Main Library for requests and 76 items to fill holds. Main Library received 416 telescopes, the Branches received 609 telescopes, CLEVNET received 115 telescopes, CSU received 10 telescopes, CWRU received 17 telescopes, and Tri-C received 7 telescopes. A total of 1,169 telescopes were shipped out. The Technicians sent out 37 items of foreign material and in total 20,280 new items were sent to the Acquisitions and High Demand Departments.

## **MARKETING & COMMUNICATIONS**

Marketing and communication efforts for the summer months centered on the Library's plan to gradually reopen to the public in June and July by offering Curbside and Walk-Up Services, and safely welcoming patrons back into its downtown location and 27 branches on Aug. 24<sup>th</sup>.

Additionally, CPL joined the conversation surrounding Black Lives Matter, police brutality, antiracism and what it means to live in an inclusive Democracy.

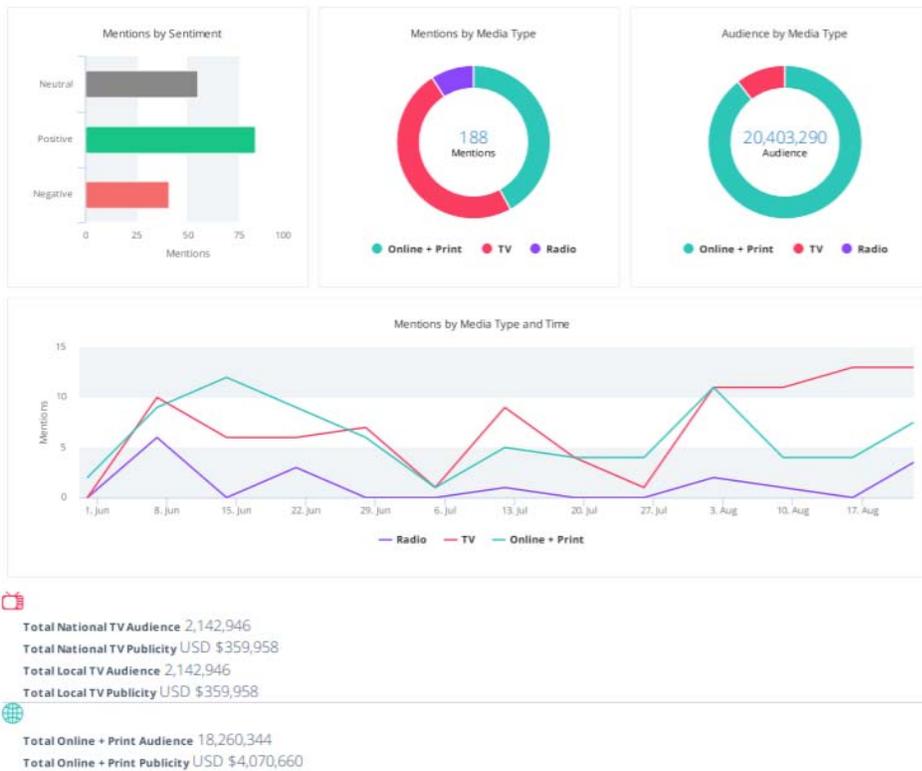
**PUBLIC RELATIONS OVERVIEW:** Cleveland Public Library received nearly 200 mentions in the news on a range of topics including

reopening plans, [Black Lives Matter](#), Democracy 2020, and other community initiatives and partnerships.

Over the summer, the Library unveiled its [reopening plan](#) and announced partnerships with [MetroHealth](#) and the Greater Cleveland Food Bank. The Food Bank provided [free meals](#) and resources to children and families. MetroHealth helped Library staff prepare for reopening. We also received positive media coverage for installing [solar panels](#) on the Rice Branch and participating in the [Voices of Cle](#) project.

In response to the recent police killings of Black Americans that sparked nation-wide protests, Cleveland Public Library issued a [letter to the community](#) reaffirming our policies as an inclusive institution. We provided [resources](#) to help families discuss race and understand the challenges and issues facing minority communities.

The Library also ramped up promotion of its Democracy 2020 campaign, which encourages [Census participation](#) and voter registration, and themed programs and events.



**GRAPHICS:** All designs and printed materials supported programming and organizational initiatives included Democracy 2020, One Community Reads, Summer Lit League, a fall program guide for kids, teens and adults, and COVID-19 signage.



**SOCIAL MEDIA:** From June to August, post related to race, Library services updates, politics resonated with the Library's online community the most. This worked well for the timely relaunch of the Library's Democracy 2020 campaign, involving discussions and resource related to the U.S. Census and generation election. When compared to the previous quarter, this has led to a result of engagements increasing by 8.4% and a 2% growth in total audience.

 **clevelandpubliclibrary**  
Sat 7/25/2020 9:11 am EDT

Black Books Matter at Cleveland Public Library! Check out this display at our #CPLE131 Branch!



Total Engagements	245
Likes	235

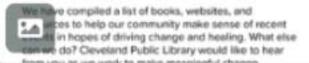
 **clevelandpubliclibrary**  
Mon 6/1/2020 3:24 pm EDT

A letter to our community in light of recent events.

violence and any disregard for human rights. We will not accept the unnecessary and unjust killing of any human.

Everyone is welcome at Cleveland Public Library. It is at the heart of our mission: to be the People's University for a diverse and inclusive community. The Library is committed to nurturing a safe space for people to connect, learn, and grow from each other. Differing beliefs and opinions are respected. It is our policy and who we are, as an organization. This is a start, but we recognize there is more to do.

We have compiled a list of books, websites, and resources to help our community make sense of recent events in hopes of driving change and healing. What else can we do? Cleveland Public Library would like to hear from you as we work to make meaningful change together.



Total Engagements	214
Likes	205

 **clevelandpubliclibrary**  
Sat 8/29/2020 8:38 pm EDT

Remembering a true superhero. Chadwick Boseman brought history to life on screen as Jackie Robinson.



Total Engagements	158
Likes	155

 **Cleveland\_PL**  
Mon 6/1/2020 7:24 pm UTC

A letter to our community in light of recent events.

Ahmad Arbery and the many other Black lives in America. Cleveland Public Library condemns all acts of violence and any disregard for human rights. We will not accept the unnecessary and unjust killing of any human.

Everyone is welcome at Cleveland Public Library. It is at the heart of our mission: to be the People's University for a diverse and inclusive community. The Library is committed to nurturing a safe space for people to connect, learn, and grow from each other. Differing beliefs and opinions are respected. It is our policy and who we are, as an organization. This is a start, but we recognize there is more to do.

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Total Engagements	1,366
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 **Cleveland\_PL**  
Tue 8/25/2020 12:38 am UTC

The Republican National Convention is underway. The Trump family is expected to take center stage. We have a collection of books about America's First Family. Borrow one today: [bit.ly/3akbrLf](https://bit.ly/3akbrLf) Be Counted.



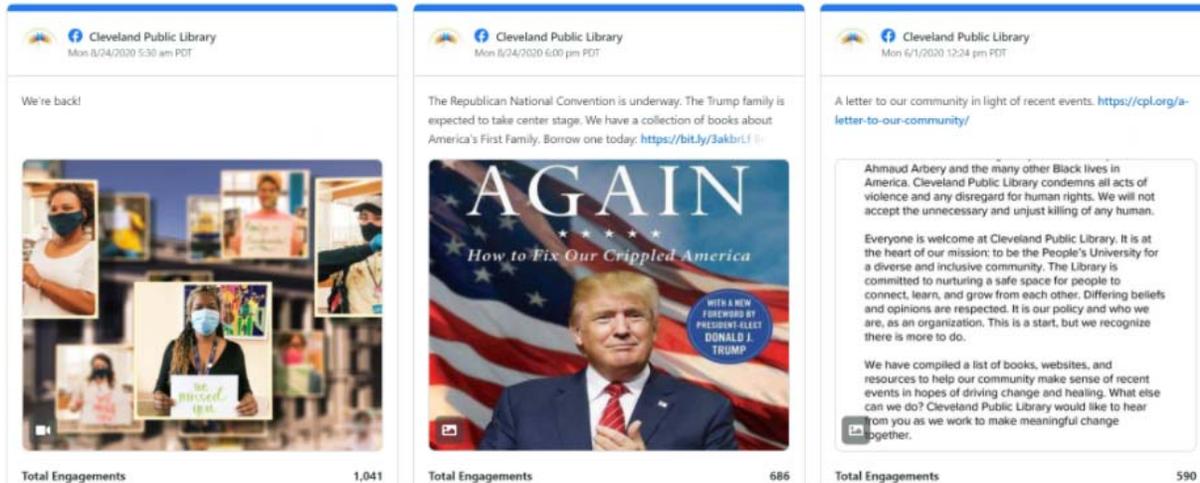
Total Engagements	687
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 **Cleveland\_PL**  
Mon 8/24/2020 12:59 pm UTC

We've missed you! Cleveland Public Library is now open to visitors and our spirit squad can't wait to see you! Visit us today: [cpl.org/locations/](https://cpl.org/locations/)



Total Engagements	609
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## PROPERTY MANAGEMENT

### Carpenters

- Removed wood from book drops system wide.
- Installed Plexiglas at circulation desks system wide.
- Painted numbers in parking spaces at M.L.K, Mem-Nott, Rockport and South Brooklyn.
- Completed ceiling work in the quiet room at South Branch.
- Built office partition wall and painted new area for legal staff.

### Maintenance Mechanics

- Continuing work with Reopening committee and Covid-19 Task force on a safe and comprehensive phased reopening/operating strategy. Working closely with the custodial supervisors and assistant facilities manager on ensuring that the new cleaning standards are implemented and maintained.
- Continuing work on Plexiglas installations for staff workstations system wide.
- Continuing work/meetings with FMP Core Group, CMR, project engineers and architects and the Capital projects team on FMP design and building standards.
- 24/7 response to building emergencies and critical work orders.

- Continuing work on scheduled preventative maintenance requisitions generated by Hippo CMMS.
- Continuing work with Siemens on the Desigo building automation system upgrade and the main campus lighting system software upgrade.
- Continuing work on the balance of the security camera project (IPS/Harrington Electric).
- Worked with Carrier on replacing controls and electrical switchgear on the main chiller at Lakeshore.
- Worked with TH Martin mechanical contractors on repairing the hydronic/chilled water coil on AHU#25 and the blower shaft and bearings on AHU#20 in the Main building.
- Continually working with Warren Roofing, All Seasons Roofing and Taylor Consulting on roof leaks at the main campus and branches.
- Continually working with DiFranco Plumbing and Conkey Pipe Fitters on major plumbing and sewer issues.
- Repaired Eastman Reading Garden fountain pump system. Also repaired irrigation system leaks and worked with Davey Tree on replacing dead plants, mulching and rejuvenating the garden landscaping.
- Worked with Crescent Digital on replacing broken cameras, repairing DVR's, server connections and software issues on the security camera system.
- Installed CAT6 cabling for outdoor rated Wi-Fi access points at select branches.
- Scheduled annual and quarterly sprinkler and fire alarm inspections system wide.
- Scheduled annual backflow preventer testing/inspections.
- Scheduling elevator door upgrades, emergency key box installations, motor rebuild, variable frequency drive installations for LSW/Main.
- Currently working on replacing compressors for HVAC systems at E.131 and South Brooklyn.
- Currently performing preventative maintenance on rooftop gas fired heating equipment, hydronic systems (boilers, pumps, etc.) for the upcoming heating season.

## **SAFETY & PROTECTIVE SERVICES**

### Safety Services

- Safety & Protective Services used access control to change the card reader credentials while open during altered hours of operation.
- Safety & Protective Services roll call is held in the Legacy room to comply with social distancing requirements.
- ALICE refresher training provided at each branch prior to CPL reopener by Officer Tisdale and Lindsey Duncan III.
- All branch panic buttons were tested by SPS prior to August 24<sup>th</sup>.

### **PROTECTIVE SERVICES**

#### Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
<b>Aug 2020</b>	2226	27	12	9	20	37
<b>July 2020</b>	1148	12	5	2	10	23
<b>June 2020</b>	802	13	8	1	30	30
<b>May 2020</b>	200	11	2	0	5	14
<b>April 2020</b>	909	29	0	0	0	4
<b>March 2020</b>	896	13	18	15	90	103
<b>Feb 2020</b>	1446	12	77	44	255	46
<b>Jan 2020</b>	1934	19	53	57	161	63
<b>Dec 2019</b>	2180	14	54	48	227	31
<b>Nov 2019</b>	1842	25	54	52	295	59
<b>Oct 2019</b>	2039	20	64	53	345	42
<b>Sept 2019</b>	1792	19	62	24	243	52
<b>Aug 2019</b>	1854	13	46	26	147	272

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

- SPS filled the following overtime requests: COVID 19 testing at Rice 8-26-20, Councilman meeting at Rice branch 8-8-20.
- Video requests fulfilled for Fleet and Lorain branches for the Cleveland Police Department, University Circle Police, and District Managers.
- SPS officers are posted at Carnegie West, East 131, Harvard Lee, Hough, Rice, Rockport, and South Brooklyn branches.

#### Protective and Fire Systems

- A new camera was installed outside the Eastman Reading Garden.
- New cameras were installed at Fulton branch on the backside of the branch which was previously unmonitored.
- Branch door access schedules were changed to reflect new operating hours.
- Met with CFD Fire Marshall about upcoming fire drills.

#### Contract Security

- Royce Security hired guards to meet CPL's reopening date.
- SPS provided training requirements for Royce to disseminate to their guards. Completed training documents are being returned to SPS.
- Meeting held with Royce administrators to discuss CPL expectations of guards.

#### Administration

- Interviews are being held for open SPS officer positions.
- Meetings with Homeland Security to resume in September.

### **INFORMATION TECHNOLOGY & CLEVNET**

The CLEVNET Directors held their third quarterly meeting of the year on Friday, July 31, 2020, online as a Microsoft Teams Live Event. The agenda was similar to what was covered at the CLEVNET Executive Panel meeting held two weeks prior on July 14. Hilary Prisbylla, Director of CLEVNET and Larry Finnegan, Director of IT began the meeting assuring the Directors that CLEVNET staff are committed to doing everything they can to serve the CLEVNET member libraries during this time of unprecedented challenges.

**First, CLEVNET staff are committed to helping member libraries reopen gracefully, each on its own terms and calendar, and begin the complicated process of reinstating resource sharing.**

- CLEVNET staff, first tasked with disabling resource sharing among member libraries in March, then asked a few months later, when some libraries partially reopened, to limit holds to materials owned by the pickup library or library system, have had to carefully undo what was done for each member library without disrupting the integrity of CLEVNET.

- Notifications (holds, due soon, overdues, and lost) by phone, email, and text had to be stopped, altered, and restarted in the last five months.
- Statewide delivery resumed June 29, with 25,000 CLEVNET items still on their "way home" from the beginning of the pandemic shutdown; CLEVNET staff have had the tedious task of troubleshooting the journey home for many of these items.
- CLEVNET system holds were restarted July 6, requiring CLEVNET staff to update existing holds that had been limited to being filled by the pickup library or library system.
- Each of the member-library phone systems has required extensive intervention by CLEVNET staff during shutdown and reopening with changes in hours, workflows, and staff assignments.

**Second, CLEVNET staff are committed to helping member libraries adopt new and innovative solutions to serve their patrons in the time of COVID-19.**

- Patron-initiated library card renewal through the CLEVNET public website began May 26, allowing card privileges to be extended one year for those unable or not wishing to visit their local CLEVNET library.
- For those without a library card, no problem—beginning April 1, an adult could sign up for the OverDrive Instant Digital Card using their mobile phone number and access the OverDrive collection without leaving home; recently these accounts have been fully integrated with SirsiDynix.
- Following the lead of CPL, CLEVNET purchased and set up the LibAnswers Platform system with LibChat from Springshare for member libraries to answer questions, provide curbside pickup and other services.
- SirsiDynix's Books by Mail feature is being piloted at Lorain Public Library and Geauga County Public Library.
- CLEVNET's mobile app can now be used for self-check by patrons.
- Symphony Web (a browser based version of Workflows) is being tested at Rocky River Public Library.
- Cassie (computer and print management solution) at CPL was updated to version 4.0 to allow Chromebooks used by students.

**Third, CLEVNET staff are committed to helping member libraries adopt new and innovative solutions to help their staff work more effectively and efficiently in this new era.**

- In addition to the virtual CLEVNET-wide meeting of IT professionals and computer technicians from member libraries on July 24, smaller meetings, each limited to 10 staff members were scheduled for CLEVNET's three geographic regions: West, South, and East; the smaller meetings allowed for greater discussion and sharing of best practices across the many IT offices in CLEVNET.
- CLEVNET staff champion and support Office 365, OneDrive and SharePoint so staff can work from anywhere and collaborate with ease.
- For greater security and convenience, seamless SSO (single sign-on) for Office 365 was enabled June 30; fewer passwords to remember and fewer passwords to protect.
- CLEVNET staff worked with Nancy Mocsiran in CPL's Knowledge Office to move CPL to SharePoint document libraries (cloud-based storage within Office 365) allowing access to documents without VPN or special software; other member libraries have made the move as well, reducing the number of servers they need to have onsite, lowering operating and maintenance costs.
- As libraries closed their buildings, there was a great need for a solution that would turn a staff member's mobile device into an extension of their work phone; CLEVNET staff responded with Cisco Jabber, a platform that makes it appear that one is receiving and making calls from their desk phone when using the application on their mobile device.
- Guest access to Microsoft Teams was enabled August 24, allowing collaboration with outside contacts without the need for external document sharing services.
- CLEVNET started managing remote devices from the Cloud by joining Active Directory and Azure.
- Enabled LDAP (Lightweight Directory Access Protocol) CLEVNET-wide for all domain controllers.
- Created an Azure Active Directory authentication app for retrieving email.

**Fourth, CLEVNET staff are committed to staying the course with their 2020 projects and goals.**

- OverDrive circulation data now finally mirrors the resource sharing of physical items with "direct" and "sent" circulation data available for emedia.
- Accelerated Reader and Lexile measures became searchable in the public catalog on June 8, a tremendous help for parents and students who use these reading levels to select books.
- The scheduled upgrade to the SirsiDynix platform was successfully completed June 28.
- Staff began to roll out Patron Point, the email marketing publication platform for public libraries.
- A new learning management system (LMS) for staff training was purchased.

**Fifth, CLEVNET staff are committed to fulfilling their regular duties and obligations with greater efficiency and accountability.**

- Ticketing and help desk tools are more important than ever as staff work remotely.
- CLEVNET's infrastructure is an ongoing project with upgrades needed to network equipment and switches and an increasing demand for more access points, especially on the outside of libraries to provide WiFi to the public after hours.
- Security is always a tremendous concern; a new firewall was installed at the SOCC (State of Ohio Computer Center) in August and CLEVNET hosted a cybersecurity webinar with Simon Conant of Palo Alto Unit 42 on June 23 for all member libraries.
- Even during the pandemic, member libraries such as CPL, Elyria and Geauga County are planning new buildings and need consultation with CLEVNET staff on IT requirements.
- Staff are still helping member libraries go fine free.

The next quarterly meeting of the CLEVNET Directors will be held on Friday, October 30, 2020, at 10:00 am.