Present: Ms. Fluellen, Mr. Gerboc, Mr. Mentrek, Mr. Roosa. Ms. Iwamoto, Ms. Moskowitz and Mr. Tirakhia were absent.

Also Present: Director Nancy Levin, Deputy Director Kim DeNero-Ackroyd, Fiscal Officer Deborah Herrmann, members of the Administrative Services Team; Khaliah Fisher-Grace from the League of Women Voters, Sue Janssen from the Foundation, Mary Looby from Staff Association,

CERTIFICATION AND NOTIFICATION
The Fiscal Officer certified that notification of the meeting of the Board of Library Trustees had been made.

APPROVAL OF MINUTES
Minutes from the August 5, 2019 Regular Meeting were forwarded to board members for review. Mr. Gerboc moved to approve the minutes. Mr. Roosa seconded. The minutes were approved by unanimous consent, Ms. Moskowitz arrived at 6:35 p.m.

OPERATIONS COMMITTEE – MR. ROOSA

FINANCIAL REPORT
Ms. Herrmann reported revenue and expenditures are tracking well. Revenue as of the end of August was at 92.64% of the estimate for the year and expenditures are at 57.22%. She said that figure appears low but a large amount of book purchases are made at the end of the year.

APPROVAL OF FINANCIAL & INVESTMENT REPORTS – JULY AND AUGUST
Mr. Roosa moved. Ms. Moskowitz seconded. The financial and investment reports for July and August were approved by unanimous consent.

Mr. Turkhia arrived at 6:36 p.m.

Members of the Operations Committee have met, discussed and reviewed the following items and recommend approval by the Library Board of Trustees:

RESOLUTION 38-2019
APPROVAL OF LIGHTING REPLACEMENT
LEE ROAD – BUILDING & REPAIR FUND
WHEREAS, the library has been systematically replacing building light fixtures with LED bulbs and the last phase of the project is to replace 329 can lights; and
WHEREAS, the return on investment for the new lights is estimated at 2.57 years and the library will also be eligible for a rebate of $6,800;

NOW THEREFORE BE IT RESOLVED that the Cleveland Hts.-University Hts. Library Board of Trustees approve the purchase and installation price of $32,141.92 (after rebate) to Pearlwind, LLC to replace all the can light fixtures at the Lee Road branch.

Ms. Levin said this project will complete the switchover to all LED fixtures at Lee Rd.

Mr. Gerboc moved. Mr. Mentrek seconded. Resolution 38-2019 was approved by a unanimous roll call vote.

RESOLUTION 39-2019
APPROVAL OF LEE ROAD PLUMBING IMPROVEMENTS – BUILDING & REPAIR FUND

WHEREAS, the library wishes to improve the men’s bathrooms at the Lee Road branch and the HKIC by replacing the waterless urinals, install a sink in the Adult Services workroom and install a staff bathroom on the second floor;

NOW THEREFORE BE IT RESOLVED that the Cleveland Hts.-University Hts. Library Board of Trustees approve the above mentioned work to be done by Tom Schaefer Plumbing at a cost of $33,127.

Mr. Mentrek said the smell in the bathrooms is a consistent complaint and he is happy to see the change.

Mr. Mentrek moved. Mr. Gerboc seconded. Resolution 39-2019 was approved by unanimous roll call vote.

RESOLUTION 40-2019
APPROVAL OF PAYMENT – THIRD SPACE LLC

WHEREAS, the Height Library supports equity diversity and inclusion in all facets of its policies and operations;

NOW THEREFORE BE it resolved that the Fiscal Officer is authorized to pay $25,000 for to Third Space LLC of Cleveland for racial equity training of the entire library staff and Board of Library Trustees in autumn of 2019.

Ms. Levin said the city of Cleveland Heights and the school district have undergone this training and some members from the city of University Heights will participate in the library’s training.

Mr. Gerboc moved. Mr. Roosa seconded. Resolution 40-2019 was approved by a unanimous roll call vote.

RESOLUTION 41-2019
APPROVAL OF CABINTREY, FURNITURE PURCHASE – UNIVERSITY HTS. BRANCH

WHEREAS, the University Heights branch of the library sought quotes for the purchase of additional cabinetry, including workspace cabinets for circulation staff and the children’s room, and an additional work table;
NOW THEREFORE BE IT RESOLVED that the Cleveland Hts.-University Hts. Library Board of Trustees approves the purchase and installation price of the above mentioned furniture from American Interiors at a cost of $16,425.75.

Ms. Levin said this purchase provides under-counter storage for the circulation desk and storage behind the YSD desk downstairs.

Mr. Roosa moved. Mr. Mentrek seconded. Resolution 41-2019 was approved by a unanimous roll call vote.

RESOLUTION 42-2019
APPROVAL OF YSD REFERENCE DESK
NOBLE BRANCH

WHEREAS, the Noble Road branch of the library sought quotes for the design, construction and installation of a Youth Services reference desk to be located in the basement of the branch;

NOW THEREFORE BE IT RESOLVED that the Cleveland Hts.-University Hts. Library Board of Trustees approves the purchase and installation of a Youth Services reference desk $19,904.51 from American Interiors.

Mr. Mentrek moved. Mr. Roosa seconded. Resolution 42-2019 was approved by a unanimous roll call vote.

RESOLUTION 43-2019
APPROVAL OF ADVERTISEMENT OF BIDS
FOR COVENTRY LIBRARY BRANCH BASEMENT
WATERPROOFING – BUILDING & REPAIR FUND

WHEREAS; the Cleveland Hts.-University Hts. Library Board of Trustees had previously authorized the advertisement of a base bid and two alternates for the waterproofing of the Coventry Library Branch and no bids were received; and

WHEREAS; StudioTECHNE has revised bid specifications for waterproofing of the Coventry Library Branch building and basement to reflect only exterior waterproofing; and

WHEREAS; StudioTECHNE has completed new bid documents estimating a Base Bid of $335,000; and estimated Alternate 1 waterproof the front entry at $60,000;

NOW THEREFORE BE IT RESOLVED: that the Cleveland Hts.-University Hts. Library Board of Trustees authorizes the advertisement of the base bid and alternate for the waterproofing of the Coventry Library branch.

Mr. Mentrek moved. Ms. Moskowitz seconded. Resolution 43-2019 as approved by a unanimous roll call vote.

RESOLUTION 44-2019
POLICY ON UNRESTRICTED CASH BALANCE

BE IT RESOLVED that the Service and Administration Policies of the Board of Library Trustees of the Cleveland Heights – University Heights Public Library be approved as amended for 2019 to include the attached Appendix 12 regarding an Unrestricted Cash Balance Policy and that a corrected copy be attached to the Minutes of this meeting, to the Library’s web site, and to all copies of the Policy Notebook of the Board of Library Trustees.
Ms. Herrmann said this policy is based upon the Best Practices as set by the Government Finance Officers Association.

Mr. Gerboc moved. Ms. Moskowitz seconded. Resolution 44-2019 was approved by unanimous consent.

**PERSONNEL COMMITTEE – MS. MOSKOWITZ**

Ms. Marotta reported:

**Staffing**

Below is the turnover report for the months of July, August, and September. We are considering hiring an extra security officer to work primarily on Sundays and some Saturdays. Sundays are very busy days and it’s a short day which increases public service need to depend on security officers to handle ancillary service matters such as, meeting room issues, code of conduct compliance and snow removal. This hire will allow us to have an additional person to staff on Sunday’s. We still have one 20 hour a week security officer position that we need to fill. The part-time twenty (20) hour positions are needed on weekdays, mostly afterschool, and Saturdays.

<table>
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<th>Job Status</th>
<th>Vacancy Date</th>
<th>Vacancy Reason</th>
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*New to the report this month

**Human Resources Policies**

We have been reviewing and updating the policies of our HR Manual over the past eight months. Currently, the policies are being reviewed by our labor attorneys. We are planning for the policy updates to become effective on January 1, 2020 with final approval of the Board taking place in December. If timing and schedules push the final approval into late January or February, we can make policies retroactively effective to January 1, 2020.

**Performance Management**

October begins the Executive Review process for the annual review of the Director and Finance Manager. We should review the process and establish a timeline at the October committee meeting. We need to determine if we will continue to use Survey Monkey, since with virtual code authentication it makes it difficult to have shared administrative access.
Training and Development

Drug-Free Workplace Training was provided to 123 employees in late August. Once again, the Library asked trainer Kathleen Blasko Stewart, PCC, LICDC, CEAP to facilitate the sessions for staff and managers. This year, Kathleen highlighted information on Kratom, and hemp and CBD.

We have a very busy fall schedule of staff training and development planned. Here is a list of upcoming staff events.

1. September 24, 2019 – ALICE Training (Alert, Lockdown, Inform, Counter, and Evacuate) Cleveland Heights police officer will be providing an interactive/live action training session. Coventry Branch, 10:00 a.m. – 12:00 pm. Non-mandatory.

2. September 25, 2019 – OPERS is coming to present a two hour session on Ready to Retire and Healthcare. OPERS has been notifying members that they need to make changes to healthcare plan eligibility rules to remain solvent through the next ten years. We have invited the Cleveland Heights and University Heights city employees to attend as well as Shaker Public Library employees. To date, we have 41 people attending, of which 12 are our employees. Non-mandatory

3. October 4, 2019 – Staff Day. Mandatory

4. October 14 & October 15 – Mental Health First Aid Training, 9:00 am – 1:30 pm. Two day workshop. Mental Health First Aid helps you assist someone experiencing a mental health or substance use-related crisis just like CPR helps you assist an individual having a heart attack. Recovery Resources provides the training. Non-mandatory.

5. October 16, 2019 – Flu Shot clinic for employees, 1:00 pm – 5:00 pm. Not Mandatory.

6. October 21, 2019 Racial Equity & Inclusion Groundwater Workshop, 2-5 pm. Training provided by the Racial Equity Institute, a North Carolina organization, partnering with Cleveland based, A ThirdSpace Action Lab. Mandatory.

7. October 22, 2019 Racial Equity & Inclusion Groundwater Training, 9am -12 pm. Mandatory.

8. November 5, 2019 – ALICE Training (Alert, Lockdown, Inform, Counter, and Evacuate) Cleveland Heights police officer will be providing an interactive/live action training session. Noble Branch, 10:00 a.m. – 12:00 pm. Non-mandatory.


PLANNING & EXTERNAL RELATIONS COMMITTEE – MS. FLUELLEN
FRIENDS REPORT

The First Friday Book sale is moved to October 11 due to Staff Day on the 4th. The Friends purchased a painting for the library from an artist from Ghana who recently exhibited in the Art Gallery.

PRESIDENT’S REPORT

Mr. Mentrek said he was impressed with the way library staff handled the recent storm, particularly on the first day when so many people had lost power it seemed like every plug in the library was being used to charge devices.

DIRECTOR’S REPORT

Ms. Levin reported:

Congratulations to Dobama Theater for turning 60 this season!

FFHL names Door and Mind Opener Literacy Award Winners

Please join us as at the Honor Roll Dinner on Sunday, November 10, 2019 at the Acacia Clubhouse at Acacia Reservation, 26899 Cedar Road, Lyndhurst Ohio 44124 where we will be celebrating the work of:

Mind Opener 2019: Amy Rosenbluth, Executive Director of Lake Erie Ink: A Writing Space for Youth

Door Opener 2019: Charniece Holmes, Coordinator Family School Connection at Family Connections

Since 2011 Charniece Holmes has served as both Coordinator and Family Liaison for a program called Family School Connection. As coordinator she has increased parental engagement in their child’s education, promoted children’s literacy levels and school readiness and helped families establish routines and activities that promote reading. As liaison Charniece has been an advocate for each family in preparing their children for kindergarten. Amy Rosenbluth is the co-founder and executive Director of Lake Erie Ink has worked with youth during both in-school and out-of-school time programs since 1991. She created the Youth Leadership group and mentoring program for the Shaker Heights Youth Center and has been facilitating Teen Poetry Slams in the Heights area for over 18 years. A credentialed 7-12 English teacher and prevention certified youth advocate, Amy is co-founder and oversees all operations of Lake Erie Ink. She still works directly with youth, primarily teen poets, facilitating writing and spoken word workshops, both on site and off. Amy also designs and facilitates professional development workshops for teachers and other youth serving professionals.

The honor is a “lifetime achievement” award, recognizing those who have made a sustained, outstanding contribution to the Cleveland Heights/University Heights community by promoting literacy or by educating through literacy. Patterned after the Heights Libraries’ mission of “Opening Doors, Opening Minds.” A Door Opener is someone who provides access to education, literature, and opportunity through literacy. A Mind Opener is someone who stimulates the minds of community members through literature and thoughtful discussion, or connections with though provoking ideas or individuals. Reservations for the dinner may be made at ffhldinner2019@eventbee.com.

Coventry Peace Park Clean Up

Please join us at Coventry PEACE Park on Sept. 28 from 9-1 pm to participate in the semi-annual park clean-up. Bring your gardening gloves and wear clothes suitable for outdoor work. We will be spreading mulch, planting bulbs and raking leaves while building community. Light fare will be provided by Coventry merchants for our hungry volunteers. Please join us!
Deaf Comedian Dack Varnig presents Deaf Boy’s Life

The Library is bringing Dack Varnig, a nationally known and “high energy” deaf performer, to town to perform at Heights High School on Monday, Oct. 7 at 7 pm. During the school day he will perform for students and visit classrooms. The Library offers many services for the deaf and hard of hearing through our Coventry Branch. Born and raised in Minnesota, Dack Varnig is in the fourth generation of a Deaf family. While growing up, he attended Minnesota State Academy for the Deaf (MSAD) and later California School for the Deaf at Fremont (CSDF) and graduated in 2007. He attended Rochester Institute of Technology (RIT) and obtained his degree in 2011.

Summer Feeding and Mobile Pantry Partnerships with the Greater Cleveland Food Bank

Heights Libraries served 524 lunches to children over the course of the summer through the GCFB Summer Feeding Program. Since the beginning of June, the Library provided lunch to 527 individual children.

The fourth Mobile Pantry produce distribution occurred on August 23 at the Coventry Village Branch and has continued to grow. Staff and volunteers served 97 families and individuals over the course of the evening. The Mobile Pantry will continue outside at the Coventry Branch on the fourth Monday of the month through September, and then move indoors to the Lee Road branch in October when the weather starts to turn.

Lynda.com changes to LinkedIn Learning amid some privacy concerns

The Lynda.com platform the provides thousands of online classes to library customers will be changing to LinkedIn Learning in early October. A new stipulation that users must create a LinkedIn account to use the platform has concerned our library staff amid privacy concerns. The ALA Office for Intellectual Freedom worked with members of the Intellectual Freedom Committee, the Communications and Marketing Office, and ALA President Wanda Brown to develop a statement criticizing the significant changes to the LinkedIn Learning platform that severely impair library users’ privacy rights. The statement urged LinkedIn and its owner, Microsoft, to reconsider the changes to their policies. It has received coverage in several major news outlets and on blogs addressing technology, privacy, and libraries.

Prior to this change users could log in with a library card number. Linked In requests more biographical and employment history. All of our organization's and learners' Lynda.com data and usage history will be seamlessly migrated to LinkedIn Learning. We will be posting a privacy notice on our Lynda.com site to make users aware of the change.
Northcliffe Road adopts Little Free Library
Citizen Donna Johnson of Northcliffe Road contacted the library about obtaining a Little Free Library for her street and we have provided one for installation. It was revealed at their Sept. 8 block party. We have a small number of Little Free Libraries available for the community from a partnership with City Year. Contact Director Nancy Levin if you are interested.

Director activities in September
County Budget Commission annual meeting
NEO-RLS Annual Meeting
City Club of Cleveland Constitution Day and Inner Ring Suburbs discussion
Greater Cleveland Food Bank Advisory Committee
CH Refugee Services Committee
Clevnet Directors Panel
PLF sharing discussion with all Cuyahoga County Libraries

Communications Report
August 2019 Highlights
Communications department created and shared the first three “Here for you” videos on Instagram and Facebook, featuring staff from a variety of branches and departments.

Department also worked with Circulation dept. to organize September Library Card Sign Up month outreach events at Zagara’s and Whole Foods (two events at each store). We will offer information about the library and sign up people for library cards on the spot.
The fall issue of Check Us Out was mailed to the community, featuring the annual reports of the Library, Friends of Heights Libraries, and the Fund for the Future of Heights Libraries.

Web and social media report:

Website Report (January-August 2019)
The website underwent an extensive refresh that went live at the end of January. The revamp included a switch to a new WordPress-specific host company (Flywheel) that has made the site faster and more responsive. Also, due to new WordPress plugins and some coding, the site, which actually used to be four separate sites (Main, Blogs, Event Calendar, and Meeting Rooms), has been collapsed into one site that is now more easily controlled from one page, making updates much easier.

The statistics for the new website follow essentially the same pattern (ups and downs) as the old site/server, and indeed seem to have improved a bit after customers got used to the new site around May. (See Visits/Sessions graph)

However, the number of Unique Visitors (individual users) has gone down after the launch of the new site, though again, the pattern is very similar to the previous site. We will continue to monitor that stat.

Social Media Update (April-August 2019)
- Facebook fans rose about 4% in the past five months, from 3176 to 3281. Average post reach went from an average of 1015 to 961, a slight drop. Reactions up from 72 to 77.
- Instagram: Followers up by 14% in the five months, from 710 to 825. We’re hopeful this trend continues as we learn more about what our followers are interested in.

E-newsletters Report (April-August 2019)
- What’s Going on @ Heights Libraries? Twice Monthly general info (news, new releases, programs) sent to a little over 9,200 subscribers/cardholders. Open rate fell slightly from an average of 12% in the previous quarter to an average of 10% over the past five months. We will start to look at subject lines and day/time of sendings to see if we can improve the open rate.
- TechKnowledge. Monthly info about computer and technology classes and services. The open rate is holding steady at an average of 39% (up slightly from last quarter at 38%), still well above the nonprofit industry standard of 21%.
- We Recommend. Monthly info about new books and movies, and highlights Matchmakers blogs about the collection. Open rate is keeping pace with Techknowledge, at 38% of 317 subscribers, up from 245 last quarter.

GOVERNMENT REPORT

Ms. Levin reported:

Libraries promote Banned Books Week Don’t be left in the dark this Banned Books Week (Sept. 22-28, 2019). The American Library Association’s Office for Intellectual Freedom (OIF) offers several resources and activities for libraries and readers that highlight the Banned Books Week 2019 theme “Censorship Leaves Us in the Dark. Keep the Light On.” Our libraries will participate with displays. Books are banned in America all of the time. Just recently the target was Harry Potter. See this article for more details.

When We Ban Books Like 'Harry Potter,' Students Lose Out On More Than Magic | Huffington Post
OLC, Clevnet urge use of notice for ebook, audio book users
Over the past year, eBook licensing terms with publishers have shifted in an alarming direction. Library organizations are aware of the issue and how these policies severely affect your library's ability to lend digital content and ensure access for everyone. Here is a sample message that we can share:

Publishers are limiting your use of eBooks and eAudiobooks through CLEVNET
You know that book that’s at the top of your “Must Read” list? Imagine grabbing your tablet and searching the library’s catalog only to find that the eBook you wanted is unavailable. That’s what will happen under the new policies the major publishers have for public libraries. The new terms restrict how libraries can purchase and circulate eBooks and eAudiobooks. Here’s the situation:

- None of the big publishers are selling or licensing eBooks and eAudiobooks to public libraries in the same way they do print copies.
- Libraries are limited on the number of copies they can purchase, as well as when and how long they can be active in the library’s catalog.
- In some cases libraries are being denied access to the electronic new releases.
- These changes will make it impossible for libraries to provide equal access to information and hurt Ohioans who depend on the library the most.

CLEVNET libraries have promoted eBooks and eAudiobooks usage for more than 15 years, long before it was as popular as it is today. In fact, 1,711,143 eBooks and 889,823 eAudiobooks were borrowed from the CLEVNET libraries’ e-media collection last year. That’s a 20% percent increase from 2017. The costs associated with eBooks and eAudiobooks are rising as well. Libraries are often required to pay several times the retail price and now may be forced to re-purchase popular titles every two years. CLEVNET libraries spent $2,097,797.80 in 2018 on eBooks and eAudiobooks, an increase of 12% percent over the previous year. We hope to reverse or modify these new policy changes by working with the publishers and authors, as well as library consortia, our state and national library associations, and other stakeholders. We will keep you updated on the situation.

New Election Date- Ohio Primary Elections will be held March 17, 2020 with Lee Road and University Heights Branches serving as polling places.

Libraries continue to work to promote Census - On July 11, the White House announced it would abandon efforts to add a question about citizenship status to the 2020 Census. On June 27, the Supreme Court had ruled against the administration’s proposed addition, removing a significant distraction from preparations for a complete count. Our library in conjunction with other libraries, city, county and state governments continue to plan activities to promote census reporting, especially in undercounted areas. Kim DeNero Ackroyd and Heather Howiler are leading our efforts. Every branch will provide information and assistance for individuals who are being asked to fill out the census form solely through an online platform in 2020.

PUBLIC SERVICE REPORT

Ms. DeNero-Ackroyd reported:
- Adult Services - “The Great Outdoors,” our 2019 adult summer reading campaign, concluded on August 9th. Customers were invited to submit an entry for each book read this summer for weekly prize drawings. In addition, grand prize drawings will be held in September for a Fitbit Inspire HR Heart Rate and Fitness Tracker, Kindle Fire HD 8 tablet, a BigBlue 3 USB Ports Foldable Waterproof Solar Charger or a Roku Premiere Streaming Media Player.
- Circulation Services - Circulation accepted 64 passport applications and took 65 photos, collecting $3,215.00. Our cancellation rate for July was 58%. In August, 81 passport applications and took 68 photos, collecting $3,855.00. The cancellation rate for August was 33%.
- Continuing Education - 17 employees attended CPR/AED training in July. The training was presented by University Hospitals staff.
- Coventry Branch - The fifth annual Pekar Comic Day, a collaboration of the Library and the Coventry SID, drew record numbers of vendors and visitors. Because of dangerous heat conditions, all the vendors were moved into the Coventry Branch and the Grog Shop. Two movies were shown in Coventry’s Meeting Room, bookending three panel discussions. DERF arrived during the showing of *My Friend Dahmer* and offered a Q & A after the film that was long and lively.
- Noble Branch - The kindergarten readiness program that was presented by Youth Librarian Mary Looby and Youth Associate Danielle Maynard in partnership with Family Connections was a well-attended, four-night program. Staff shared books and activities in the first part of the program and Family Connections staff modeled how to interact with children to support specific kindergarten standards. Afterward library staff made toys and games available to reinforce the skills that were highlighted. A Family Connections member also visited the library after a Friday Story Stop to talk to families about SPARK.
- Special Projects - Greater Cleveland Food Bank Summer Lunch Program: Heights Libraries served 524 lunches to 527 children over the course of the summer through the GCFB Summer Feeding Program. Thank you to all of the amazing staff that gave their time, creativity, and helping hands to this program. Say Yes to Education: The Library has been invited to participate on the Postsecondary Planning Task Force through Say Yes to Education for the CH-UH school district. This is an online platform which brings together parents, teachers, students, and wrap around services to prepare all children in the district for postsecondary education. The Library will act as community partner and support the district with planning and implementation.
- University Heights Branch - Youth Services staff ended the summer with a fun Chalk Party, which drew a crowd of 32. Youth Services Librarian Hannah Van Jura made DIY chalk paint and the participants had fun creating beautiful art on our sidewalk while enjoying cool treats. This is a program we plan on offering every August!
- Youth Services - For the final tally, we had 2,642 total registrations for The Great Outdoors summer reading program. This represents a 72% increase in participation over 2018.

**UNFINISHED BUSINESS**

Ms. Levin said bids for the Coventry Branch waterproofing will be opened on October 11th. She anticipates bringing the bids to the October board meeting for acceptance and an awarding of a contract. She also said the October committee meeting will be devoted to strategic planning.

**NEW BUSINESS**

The October board meeting will be at the Noble branch.

**ADJOURNMENT**

Mr. Gerboc moved. Mr. Turakhia seconded to adjourn the meeting at 7:18 p.m. The motion was approved by unanimous consent.