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

Also Present: Director Nancy Levin, Deputy Director Kim DeNero-Ackroyd, Fiscal Officer Deborah Herrmann, members of the Administrative Services Team; Betsey Tracy from the League of Women Voters, Sue Janssen from the Foundation, Jeri Waltrip 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
Ms. Iwamoto said she was listed in attendance at the September 16th meeting when she was not. Ms. Herrmann said she would make the correction.

Minutes from the September 26, 2019 Regular Meeting and September 23, 2019 Special Meeting were forwarded to board members for review. Mr. Roosa moved to approve the minutes. Mr. Turkhia seconded. The minutes were approved by unanimous consent.

Ms. Moskowitz arrived at 6:34. Ms. Fluellen arrived at 6:36 p.m.

Chrissy Zoldak, a Parent Partner for the SPARK program, jointly funded by the library, school district and Family Connections, gave a summary of the program. She said the program focuses on teaching skills 3 and 4 year olds need before starting kindergarten. The program serves 9 counties and 5 school districts in Cuyahoga County.

Kevin Echols, Library Security Manager provided the following update: Incident report tracking information for 2019 through September 18th. We are on pace to match the previous two years for the number of incidents. In 2017 we had 208 incidents, in 2018 we had 214 incidents and this year we have 174 as of September 18, 2019. This rate of incidence we will end the year with approximately 225 incidents. Current visitor numbers are 554,059 as of September 30th, this puts the rate of incident at 0.0406% of incidents per visitors.

OPERATIONS COMMITTEE – MR. ROOSA

FINANCIAL REPORT

Ms. Herrmann reported property taxes were 2.1% lower than what was estimated by the county and the daily short term interest rate is dropping.
Ms. Moskowitz moved. Mr. Mentrek seconded to approve the financial and investments reports for September. The resolution was approved by unanimous consent.

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

RESOLUTION 45-2019
AUTHORIZATION TO ADVERTISE FOR BIDS – LIBRARY CLEANING SERVICES
WHEREAS; the Cleveland Heights-University Heights Public Library wishes to solicit bids for the cleaning of library buildings as the current vendor contract expires in January 2020; and

WHEREAS; the library Director, Fiscal Officer and Facilities Manager are preparing a bid packet outlining the tasks expected of cleaning firm:

NOW THEREFORE BE IT RESOLVED that the Cleveland Heights-University Heights Library Board of Trustees authorizes the advertisement of bids for cleaning services of all the library facilities at a cost not to exceed $130,000.

Mr. Turkhia moved. Ms. Iwamoto seconded. Resolution 45-2019 was approved by a unanimous roll call vote.

RESOLUTION 46-2019
ACCEPTANCE AND AWARD OF BIDS – CONVENTRY WATERPROOFING PROJECT - BUILDING & REPAIR FUND
WHEREAS: the Cleveland Heights – University Heights Library Board of Trustees advertised for bids for the waterproofing of the Coventry branch library; and

WHEREAS, the library received four bids for the project;

NOW THEREFORE BE IT RESOLVED that the Cleveland Heights – University Heights Library Board of Trustees award the contract to F. Buddie Contracting, Ltd. 12120 Sobieski Ave., Cleveland, Ohio with a lowest base bid of $296,100 and the lowest alternate bid of $47,630 for a total contract of $343,730 which is under the estimated cost of $385,000.

Ms. Levin this is the second time the library bid for this project and this time the specifications were changed to reflect waterproofing only the outside of the building.

Mr. Mentrek moved. Mr. Roosa seconded. Resolution 46-2019 was approved by a unanimous roll call vote.

RESOLUTION 47-2019
AMENDMENTS TO SERVICE & ADMINISTRATION POLICY
WHEREAS; it is recommended that the following sections of the Service and Administration Policy be amended to reflect the following changes:
III. Service Policies - E. Civic Responsibility (additional language highlighted in yellow)

The library shall provide access to public records of the municipalities and Board of Education both as a depository (agendas, resolutions, minutes, budgets, annual reports, etc.) and as a place for disbursement of publications of a civic nature.

The Materials Evaluation and Selection Policy of the Board of Library Trustees states that “Materials presenting all points of view concerning the problems and issues of our times, international, national and local, shall be provided, if available, and shall not be excluded from library shelves because of partisan or doctrinal disapproval.”

To this end, display space shall be planned for posting election information, both pro and con, regarding issues to be placed before the community for decision.

**Political materials may be distributed to the public outside of the library, but not inside of any building.**

To make voting rights available to a maximum number of citizens, the library shall provide voter registration service.

Appendix G – Meeting Room Guidelines (additional sentence)

General Information – Any violation of the Library Code of Conduct or Meeting Room Guidelines can be cause for suspension of meeting room privileges.

Mr. Turakhia moved. Mr. Mentrek seconded. Resolution 47-2019 was approved by unanimous consent.

PERSONNEL COMMITTEE – MS. MOSKOWITZ

Ms. Marotta reported:

**Staffing**

Last month we reported that we were working on hiring an extra guard for Sundays. This position would have given us a second guard for Sunday staffing. The candidate withdrew their application for the position. Circulation Services at the Lee Road building had a resignation from a part time employee.

<table>
<thead>
<tr>
<th>Department</th>
<th>Position</th>
<th>Job Status</th>
<th>Vacancy Date</th>
<th>Vacancy Reason</th>
<th>Incumbent</th>
<th>Status</th>
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<td>Lee</td>
<td><em>Circulation Assistant</em></td>
<td>PT</td>
<td>10/11/2019</td>
<td>Resignation</td>
<td>J. Williams</td>
<td>Hold</td>
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<td>Security</td>
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<td>PT</td>
<td>8/29/2019</td>
<td>Termination</td>
<td>R. Scott</td>
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<td>Sundays</td>
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*New to the report this month

**Human Resources Manual - Policies review**

The Libraries Human Resources Policies are being reviewed by our attorneys. We are expecting the final review to be provided to us by the end of October.
Benefits
Our United Healthcare representative, Lia Thomas, will be at the Library for two information sessions on November 12, 2019. The representative offered to come to the library to meet with employees to answer questions and review benefit plans. It has been six months since the Library changed its group medical plan to United HealthCare after many years with Anthem. Some employees have felt the change; mostly I have heard complaints about the pharmacy manager.

Training and Development
On September 24, ALICE (Alert, Lockdown, Inform, Counter, Evacuate) was held at the Coventry branch. This was an interactive/live action active shooter training was presented by members of the Cleveland Heights Police Department. The training was not mandatory. The session is being offered again in November.

We had a full house for the September 25, 2019 – OPERS two hour presentation on the topic of “Ready to Retire and Healthcare”. City employees from both Cleveland Heights and University Heights as well as Shaker Library employees attended the presentation along with our employees.

Library employees represented the Library at the 2019 OLC Convention in Cincinnati on September 25-27.
- Deputy Director Kim DeNero-Ackroyd served as Assistant Chair, Program Committee, and Youth Services Librarian Mary Looby served as a member of the Program Committee.
- Youth Service Librarian Sarah Rosenberger served as coordinator for the Teen Services Division.
- Refugee Librarian Steve Sanders and Circulation Services Manager Ty Emerson presented sessions at the conference.

PLANNING & EXTERNAL RELATIONS COMMITTEE – MS. FLUELLEN

FRIENDS REPORT
Ms. Janssen reported the Friends had their annual meeting and Louisa Oliver was presented with the Helen Sunshine Award in recognition of her service and community impact. She said the Mega-Sale will be held December 5th through the 8th.

PRESIDENT’S REPORT
Mr. Mentrek reminded everyone the Mobile Food Pantry is the following Monday.

DIRECTOR’S REPORT
Ms. Levin reported:

Please join the Fund for the Future of Heights Libraries in celebrating the 2019 Literacy Honor Roll featuring recipients Amy Rosenbluth from Lake Erie Ink, Charniece Holmes from Family Connections and Business Honoree Findley Landscaping. They will be honored at a dinner on Sunday, Nov.10 at 6:00 pm at Dino’s at Acacia. For information go to: https://2019ffhldinner.eventbee.com
**SPARK update**

SPARK progress from Chrissy Zoldak, our Parent Partner will present a report about SPARK the Cleveland Heights-University Heights School District, a program partially funded by the Library.

Twenty (20) children are currently enrolled and have started lessons. Five additional are in the process of doing intake.

I have recruited at CHUH schools events such as preschool orientation days, Kindergarten Kickoffs in elementary schools, Heights Family Academy Parent Engagement Summit, playground back to school socials, and Meet the Superintendent events.

I have visited all 4 Heights Library branches during preschool story times.

Numerous community locations were visited for recruitment. I sent information home with parents who attended Safety Town at the Community Center. I attended the free lunch programs at the elementary schools and the Main Library in the summer. I visited preschool swim lessons at Cumberland Pool and Splash pad in Cain Park along with tot tennis lessons at Cain Park. I had also visited the WIC office. I recruited at Heights Music Hop on Lee Rd and Coventry. I have contacted the director of Height United Soccer and will be visiting Denison field to recruit at tot soccer.

Future recruitment plans include more visitation at the CHUH preschools and private preschools in the area, along with revisiting the library story times.

**Annual Deaf Performer educates/entertains hundreds at High School**

On Oct. 7 Dack Virnig performed for over 300 people in the High School Auditorium using American Sign Language. During the day he also visited with about 400 high school students.

This performance was sponsored by Heather Long, daughter of a former Coventry Branch Manager. Thanks to Ben Gulyas and the Coventry staff for presenting this program.

**Racial Equity Training**

All staff participated in Racial Equity Training in October and the Board of Library Trustees will have their training in December. We were pleased that our colleagues from city of University Heights were able to join us.

**1619 Project draws a crowd**

On Monday Sept. 30 the Adult Services Dept. hosted more than 90 people for a discussion on slavery in America prompted by the New York Times supplement 1619. This is the year that the first slaves were brought to the American colonies. The event was such a success that we will be continuing the discussion in future programs. Adult Services staff member John Piche and Circulation staff member Peyton Meeks facilitated the program.

**Heights Libraries well represented at OLC Convention**

Congratulations to Kim De Nero Ackroyd who served as assistant program Chair for the OLC convention last month. Also congratulations to our amazing staff who presented programs: Ty Emerson, Mary Looby, Sarah Rosenberger and Steve Sanders

**PEACE Park Cleanup**

Thank you Suzann Moskovitz and her sons and to all of the staff who helped with the PEACE Park Cleanup on Saturday September 28. There were at least 40 people digging, weeding, mulching to make our PEACE
Park beautiful and safe. Students and teachers from the High School, 2 City Council members, and many other adults and families came out! **Pat Gray** organized the day and asked Tommy’s Restaurant to donate hot dogs and salads. **Sheryl Banks** and **Isabelle Rew** rode the book bike and gave away books. They took photos and signed in the volunteers as well as helping with the heavy work. Our landscaper, Mary Finley, taught the volunteers how to use tools and the proper way to plant new greenery. The PEACE campus tenants and friends also worked on the playground structure. It was a great day. Many hands indeed made light work and we are grateful to all who participated.

**Heights Library supports Food Bank at Roundtable with Congresswoman Marcia Fudge**
Representatives of Congresswoman Marcia L. Fudge invited local advocates including Heights Library Director Nancy Levin to participate in a roundtable discussion on child hunger and nutrition programming in the Greater Cleveland area on Tuesday Oct. 8.

The goal for the event was to foster an equitable discussion on programming, resources, and opportunities for collaboration. Also…The library food pantry is changing locations from the Coventry Branch to the Lee Road Branch in October.

**Special Projects Report from Maggie Kinney**

**CHUH Schools 21st Century Grant:** Heights Libraries continues a very positive partnership with the schools around the Noble STREAM and Rox Connects after school programs. Katherine Assink and Mary Looby are in the process of scheduling outreach visits and programs such as making slime, sewing, and outdoor fall activities.

**Greater Cleveland Food Bank Mobile Pantry:** The Mobile Pantry served 66 families during the last outdoor event at the Coventry Branch in September. Mobile Pantry will continue on the fourth Monday of the month at the Lee Road branch starting in October.

**On the Same Page 2020:** Initial planning for 2020 OTSP programming has begun. A committee has been formed and will meet for the first time in September. The topic of conversation is arts/humanities as community builder. Programming will occur during our Spring quarter, and will culminate in a performance of *Caliban Ascendant*, a ballet interpretation of Shakespeare’s *The Tempest*, composed by our own Ty Emerson, performed by the Cleveland Chamber Collective and Inlet Dance. Open dress rehearsals and two performances will be held at Ensemble Theatre in June of 2020.

**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.

**Strategic Plan Community Survey:** An online survey was conducted to gather information regarding challenges the community faces. In addition, Library staff administered surveys in person at programs and community events, attended community meetings to take notes, and spoke with patrons and neighbors about their aspirations. This information will give us a deeper understanding of our service area, and ensure that the Library is meeting community needs as best we can. Data has been collated and will be presented to the Board in October. This information will be used to influence the direction of the Strategic Plan for 2020-2021.

**ULEad @ Heights Libraries:** With funds provided by the FRIENDS, the ULead team is assembling WIC Literacy Kit prototypes and educational materials. The team visited local museums and organizations in July to perform interviews and observe of successful models, and has received very positive feedback from the
WIC office staff and families. Special Projects is currently drafting an LSTA grant proposal (due Nov 15) for further project funding.

**Communications Report**  
**September 2019 Highlights**

Communications continued “Here for you” videos on Instagram and Facebook, featuring staff from a variety of branches and departments. They continue to be frequently viewed and enjoyed by customers.

Isabelle Rew, community engagement associate, made the smart decision to squeeze artist Nana Kwesi Agyare-Ansah into a two-week (early September) open spot in the Lee Road art gallery, and created a sensational experience for the artist and our community. Agyare-Ansah, from Ghana, sold 10 of his vibrant acrylic paintings, ranging from the figurative to the abstract, and three handmade African masks. He also did a live painting demo in the gallery and an art program for children at Lee Road. The publicity his show created (including an article in the Heights Patch) has been very positive for the gallery and the library as a whole. He is already planning another show at the library for next year.

**National Library Card Month Outreach**

For National Library Card Sign Up Month (September), the Communications Department worked with the Continuing Education, IT, and Circulation departments to enable staff to sign people up for library cards out in the community. With a laptop and hotspot, members of the Circulation and Communications staff visited Zagara’s (Lee Road, Cleveland Heights), Dave’s (Severance, Cleveland Heights), and Whole Foods (Cedar Road, University Heights) offering information about the library and signing up people for library cards on the spot.

This is the first time the Library has done this kind of outreach, and it was significant because it allowed us to get a sense of how knowledgeable the general population is about the library, and how many have library cards. Grocery stores were chosen as the location because it allowed us to interact with a wide cross section of community members in a neutral, non-library setting—most adult community members go to a grocery store at some point in the week, regardless of race, ethnicity, age, income, or gender identity.

The results were very positive, and offered us information we can use going forward.

We made four visits total, each lasting two hours. We visited Zagara’s twice (Friday afternoon and Wednesday morning), Whole Foods once (Wednesday lunchtime), and Dave’s once (lunchtime).

1. Dave’s was by far the most successful location, with 15 new card sign ups, two renewals, and 81 customers reporting they already have cards.
2. Zagara’s was in second place, with 10 new cards on the first visit (we did not track how many customers told us they already had card, but we estimate roughly 80).
3. The second Zagara’s visit, which took place on Senior Discount Day, resulted in no new cards but 6 renewals and nearly 120 customers stating they already have cards.
4. Whole Foods came in last with four new cards, one renewal, and 116 stating they already have cards.

We would like to continue to do outreach at Dave’s, which draws customers from South Euclid, East Cleveland, and Cleveland as well as Cleveland Heights, and seemed to have more customers who were unaware of the library and its free services and resources. And while all store managers were friendly and open to library outreach, Dave’s was especially enthusiastic.
Ms. Levin reported:

**EBooks for all Campaign**
The OLC has also joined the ALA’s national campaign which calls upon Macmillan Publishers to reverse course and engage in a productive dialogue. To date, more than 70,000 people have signed the petition to Macmillan's CEO. The ALA has also made a number of tools available to help you get the word out to your community. At [eBooksForAll.org](http://eBooksForAll.org), you can [sign the petition](http://eBooksForAll.org).

**Libraries on Ballot Nov. 5**
Thirty public libraries will be on the Nov. 5th ballot. The issues include three new levies, 23 renewals, two replacements, one renewal with an increase, and one replacement with an increase. A complete list of the library locations, types of levies, millages, and terms, can be found on the [OLC website](http://OLCwebsite).

Lee Road Branch and University Heights Branch are election locations on Nov. 5.

Ms. DeNero-Ackroyd:

- **Adult Services** - The 1619 Project is an initiative by the New York Times to observe the 400th anniversary of the arrival in America of the first enslaved people from West Africa. The project involves a series of essays, photo essays, poems and short fiction. There was high interest from our customers when the series was launched in August. In response, librarian John Piche prepared a 75-page handout and organized a discussion on September 30th. With 93 people attending, the group was split into two rooms and two follow-up discussions have been scheduled for November and January.

- **Circulation Services** - Manager Ty Emerson presented a program at OLC titled “Fine Free is Overdue” where he shared CHUH’s journey through the process and the tangible results. He also took part in a panel discussion at OLC titled “Preparing Peerless Pages” which covered best practices for hiring, training, and accountability.

- **Continuing Education** - ALICE Training (staff training) 6 employees attended ALICE (Alert, Lockdown, Inform, Counter, Evacuate) Training on September 24. This interactive/live action active shooter training was presented by members of the Cleveland Heights Police Department.

- **Coventry Branch** - Continuing the PEACE Park group’s biannual Cleanup Day, the Library planned this fall’s event and had a gratifyingly large turnout of children, teens, and adults, as well as several dogs. The volunteers, guided by Mary Finley (Finley Landscaping), cleaned the beds surrounding the PEACE Arch patio, planted about 40 new perennials, and laid mulch. Jay Walker brought the Love Bus and supplied music and cheerleading. Tommy’s donated lunch. Volunteers included foreign exchange students from Heights High School.

- **Noble Branch** - Youth Associate Monica Wilson and Circulation Assistant Sevita Lochan visited Monticello Middle School during lunch periods and issued 60 library cards to students in celebration of Library Card Sign-up Month.

- **Special Projects** - Strategic Plan Community Survey: An online survey was conducted to gather information regarding challenges the community faces. In addition, Library staff administered surveys in person at programs and community events, attended community meetings to take notes, and spoke with
patrons and neighbors about their aspirations. This information will give us a deeper understanding of our service area, and ensure that the Library is meeting community needs as best we can. Data has been collated and will be presented to the Board in October. This information will be used to influence the direction of the Strategic Plan for 2020-2021.

- University Heights Branch - September saw a 26.5% increase in attendance in our storytimes from August! Whether parents are looking for things to do while their older children are in school or word of mouth is getting out, we are happy to welcome these newcomers to our storytimes.

- Youth Services - Youth Services launched several new programs in September: Librarian Charlotte Blasier started a new monthly STEM based program called STEAMondays and a monthly Saturday drop-in Lego program; Associate Kareemah Hairston, who brought back the Teen Advisory Board, had two successful first meetings; we began serving snacks twice per week to the afterschool crowd; Associate Chris Fries introduced Prehistoric Madness, a competition where the community votes for their favorite prehistoric animals.

UNFINISHED BUSINESS

None.

NEW BUSINESS

Ms. Levin said the library has met several times with US Census officials to discuss how the library can assist during the census. She also said at the November committee meetings she will be discussing a patron’s eviction appeal.

ADJOURNMENT

Ms. Moskovitz moved. Mr. Mentrek seconded to adjourn the meeting at 7:24 p.m. The motion was approved by unanimous consent.