

2020 Strategic Plan Midyear Report- Responses to our closure

1. Foster diversity, equity, and inclusion

The Anti-Racism Task Force has met several times with Compass Consulting Services, who conducted confidential focus groups in the community during the month of August.

IT Manager Matt Hoffman coordinated our technology, so that we could offer virtual email and phone reference services.

Noble Adult Librarian Steve Sanders curated a list of resources for the Bhutanese community.

Noble Branch Manager Constance Dickerson ascertained a core African-American collection for the Noble Branch.

Adult Services Librarian John Piche transitioned the popular program series on the 1619 Project to an online platform.

2. Seek opportunities to promote an environment of safety and security for the community

Safety Services Manager Kevin Echols and Facilities Manager Tim Pasbrig worked with branch managers to reconfigure all buildings for lobby services. In conjunction with Director Nancy Levin, they also ordered cloth masks, gloves, googles, hand sanitizer, cleaning spray, plexiglass and thermometers. They also oversaw the placement and installation of signage, saw horses, floor markings and sneeze guards, which were donated from CH-UH schools.

Special Projects Manager Maggie Kinney organized food pantry distributions with staff and volunteers in partnership with Greater Cleveland Food Bank throughout the year.

Graphic Designer Victor Cimperman designed new signage for all buildings and the website regarding new services, hours, and safety measures during the pandemic.

IT Manager Matt Hoffman created a computer use plan for COVID safety and reconfigured the HKIC.

Security Officer Delcresha Box took ongoing security and safety education courses.

3. Be proactive in facilitating communication and be a bridge builder for community concerns

Facebook and Zoom storytimes were created and presented by Youth Librarians and Associates: Cassandra Anselmi, Katherine Assink, Chris Fries, Angie George, Alina Karapandzich, Mary Looby, Danielle Maynard, Leslie Swaim-Fox, Hannah Van Jura, Jade Walker and Monica Wilson.

Thirty new hotspots were purchased and the CH-UH School District distributed them to students in need. These hotspots will be loaned to the students throughout the entirety of the school year.

These staff members initiated at least 10 customer phone calls during the closure: Molly Garfield, Marlene Lapars, Mary Ann Rodewald, Elizabeth Tkachev, and Nancy Zelman.

Coventry Circulation Assistants Lisa Gordon and Jennifer Herchek wrote more than 30 letters to Coventry customers.

Circulation Services Manager Ty Emerson developed a plan to offer curbside material pickup.

Adult Services Manager Chuck Collins organized email and phone reference for all adult services staff.

Web Developer Colin Tomele created the Online Reference form, so customers could contact staff and created new form for hotspots, in order to ensure a smoother process.

Community Engagement Associate Isabelle Rew wrote, designed, and sent multiple weekly newsletters to keep customers engaged and informed.

Adult Librarian Amia Wheatley created a library services guide which was distributed at the April Food Pantry.

Adult Services Librarian Jen Mihalik prepared a resource list and booklists for online sharing.

Adult Services Association Kate Atherton created a e-comic book to promote the Pekar Comic Book Fest.

Adult Services Librarian Ellen Paulini Rich developed and facilitated a virtual book discussion with the Senior Center.

Technical Services Supervisor Jenny Greene facilitated online Knitting Nights.

Adult Services Librarian Andrea Lynn coordinated Matchmaker content online.

Noble Youth Associate Danielle Maynard and Noble Youth Librarian Mary Looby compiled a list of Digital Resources for Children and Families, in addition to creating a page for our website.

Technology Trainer Ann MacNamara conducted 32 one-on-one tech help appointments from April-June.

Technology Assistant Nia Turner talked about e-cycling on a tech podcast.

University Heights Youth Associate Michele Graham adapted a BINGO game for adults to post on social media.

4. Be a bedrock for community workforce development

Technology Trainer Jackie Mayse ordered 40 more circulating hotspots to meet increased demand.

HKIC staff and IT Manager Matt Hoffman purchased and added Niche Academy to help users with databases and other online services.

Technology Trainer Joe Kaiser updated the department's Resume ToolKit, which is now available on the library's Job Search and Unemployment Resources page. He also focused on workforce development in the following library tech blogs: [Tips for Resume Writing During These Trying Times](#) and [Learning @ Heights Libraries](#).

Technology Trainer Alyse Giannotti co-hosted and edited a weekly tech mini-podcast for customers during the library closure.

- April 7 – [Zoom](#)
- April 15 – [Working from Home Tips](#)
- April 28 – [Learning at Home](#)
- May 13 – [Technology News Update](#)
- June 12 – [Podcasting 101](#)