

## **DIRECTOR'S REPORT**

February 16, 2017

### **CELEBRATING DIVERSITY**

On January 14th in partnership with NASA Glen research Center the library hosted a program in honor of the achievements African American women's achievements in the area of science, technology, engineering and mathematics. The program which centered on the book Hidden Figures: The American Dream and the Untold Story of the Black Women Mathematicians Who Helped Win the Space Race featured presentations and panel discussion with female leaders in the STEM field: Dr. Christine Darden, Dr. Carolyn Williams, and Dr. Marla Pérez-Davis. Attendees also had the opportunity to meet NASA subject matter experts, view exhibits, and enjoy hands-on activities for the whole family.

On January 16th the library held its 32nd annual Dr. Martin Luther King, Jr. program at the MLK branch. They keynote address was given by Rev. Shawn Braxton, Senior Pastor, New Life Cathedral. Musical and dance performances were given by the Cleveland Metropolitan School District All-City Arts Drum line, local jazz quartet The Real Thing, vocalist Steven Rush, and the Cleveland School of the Arts Dance Ensemble. The 2017 Drum Major for Change award was given to Billie Osborne-Fears, Executive Director of Starting Point.

### **FIGHTING COMMUNITY DEFICITS**

On January 21st the Carnegie West branch hosted Legal Aid @ the Library. Seventeen attorneys from Brouse McDowell, Cleveland Housing Court, Ulmer & Berne, Wingspan Care Group; Brennan, Manna & Diamond, Ankuda, Stadler & Moeller, Frantz Ward, Eaton, Gertsberg Law Firm, volunteered their time in support of this program. Twenty-two law student clerks from Case Western Reserve University and Cleveland Marshall College of Law also participated. Thirty-two families registered for legal assistance.

### **FORMING COMMUNITIES OF LEARNING**

#### **Collection Development Highlights**

CLGH Library Assistant Adam Jaenke concluded work on digitizing the entire Jasper Wood collection of negatives. The majority has been prepared for print, and the project should come to a close

by the end of February. Photograph Librarian Brian Meggitt processed approximately 700 portrait photographs from the unprocessed files of the Cleveland Plain Dealer and other news services and Library Assistant Lisa Sanchez has added more than 1,300 item descriptions to the Photograph Collection's Unique Item ID project.

The original copy of John G. White's Catalog of the Chess Collection (including checkers) has been digitized by CDPL and now in post processing. This bibliography is one of the greatest chess bibliographies created in the 20th century and often used by chess collectors today.

The Special Collections department staff purchased a copy of the new publication about Chess Master Emanuel Lasker published by David DeLucia. In addition, Special Collections Librarian Ray Rozman began working with Kent Practicum student Eileen Horansky to create an OhioLink Finding Aid for the Lasker chess scrapbooks that were restored in 2016.

### **Exhibits and Displays**

Main Library staff members created several informative, educational and interesting displays during the month of January. Exhibits included: The Caucasus: A Bibliographic Journey which opened on January 23rd. The Photographs of Robert Manry which is an exhibit comprised of 31 images taken by Manry in the 1940s and 1950s. The exhibit installed by Photograph Department staff Librarian Brian Meggitt and Library Assistant Adam Jaenke will run through the end of May. Literature Department Librarian Evone Jeffries, created the exhibit, Poetry of Love. The International Department in conjunction with Negative Spaces Gallery, opened a new art exhibit Emotions: Living and Growing. This exhibit features two young local artists, Nunu Kolawole and Bianca Fields. This exhibit will run until March 15th in the International Languages Gallery. Children's Librarian Rebecca Donahue created displays in the Youth Services Department highlighting Dr. Martin Luther King Jr. Day, Chinese New Year and New Books. Literature Department Senior Librarian Jean Collins maintained a tabletop exhibit for the Cleveland Play House production of Ken Ludwig's Baskerville: A Sherlock Holmes Mystery, in production January 21st through February 12th.

### **Research that's Possible Only at Main Library**

- \* Staff assisted high school students with finding and obtaining images of the Hough Riots.
- \* Staff assisted a researcher with locating and obtaining images of the 1908 Collinwood School Fire.
  
- \* Staff assisted a University Law professor with locating images of early 20th century real estate developer James A. Wigmore.
  
- \* Staff assisted an out-of-state college student with finding and obtaining images of architectural renderings of Euclid Square Mall.
  
- \* Staff provided ward maps for a possible Cleveland City Council candidate.
  
- \* Staff assisted local filmmaker find information and photos about the Central neighborhood. The information will eventually be compiled into a documentary about the evolution of the Central neighborhood.
  
- \* Staff assisted a patron with identifying people in an album of family photos that the patron found at a yard sale. The patron was able to verify that the individuals in the photos were members of the family of Cleveland-born Olympian Jesse Owens. Staff also assisted the patron with finding contact information for Mr. Owens' three daughters so the album can be returned to the Owens family.
  
- \* Staff assisted a potato chip historian from New York with information about the H.T. Restemeier Potato Chip Company.
  
- \* Staff assisted a local architect who was looking for floor plans of the Old South West General Hospital in Berea.
  
- \* A researcher wanted to verify if the August 1902 issue for the journal Interstate Architect was volume 6. Staff verified that the last issue was July 1902, so a volume 6 does not exist.
  
- \* A patron requested to see a rare copy of Josef Albers Interaction of Color (1963). This is a limited special edition set located in Special Collections.
  
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Collections which features the folk collections of John G. White.

\* Staff assisted a patron with researching Jewish chess masters: A. Rubenstein, D. Harrwitz, and J.J. Lowenthal.

\* Patron requests for scans from the Jacques Staunton's Chess Sets catalogue.

\* Patron requested information in regards to items donated by Clarke Willis Walton (1885-1936) to Special Collections related to Rubaiyats and miniature books.

\* Staff researched the Walton donation via Archives and found that Mr. Walton's collection was a purchase (not a donation) in 1914. A 1922 copy of the original itemized list was found in the collection.

\* Patron requested information about Adeline Axtell who owned land in Summit County and was a contributor to the Cleveland Leader newspaper (from the 19th century). Staff was able to provide scans of some issues and a copy of Axtell's last will from Ancestry.com.

\* Request for 2 chess annuals from Dufresne's Der Junge Schachspieler (1894) and Deutsches Wochenschach (1892).

\* Patron request for a 1980 Plain Dealer article from the chess column that listed her father's name as a contest winner.

\* Patron requested scans from a 1928 publication of a plate from the Gustav Klimt art catalogue.

\* A professor from Western Washington University (WA) received a grant to have the CPL copy of the Ceylon National Review (1906-1911) digitized for her research.

\* Patron requested a scan of a 1920 book about Gabriele Sibella.

\* Visiting patron requested information about Ora Coltman and his painting of Dominance of the City (his family is related to Coltman).

\* A checkers researcher corrected the authorship of a title as the ACF (American Checker Federation) which was much appreciated.

\* A local historical architect inquired about building plans for the Perry-Payne building on West 7th and Superior. Staff identified the architects as Cudell & Richardson.

\* A Science & Technology patron researching which specific streets in Cleveland first had sewers this month used Report of Rudolph Hering, C. E., of Philadelphia, on a System of Main Sewerage, for the City of Cleveland (1882). ONLY Cleveland Public Library and Cornell University Library own this report.

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## **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

## **CLEVNET**

CPL has over 12,000 followers on Twitter and the Facebook page currently has over 8,000 fans.

## **GRANTS & DEVELOPMENT**

### Delta Dental Foundation

Received 1,250 oral health kits (consisting of toothbrushes, bookmarks, and brushing charts) to be distributed at CPL youth programming throughout the year.

### Cleveland Foundation Endowment Reports

Submitted reports on use of 2016 funds for the Lockwood Thompson, Judd and Lee Funds.

### Friends of Cleveland Public Library

Submitted report on spending for 2016.

### Letters of Support

- Center for Arts-Inspired Learning's Big Read grant proposal to the National Endowment for the Arts
- Seattle Public Library's National Leadership Grant to the Institute of Museum and Library Services
- Chicago Public Library's Librarians Lead Learning Project to the Laura Bush 21st Century Librarian Program of the Institute of Museum and Library Services
- LAND STUDIO for their INTER|URBAN request to the National Endowment for the Humanities
- Legal Aid Society of Cleveland's proposal to the Ohio Legal Assistance Foundation

## **PUBLIC SERVICES**

### **SUMMARY**

In the month of January the Library hosted approximately 189 programs ranging from the annual Martin Luther King, Jr. commemorative program to STEM programming in partnership with NASA Glenn Research Center. Also during the month the Library offered 122 pre-school story times to children. Education services such as GED and ESOL classes, after-school tutoring,

and ACT preparation classes were held at 14 branch locations and Main Library.

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Art Therapy Studio began workshops for teens at the Main Library teen center, Studio 470. The workshop series will culminate with an exhibit and opening reception.

The OPS department encumbered \$38,785.57 in support of Library programming in the month of January.

## **PARTNERSHIPS**

Family Passes to the Cleveland Museum of Natural History (CMNH) were available for check out by CPL cardholders at 28 library locations including the Public Administration Library at City Hall. Learning of this partnership The Cleveland Botanical Gardens and Holden Arboretum have notified the library that would like opt-in to the pass program in the spring of 2017.

## **MOBILE SERVICES**

The On the Road to Reading (OTRR) program confirmed thirteen new sites for the Winter/Spring 2017 season. The OTRR staff will begin the new season the week of February 7<sup>th</sup> and conclude services the week of May 7<sup>th</sup>.

## **MEETING ROOMS**

The total number of requests for Main Library in the month of January was 79 with an estimated total attendance of 1,756. The Library's newly renovated Learning Commons on the 2<sup>nd</sup> floor of the Louis Stokes Wing was reserved 59 times and accommodated over 753 guests during the month of January. Branch meeting rooms were reserved 233 times with an estimated total attendance of 426. Lakeshore auditorium and meeting rooms were reserved 36 times primarily for staff related activities.

## **Reading Is Aloud**

Literature Department Librarian Evone Jeffries hosted *Reading is Aloud at Cleveland Public Library*, a program where adults read aloud selected passages from *Short Stories of Langston Hughes* on January 25<sup>th</sup>.

## **Lunchtime Knitting at PAL**

The first meeting of the Lunchtime Knitting Circle at City Hall took place on January 25<sup>th</sup>. Public Administration Library Assistant Monica Musser teamed up with Popular Library Manager Sarah Flinn who is leading the group. The eight patrons in attendance were shown how to start knitting a scarf.

## **Library Research Day**

Center for Local & Global History Manager Olivia Hoge organized a Library Research Day on January 7<sup>th</sup> for Region 3 History Day



students. General Research Collections Manager Don Boozer was ready with a presentation on Government Documents prepared by Government Documents Supervisor Sarah Dobransky. CLGH Librarian Terry Metter prepared a demonstration on using the ProScan microfilm reader, Library Assistant Lisa Sanchez prepared a presentation on using the catalog and databases and Steve Eigsti, Museum Educator & Ohio History Day Region 3 Associate at the Cleveland History Center came to advise students on their History Day projects.

### **Tax Form Program**

Business, Economics & Labor Librarian Susan Mullee continued the coordination of the City, State, and Federal taxes relaying pertinent information to CPL staff across the system. Ms. Mullee also revised the *Tax Information Sheet* that gets linked to the Government Documents Department, the Business Department, and the Public Administration Library. This sheet includes what tax products the Cleveland Public Library obtains, a listing of free tax preparation help, and other helpful information to assist our patrons in the current tax season.

### **Friday Frolics**

Literature Department Librarian Timothy Phillips hosted a Literary Frolic program on Gaston Leroux's *Phantom of the Opera* on January 13<sup>th</sup>. Following the discussion Mr. Phillips screened the restored 1929 Lon Chaney screen version by Universal Pictures. On January 27<sup>th</sup> Mr. Phillips hosted a second Literary Frolic on John Le Carre's *Call for the Dead*. Following the discussion, he screened Sidney Lumet's 1967 film version of the novel, *Deadly Affair*.

### **Music at Main**

The North Coast Winds performed a selection of woodwind pieces on January 7<sup>th</sup>. Forty-one patrons enjoyed listening to selections composed by Gunther Schuller, Elliot Carter, and Pavel Haas.

### **Youth Services Programming**

Youth Services staff conducted Wee Read and Play and Super Sleuths Story times on Tuesdays and Wednesdays in January and

Children's Librarian Lan Gao presented the ArtLab program *Celebrate Chinese New Year*.

### **Adult Education**

Business, Economics & Labor Librarian Susan Mullee taught the GED students about financial literacy, obtaining the information from the Business Department's print resources and authoritative online resources on January 23<sup>rd</sup>. Ms. Mullee also had brochures from the Credit Bureau and Ohio Department of Job & Family Services for the students to take home.

### **Main Library Book Clubs**

Get Graphic!: A Graphic Novel Book Club opened two months of female heroines with the *Femme Fatales* series. *Mighty Thor, Volume 1: Thunder in Her Veins*, by Jason Aaron, was the first offering of the series - and of the year. Held on Thursday, January 12<sup>th</sup>, Literature Senior Department Librarian Jean Collins and Ohio Center for the Book Guest Reader Valentino Zullo welcomed patrons to the discussion of female superheroes. In addition, Library Assistant Nick Durda led a book discussion on the novel *Ready Player One*, by Ernest Cline.

### **Main Library Tours and School Visits**

During the month of January Main Library Staff members conducted tours for groups visiting Main Library including: a Cleveland State University Urban Studies Class, a group of 15 *New Clevelanders*, several groups of women visiting the library following the Women's March in Cleveland, and students from Lakeview Terrace Head Start. On January 19<sup>th</sup>, Special Collections staff members Ray Rozman, Stacie Brisker, and Bill Chase presented for the Hershey Montessori school students studying WPA prints. Staff showed the class some of the WPA resources the Library owns. They informed the students about the Cleveland Print Club which was part of the WPA of the graphic arts division that operated from 1935-1943.

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### **Main Library Outreach**

During the month of January International Languages staff collected and processed a total of 3,708 Long Loan items serving 12 CPL/CLEVNET agencies.

Center for Local and Global History staff members have been reaching into the community to teach patrons to locate and use resources in the Center for Local and Global History. With these resources, they can learn about the neighborhood in which they live and make a poster with a map and photograph of their choice. On January 28<sup>th</sup>, Library Assistant Adam Jaenke conducted his program, Know Your Roots: Explore Your Neighborhood's History, at the Carnegie West Branch. Librarian Terry Metter presented a Genealogy at CPL program at the Walz Branch on January 21<sup>st</sup> and Manager Olivia Hoge gave a presentation on genealogy resources at Cleveland Public Library to the Northeast Ohio Computer-Aided Genealogy Society (NEOCAG) at the Cuyahoga County Public Library Mayfield Library.

Literature Department Library Assistant Michael Haverman estimates he delivered 125 books to Little Free Libraries over three Fridays during the month of January. Mr. Haverman has also

reached out to local café "Passengers" and added their little free library on his book route.

Youth Services Department Librarian Rebecca Donahue conducted story times at Cleveland Children's Academy on January 23<sup>rd</sup> with a total attendance of 50 children. Youth Services Manager Annisha Jeffries is continuing to partner and promote the library and services through weekly story times for 1 to 9-month-old children at Rainbow Babies and Children's Hospital's Centering Pregnancy program.

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### **Staff Development**

Assistant Director of Public Services for Main Library Robin Wood attended the American Library Association Midwinter Conference in Atlanta, GA. Ms. Wood serves on the American Library Association Training, Orientation and Leadership Development (TOLD) Committee.

Youth Services Manager Annisha Jeffries attended the American Library Association Midwinter Conference in Atlanta, GA. Ms. Jeffries was selected to serve on the American Library Associate 2018 Randolph Caldecott Committee.

Science & Technology Library Assistant Elvira Baron participated in a one-hour webinar *Science Soup: Mix your way through the ingredients of some major science databases: Science.gov, PubMed, and WorldWideScience*

Government Documents Supervisor Sarah Dobransky attended the webinar *Science Soup, Part Three: Rocket Ships and Stars - Out*

*of this World with NASA (National Aeronautics and Space Administration).*

### **Other Library News**

The winter edition of *Edible Cleveland* contained two articles of note for CPL: "The People's Cookbook Collection" which highlighted the collection of cookbooks at Cleveland Public Library's Science & Technology Department. The latter was written by TechCentral Library Assistant Paolo Balboa and featured an image of Substitute Library Assistant Alison Guerin surrounded by selections from the collection; and "Seeds of Exchange: A Ritual of Frugality and Preservation" highlighted the two persons who initiated Cleveland Seed Bank, Marilyn McHugh and Chris Kennedy, with whom we partner with for the Seed Library program

General Research Collections Manager Don Boozer was interviewed by for the *I AM RUSA* podcast of the ALA Reference & User Services Association.

Manager Literature Department and Ohio Center for the Book Amy Dawson attended a meeting for the Ohio Library Council Diversity and Inclusion Committee to plan programming for the 2017 Convention and Expo.

January Report of Science & Technology Senior Librarian Jim Bettinger at the US Patent & Trademark Office's Patent & Trademark Resource Center Program (PTRC) - Brief Summary

During the month of January 2017, Mr. Bettinger:

- Performed research that came into the Commissioner of Patents office from the *Washington Post*.
- Attended a training session titled *Global Brand Management*
- Attended a training session titled *Design Patents, Copyrights and Protection of User Interfaces*.
- Continued to work on the San Antonio Public Library (SAPL) site visit for January.
- Attended a training session titled *Trademarks, Domain Names, and Cybersquatting*.



## **Branches**

### **District 1**

**Eastman** - Patrick Colvin the President of the Westown Community Development Center contacted Mr. Knape and asked him if he would be interested in joining the board of the center. Ken accepted the offer. Mr. Colvin stated that the position is for a multi-year term and the Board usually meets on the first Monday of every-other month. Meetings are usually scheduled at Café Roma at West 130th and Lorain.

**Lorain** - With a new 3-D printer installed, staff began fulfilling 3-D print requests again. Children's Librarian Adela Garcia and Library Assistants continued to lead storytimes at local schools, distribute approximately 450 lunches and 200 bags of produce, and lead gaming programs for young patrons. All employees are in the process of attending Diversity & Inclusion training.

**Rockport** -For the Month of January Rockport welcomed the traveling display of the winners of 2016's Earth Day Poetry, Art and Essay contest. Rockport celebrated the New Year with party hats, streamers and horns while eating snacks and having board game competitions. Over 50 youth and their families participated. The Chess club met twice using the additional Legos purchased. Youth of all ages partnered to put together the new Star Wars Darth Vader Storm Trooper, Star Wars Hoth Attack Base. ROC received 4 internal class visits for story time. Healthy meals, courtesy of the Cleveland Food Bank, were served for Kids Café. Branch Manager Amiya Hutson attended The American Library Association's Mid-Winter Convention in Atlanta, Georgia. Rockport ended the month with a "Post MLK Day" Celebration that had trivia about Martin Luther King and his legacy. The trivia winners were given battery powered fighter planes donated by ROC patron George Clemons.

**Walz** - After a holiday hiatus; tutoring, free produce and GED returned to Walz. Adults enjoyed a genealogy class. The students enjoyed a wide range of arts and crafts from Spykids to Recycle Robots. Staff went out on 10 occasions for outreach. Weekly class visits from Waverly Elementary and Michelle's learning center resumed (26 visits scheduled this month).

**West Park** - During the month of January, the Youth Services staff from the West Park Branch conducted storytimes for Watch

Us Grow Development Center, Valley View Boys Leadership Academy, and West Park Lutheran School. Jeanna Sauls also attended John Marshall High School's Career Day to share her professional experience with students while also promoting library programs and services. Programs enjoyed by children at the branch included a tribute to Martin Luther King, Jr., Fashion Club, and Construction Club. On January 26th, West Park hosted a Community Open House to gain insight into what the community would like to see at the branch in the future, including ideas for the building, grounds, neighborhood, and services provided.

## **District 2**

**Brooklyn** - The Brooklyn branch had its first Kids Café, which was the first time for the after-school snacks; attendance and reception has been good. The CPL 150 committee met for the last time; three patrons attended. The TechCentral held a computer class on first Wednesday of the month with one person in attendance.

**Carnegie West** - Carnegie West hosted TechCentral computer classes Tuesday afternoons, Legal Aid, and a neighborhood history program taught by Adam Jaenke from the Center for Local and Global History. Thanks to the Friends of CPL, breakfast refreshments were served for the neighborhood history program. Manager Angela Guinther gave initial branch library training to new substitute hires Michael McGee, Peter Roth, and Mark Tidrick, and attended the annual meeting of Ohio City Non-Profits the evening of January 26th.

**Fulton** - Fulton Branch held sign-ups for GED and ESOL classes. Youth staff partnered with Resources Recovery for a program entitled "Project Success" for youth in grades 6-12, which will cover different topics to empower our youth. Branch also had a late Martin Luther King, Jr. special celebration.

**Jefferson** - Kids Café was a challenge over the Winter Break due to the schools being out, but Staff quickly had it under control. The Fresh produce program that took a break during the holidays restarted the second week of January and continues to be a success. The Book Club continues to meet at the Spotted Owl and this month discussion covered the book This Year I Will.

**South** - The month of January has brought a lull to the outreach programming since schools were on winter break until the second week of January. Staff continued working on in-house programming like Three Kings, Martin Luther King and the Shark Tank Guitar

programs. Even though the children were on winter break the branch still had a steady core group of children that came for Kids Café. The Fresh Produce program did not start until the second week of the month, but once again the bags of produce continue to be well received.

**South Brooklyn** - Kids' Café (free snack program in partnership with Food Bank) and free produce for patrons from Food Bank began the New Year at South Brooklyn. College Now Greater Cleveland began the Winter Session of impACT the 216! for high school teens.

### **District 3**

**Garden Valley** - Over 40 children from the community enjoyed an impromptu game day. Activities included Word Bingo, coloring, playing of Lego's and blocks with the Toddlers and exploring YouTube for career videos for the Teens. The Children's Museum facilitated a binary system program at Garden Valley for 32 children of all ages.

**Hough** - During the Month of January, Hough Branch featured programs to honor Dr. Martin Luther King; participated in Winnie the Pooh Day; and celebrated the Chinese New Year.

**Martin Luther King Jr.** - This month showcased the branch's annual Martin Luther King Jr. program featuring Keynote speaker was Rev. Shawn Braxton. Director, Felton Thomas was the emcee for this well received and anticipated program with over 250 patrons in attendance.

Toni Parker, Branch Manager/3<sup>rd</sup> District Manager, gave the introduction with kudos to Sankofa Fine Arts Plus and local artists for submitting unique art work for the annual African American Art Exhibit. Special display of pictures and artifacts from the Teen Art Therapy program is also on display until the end of February.

**Sterling** - With support from the Friends of CPL, patrons created a grouping of five canvases for Sterling's meeting room. An original ceiling photo of Bristol Mountain ski lodge was the inspiration for the geometric pattern applied to the canvases with painter's tape. Working in groups of two, children applied layers of paint using circular sponges then removed the tape to reveal the pattern. The canvases homage to Herve Tullet's illustrations - will be on display beginning in February.

**Woodland** - In honor of MLK Day, the children enjoyed a screening of "Our Friend, Martin", and participated in a "Who was Dr. Martin Luther King Jr.?" The program highlighted the key contributions and legacy of Dr. King and also included a short speech writing contest. Youth patrons submitted in each contest age category for over 2 weeks. Winners were announced at the end of the program. Woodland children enjoyed a Cleveland Public Library database themed game: DATAbases. This game was created to promote and engage learning about the different databases that CPL has to offer. Each team used iPads, knowledge and intuition to answer questions to move their team member across the bases. The team that answered the most correct question was able to move their team member to home base, winning the game. Prizes were awarded to the winning team as well as all who participated.

#### **District 4**

**East 131 Street** - On Tuesday, December 10th, Dave's Supermarket held open interviews at East 131st Street Branch from 10:00-3:00 PM. Although we lost power before the 5:00-7:00 session was suppose to take place, Dave's staff was able to interview 90 people. TechCentral is presenting Computer basics, Internet Basics and Searching the Web courses for the 2nd month in a row and it is being well received by our seniors.

**Fleet** - Pasha Moncrief-Robinson met with Ms. Pease, Mr. Lamiter, Ms. Crudup, and Ms. Peters to discuss the launching of Ohio Means Jobs workforce development program at Fleet and Addison Branches. Mrs. Robinson formed a partnership with Mr. Jameson from Cleveland Clinic Foundation to start a health education series beginning in March. Tracie Forfia, Children's Librarian and Emily Crompton, LA-Youth hosted a Lunar New Year program for youth.

**Harvard Lee** - Harvard-Lee Branch has been fortunate to receive new furniture within our branch. The entire team worked together to organize and best utilize the style of the furniture for a fresh, inviting look. Furniture has been well received by our patrons. Kids Cafe has resumed for the branch sharing 20 free meals a day while showing a movie or providing an activity in the meeting room. Ms. Geaghan hosted a watercolor program with youth. Ms. Geaghan and Ms. Schmidt presented to 30 teachers at JFK/PACT High School Professional Development session regarding CPL and Harvard-Lee resources and programs. Twenty-one educators including Administrators sign-up for the Educator Card.

**Mount Pleasant** - On January 9, the Youth Services Dept. attended the MyCom meetings in which community members share information about their organizations and contributions to the Mt. Pleasant area.

**Rice** - With the assistance of computer aide Ms. White, an area in the youth services department was rearranged for a baby and toddler play room after many family visits have been noted during the day in previous months. Our programs of Yoga, Qigong, Poetic Power, Origami, Knitting, Children's knitting, and Meditation have continued with a consistent weekly turnout. Impact 216 began its winter session on January 9th with high attendance. We held large community programs this month with Network Night holding over 100 people, the Akoma Art show brought over 50 attendees, and two workshops on creating your own Vision Board on January 20th and 28th. Dave's Supermarket held open job interviews with the public on January 17th with over 20 applicants

**Union** - Storytime has been provided to over 450 students at various schools and daycares. Through our partnership with Greater Cleveland Food Bank, Union Branch has served over 800 after-school snacks to students. During the month of January, about 40 students have taken advantage of after-school tutoring. Media Mania, a 2016 CPL Innovation Grant Program, has officially launched as a learning area at Union Branch. Students enjoy playing educational apps on iPad Mini's mounted on a colorful Krayon Kiosk, in addition to VOX-Books, sometimes used with the branch tutor and students.

## **District 5**

**Addison** - Ohio Means Jobs will conduct a site visit next week in preparation for the "Employment Services and Training" program, which will launch in February. Branch Manager, Magnolia Peters is working with N.E.O. Restoration Alliance to kick-off the "Seeds of Change" initiative in the spring. This community group will provide educational workshops on planting, cooking, composting, and rain barrels. The Cleveland Food Bank, along with "Kids Café," continues to provide weekly bulk produce drops for adult patrons.

**Collinwood** - programs included: "Icicle/Snowflake Craft" on January 5, two programs with Cleveland Museum of Art on January 10 and 12, followed by a special program designed by Children's Librarian, Adam Tully called "Birds of Northeast Ohio." Another

round of "Diabetes Education" classes, in partnership with NEON Medical Center began this month. Our monthly article for the Collinwood Observer was prepared by LA Youth, Kiaira Jefferson.

**Glenville** - January started off with the continuation of our "Kids Café" and story time outreach. GED hosted orientation on Friday, January 20, but due to the instructor not returning, classes have been postponed until further notice.

**Langston Hughes** - The "Kids Café" takes place Monday through Friday at 3 p.m. Children's programming included: "Super Sleuth Readers" every Wednesday at 11 a.m. for children ages 3-5; "Happy New Year" was held January 3, where participants created and shared their own vision of the perfect new year celebration; "Collaging the Winter Landscape," on January 10, where we explored how Cleveland artists have depicted the snowy landscape; "Researching Elmer Brown," participants found out exactly who Cleveland artist Elmer Brown was on January 17; "Thinking About Spring," held January 24, where we created our first impressions about spring.

**Memorial Nottingham** - TechCentral presented Microsoft Word I, II, III and IV. Braxton Tutoring resumed this month providing tutoring for community students grades K to 3. St. John Nottingham school continues to visit the branch to pick up books and play chess. Story times were presented to Jubilee Academy and Brilliant Beginnings day cares. On Wednesdays, LA-Youth Emphasis, Marvin Benton presents a movie during the "Kids Café" program. Children's Librarian, Libby Hampton presented a "Martin Luther King Jr." program and craft on January 9. The chess club continue to be popular amongst community residents on Saturdays.

## **Tech Central**

### **Cell Phone Charging Stations**

In January, CJ Lynce, TechCentral Manager, assisted by Melissa Canan, Library Assistant, Computer Emphasis, replaced all the cell phone charging cables in all 20 Cell Phone Charging Stations located in branches. Nearly all locations had more than half of their cables broken due to age, or poor cable design. The new cables are of a higher quality, and should withstand regular use longer than previous designs.

## **NEOSTREAM Conference**

TechCentral Manager, CJ Lynce, attended two meetings regarding the upcoming NEOSTREAM Conference, coordinated by Congresswoman Marcia Fudge's office. The first phone conference meeting took place on January 9, and focused on details surrounding the Community Day events happening on March 18, 2017. TechCentral and the Cleveland Public Library will be participating in the Community Day events.

A meeting of the larger NEOSTREAM Conference Advisory Committee was held at the Tri-C Corporate College East Campus on January 19, for which Mr. Lynce was in attendance.

## **Professional Development and Meetings**

Forrest Lykins, TechCentral Coordinator, attended CPL Fit meetings on January 3, 17, and 31.

CJ Lynce, TechCentral Manager, met with Larry Finnegan, Director of IT, and Meagan Calnon, BM Architects, along with other IT/CLEVNET and HBM Architects staff on January 12 to discuss plans for technology stations in the renovated South Branch.

Mr. Lynce met with Executive Director, Felton Thomas, on January 12 to discuss an invitation to Spain to speak on the topic of Maker Spaces in the United States of America.

Mr. Lynce attended the Diversity and Inclusion Training on January 12.

Mr. Lynce met with John Skrtic, Director of Public Services, Robin Wood, Assistant Director of Public Services, Main Library, and Deborah Hajzak, SEIU 1199, on January 17 to discuss the Job Description for the new Computer and Equipment Technician Position in Public Services.

Mr. Lynce attended the Mozilla Web Literacy Pilot Community Call on January 17.

Mr. Lykins participated in Process Improvement Committee meetings on January 19 and 26.

Mr. Lynce and Mr. Lykins met with Denise Crudup, Special Assistant to the Director for Learning and Education, on January 23 to discuss the learning initiatives that TechCentral is currently offered to patrons.

Mr. Lynce met with the CPL Mozilla Web Literacy Pilot Core Team at the Lake Shore Facility on January 26. The purpose of the meeting was to discuss the outcome of the two ambassador training sessions in November and December 2016, as well as the next steps for the pilot program at CPL.

Mr. Lynce met with Don Boozer, General Research Collections Manager, and Sarah Dobransky, Government Documents Supervisor, on January 27 to discuss possible collaborations between TechCentral, General Research Collections, and Government Documents.

Mr. Lynce met with Executive Director Thomas on January 30 to discuss the possibility of extending the Mozilla Web Literacy Pilot program by six months.

Mr. Lynce attended a meeting of the NEO STEAM group on January 31.

### **Community Engagement: Visits and Outreach**

A group of 10 teachers from an area Middle School visited the Library on January 9 to receive a tour of the TechCentral MakerSpace.

CJ Lynce, TechCentral Manager, met on a phone call on January 12 with library staff from The University of Akron to discuss details of the TechCentral MakerSpace.

A Cleveland State University's Urban Studies class of 25 people visited the TechCentral MakerSpace on January 14.

Mr. Lynce meet with the Campus Coordinator from Design Lab High School on January 18 to discuss possible partnerships with Design Lab HS and Cleveland Public Library, TechCentral.

TechCentral hosted a visit of 56 students from a local Montessori school on January 19.

Paolo Balboa, Library Assistant, Computer Emphasis, represented TechCentral and the Cleveland Public Library at a career day event organized by Catholic Charities of Cleveland on January 18.



## Cleveland Digital Public Library

### Learning Commons

Cleveland Digital Public Library regularly hosts classes of various sorts. During December, we regularly hosted CPL Fit Yoga. The renovations at the Lewis Stokes Wing on the second floor have created a new classroom space. TechCentral and International Services classes, which used to run in our classroom space, have been using the new space. We are looking forward to welcoming International Services classes back to our space soon. We are also in the process of developing new curricular offerings that are derived from the digital gallery, developed with departments and branches at CPL, and coordinated with external partners. Programs may include chess offerings, classes on digitization and video, and classes on using digital coaching tools. We look forward to equipping our classroom with laptops that can be reserved for use by the public, and we were pleased to begin to offer 3D scanning as a service using a new HP Sprout Scanner.

### Exhibits

The "FirstFolio!" Exhibit closed in August. The "Wonder of Shakespeare" remains on display in Brett Hall, and "Making and Faking Shakespeare" continues to be shown in the J.G. White Gallery. "Question Bridge," a multimedia exhibit exploring the experience of African-American men in America has been regularly on display on the touch wall. Digital Shakespeares remains on display by request in the Digital Hub. We still have a Fourth Folio borrowed from the University of Akron on display in Brett Hall. We continue to have attendance at showings of *Shakespeare the Animated Tales* (Tuesdays and Thursdays at 12:30 and 5) and visitors who take the Wednesday tours.

### Magic Box

Cleveland Digital Public Library has placed the Magic Box exhibit case on display in Brett Hall. The case contains both physical and digital materials relating to Shakespeare. We are currently developing content for the Magic Box related to the upcoming Superman exhibit.

### Digital Exhibition Tools

After a meeting led by Outreach and Programming Services, staff at ClevDPL are exploring the use of augmented reality and/or QR codes in our exhibit spaces, particularly for the upcoming Superman exhibit. The concept is to provide multimedia through both patron devices and loaner multimedia devices such as iPads.

## Videography and Photography

ClevDPL documented library events through photography and video during December. Work includes the following projects: hidden figures (photos), "I Have a Dream" (video), artist reception (photos), artist Nunu (video), preservation (photos), 3 Superman videos (editing), test trailer for class (video), Preserving the Superman vs. the Mole Men poster(video).

## Scanning Assistance

Cleveland Digital Public Library staff assisted over 24 reservations and drop in sessions of two hours (or more) in length. There was scanning of both large personal and library collections in the Digital Hub. Patrons used the Epson 11000XL flatbed, ATIZ book scanner, and I2S oversized flatbed scanner to accomplish their projects for personal and publication use.

## Public Services Statistics

*Patron Visits:* Between January 1 and January 29 the Cleveland Digital Public Library had 321 visitors.

*KIC Scanners:* 94 KIC Scanner sessions resulting in 3,419 images/4978.8 MB or a little less than 5 GB of scan volume.

*Digital Gallery:* From December 29, 2017-Jan 28, 2017 Google Analytics (GA) reports 4811 sessions for 3389 users and 26,023 page views. Per **GA**, our user base skews toward males, our users are 54% Male and 46% female. Per **GA**, our age breakdown skews towards youth. The age numbers are: 18-24 is 27.50%, 25-34 is 33.50%, 35-44 is 15.50%, 45-54 is 12.50%, 55-64 is 5.50%, and over 65 is 5.50%. Per **GA**, the bulk of our users have English set as their language preference; however, we have numbers of Spanish, French, Italian, and German speaking users. Additionally, **GA** user statistics related to location indicate that we have users from the US, United Kingdom, Canada, Italy, Saudi Arabia, Spain, France, Australia, the Netherlands, and Germany. Finally, **GA** shows that we have a diverse group of pages where users were before they came to CPL's ContentDM. Google search is the most common point of entry into our Digital Gallery at 33.63%, with direct access next at 19.12%. Referrals from our library website account for another 19.58%. The referrals from our website have increased. We have 3.62% of our referrals from the library at CSU, which remains a good sign for our collaborative link with Cleveland State. Yahoo, Bing, are all at levels that should be higher (around 1.5%). Ancestry seems to have dropped way down as a source or referral point, and the Digital Gallery seems to have no significantly active links in from Wikipedia

## **Collection Development**

### Library Staff Does Digitization

Cleveland Digital Public Library staff has scanned 127 items (4705 scans), post processed 56 items (2,153 files), and uploaded 64 items (64 files) into the Digital Gallery. 81 items had metadata post-processed.

## **Other**

### Preservation

Preservation staff did the following: paper treatments (in sheets): 4 complex, Book treatments: 11 simple, 41 complex, Enclosures: 11, Labels printed: 22, Books received: 20, Books returned: 34. Preservation staff has continued disassembly and repair on the American edition of Boydell's Shakespeare Gallery.

### DPLA Ohio

Cleveland Digital Public Library has completed participation in an LSTA Planning grant to develop a plan for Ohio Cultural heritage institutions to participate in the Digital Public Library of America through an Ohio service hub. We have been told by DPLA Ohio to begin preparing metadata for submission to the DPLA. In preparation for DPLA, we completed an analysis and prioritization of records to upgrade and make ready to contribute to DPLA. We are well on our way in the revision and update process involved in making our metadata ready for DPLA.

## **OLBPD**

For January 2017, OLBPD circulated 43,404 books and magazines directly to patrons. OLBPD registered 128 new readers to the service. The January BARD statistics were not available at the time this report was due.

OLBPD was featured in the January/February *American Libraries* magazine article titled "Bringing Assistive Technology to Patrons." This article showcased libraries and state agencies that team up to offer training for patrons with visual impairments. The article details the OLBPD program, its funding arrangement with the State Library of Ohio, and how CPL offers access to adaptive technology in ten locations throughout the library system. Article link:

<https://americanlibrariesmagazine.org/2017/01/03/bringing-assistive-technology-to-patrons/>

OLBPD Manager Will Reed attended the 2017 ALA Midwinter Conference as a member of the working team of the ALA-ASCLA

Revision to the Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped. This series of meetings involved a formal review of the first revised Standards draft for 2017 that was publicly distributed, as well as consideration of the feedback received on the first draft. Also at Midwinter, a public forum was held to receive additional comments and feedback on the first draft. A second draft is being prepared and will be distributed in the spring. The working team made up of two regional librarians (Ohio and Washington), as well as a Project Director, and a NLS advisor, is charged with revising the Standards and Guidelines. A final draft of the Standards is due by the end of 2017.

OLBPD Library Assistant Ken Redd is again working with the Julia De Burgos Cultural Arts Center in collaboration with the Baseball Heritage Museum program ;Pleibol! - A celebration of America's Favorite Pastime. Mr. Redd's role on the steering committee is to help market and promote the event, and act as liaison between the committee and the Indians front office to hammer out the details of the player's participation. Now in year two, the committee met on January 31<sup>st</sup>. CPL is looking to increase its role in the event by tying in the CPL Summer Reading Program.

The OLBPD adult book club met on January 13<sup>th</sup> to discuss "A Secret Gift" by Ted Gup.

### **TECHNICAL SERVICES**

Patricia Lowrey, Director of Technical Services, retired on January 13<sup>th</sup> after 15 years of service at the Cleveland Public Library. A combined retirement celebration was organized and planned for Ms. Lowrey and Carlos Latimer, Assistant to Director Internal/External Affairs, at the Lake Shore facility by the Technical Services Managers. The celebration was attended by many CPL staff, staff from other Libraries, and several vendors.

Sandy Jelar Elwell, Acquisitions Manager, was selected to serve as Acting Director of Technical Services and assumed the responsibilities of this position on January 16<sup>th</sup>. Ms. Jelar Elwell will continue to be responsible for her duties as the

Acquisitions Manager in addition to serving as Acting Director of Technical Services.

Steven Best, Technical Services Senior Clerk in the High Demand Department, left his position at the Cleveland Public Library on January 6<sup>th</sup>. YoLanda Lawler, Technical Services Associate in the Materials Processing Department, left her position at the Cleveland Public Library after 26 years.

Ms. Jelar Elwell attended the Martin Luther King, Jr. Program on January 16<sup>th</sup>.

**Acquisitions:** Acquisitions staff began placing orders on January 5<sup>th</sup> after the entering of the 2017 fiscal year budget amounts were completed in Sirsi. EDI order and invoice reports were reinstated to run automatically again. Sandy Jelar Elwell, Acquisitions Manager, worked with the IT Department to have holding codes for non-holdable items created and added to Sirsi for Branch discretionary orders that will be ordered and added as non-holdable items beginning in 2017.

Alicia Naab, Acquisitions Coordinator, has taken on the responsibilities for selecting and ordering bestselling titles for the CPL collections at Case Western Reserve University (CWRU) and Cleveland State University (CSU), selecting, ordering, and maintaining eaudiobook material, and placing orders of eBooks that have been selected for purchase by the Main Library selectors.

The Librarians in the Acquisitions Department participated in a two-part online workshop entitled "Cataloging Video Resources with RDA" along with the Librarians from the Catalog and High Demand Departments. Lisa Kowalczyk, Technical Services Librarian, and Glennis Blair, Technical Services Associate, assisted Elizabeth Hegstrom, Materials Processing Manager, with sorting and alphabetizing the annual bindery tickets for Main Library periodicals. Acquisitions staff assisted the High Demand Department with the receiving and processing of the large end of the year DVD orders placed in 2016.

The Acquisitions Department ordered a total of 5,573 titles and 31,551 items (including periodical subscriptions and serial standing orders); received 14,162 items, 1,549 periodicals, and 663 serials; added 614 periodical items, 518 serial items, 153 paperbacks, and 2,436 comics; and processed a total of 1,315 invoices.

**Catalog:** Librarian Michael Gabe began handling CPL.Cat requests, and started adding bibliographic records requested by Cleveland Public Library Public Service Librarians. Senior Librarian Regina Houseman provided his training. Librarian Yeshen Dugarova-Montgomery joined the CLEVNET cataloging support team (CPL.Newcat). She was trained by Senior Librarian Dawn Grattino, with assistance from Librarian Barbara Satow. Ms. Grattino turned over the maintenance of the Trade Catalogs collections to Ms. Satow and gave her a brief orientation on to how to manage them. Catalog Manager Andrea Johnson set up Excel spreadsheets for CLEVNET statistics, and met with the CLEVNET team to discuss the new form.

The entire Catalog Department staff attended a webinar called, "Cataloging Video Resources with RDA." Ms. Satow attended an Ohio Library Council Technical Services Action Council meeting. Ms. Houseman and Ms. Satow attended Diversity and Public Service Librarians Inclusion Training. Catalogers added 2,138 titles, including 533 books in 24 different languages, and added 2,857 items for Cleveland Public Library.

**Collection Management:** Collection Management selected 1,248 titles, 10,137 copies, and spent \$193,516 in January. Seventy telescopes of materials were relocated.

Selection for 2017 began in earnest. Department staff continued to cover for the absence of a Children's and Young Adult selector in both materials selection and in the processing of Branch discretionary selections, and began also to cover the selection of eBooks, Large Print, and Spanish titles due to the retirement of Patricia Lowrey effective January 13<sup>th</sup>.

Laura Mommers worked with Midwest Tape to provide the Main Library and Branches with a brochure of audio-visual items that support African American History Month.

Eric Hanshaw attended the first CPL United Way/Community Shares committee meeting of 2017, and helped organize its "Souper" Bowl Fundraiser. Pam Matthews attended a committee meeting of the Ohio Library Council Technical Services Division to plan programming for 2017 and 2018.

Ms. Matthews also met with representatives from OverDrive, the Library's main eBook and eaudiobook vendor.

**High Demand:** The High Demand Department had its most productive and challenging month ever. Staff ordered 1,123 titles and

10,289 items, added 1,362 titles and 26,637 items, and paid 762 invoices worth over \$470,000.

Steven Best, Technical Services Senior Clerk, left the Library on January 6<sup>th</sup>. Summer Salem, Technical Services Associate, was on jury duty leave for two weeks. The remaining staff worked harder than ever to keep materials flowing into the department and out to the public.

Staff from the Acquisitions and Materials Processing Departments also helped to move 3,899 of these items through. Special thanks to: Tonya Jenkins, Shirley Jones, Lisa Kowalczyk, Leslie Pultorak, Sabrina Rosario-Laureano, Paula Stout, and Karima Ward.

High Demand staff congratulated Patricia Lowrey, former Technical Services Administrator, on her retirement, January 13<sup>th</sup>.

Dale Dickerson, High Demand Librarian, took part in an RDA Video Cataloging webinar, along with Catalog Department staff. The usual extra work of the new year was accomplished, which involved marking items received in Sirsi and loading, paying, and checking a large backlog of invoices.

**Materials Processing:** The Associates cataloged 668 new titles for the Cleveland Public Library and added 1,796 records for the CLEVNET libraries. The Associates and Senior Clerks added 2,635 items. The Technicians worked on 32,122 items.

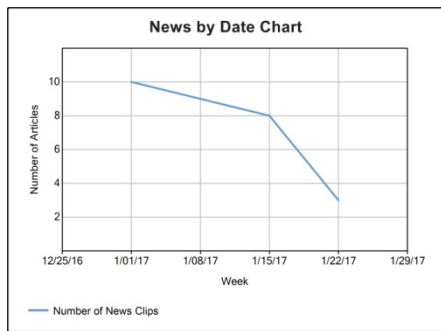
The bindery tickets for 2017 were printed and distributed. Darryl Pless, Lisa Kowalczyk, and Glennis Blair assisted by alphabetizing the tickets. Elizabeth Hegstrom attended a two-day webinar Cataloging Video Resources with RDA sponsored by the American Library Association. Vivian Grayson, Karima Ward, and Michael Reynolds attended Diversity and Inclusion training. Ms. Hegstrom assisted with the retirement party given for Patricia Lowrey and Carlos Latimer. Late in 2016, a major order of DVDs was placed which put pressure on two departments. Shirley Jones, Ms. Ward, and Sabrina Rosario-Laureano assisted with inventorying DVDs for High Demand. Materials Processing labeled, scanned, and shipped over 15,000 DVDs in January. Ms. Jones and Ms. Rosario-Laureano helped apply labels and scan DVDs. Marsha Draeger and Dennis Workman assisted Doug Huston and Mr. Reynolds with packing the DVDs to be distributed to the Branches. YoLanda Lawler left the Cleveland Public Library after 26 years. Ms. Hegstrom met with the Associates and Senior

Clerks to discuss how to adjust the workload until Ms. Lawler's position can be filled and about other changes in Technical Services. The Technicians met with Ms. Hegstrom to discuss how they might be impacted by changes in Technical Services.

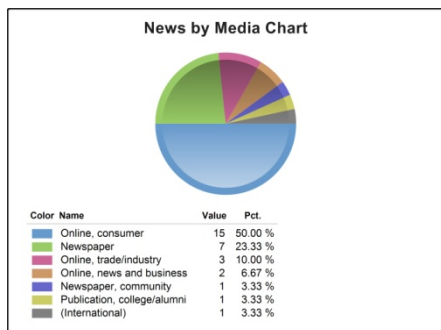
**Shelf/Shipping:** James Clardy attended Diversity and Inclusion training on January 24<sup>th</sup>.

The staff of the Lake Shore Shelf/Shipping Department sent 65 items to the Main Library for requests and 68 items to fill holds. Main Library received 306 telescopes, the Branches received 1020 telescopes, CLEVNET received 79 telescopes, CASE received 4 telescopes CSU received 4 telescopes and Tri-C received 1 telescopes. A total of 1,252 telescopes were shipped out. The Technicians sent out 432 items of Foreign material and a total of 21,677 new items were sent to the Acquisitions and High Demand Departments.

**MARKETING & COMMUNICATIONS**



Media coverage for the month of January included 30 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$48,613.82. In January, the online media outlets that featured CPL events and programs received 32,061,447 unique visitors. No singular story about CPL dominated the news in January, but most had to do with CPL as a destination experience. Online Consumer accounted for most of the media articles.



Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 1,295 times on average per day, with an average of 189 clicks to the website per day resulting in a 15% click-through rate for the month. *+libraries cleveland oh* was the most clicked-through phrase. No special ads were run on cleveland.com.



## Facebook

	2017	2016	YoY	MoM
Net Page Likes	109	40	173%	142%
Avg Post Reach	1985	782	154%	-16%
Avg Total Reach	3695	1404	163%	10%
Average engagement	47	10	370%	161%
Reactions	33	8	313%	200%
Comments	5	0		400%
Shares	9	2	350%	50%

## Twitter

	2017	2016	YoY	MoM
Top Tweet (Impressions)	25,100	2,245	1018%	749%
Top Mention (Engagements)	406	72	464%	-32%
Top Media Tweet (Impressions)	6,682	941	610%	211%
Summary				
Tweets	119	49	143%	28%
Tweet Impressions	148,000	60,800	143%	94%
Profile Visits	3,755	2,276	65%	29%
Mentions	175	249	-30%	43%
New Followers	97	NA	NA	NA

## Graphics

Graphics staff filled the regular requisitions for design, printing, and distribution, in addition to designing graphics for ads; the library website; digital signage; social media; staff newsletters; *Off the Shelf* e-newsletter; *UpNext* monthly program guide and MyBranch branch activity fliers; and weekly posting to website home page.

## PROPERTY MANAGEMENT

### Painters

- Woodland- paint back hallway, men's and women's restrooms and children's lunchroom.
- Walz- finished back hallway.
- Rockport- skim coated and painted wall where shelving was removed.

- Garden Valley- painted all blue and green wall and community room.
- Langston Hughes- patched hole in wall and painted.
- Lakeshore- skim coated deteriorated paint on ceiling by pillar in front of security desk.

### Carpenters

- Union- installed ipads on red crayon.
- Woodland- moved Rhonda's office to another office in mobile services and rearranged the furniture also hung four fire extinguishers in garage.
- Lakeshore- installed reflectors throughout property. Repaired door closures to auditorium door. Made keys to cold room and put together dry erase board for branch.
- Carnegie-West- removed table and delivered to Harvard lee branch.
- Rockport- installed 2 soap dispensers, 3 door kickstands and repaired door to staff break room.
- M.L.K- hung M.L.K banner, replaced ceiling tiles and put diffuser back and re glued carpet where needed.
- Fulton- installed metal guard plate and sliding latch bolt to exterior parking lot door. Repaired men's restroom stall lock.
- Main- repaired door closure to old carpenters shop. Made bracket and hung picture in digital hub. Repaired lock on display panel in LIT. Made sets of AA, BB keys for custodians and hung sign for special collections.
- Boarded up windows at Addison and Langston Hughes branch.
- Glenville- Changed water damage ceiling tiles throughout branch. Installed sopa dispenser in boiler room. Repaired kickstand to boiler room and cleaned roof drains.
- Eastman- removed baby changing station in public men's restroom and caulked holes.
- LSW- put together tv stand and mounted tv. Repaired floor tile.
- Rice- removed four broken toilet paper holders and installed four new ones.
- Fleet- Changed water logged ceiling tiles.
- Harvard-Lee- repaired parking lot door.

### Mechanics

- Worked on branch mowers, finished 15 of them.

- Road call for Deputy Director's car- replaced tire.
- Installed wiper blades on vehicles 25,17 and 10.
- Road call for Lakeshore facility vehicle #10
- Repaired plow on truck 25.
- Road call to service Director's car- replaced tire.
- Serviced oil change to truck 6. Made appointments for recall on vehicles.
- Repaired Fleet, Walz and Fulton snow blower.
- Swapped out delivery truck with another rental.
- Helped unload discarded furniture.
- Filled propane tanks for lakeshore and garage.

### Maintenance Mechanics

- Lakeshore - AHU #10 chiller/replaced bad contactors, used megohmmeter to verify compressor failure, set up unit for single stage operation.
- Rockport - Installed replacement hallway light fixture.
- Main - Serviced fancoil units in basement microfiche storage room.
- Eastman - Replaced 1<sup>st</sup> floor AHU heating valve actuator, checked proportional controls.
- Walz - Replaced women's restroom faucet.
- LSW - Replaced burnt out spot light bulbs in auditorium.
- Main - Installed exit and emergency lights in lower level Graphics department.
- Westpark - Replaced floor outlet with double sided doghouse.
- South Brooklyn - Relocated cell phone charging station.
- Glenville/Sterling - installed replacement buzzers for public restrooms.
- Fleet - Branch cold / serviced boilers and AHU's
- E.131 - Branch cold / serviced boiler and AHU
- Langston Hughes - Branch cold / Reset heat pumps, cleaned condensate pans/float switches
- Harvard Lee - Serviced bathroom exhaust fans.
- Eastman - Replaced leaking bearing assembly on boiler circulation pump.
- Woodland - Unclogged/snaked toilet and utility drains in Mobile Services with V.A. Conkey.
- Jefferson - Installed LED fixtures/ ran new electrical wiring for branch parking lot lighting.

- Fulton - Replaced floor outlet with doghouse receptacle for children's librarian's desk.
- E.131 - Replaced/installed new emergency and exit lighting throughout branch.
- Harvard lee - Checked/replaced bad receptacles in youth section.
- MLK - Replaced bad ballasts on the 1<sup>st</sup> and 2<sup>nd</sup> floor for event.
- Main - Installed replacement LED fixture for west ramp lighting.
- Main - Re-lamped/replaced bad ballasts in Friends office.
- Lorain - Installed replacement LED fixture for handicapped ramp lighting.
- Harvard Lee - Replaced bad combustion motor on staff workroom room RTU.
- Carnegie West - Replaced belts and filters on RTU.
- Main - Serviced 4<sup>th</sup> floor/Foreign Literature fancoils.
- Hough - Replaced staff workroom faucet/won't shut off.
- LSW - Repaired drinking fountain leak on 2<sup>nd</sup> floor/ OPS
- Harvard Lee - Replaced belts and filters on RTU's and basement air handlers, performed alignment on main AHU motor and blower pulley.
- MLK - Repaired gas piping leak in boiler room, leak checked, tested ok.
- Mt. Pleasant - Repaired meeting room cable connection.
- Rice - Replaced RTU filters, filter count to schedule floor filter change.
- Lakeshore - Pulled several CAT6 runs in Acquisitions for new access points for Automation.
- Brooklyn - Installed replacement LED fixture for front external and side entrance lighting.
- Mt. Pleasant - Repaired women's public restroom toilet.
- Glenville - Replaced ballasts in multiple light fixtures throughout branch.
- South Brooklyn - Boiler P.M., replaced belts and filters on AHU.
- All branches - Corrected/repared all violations listed in insurance co. list.
- Main - Cleaned/organized shop.

## SAFETY & PROTECTIVE SERVICES

### SAFETY SERVICES

- 2017 Holidays were entered into the access control software which will ensure all buildings with doors on regular timers remained locked on closed days.
- Cedric Johns had his car keys stolen from Addison branch. SPS reviewed video and found the male that stole his keys and provided his picture to branch staff. SPS was contacted when the male entered the building again and were able to get Mr. Johns his keys back. The patron was expelled for 30 days.
- A.L.I.C.E. training classes will be February 16<sup>th</sup> and 24<sup>th</sup>.

### PROTECTIVE SERVICES

#### Activity

Month	Total Dispatch Activities	Ave per day	Total Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
<b>Jan 2017</b>	2920	127	44	112	470	115	80	93
<b>Dec 2016</b>	3087	123	34	108	372	160	68	29
<b>Nov 2016</b>	3404	155	52	113	568	116	74	40
<b>Oct 2016</b>	4127	165	73	118	707	148	81	49
<b>Sept 2016</b>	4074	163	76	136	604	119	69	63
<b>Aug 2016</b>	4866	175	98	170	784	132	70	117
<b>July 2016</b>	4141	155	87	77	697	105	75	46
<b>June 2016</b>	4307	163	82	50	652	120	70	76
<b>May 2016</b>	4694	196	59	143	713	124	90	68
<b>April 2016</b>	4822	161	125	143	845	162	117	68
<b>March 2016</b>	5424	200	129	76	893	156	104	82
<b>Feb 2016</b>	4856	202	89	101	776	184	116	115
<b>Jan 2016</b>	4613	177	133	54	637	152	126	63

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

- 1/3, a hypodermic needle, a cap with a burn mark, and a bottle of vinegar were found in the public restroom at South branch by the branch custodian. SPS was notified and branch patrol responded; put the needle in a plastic bottle and removed it from the branch for proper disposal.

- 1/3, a patron at Carnegie West branch was lying down on the floor in the men's restroom. When staff attempted to check on the patron the he was unresponsive, except but he gave staff the middle finger. SPS branch patrol and EMS arrived and the male was transported to Lutheran Hospital.
- 1/4, staff at Lorain branch noticed a patron was in the stall for a long time. A patron came out saying that another man was in the stall speaking while passing out repeatedly. Staff entered and received no response. They saw the male on the floor with a needle in his arm. 911 and SPS branch patrol were called. The male regained consciousness and exited soon after.
- 1/4, SPS was dispatched to the Collinwood branch in response to a juvenile patron who was stealing CD's. After making contact and conducting an investigation, SPS was informed he knocked the pay phone off the wall with his shoulder a couple weeks prior. The patron was served a 30 day expulsion.
- 1/7, SPS noticed a regular patron in Tech Central falling asleep. The SPS officer noticed that he was exhibiting behavior of someone under the influence of a controlled substance. He had slurred speech, red eyes, and a difficult time standing. Patron complied with the first request to stay up and then kept falling asleep. Patron was woken up a 3rd time and was told to leave. Patron refused EMS assistance and left for the day.
- 1/7, staff at Fulton branch notified SPS at the start of the day their cash drawer was missing. After viewing the video footage it was noticed that there was a break in at the branch the night before. SPS has recently determined the thieves also made off with a case containing Tech Central laptops. An investigatory meeting will be conducted with the officer on duty that night.
- 1/7, while speaking to detectives from the 2<sup>nd</sup> district about the break in they asked if we could provide footage of an armed robbery that occurred in December. SPS had no previous knowledge of the robbery because it happened after hours. Video footage of both incidents were turned over to CPD.
- 1/12, SPS was informed of a possible fight about to take place inside tech-central. Upon arrival the aggressor was sitting at the computer. A male with the victim stated that the patron in question was upset with his friend over \$10 that was owed to him. It was reported that the patron in question threatened to kill multiple patrons. Witnesses confirmed and the patron was asked to leave. The patron

became very hostile and made multiple racist remarks towards officers and patrons. Patron was served a 30 day expulsion.

- 1/13, while opening Addison branch, staff recognized that the window was broken last night. Staff realized that PC's were taken. CPD arrived and took a report while SPS reviewed video. A male was seen on video entering the branch and disassembling the computers before leaving hastily.
- 1/13, SPS management noticed graffiti in the stairwell 15 of the LSW building. Upon reviewing footage a male was discovered still inside the tech central area. The male was detained and paint was found in the patron's bag. The male was given a 30 day expulsion from all branches. This male later went to Carnegie West and vandalized the men's restroom. SPS will file charges against the male.
- 1/17, while on patrol, SPS officers reported an electrical fire in the Eastman Reading Garden. CFD was dispatched and SPS responded with a fire extinguisher. Flames were extinguished using the fire extinguisher and property management cut the power to ERG, no further damage reported.
- 1/19, on LSW 5 SPS officers report that a male patron thought to be sleeping, had actually been in and out of consciousness due to an unknown medical condition. Cleveland EMS responded and took the male for further observation.
- 1/21, the SPS officer at East 131 was advised a patron brought in a biohazard box containing sharp needles found outside. SPS Officer turned it over to proper authority (Cleveland Police) who showed up on site.
- 1/25, a Staff member at MLK was approached by a teen concerned by an older male patron making her feel uncomfortable. Teen described that the male patron was being friendly and kept touching her and previously asked her to go outside with him. Teen patron reported the older patron to a staff member, who immediately addressed the situation asking the patron to leave. Staff member also advised that the patron seemed to be intoxicated. SPS was not advised until the next day. Branch patrol officers advised the male later in the week about the inappropriateness of his actions.

## Protective and Fire Systems

- All branch cameras are functioning with the exception of Rice branch.
- SPS will look to combine after hour burglary and fire protection monitoring services by opening a bid at the conclusion of the contract with Integrated Precision Systems.

## Contract Security

- After reviewing the video of the Fulton break in, I've concluded the responding after hours guard was negligent in his duties and should be removed from this account. He did not clear the building's exterior or interior. CPL was not charged for the response to that alarm.

## Administration

- I found a company in New Hampshire "Body Armor" that will buy used ballistic vests or accept them as trade in for new vests. Joyce Dodril has okayed this arraignment
- Lt. Babbitts looked over the video from the break in at Fulton branch and went past the initial end time (after the Afterhours response guard left) and found that the burglars returned and stole the Tech Central case. I just received a copy of all alarms from Fulton branch which I will use in the Investigatory Meeting for Officer Reed who was on duty that night.
- SPS will conduct interviews for part time officers  
2/9/2017.

## **INFORMATION TECHNOLOGY & CLEVNET**

The CLEVNET Directors held their first meeting of the year on January 27, 2017, at the Euclid Public Library. This was the first meeting of the group led by the new Chair of the Directors Panel, James Tolbert, Director of Milan-Berlin Public Library. Director Tolbert has been a member of the Directors Panel since 2015. He will serve a two-year term.

Director Tolbert extended best wishes to Cheryl Kuonen who is no longer part of the "CLEVNET family." Ms. Kuonen had been the director of Wickliffe Public Library and is now the director of Mentor Public Library. Congratulations were also extended to Kim



Garrett, the new director of Kinsman Free Public Library, and Beth Hatch, the new director of Perry Public Library. (Ms. Hatch served as CPL's Web Applications Manager from 2014-2015.)

Timothy Diamond, CPL's Chief Knowledge Officer, gave a quick overview of CLEVNET's Strategic Plan for the benefit of the new directors, with a focus on governance. He went into more detail as he updated the group on the key action steps in the Plan.

The new staffing model is in place and the hiring process continues to fill the remaining approved openings. Computer & Networking Technician Andy Busch will be promoted to one of the two new Solutions Architect positions on February 5, 2017. The other position will be filled by Chris Wisniewski who is currently based at Hubbard Public Library and serves a number of the CLEVNET libraries in Trumbull County.

The annual meeting of the Directors Panel Chair and CPL's Director is scheduled for April 11, 2017, at Milan Public Library to discuss progress on CLEVNET's Strategic Plan.

Approval of a salary study has been given by CPL's Director of Human Resources for CLEVNET's "hardware" staff; however, the Directors Panel is still waiting for proposals from CPL. Without a cost estimate, the Director of IT was unable to include the salary study in the 2017 budget. It may have to wait until 2018.

The importance of the CLEVNET Special Revenue Fund cannot be overemphasized. The transparency it provides is crucial to CLEVNET's success. The CLEVNET Directors are always grateful for the leadership provided by Carrie Krenicky, CPL's Chief Financial Officer, who also heads up the Pricing Model Review Group made up of two directors and three fiscal officers from five CLEVNET library systems. The Group is working with consultants from GFOA (Government Finance Officers Association) who reviewed and analyzed CLEVNET's current pricing formula, conducted interviews of CLEVNET members and members of similar consortia, and researched leading best practices. GFOA sent the first draft of their recommendations to the Group on January 9, 2017. The draft is under review.

Meanwhile, another group of CLEVNET directors, led by Julianne Bedel of Barberton Public Library, is working on a revision of the bylaws. If everything comes together, there will be a new CLEVNET agreement with new bylaws and a new pricing model in the fall of 2017.

Mr. Diamond reiterated that CLEVNET is thinking strategically about new members, the CLEVNET data center, and the core services CLEVNET staff provide. Geauga County Public Library (GCPL) will "go live" on February 6, 2017. Hilary Prisbylla, Director of CLEVNET, and her team are putting in long hours and working closely with GCPL staff to make it happen. No sooner will GCPL be on board than it will be time for IT/CLEVNET staff to dive into the work of bringing Rocky River Public Library (RRPL) into CLEVNET. RRPL is scheduled to go live in May 2017. CPL's Board approved the plan at their regular meeting on November 17, 2016.

Mr. Diamond informed the assembled directors that the Board of Trustees of the Ohio Public Library Information Network (OPLIN) approved a project would provide equipment rack space in the State of Ohio Computer Center (SOCC) free of charge for servers that provide services to more than one library. This would allow consortia such as CLEVNET to place their servers in an extremely stable, protected and secure building at the heart of the OPLIN network in an area dedicated to public libraries. SOCC charges are calculated by the rack, with a set monthly lease cost plus the cost of power used. CLEVNET had budgeted for the costs of leasing SOCC rack space and power usage in its 2017 budget; this decision by the OPLIN Board will have a major positive impact on the CLEVNET budget. The CLEVNET directors expressed their appreciation for OPLIN's action and applauded the IT/CLEVNET staff for making this strategic move.

At the end of the meeting, Kevin Milligan of McGowan Insurance gave a short presentation during which he explained "the limited Cyber Liability Insurance available to CLEVNET Member Libraries listed on a vicarious liability endorsement, as part of the Cyber Liability Policy carried by Cleveland Public Library." This has been a confusing matter for most of the directors; Mr. Milligan did a good job of clearing things up.

The next quarterly of the CLEVNET Directors will be held on Friday, April 28, 2017, at 9:30 AM at a location to be determined.

#### CPL Projects

- The following domain controllers in [cpl.clevnet.org](http://cpl.clevnet.org) were retired and replaced: ntsrv1, ntsrv12 and ntsrv20 due to performance, reliability and operating system being end of life.

### CLEVNET Projects

- Upgraded Cleveland Heights-University Heights, Shaker Heights and Euclid libraries from 100mb to 250mb.
- Migrated Geauga County Public Library to CLEVNET VoIP.
- Lorain Public Library's active directory child domain forest communication repaired.
- Huron Public Library's active directory domain repaired and second virtual domain controller was added.