

DIRECTOR'S REPORT

May 17, 2012

Monthly Statistics

Circulation for the month of April was 556,265. This was a decrease of 1% from last year's April circulation of 558,679. This is an insignificant decrease from last year's circulation numbers, and circulation for the year is slightly up. The circulation activity for eMedia has increased tremendously from last year and provides us with an ongoing opportunity to reach our community users virtually. eMedia circulation continues to be a bright spot despite the disappointing numbers for April.

The number of computer sessions for 2012 was down from 2011 levels. There were 74,285 sessions this year in comparison to last year's 76,285. Surprisingly, the number of hours in use for our computers decreased from 52,526 in 2011 to 49,940 in 2012. This was a decrease of 5%. In 2011, the job market was considerably worse than it is now, and we'll have to continually monitor any correlation between a better job market and decreases in computer use.

Attendance for the month of April was 281,357. This is a decrease of 6% from last year's attendance number of 301,353. The Main library reported a 12% decrease in attendance, and a smaller walk-in count per hour. These numbers were affected by two fire alarms and a suspicious package scare that closed the library for approximately 6 hours together.

Programming / Outreach

April was another great month for CPL programming. **Pam Eyerdam** and a long list of CPL volunteers must be commended for shepherding the largest ever group of young people to participate in CPL's *Progress with Chess* program. The 12th Annual *Progress with Chess* Tournament was held in the Fine Arts Dept on April 17-18th. Approximately 550 children from the Cleveland school district participated. Students from various schools in grades 3-8 competed. Although the top winners received trophies, every student who participated was considered a "winner" and was acknowledged with a chess medal and pocket chess set. The oversized chess set was so popular that it will remain in the 3rd floor lobby for the time being. Cleveland Public Library staff members from Main Library, Branches, and retirees volunteered to assist with activities, serve lunches, and monitor the children.

On April 19th, CPL hosted the ceremonies for the Sugarman awards. The Sugarman Award is given biennially by the Cleveland Public Library to honor excellence in the field of biography for children. Endowed by the Joan G. Sugarman family, the Norman A. Sugarman Children's Biography Award was established in 1998 to honor excellence in the field of biography for children. The Award is jury selected and given biennially by Cleveland Public Library to a writer/illustrator of a new biography for children in grades kindergarten-8, published in the previous two calendar years. **President Corrigan** provided a welcome and **Chrystal Carr Jeter** was given a recognition award for her years of service in support of the awards.

Shelf/Shipping Backlog

In last month's director's report, I hypothesized that a massive backlog in the Shelf department may have been a factor in declining circulation numbers. Ellen Burts-Cooper from Improve Consulting was brought in to help design a new process for the shipping team. The new work process in the Shipping Department was implemented on April 2, 2012. Since the implementation, the Shipping Department has increased worker productivity, eliminated materials backlog and boosted employee morale. The Cleveland Public Library backlog was eliminated on Day 14 after implementation without the use of overtime. The U.S. Cargo/Priority Dispatch backlog was reduced to 50% by the 15th day of the new process with 79 hours of overtime. On April 23, 2012, at 11:42 a.m., the final backlog of materials was eliminated. The continuous goal is to process all materials received the same day. I commend **Dan Oreskovic** and his team for all their hard work.

Now that Shipping is caught up, attention is being placed on catching up and keeping up with the holds being sent to Lending each day from Shipping (sent to Main from CPL and CLEVNET libraries), and with materials being returned to Main Library departments.

Strategic Plan

Our current plan will allow us to focus our efforts around five priorities. They are:

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

Meetings and Activities

- I attended the Rock and Roll Hall of Fame's opening for their new Library and Archives.
- CPL hosted a Town Hall on Education with Mayor Frank G. Jackson and CMSD CEO Eric Gordon.
- CPL sent a contingent of staff and Board President **Tom Corrigan** to OLC's Legislative Day in Columbus
- CPL hosted the State Library Board's annual two day retreat, and I welcomed the group to our Main Library.
- I attended CCPL's Warrensville Heights Branch Ribbon Cutting.

GRANTS & DEVELOPMENT

Branch Visits

Attended East and West Team Branch Managers Meeting to introduce myself and explain the procedure for requesting grant funds.

Visited seven branches this month - Sterling, Rice, MLK, Carnegie South, Fulton, Fleet and Broadway - will work on scheduling visits/meeting with managers of all branches over the summer.

Master 'Funding Plan'

Ongoing Development of chart detailing prospects for specific CPL projects

Database of Contacts

Began populating a database of contact info., starting with colleagues of Director Thomas.

Library Foundation

Began discussions to have a representative of Library Strategies' (part of the Friends of the St. Paul Public Library) come to Cleveland to in conversation to discuss hosting a representative to

Researched Other Ohio/Midwest Public Library Foundations to determine if it would be worthwhile to visit any this summer.

Foundations contacted this month who are *unwilling* to accept proposals from CPL due to our lack of 501c3 status: The S.K. Wellman Foundation, The Nord Family Foundation, The Murphy Family Foundation.

Foundations contacted this month who are *willing* to accept proposals from CPL, just not at this time: The Kelvin and Eleanor Smith Foundation and The Sears-Swetland Family Foundation.

Mandel Foundation

Met with the Director and Michael White at the Rice branch to visit the learning center and continue discussing a possible partnership with the Mandel Foundation.

IMLS

The next cycle of IMLS Learning Labs grants are due June 16. Began discussion of possible projects in a meeting with Director Thomas, Cindy Lombardo, Aaron Mason and Carlos Latimer.

Octavofest 2012

Submitted request to the Abington Foundation for \$7,815 in support of Octavofest.

Gund Foundation - Awarded \$2,000 in support of website development of Octavofest 2012. The Director and I have a 6/13 meeting scheduled to discuss other ways CPL and Gund can work together.

Summer Reading Camp/Feed the Need to Read

Submitted letter of inquiry to the Sisters of Charity Foundation of Cleveland for a discretionary grant to support summer reading program at the Sterling Branch. Attended meeting at Sterling with Foundation representatives (Pam Scott, Adreinne Hatton and Teleange Thomas) and CPL staff (Director Thomas, Aaron Mason and Cal Zunt) to further develop the program.

PUBLIC SERVICES

Main Library staff made two huge strides under the heading of "Continuous Improvement of Customer Service" in the month of April.

Shelf/Shipping Backlog Eliminated

The new work process in the Shipping Department was implemented on April 2, 2012. Since the implementation, the Shipping Department has increased worker productivity, eliminated materials backlog and boosted employee morale. The Cleveland Public Library backlog was eliminated on Day 14 after implementation without the use of overtime. The U.S. Cargo/Priority Dispatch backlog was reduced to 50% by the 15th day of the new process with 79 hours of overtime. On April 23, 2012, at 11:42 am, the final backlog of materials was eliminated. The continuous goal is to process all materials received the same day.

Now that Shipping is caught up, attention is being placed on catching up and keeping up with the holds being sent to Lending each day from Shipping (sent to Main from CPL and CLEVNET libraries), and with materials being returned to Main Library departments.

Lending Telephones Reorganized

The telephones in Lending were reorganized with the aid of George McLemore, Telecommunications Manager. Six Lending phone numbers, active for decades but no longer publicized, were discontinued. Any calls placed to these numbers roll automatically into the main Lending number: 623-2872. All telephone instruments in the department now carry the 623-2872 number and all phones have an audible ring. Additional

instruments were added in LSW Lending. These changes permit any Lending staff person in either building to answer any incoming phone call, with a goal of answering all calls by the third ring. Any person who is not assisting a customer can now answer an incoming call, which has dramatically improved telephone service.

Programs, Services & Exhibits

During the month of April the Library hosted 28 programs for adults, 18 for teens, and 29 for children. Total disbursements for programming related services during this month totaled \$25,312.37. The majority of April spending (76%) was drawn from funds other than 801 (e.g. Founders and Sugarman). Notable programs for the month were the *Progress with Chess*, the *Norman A. Sugarman Awards Ceremony* and extension programs, and the Ohio Center for the Book's *Letters About Literature* awards ceremony. Cleveland Public Library also hosted 19 tax clinics at various branch locations.

In April the Library received notification that that Mt. Sinai grant for the Beech Brook's STEPS program has been approved. In 2012-2013 CPL will host four five-week sessions that focus on early childhood brain development and parenting skills.

Meeting Rooms and Scheduling

A total of 46 requests for meeting rooms, and 45 requests for AV resources and support were processed by OPS staff in the month of March. Meeting rooms were used by governmental groups on 2 occasions. Wedding photography at Main library was scheduled for 14 parties.

Progress with Chess Tournament

The 12th Annual *Progress with Chess* Tournament was held in the Fine Arts Dept on April 17-18th. Approximately 550 children from the Cleveland school district participated. Students from grades 3-8, competed with each from different schools. Although the top winners received trophies, every student who participated was considered a "winner" and was acknowledged with a chess medal and pocket chess set. The oversized chess set was so popular that it will remain in the 3rd floor lobby for the time being. Cleveland Public Library staff members from Main Library, Branches and retirees volunteered to assist with activities, serving lunches, and monitoring the children.

Norman A. Sugarman Children's Biography Award

Ed Young, the 2012 Norman A. Sugarman Children's Biography Award winner for his book *The House Baba Built*, visited two schools accompanied by Sandy Nosse. Young talked about his books and the art of illustration and writing to 45 first and second graders from the Valleyview Boys Leadership Academy. He also spoke with a group of 60 Chinese language and art students at Lincoln West High School.

The Sugarman Award is given biennially by the Cleveland Public Library to honor excellence in the field of biography for children. Endowed by the Joan G. Sugarman family, the Norman A. Sugarman Children's Biography Award was established in 1998 to honor excellence in the field of biography for children. The Award is jury selected and given biennially by Cleveland Public Library to a writer/illustrator of a new biography for children in grades Kindergarten-8, published in the previous two calendar years.

Mike Pruitt: From Gridiron to Entrepreneurship: A Conversation on Business Strategy

The Business, Economics and Labor Department held a program with businessman Mike Pruitt on Wednesday, April 25, in Room 218. A multigenerational audience of 52 people listened to the former Cleveland Browns' running back as he outlined his transformation from professional athlete to local entrepreneur. Pruitt spoke about his youth, his various businesses, and his current operation in which he employs 72 employees.

Ohio Center for the Book Letters about Literature Awards Ceremony

The Ohio Center for the Book at the Cleveland Public Library held the 2012 Letters About Literature Awards ceremony in the 3rd Floor Meeting Room of the Main Building on Saturday, April 28. Nearly 1,500 letters were submitted by Ohio students in 2012. Director Felton Thomas offered a greeting to the students, their families, and teachers. Timothy Phillips served as the host of the event.

First Place Winners Natalie Keyes and Audrey Coble read their letters to the audience, and Sandy Nosse, Youth Services Manager, read the winning letter submitted by Erica Langan. Ms. Langan is also a 2012 National Honor winner for her letter to Emily Dickinson. The program concluded with lunch and cake.

Speakers Robert Thomas Noll and Tricia Springstubb offered the students encouraging words on writing and reading. Professor

Noll is an educator, writer, and producer who has won nine Emmys and twenty-five other national and international writing awards.

Making and Faking Shakespeare

The *Making and Faking Shakespeare* lecture was given in Special Collections on April 28th by Professor James Marino from Cleveland State University. Dr. Marino led the group through the exhibit that is on view in the John G. White Exhibition Corridor. The exhibit features books on the history of various editions of Shakespeare and notable forgeries. There were 20 people in attendance, including professors from Cleveland State University, Kent State, and Baldwin Wallace.

Learn Chinese for Children

Four sessions were held this month in which a total of 25 children attended. This is a beginning course sponsored by The Great Wall Enrichment Center and The Chinese Entrepreneur's Association and is for children in grades 1-6 who have little or no knowledge of the Chinese (Mandarin) language. Children are learning the essential pronunciation system, simple dialogues, basic characters and Chinese culture and this opportunity helps children "cultivate a global perspective."

Music at Main: The CityMusic Chamber Concert

The *Music at Main* series presented the CityMusic Chamber Concert on April 14, 2012. They performed "The Persecuted", music composed by Alexander Arutiunian, Paul Cox, and Dmitri Shostakovich. Approximately 60 people attended. The program consisted of music by composers that in some form or another experience persecution during their lifetime. Oboist Rebecca Mayhew narrated the program. This program was the result of months of collaboration between CPL and CityMusic, and represented one several offerings in Cleveland leading up to CityMusic Cleveland's production of "Brundibar", a children's opera that was written in a concentration camp during WWII. This was a wonderful opportunity to collaborate with a professional group of musicians whose mission is very similar to that of *Music at Main* and of CPL and in line with "Cultivat(ing) a Global Perspective".

Russian Book Club & eBook Training

Victoria Kabo, Foreign Literature Department, hosted a bi-monthly meeting of Russian Book Club at Memorial-Nottingham Branch. Ms. Kabo led a discussion in Russian of three major works by Vladimir Nabakov with the nine participants. Following event, attendees charged 14 items displayed during program and placed reserves on five more titles. Ms. Kabo's efforts focused

on enhancing a community of learning for native-Russian speakers who are active readers and users of Memorial-Nottingham Branch.

Tax Forms Distribution

Government Documents Department concluded its annual distribution of tax forms in the department and lobbies of both the Main and Louis Stokes Wing. Beyond the tax season staff continued to offer assistance in obtaining tax forms and information through the internet and resources in the department.

90 Years of Playhouse Square

On April 12, the Literature Department hosted an opening reception for the exhibit: "Celebrating 90 Years of Playhouse Square!" Seventy-five people attended. Twelve Baldwin Wallace musical theater seniors entertained the audience with Broadway tunes, and Joe Garry provided an inspiring talk about the history of the theater district and the magic it inspires. Jean Collins worked tirelessly to make the exhibit and reception a success and feedback on both was positive and enthusiastic.

The exhibit was prepared and installed by Jean Collins and Christine Colnar (Graphics) with the assistance of Ruth Flannery, archivist at Playhouse Square, they selected, scanned, mounted and wrote captions for entries that explain the history of this vibrant Cleveland institution.

Cleveland Public Poetry Open Mic Poetry Reading

Literature Department and the Ohio Center for the Book hosted an Open Mic poetry reading titled, Cleveland Public Poetry on April 21. This first event, which we hope to continue as a quarterly series, was held to give a reading venue to residence of 2100 Lakeside who have just published a book of poetry with the assistance of mentor Annie Holden. The reading also honored Poem in Your Pocket Day, on Thursday, held April 26th. Steve Capuozzo created pocket poems for Poem in Your Pocket Day that was distributed at the event.

Main Library Non-Fiction Book Club

The Main Library Non-Fiction Book Club, organized by the Social Sciences Department, and discussed *The Whore of Akron*, by Scott Raab. Ten patrons attended the event, some who are regular supporters of the Sports Research Center.

Tour: Salvation Army Harbor Light

Darlene Ronney hosted a tour for 10 women from the Salvation Army Harbor Light program for women ex-offenders entitled "Free

to Be the Real Me". This program helps ex-offender women with changing their lives and helping them transition back to the community.

Titanic Exhibit

An exhibit commemorating the sinking of the passenger ship RMS Titanic in 1912 was displayed in the Science & Technology Department. Articles from the Cleveland Plain Dealer and New York Times as the disaster was unfolding included "human interest" stories about the captain and passengers. A two-volume reference title, *Titanic the Ship Magnificent*, by Bruce Beveridge was also featured. The first volume focuses on design and construction; the second interior design and fitting out.

Care Alliance Electronic Medical Records

Olivia Hoge met with Tim Diamond and Gail Sands from Care Alliance on April 4 to discuss the how Library staff can help clients from Care Alliance access My Charts, an Electronic Medical Records portal. The Library will focus on providing this service in eight branches: Carnegie West, Walz, Addison, Sterling, Fleet, Woodland, South, and Jefferson.

Cash Registers Retired

Lending's cash registers were retired in April in favor of a new system in which money transactions are recorded directly into the Munis accounting system. Lending/AV staff adapted well to the change.

OUTREACH

Librarian visit from South Africa

Robin Speigner, department manager, hosted a visit by Rachel Bernadette Louis of South Africa; the culmination of a twelve-week visit to the U.S. Ms. Louis is a Government Documents librarian at the University of the Witwatersrand in Johannesburg. Ms. Louis and Ms Speigner discussed mutual problems and concerns in disseminating government information to the public. One of Ms. Louis's program objectives was to learn of networks linking libraries for resource sharing. Staff shared with her the success of the Government Listserv used by government document librarians across the U.S., and Ms. Louis expressed that she hoped to implement something similar in South Africa.

Seeds of Literacy

Amy Dawson cultivated a new relationship with Seeds of Literacy, an adult literacy program which provides basic education and GED

preparation free of charge to people in the Cleveland, Ohio area. They offer a unique curriculum and one-on-one tutoring offer maximum learning by building relationships of trust between the students and the tutors. Ms. Dawson visited on April 3, 2012 and April 5, 2012 and spoke with two different classes on library resources and the promotion of literacy.

Rock & Roll Hall of Fame Library + Archives

Michael Dalby of Fine Arts attended the opening of the Rock & Roll Hall of Fame Library + Archives dedication on April 9 on the campus of Tri-C. The opening event presented an important opportunity to continue to develop a relationship with the Rock Hall Library + Archives. Mr. Dalby discussed possible collaborative opportunities with Andy Leach, Director of the Rock Hall Library / Archives, a fellow member of the Music Library Association (MLA).

Ohio Author Day & Book Fair

Ohio Center for the Book staff members Jean Collins and Steve Capuozzo participated in outreach services by attending Hudson Library's Ohio Author Day & Book Fair, April 14, 2012. They promoted the OCFB by handing out brochures and speaking with attendees about the goals of the Ohio Center for the Book of promoting literacy, a love of reading, and libraries. Steve Capuozzo was interviewed for the Hudson Local Access station about the role of the OCFB in promoting these goals.

Foreign Literature Long Loans

During the month, Tatiana Shneyder managed the following Long Loan requests: Akron-Summit PL (90); CH-COV (243); CH-MAIN (805); CH-NOB (540); CH-UNHTS (200); CPL-MEMNOT (252); CPL-SOBRK (50); EC-MAIN (224); WE-E (195) and Westlake-Porter (20). These deposit loans help to encourage communities of learning at CLEVNET locations by providing easy access to foreign language reading materials. Staff selected and shipped 2,619 items to meet CLEVNET demand.

Drawn to Reading

The Ohio Center for the Book collaborated with the Graphic Arts Department at Ball State University in the Drawn to Reading program. Drawn to Reading is a cooperative active service learning program that connects elementary school students with students in the commercial printing and graphic arts management course at Ball State University

Playhouse Square and Playhouse Collaborations

Jean Collins completed web lists for *In the Next Room, or The*

Vibrator Play which were forwarded to CPL Webware and she delivered the bookmarks for both of these shows to Julie Gilliland at Cleveland Play House. She proofread and received completed bookmarks/posters for *Come Fly Away*, the newest show upcoming at PlayhouseSquare in May. The Literature Department continues to collaborate with this vital Cleveland institution by promoting plays with posters and bookmarks.

Collection Development

Clark Bath House

Public Administration Library sent to Preservation the Clark Bath House technical drawings.

Special Collections Practicum Project

Kent State University graduate practicum student Yeshen Dugarova-Montgomery re-organized/re-housed the *Gries Tobacco Printed Works, Manuscripts and Artifacts Collection*. Robert Hayes Gries donated his tobacco collection to the library between 1942 and 1952. The collection includes more than 1,000 books about tobacco dating from 1600s-1900s and manuscripts, ephemera, objects and advertisements in seven languages. Ms. Dugarova-Montgomery created a finding aid for the collection and prepared a blog item for the Collection Highlights webpage.

eMEDIA Collection Development

The Fine Arts Department began contributing to CLEVNET's eMedia collection by submitting 2 orders (of \$1,000 each) in April for digital books. This initial process was a close collaboration between Michael Dalby and Tish Lowery. Fine Arts ordered titles covering art, music, architecture and antiques. Staff also began suggesting to Technical Services (which will be passed on to OverDrive) specific publishers that they believe would be nice additions to CPL's eMedia catalog (Continuum, Omnibus Press, etc

Sports Books in Dewey 700s Collection in Fine Arts

Fine Arts staff found an official football program, *Navy versus University of Notre Dame: Cleveland Stadium, October 21, 1939; Game Time* (March, 1943); an issue of a Wilmington, Delaware, sports magazine containing an article about boxer Lou Brooks and his match against Cleveland boxer Joey Maxim. These items were transferred to the Sports Research Center. Also transferred: *Who's who in the American league by the American League of Professional Baseball Clubs* (1935), a yearbook that was autographed by three members of the 1935 Cleveland Indians: Mel Harder, Joe Vosmick and baseball Hall of Famer, Earl Averill.

Weeding of USGS Geological Reports

In April Map Collection received approval and began the process of weeding historical USGS Geological reports. The reports are rarely used, and reports for Ohio are being kept. This project is being assisted by the Government Documents Department and The State Library of Ohio. The latter will help the CPL find a new repository for the reports.

Institution of Civil Engineers (ICE) Publishing

Maureen Mullin and Jim Bettinger met with Mark Fuller and Leslie Maw from the Institution of Civil Engineers (ICE) Publishing. This meeting cleared up some questions about the periodicals and eBooks that are available from this important publisher, including the fact that the current titles containing the word "Proceedings" are not, in fact, proceedings as the term is used today. Rather they have retained this term in their titles to establish continuity with their historical titles. The Cleveland Public Library's holdings date from 1836. Many of their new titles are excellent candidates for the eBook format.

IHS Technical Standards

The Science & Technology Department will no longer host the IHS technical standards database, after the Library was unable to come to terms with requirements in the new contract. Specifically, the vendor prohibited the Library from allowing copies of any standards to be printed from the database for patrons, which is necessary for the standards to be of practical value. This will have an impact on our patrons in aerospace, architecture, medical, rubber, and other fields. The staff will do its best to help patrons locate the standards they need. Companies affected the first week after the cancellation included a dozen companies in Northern Ohio.

Research that's Possible Only at Main Library

Slavic Village Research

Middle school students from University School visited the Photograph Collection on April 24. The class is engaged in a week long study of Cleveland's Slavic Village Neighborhood. The students also met with and interviewed John Sabol, a Slavic Village historian. This is the third year that that the teacher has brought the middle school students to the Collection.

Family History Research on an Employee of the Cleveland Country Club

On Tuesday, April 17 a patron visited the History and Geography

Department doing Research on her father, an African-American, who worked at the Cleveland Country Club. Information on her father was found in a history of the Club owned by the Library, in news articles from the Plain Dealer Historical and Call & Post databases, the city directories. In addition, maps in the map collection helped her with her research as well.

The Tourist in Spain: Granada

Chris Edmonson, Reference Librarian at the Cleveland Museum of Art's Ingalls Library and Museum and Archives, requested a scan of David Roberts' woodcut, "Descending into the Plains of Granada," from the book, *The Tourist in Spain: Granada*. The Museum is working on an exhibition of Robert's work in 2013. The exhibit curator wanted a scan of the woodcut in the book for comparison to the original.

Olivet Institutional Baptist Church's Rites of Passage Youth Program

On Saturday, April 7, twelve young people participating in a Rites of Passage program were given an introduction to genealogy by Dr. Deborah Abbott. The instruction also included the participants using Library resources to conduct family history research. This is the seventh time Dr. Abbott has brought this group to the Library.

Representatives from Cleveland's Ukrainian Museum visit Map Collection

On Friday, April 20, Miss Aniza Kraus, Curator for the Ukrainian Museum in Cleveland, visited Map Collection to scan several historical maps of the Ukraine owned by the museum. The maps will be posted on the Museum's web site. The library received copies of the scans for the Map Collection

Black Economic Union

Sandy Witmer worked on an email reference question about the impact of Jim Brown's organization, the Black Economic Union. The out-of-state patron needed primary sources, so Ms. Witmer checked the historical *Plain Dealer* and *Call and Post* databases for articles. Several articles were emailed to the patron from the *Call and Post* and the patron was referred to her college's databases for additional sources.

Cleveland Gesang-Verein-Marsch

A patron requested the score for *Cleveland Gesang-Verein-Marsch* (1883), which is the original handwritten 21-part orchestral march for the Cleveland Gesangverein (Singing Club) by the

conductor of the Cleveland Philharmonic Orchestra, Adolph Müller-Neuhof. CPL is the only known owner of this work.

McKinley Campaign Songs

A patron requested the scores for the *McKinley Campaign Songs* (1896), and it was found in a bound volume of eight original pieces of sheet music written for the 1896 presidential campaign of Ohioan, William McKinley. One of the songs, "*McKinley Will Save Our Nation*", was composed by African-American Youngstown resident, James T. Cheney. Cleveland Public Library is the only recorded owner.

Research on Local Environmental Issues

A patron requested the microfiche set on local environmental subjects from Cleveland Press journalist Betty Klaric. This collection of clippings appeared in the Cleveland Press from [January 1964](#) through [December 1972](#), a period when air and water pollution were of great concern in Cleveland. Scrapbooks were presented by Ms. Klaric to the Environmental Resources Center of the Cleveland Public Library in 1973, and are now part of the Science & Technology Department.

Butterfly Wings

A young man was looking for anatomy of butterfly wings. He was looking to compare several different butterfly wings with at least ten different parts. Science & Technology has a reference book titled *The Development and Evolution of Butterfly Wing Patterns*, by H. Frederik Nijhout, part of the Smithsonian Series on Comparative Evolutionary Biology. The Cleveland Public Library is one of two public libraries in Ohio that own this title.

Tracking Devices in Medicine

A Cuyahoga Community College student was looking for materials on tracking devices, especially GPS and a "camera pill," a tiny endoscope that is ingested, takes pictures inside the body, and transmits the images. Articles were found on EbscoHost, JSTOR, and the National Library of Medicine's PubMed Central. The patron was very pleased to receive a reference loan on a book titled *Applied GPS for Engineers and Project Managers*, by Clement A. Ogaja. When paging through the book, she said, "I practically need the whole book!"

The Story of Shoes and the Shoe Industry

"Loan a pencil to an author, and he, a story will relate. To a shoeman, thread that's sturdy, and he, fine footwear will create." An out-of-town patron and his wife, both wearing shoes,

visited the Cleveland Public Library Science & Technology Department on a Saturday morning to study *Pacemakers of Progress: the Story of Shoes and the Shoe Industry*, by Harold R. Quimby. The book, published in 1946, covers the history of shoes and hosiery, lasts, heels, fitting and flattering, and the anatomy of a full assortment of feet. Facts and advice about the shoe industry, from the relationship between advertisements and sales, to how to hire and pay employees, are also covered. Everything to do with shoes is tied together as if it were a ghillie, which is a shoe "distinguished by a unique lacing arrangement" that was widely used in Scotland about 1890, but made famous in the twenties by Edward the VIII, the Prince of Wales.

Lietzke Collection

Researchers from Florida came to Special Collections to view the *Lietzke Collection Correspondence, Papers, and Memorabilia of Luke and Rolland Lietzke (Mogadore, Ohio), 1929-2001*. The Lietzke's were prominent in the ceramic arts community. The researchers were considering the preparation of an exhibit of ceramics by these artists.

Pictorial Photography in America (1920-29)

Lisa Kurznur, researcher for the Cleveland Museum of Art, consulted CPL's copy of *Pictorial Photography in America (1920-29)*. Ms. Kurznur was conducting research for an upcoming exhibition on 1920s-1930s surreal photography. CPL is the only recorded owner of this work in Ohio.

Scent, Color and Mood Research

Patron Mark Kohoot, CEO of Aeroscena, a company that specializes in the science of how scent impacts human behavior and performance, used two books in the Science & Technology Department. The *Munsell Book of Color: Neighboring Hues Edition*, published by the Munsell Color Company is a classic based on Albert Henry Munsell's attempt to organize colors with a numbering system. This system is a standard in color science. *The Pantone Book of Color* is another guide to colors. The patron was determining the correct color for packaging for a new drug. Colors as well as scents have an impact on mood and he wanted to create the appropriate pairing.

Other Notable Research:

- Staff provided information on Cleveland artist from the early 20th century, Lillian Woolsey Hunter, from department clipping files.

- Graduate student from CWRU needed an article from the *Journal of Asian Studies* in Special Collections and information on the Hindu deity Kali.
- A Yale University researcher inquired about the Special Collections German edition of Benjamin Franklin's *Kleine Schriften im Auszuge* to verify the publication date of 1817. CPL is the only recorded owner of this work.
- A researcher had copies of the *Howell & Thomas architectural plans* made for a lot located in Bexley, Ohio.
- A patron from Greece requested a copy of *Trattato del nobilissimo et militare essercitio de scacchi nel quale si contengono molti bellissimi tratti et la vera scienza di esso gioco*, a 17th c manuscript on chess. CPL is the only recorded owner of this work.
- Milos Markovic assisted a professor from Augusta State University in obtaining the text of a Bengali short story which is owned only by CPL, an out-of-state loan was approved.
- A local law firm used the Government Documents department to access "Merchant Vessels of the United States, 1979" for an ongoing case. The publication is not available online.
- A patron used requested and used *Ullmann's Encyclopedia of Industrial Chemistry*.
- Government Documents provided published hearings not available online "Organized Crime and Illicit Traffic in Narcotics" and "Witness Protection Program"
- A patron was looking for *RS Means Heavy Construction Cost Data*, which is used for costing all types of heavy construction, from highways, bridges, utilities, rails and marine projects, to sanitary and storm sewer projects, and the *Manual for Railway Engineering (Fixed Properties)*, which addresses best practices in the design and construction of railroad fixed properties.

Staff Development

CPL FIT Committee

Kelly Brown of Special Collections is on the CPL FIT Committee who helped to organize: Fundraiser for CPL FIT - salad sale - April 18th & 20th - Raised almost \$500; Organized Tai Chi @ CPL classes every Tuesday and Thursday from 8:45 - 9:45 with Jim Holtz and Jan Vandetti in Old CD Room; CPL Staff Development Day (SDD) is themed around CPL FIT. Preparing for presentation at SDD about CPL FIT.

Computer Learning Connection

Three new full time Library Assistants started in the CLC on

April 23rd; Adam Jaenke from the Langston Hughes Branch, Alan Majors from the Rice Branch, and Suzi Perez from the Woodland Branch.

Page Hiring Process

Mr. Oreskovic took part in the new Page hiring process. On April 26, 2012, Mr. Oreskovic interviewed 23 potential new hires and hired 14 candidates to fill 23 positions in Main Library.

Ohio Legislative Day 2012

Sheba Marcus-Bey attended Ohio Legislative Day on April 18; she joined other Cleveland Public Library and CLEVNT library staff. The day entailed a bus ride from Cuyahoga Community College and prescheduled visits with legislators to highlight the successes of Cleveland Public Library.

Donor Relations

Kelly Brown attended a Kent workshop on *Donor Relations* on April 13-14th. This was taught by retired Oberlin archivist Roland Baumann and covered the procedures of attaining and accepting an archival donation, how to work with donors successfully and maintain control of the acquisition, dealing with access and restrictions, financial resources, purposeful collecting, maintaining relationships, and awareness of research trends. The workshop was very insightful and filled with personal experiences shared by Dr. Baumann and other professionals in the class.

Society of Ohio Archivists Merit Awards Committee

Amy Dawson became a member of the Society of Ohio Archivist Merit Awards Committee and submitted recommendations for three awards.

BRANCHES

- Addison Branch hosted open mic program for teens in recognition of National Poetry Month
- East 131/Mt. Pleasant Manager, Joyce Bowers attended the Sugarman Awards Ceremony at Main Library on April 19
- Garden Valley/Woodland Kathryn Feeley Kathryn Feeley attended an OLC workshop presented in conjunction with Library Journal called "Lead the Change." The workshop was held in Columbus, Ohio
- Longtime Manager of the Eastman Branch, and most recently the Westpark Branch, Linda Jaeckel retired

- Harvard-Lee Acting Temporary Branch Manager, Sharon Jefferson completed her assignment on April 20 and will return to Rice Branch on April 23
- Memorial Nottingham Manager Paula Logan-Reid On April 18, attended the Ohio Library Council's Legislative Day in Columbus
- Martin Luther King Jr. Branch Manager Toni Parker initiated a musical program in collaboration with The Cleveland Institute of Music. Students performed classical music in the "stacks of the library" and was well received by patrons of all ages
- Union Branch Manager Gail Hanks attended Parade the Circle Meetings, the Sugarman Awards and the Poverty Simulation for managers
- Collinwood Library Assistant Youth Emphasis Ericka Marks assisted with the following programs "Bookin Beats" at Lorain Branch April 9
- Social Sciences Librarian Harriette Parks was named the incoming branch manager of Harvard-Lee
- Harvard Lee Library Assistant Youth Services Librarian Kelli Minter met with Andrea Young (Library Media Specialist) at Whitney Young
- Langston Hughes Youth Services Librarian, Christopher Busta-Peck visited Leo's Daycare, St. Thomas Aquinas, and Cleveland School of the Arts, Mary Bethune Elementary, and Wilson Elementary
- Martin Luther King Jr. Youth Services Librarian Kevin Ray has continued his work with supporting the branches functional and community goals by providing story times, making displays which included those geared towards the Sugarman award, the rock and Roll hall of fame ceremony, the baseball season and a display of his personal recommendations and recently read titles
- Ginaya Willoughby Youth Services Librarian Mt. Pleasant reports: This month has been very instrumental for our planning for Summer Reading Club
- Buckeye Head Start visited Rice for story time. Branch Substitute Lois Graham provided stories, activities, and prizes for the group of 30 preschool students
- Union Branch Youth Services Librarian Donna Willingham attended the E-Media training and worked at Chess for Success. She also attended the OLC conference in Toledo
- Yvette Carter-Hamilton Youth Services Librarian East 131st resigned effective, April 7
- Monthly West Team meeting was held on April 26 at the Brooklyn Branch. Grants and Development Coordinator, Tracy Martin

attended and shared information about plans for her new position

- Computer classes, Adult tutoring, GED, Tax assistance, seniors nutrition, City Fresh, a community supported agriculture at Carnegie West
- Lorain Branch Manager, Chrystal C Jeter chaired the biennial Norman A. Sugarman Children's Biography Awards Celebration. Cleveland Public Library

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In April, OLBPD circulated 61,859 items directly to patrons. OLBPD also circulated 13,977 copies of our spring OLBPD Dimension newsletter to patrons. BARD users downloaded 9,868 items among 535 active users for April. The number of registered BARD users (13.8% of total patrons) has gone over 1,800 users and is above the national average of 10-12%.

OLBPD Manager Will Reed attended the Keystone Library Automated Systems (KLAS) 2012 User Conference in Columbia, SC April 10-12. KLAS unveiled its next upgrade to users, version 7.5 which will include functions to facilitate the RC withdrawal and count BARD circulations in patron Has Had records. Release of version 7.5 should occur in late summer or early fall of 2012.

OLBPD Librarian Michelle Makkos represented OLBPD and teamed up with CPL Trustee Tom Corrigan at Legislative Day on April 18.

OLBPD and CPL hosted the State Library of Ohio Board retreat April 19 - 20th. On April 20th, OLBPD Manager Will Reed led the Board on a tour of OLBPD, and presented an update on OLBPD services and answered questions from the Board.

OLBPD staff Ken Redd presented information about OLBPD services to the Michael Zone Health Fair on April 14th, the Independence Village of Avon Lake Low Vision Fair on April 27th, and Mt. Sinai Church Health Fair on April 28th.

The OLBPD Cyber-Dialogue Book Discussion was held on April 19th where the group discussed "Lake News" by Barbara Delinsky.

MOBILE SERVICES

On the Road to Reading staff (Sandi Cesarov and Rhonda Fulton, as well as PNC Grant Assistant Andrea Csia) staffed a table at

the Cleveland Children's Museum's PNC day April 28. In addition, Andrea Csia provided financial education story times.

Weeding reports from Collection Management are up to date. Kelli Newsom weeded Black World and Urban Fiction. A substantial amount of the weeded items are being sent to Collection Management for the new Tri-C collection which will launch this fall.

The June-August schedules were printed and will be distributed to patrons beginning the second week of May. Confirmation letters, including information for the 8 new sites being added this summer, have been distributed to all sites.

Reba F. Clardy reports 9 new Homebound customers this month. Bob Render began working in Mobile Services 20 hours per week to assist Reba with Homebound and assist with Mobile Services behind the scenes tasks.

Linda is working on a mapping project to create a notebook of detailed directions to all bookmobile sites including the new ones. Julian Khan has assisted on this project and it is nearing completion.

TECHNICAL SERVICES

Patricia Lowrey, Director of Technical Services, worked with the Page Recruitment committee on the new process. Ms. Lowrey, Dan Oreskovic from the Main Library and Sharon Reed from Human Resources interviewed candidates for page positions for Technical Services and Main Shelf Division. Ms. Lowrey and Rollie Welch, Collection Management Manager participated in the Poverty Simulation on April 4. They were joined by Summer Salem from High Demand and Barbara Satow from Catalog who volunteered to assume roles of community members. Ms. Lowrey attended the Leadership Team meeting and tour of Providence House on April 10.

Ms. Lowrey gave the Main Library Subject Department Managers and introduction to ordering eBooks from OverDrive. Several managers have already begun to select titles and orders have been placed. Ms. Lowrey spoke to the East Team about ideas for proposal for Digital Projects from the branches and neighborhoods. Ms. Lowrey, Ann Olszewski, Preservation Manager, and Michael Ruffing, Assistant Public Services Administrator attended the Digital Projects Proposal Workshop.

Stephen Wohl began as the Shelf/Shipping Supervisor on April 11. Nancy Mocsiran started work as the Technical Services Assistant on April 16.

Collection Management: Nancy Mocsiran stepped into her role and quickly learned functions of six different vendor databases along with Sirsi Workflows. Ms. Mocsiran also re-located items to the book sale, college collections and other Branch collections from 31 telescopes that were delivered to Collection Management. Rollie Welch continued to work on the issue of Blu-ray combo packs. A test order was sent to a vendor and sample items arrived on April 30. It's hoped that separating the discs will increase circulation and eliminate patron confusion thus providing better customer service.

Bonnie Bolton submitted her selections for the Ohioana Juvenile Book Award. Ms. Bolton served on the Ohioana Juvenile selection committee for the past three years. Ms. Bolton, Ms. Mocsiran, and Laura Mommers collaborated to re-locate floating items from 55 telescopes during April. Many gently used items less than six months old were re-located to circulating collections at Cleveland State University and Case Western Reserve University. All three staff members worked efficiently and Ms Mommers transported re-located items to the Lake Shore Shelf/Shipping department and placed them in appropriate Branch telescopes.

Mr. Welch was pleased to note that *Hunger Games*, one of his pre-March Book Madness choices, was voted as the winner of Cleveland Public Library's March Book Madness. Mr. Welch published a review in the Plain Dealer review and co-authored a column in VOYA, "Man Up! Dealing with Teenage Boys." Mr. Welch presented a session about the best multicultural teen titles of the past ten years at the Virginia Hamilton Conference April 13 with 82 conference participants attending the two sessions. Mr. Welch also presented a talk about recent young adult books to the Ohio Educational Library Media Association Northeast Chapter on April 26 with 42 school librarians attending.

High Demand: Staff ordered 1,768 titles and 18,507 items; they added 709 titles and 14,063 items; they paid 581 invoices totaling \$188,075.23.

Carole Brachna, High Demand Manager, provided an introduction to 9xx/EDI ordering to a group of staff from the new CLEVNET partners from Trumbull County. She also gave them a tour of the Technical Services area. Elizabeth Hegstrom, Materials

Processing Manager, showed all High Demand staff how to transit new paperbacks for holds so they could go directly to the first patron with a hold. High Demand staff began to do this for all paperbacks.

Dale Dickerson and Summer Salem volunteered to help with sorting newly processed materials into delivery telescopes in order to get them to the branches. Summer Salem began to help deliver the mail in Technical Services on a regular basis. Mrs. Brachna attended the photo shoot for *Stitchin' in the Stacks*, held in the Special Collections Department and was able to do a couple of small tasks to help the shoot go smoothly.

Materials Processing: The Associates cataloged 1,514 titles for CPL and 1,223 titles for CLEVNET. The Associates and Senior Clerks added 6,839 items. The Technicians processed 27,245 items.

Cathy Jo Graves, Paula Stout, Dennis Workman, Marsha Draeger, Shawn Wolford, and Marisol Adorno-Cruz volunteered to help sort new materials leaving Technical Services when one of the afternoon pages from Shelf/Shipping was unable to work her hours for three days. The Materials Processing Technicians began scanning all books leaving the department looking for holds. Elizabeth Hegstrom trained Angelina Bueno from Acquisitions and the High Demand staff on scanning mass-market paperbacks to identify the ones that have holds and send them to the pick-up location for the patrons.

Acquisitions: Sandy Jelar Elwell, Acquisitions Manager, and Ann Olszewski, Preservation Manager, worked collaboratively to help train Stephen Wohl, the new Receiving and Distribution Supervisor for Lake Shore Shelf/Shipping.

Glennis Blair, Technical Services Associate, was cross-trained to deliver and pick up the daily mail from the Technical Services Departments. Ms. Blair will perform this task on a weekly rotating basis with staff from other Technical Services Departments. Ms. Jelar Elwell trained Lisa Kowalczyk, Technical Services Librarian, on the new procedures for placing and receiving Standards orders. Ms. Kowalczyk will be responsible for cross-training the other Librarians in the Department on these new procedures.

Alicia Naab, Acquisitions Coordinator, worked with Rollie Welch, Collection Manager, to create a test order for Blu-Ray combo packs requiring special processing. Ms. Naab also placed orders

for PNC grant materials and created purchase orders to be used for placing orders of electronic media (eMedia) selected by Main Library Subject Departments. Leslie Pultorak, Acquisitions Librarian, and Tonya Jenkins, Technical Services Librarian, assisted Ms. Jelar Elwell with the placing of orders for the Ohio Library for the Blind and Physically Disabled (OLBPD) using LSTA (Library Services and Technology Act) grant funds. Ms. Kowalczyk located a new vendor to purchase Foreign Literature materials in the Punjabi language. Ms. Pultorak continued to handle the processing of new Foreign Literature materials for the Shipping Department and assisted the Receiving/Distribution Technicians with sorting out and receiving new Foreign Literature materials that were complicated or confusing.

Ms. Jelar Elwell attended Library Journal's "Lead the Change" event at the Columbus Metropolitan Public Library and Ohio Library Council's 2012 North Chapter Conference. Ms. Naab continued to meet with the Staff Development Day committee to plan and prepare for the 2012 Staff Development Day.

Acquisitions staff ordered a total of 7,037 titles, ordered 12,240 items, received 14,575 items, and processed a total of 1,786 invoices. They received 2,139 periodicals and 703 serials. They added 730 periodical items, 369 serial items and 582 paperbacks. They processed 114 periodical and serial claims, and modified 110 serial controls.

Catalog: Staff cataloged 6,263 titles, including the gift books donated to the library by Senator George Voinovich. They added 3,454 items. Dawn Grattino began reviewing non-book items and labels after Regina Houseman provided instruction on the process. Amei Hu took over responsibility for the received orders with holds report and searched for books with holds placed after the items were received. Andrea Johnson finished individual meetings with all Catalog staff to discuss CPL's strategic plan and the operational plan. Barbara Satow completed her initial training.

Michael Monaco created a catalog record for the Gries tobacco collection (ocn785820648), a collection of publications and artifacts donated to Special Collections in 1953 and which the Library continued to add to until 1980. This collection-level record accounts for ephemera, advertising cards, and miscellaneous documents that have not been accessible in the past.

Ms. Houseman, Ms. Johnson, John Parsons, and Larisa Povitsky attended the Northern Ohio Technical Services Librarians Spring meeting, "RDA is coming. How ready are you?"

Mr. Parsons also listened to an online webinar titled Introduction to RDA. Ms. Satow participated in the Library's Poverty Simulation exercise. Jeninne Delfs, Catalog Librarian, resigned to take a position at Westlake Porter Public Library.

Preservation: A review of *Book Repair: A How-To-Do-It Manual* written collaboratively by Senior Preservation Technicians Elizabeth Bardossy and Renee Pride was published in the March/April 2012 issue of the journal, *Public Libraries*.

The last three yearbooks from South High School and all five Commerce High School yearbooks were added to the Digital Gallery; Commerce High School was the forerunner of the John Hay High School. There are now more than 20,000 yearbook pages available digitally. The yearbook collections continue to be very popular with online viewers as are other Cleveland-focused collections. Additional images were added to the Cleveland City Directories, historic photos of Cleveland streets, industrial scenes, and Ohio Architect and Builder collections.

Senior Preservation Technician Elizabeth Bardossy treated a run of the weekly Columbus newspaper Everywoman, for the years 1914-15. Technical Services Senior Clerk Gloria Massey created title files for South High and Commerce High Yearbooks, and cleaned up images for the 1911 Cleveland City Directory. Preservation Assistant Laura Wallencheck trained Glennis Blair, Summer Salem, and Jintao Huang to deliver interoffice mail. Ms. Wallencheck produced a large supply of pre-printed Branch and Main Library shipping labels for the Shelf Shipping Department and began to inventory cartons of microfilm master negatives for shipment to underground storage. Renee Pride and Elizabeth Bardossy helped prepare the 1917 Cleveland City Directory for scanning.

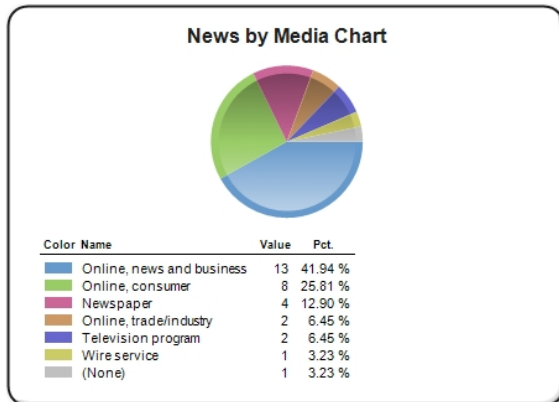
Preservation Manager Ann Olszewski provided orientation and training to new Receiving and Distribution Supervisor Stephen Wohl and helped transition the supervision of pull list retrieval and requests from Preservation back to Shelf shipping. Ms. Olszewski and Acquisitions Manager Sandy Jelar Elwell coordinated Technical Services volunteers to help sort new books into shipping crates during a week when page Imane Blaine was out of town for a school trip. Showing a strong community spirit, volunteers from High Demand, Preservation, Acquisitions, and Materials Processing graciously pitched in to keep the new materials flowing out, and preventing a shipping backlog.

Ms Olszewski presented a Digital Project workshop for public services staff at Main Library on April 25. Staff from Main Library and Branches who attended the program learned about the organization of the Digital Gallery, the proposal process, what types of materials are popular with patrons, and how to complete the newly revised proposal form.

Shelf/Shipping: Stephen Wohl began work as the new Receiving and Distribution Supervisor for Lake Shore Shelf/Shipping on April 11th. Ann Olszewski, Preservation Manager, and Sandy Jelar Elwell, Acquisitions Manager, have worked hard to make the transition as smooth as possible. Laura Wallencheck from Preservation printed over 1,700 custom pre-printed labels for telescopes for the branches and agencies. These greatly facilitate sorting and shipping.

The staff of the Lake Shore Shelf/Shipping Department sent 55 items to the Main Library for requests and 112 items to fill holds. Main Library and branches received a total of 1,564 telescopes of new materials. The Technicians sent 21,082 new items to the Acquisitions and High Demand Departments.

MARKETING & COMMUNICATIONS



Media coverage for the month of April included 31 print and online publications as well as TV and radio. The full report, available in the Marketing department, shows ad values of \$21,946.32 with a news circulation audience of 662,158 people. In April, the online media outlets that featured CPL events and programs received 3,431,600 unique visitors.

Ads to promote MyTunes, appeared in the *Campus Observer*, ad promoting Brown Bag Book Clubs appeared on cleveland.com, Search Engine Marketing with cleveland.com resulted in CPL ad being viewed 140,199 times, clicks to website 1,169 times and 12 phone calls. Full report in Marketing Department. The director appeared on *Golden Opportunities* April 22. Filming for OLBPD PSA took place on April 19.

An overview of meetings conducted or attended by Assistant Marketing and Communications Administrator/Graphics Manager Cathy Poilpre will indicate marketing and graphics activities:

- Board meeting
- Regular Leadership Team meetings
- Regular meetings with director and marketing team consisting of public relations consultants David Fitz, Michael Graham and Erika McLaughlin; PSS assistant administrator; and Web Applications manager
- TechCentral planning meetings
- Quarterly Managers' meeting
- Poverty Simulation
- Legislative Day meeting

GRAPHICS

Graphics staff designed, printed and distributed 103 printed pieces in March, including graphics for the library website and 4 staff newsletters.

Promotional pieces included: Letters about Literature; Playhouse Square Bookmarks for *Come Fly Away*; Know it Now Annual Report; Friends notecards to be sold in giftshop; May/June Computer Class Schedule; Music at Main Chinese Music Ensemble, CityMusic Cleveland; 2012 User Guide; 2012 Borrowing Policy; OLBPD Newsletter; Norman A. Sugarman collateral; Homebound Service Booklist; Bookmobile Summer Schedule; *Upnext* May program guide; Exhibits included: PlayhouseSquare 90th Anniversary and History of Public Square.

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 2,601 in 2011 to 3,734 currently. Facebook fans are up from 3,102 in 2011 to 3,914 currently. Downloads of books in an electronic format (eBooks) were up from 33,443 in 2011 to 60,773 currently.

Library News on the www.cpl.org homepage featured the following items for April: Cleveland Public Library Board of Trustees Meeting.

During the month of April, the following events, programs, and information were promoted on www.cpl.org: My Place 2 Dream, Create, Grow: Milena Streen; TEDxCLE independently organized TED event: Book hunt; eReference Library (Gale Virtual Reference Library); My Tunes: Featured Artist, 2012 Rock Hall Nominees; My Tunes: Featured Artist, Kelly Clarkson; Celebrating 90 Years at

PlayhouseSquare; Music at Main: In Honor of Asian-Pacific Heritage Month CPL Presents The Cleveland Chinese Musical Ensemble; Downloadable eMedia; Sports Research Center: The Fighting Heart of Johnny Kilbane; Storytime; Celebrate with Books; When animal assignments attack: Grzimek's Animal Life; Muzzy Online: Language Courses for Children; TumbleBook Library: eBooks for eKids; Homework Help; Hungry for more Hunger Games?; For Students Online; Curl up with a good book; and Connecting to the community (Seniors site: Find Services).

18 Popular Topic pages were updated with new content in April.

The ninth "Off the Shelf" was sent out on April 18th to a distribution list of 2,270. The issue featured: 2012 Norman A. Sugarman Award Winner; Friends Book Sale; New Arrivals; Featured computer class: Gmail; and Featured Library News.

Information about the exhibit "Celebrating 90 Years of PlayhouseSquare!" was added to the Exhibits page.

PROPERTY MANAGEMENT

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We are attending weekly construction meetings for Tech Central.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. A hand dryer was installed in the men's public rest room and the women's rest room will be installed next at Brooklyn. Scaffolding was set up at Carnegie West to make repairs to the high lighting. In preparation for the opening of the Eastman Garden the fountain and granite were cleaned and sealed, the gates were polished and landscaping was completed. The rooftop control board for the HVAC unit was replaced along with a new thermostat to match the board at East 131. The thermostat for the cool/heating was adjusted to the automatic mode at Garden Valley. Repairs were made on the high lighting at Jefferson. The evaporator and condenser end plates were removed from the chiller to do Eddy Current testing on the copper tubes and reinstalled to prep the chiller for summer operation at Lakeshore. Repairs were made to the Translogic system as needed and lighting ballast were replaced on the 5th floor in LSW. A broken sink was replaced in the 3rd floor men's restroom in Main. The HVAC units were serviced for summer operation at Rice, Rockport, South Brooklyn and Walz. A bad condenser fan was replaced at Sterling while

preparing the HVAC unit for summer operation. Adjustments were made to the librarian's office while servicing the HVAC units for summer operations.

The Carpenters and Painters extended the office walls, painted and made carpet repairs in an office on the first floor of LSW. AED's (defibrillators) were installed at, Carnegie West, Eastman, LSW, Main, Rice and South Brooklyn.

The Garage delivered all lawn mowers and picked up all snow blowers. Two new seats were installed on the Bookmobile, and vehicles 1, 6 and 24 were serviced.

SAFETY & PROTECTIVE SERVICES

PROTECTIVE SERVICES

Security Systems

- Continuing to develop specifications for upgrading access control and CCTV systems in order to obtain two additional quotations as directed by Legal and Finance.

Branch Patrol

- Supervisors and Officers continue to investigate Security Irregularity reports generated system-wide. The staff investigated incidents during the month.
- Special attention was provided to one branch in the latter part of the month.

Communications Center

- Repairs continue to be made to the communications center.

Contract Security

- Safety & Protective Services met with G4S security to discuss service expectations.

INCIDENTS

- During the month, 11 alarms were received with no illegal entry being made nor any smoke or fire being detected.

SPECIAL EVENTS SUPPORT

- Safety & Protective Services provided support for the Cleveland School Chess Tournament, the Cleveland Municipal School District Town Hall meeting and the Sugarman Awards.

RECORDS AND EQUIPMENT MANAGEMENT

- Branch Patrol has received its laptops and has begun implementing use at the branches.
- Personal directories for officers to store records currently stored on external media have been completed.

ADMINISTRATION

- Supervisor and Officer applications closed in March. Interviews are interviews are scheduled for April and May.
- Supervisor started this month. Currently integrating into agency processes.

INFORMATION TECHNOLOGY & CLEVNET

CPL PROJECTS:

The Virtual Desktop Solution (MyCloud) server equipment was installed and configured, including: installation and configuration of network storage (iSCSI SAN); installation and configuration of 9 blade servers; and preliminary installation of Citrix server software.

The IT department, led by George Lenzer, worked closely with Boscop Inc, to implement a new print chargeback system called Papercut. This system will be used by new Xerox multifunction printers, allowing more convenient and enhanced printing features for the public. Some of the notable new features include, scan to e-mail, FAXing, and "follow me" printing. Follow me printing allows the public to submit their document for printing, then log into any printer in the Main Library complex or in the branches and retrieve their printout. We are the first library in the area to provide this service.

The Software team developed a script to generate supporting documentation for insurance claims by patrons (for instance, the Library's materials were destroyed in a house fire). Previously Lending staff manually listed what items were checked out to the patron and what their value was. This is now handled by a script, reducing staff time and effort.

A list of all books and periodicals with "Cleveland" in the title was produced for Michael Ruffing.

The ninth "Off the Shelf" was sent out on April 18th to a distribution list of 2,270. The issue featured: 2012 Norman A.

Sugarman Award Winner; Friends Book Sale; New Arrivals; Featured computer class: Gmail; and Featured Library News.

Information about the exhibit "Celebrating 90 Years of PlayhouseSquare!" was added to the Exhibits page.

CLEVNET Projects:

On April 23 the Norwalk Public Library came online with CLEVNET, which now includes thirty-eight libraries. Data was extracted by Polaris from their current system on Friday, April 20. Beginning Friday night, about 32,000 patron records, 84,000 item records, 38,000 existing bills, and 10,000 checkout records were added to the CLEVNET system by the Software team. Following the data load, the keyword indexes were rebuilt to reflect the new holdings. Earlier in April approximately 150 lines were added to the policy files to accommodate Norwalk's circulation policies. The Network team also installed and configured equipment to connect Norwalk to the CLEVNET network. The Hardware team helped configure staff and public PCs for the new environment. The Software team also provided extensive training on technical services, circulation, and public access functions, and were on hand on the first day of circulation and the first day a pull list was handled to help Norwalk staff get used to the CLEVNET system. Software and the Webware team worked with Bibliocommons to create an instance of the public catalog for Norwalk and to add Norwalk to the CLEVNET members' site. Webware also coordinated Norwalk's access to the eMedia collection and CLEVNET databases.

A CLEVNET Director's meeting was held on April 30. Major topics included: Personal Information Policy; provision of virtual Active Directory servers by IT for CLEVNET libraries; statewide delivery; adding a Director's Panel representative for the East side libraries; and Bob Carterette's retirement announcement.

The Software team managed a mass withdrawal of materials in the storage area for Elyria Public Library at the request of its Director.

Representatives from some of the Trumbull county libraries interested in using the Acquisitions module visited the High Demand department. A representative from Software was also there to answer any technical questions.

Policy file updates were made for Cleveland Heights-University Heights; Clyde; Madison; and Twinsburg Public libraries.

Weeding reports were created for Cleveland Heights-University Heights, Hudson, Lorain, Medina and Milan-Berlin.

A meeting of the CLEVNET PR Committee met on Wednesday, April 18 to plan for the CLEVNET anniversary celebration to take place in September 2012. The CLEVNET Online Resources Committee (CORC) also met and discussed current use of resources, cost of resources, and discussed any potential resource additions or changes to be considered for the 2013 budget year.

Mr. Finnegan visited Milan Public Library to assist with IT configuration for their new addition.

The Voice over IP (VoIP) programming was corrected to allow call forwarding for Hudson and programming was started for adding Cleveland Heights-University Heights and Shaker Heights to the VoIP system.

The Group Policy for Catalog+ PCs was configured to prevent arbitrary Internet browsing, limiting the stations to the Catalog and databases.

KnowItNow:

The KnowItNow24x7 Coordinator provided training at Cuyahoga County Public Library on both basic and advanced virtual reference topics on April 4. Staff from Cuyahoga County as well as surrounding libraries took part.

Don Boozer worked intensively with NEO-RLS, the State Library of Ohio, and Oregon's virtual reference service to develop the grant request to continue KnowItNow in the next fiscal year (July 2012 - June 2013).

Meetings & Professional Development:

Ann Palomo facilitated a demonstration of the Flowan Helpdesk software for IT, Property Management, and Security. Patrick Stitts from Flowan Software led the demonstration and discussion.

On April 25th Amy Pawlowski and David Reynolds attended a meeting of the North East Ohio Usability Professionals' Association (NEOPA). The presentation was "Clinical Trial: Challenges Faced & Lessons Learned conducting Cleveland Clinic's first UX study."

Bob Carterette and Larry Finnegan met with Sandusky administration and managers to help develop a strategy for clarifying roles and adding additional tools for centralized management of the Sandusky Library's workstations and servers.

Don Boozer presented a program at the Ohio Library Council Northwest Chapter Conference on April 13 and North Chapter on April 26. The program provided advanced searching tips and other tactics with regard to Google's services and also presented information and promotional materials about KnowItNow24x7.

Statistics

	Apr-11	Apr-12
OverDrive Downloads	33,443	60,773
Twitter Followers	2,601	3,734
Facebook Fans	3,102	3,914

IT/CLEVNET Statistics, 04/2012				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	96	84	37	217
CPL Branch	88	84	31	203
CPL Lake Shore	25	18	5	48
CLEVNET	26	21	19	66
PUBLIC				0
HARDWARE TOTAL	235	207	92	534
SOFTWARE				
CPL Main	8	8		16
CPL Branch	14	14		28
CPL Lake Shore	8	8		16
CLEVNET	105	105		210
PUBLIC	102	102		204
SOFTWARE TOTAL	237	237	0	474
WEBWARE				
CPL Main	11	11	2	24
CPL Branch	7	7		14
CPL Lake Shore	2	2		4
CLEVNET	4	4		8
PUBLIC	163	163		326
WEBWARE TOTAL	187	187	2	376
KIN				
CPL Main	7	7		14
CPL Branch	0	0		0
CLEVNET	0	0		0
PUBLIC	0	0		0
KIN Library	37	37		74
OHIOLink Library	3	3		6
After Dark				0
KIN TOTAL	47	47	0	94
GRAND TOTAL	706	678	94	1,478