

DIRECTOR'S REPORT

October 18, 2012

Monthly Statistics

Circulation for the month of September was 574,837. This is a relatively small increase of 2% from last year's September circulation of 561,880. A closer analysis of the numbers uncovers that the average hourly circulation per hour is up at the branches and at the Main Library. It seems that the reduction in hours during the summer of 2010 by almost 11% and our continued closures on Sundays have to this point not negatively affected the ability of most patrons to check out items from the CPL.

The number of computer sessions increased by 9%, from 75,327 in 2011 to 82,364 in 2012. The computers used by hours increased by 8% from 50,551 in 2011 to 54785 in 2012. The increase in computer access due to the opening of TechCentral and increases at the branch level are providing our community with more technology access.

Attendance for the month of September was 304,817. This is a decrease of 2% from last year's September attendance of 311,172. Both the main library and branches reported slight decreases in attendance.

Program and Outreach Highlights

September was a great month for CPL cultural heritage programming. During the month of September the Library hosted over 100 programs, the majority of which were in honor of Hispanic Heritage Month. The OPS department facilitated approximately 80 system-wide programs that promoted awareness of Hispanic history, music, culture and the Spanish language. Also, the OPS department contracted with the Chinese Professionals and Entrepreneurs Association and the Great Wall Enrichment Center to conduct Chinese language classes for beginners in 3 Learning Centers; Langston-Hughes, Eastman, and Sterling. Average class size for the first class was 9 children per class.

CPL was proud to host film screening of *The Contradictions of Fair Hope*, a movie produced by S. Epatha Merkerson. Merkerson and Director/Writer

Rockell Metcalf were present for the screening and participated in a panel discussion following the film. Total attendance for this event was 285. On Saturday, September 15 the Library hosted

the first Writers & Readers program of the 2012-13 season. Approximately 120 people watched as Tom Beres of WKYC moderated a discussion between authors S. E. Cupp and Jodi Kantor.

As part of this year's Octavofest, The Ohio Center for the Book installed two Little Free Library structures in Cleveland. Also, on Saturday, September 15, 2012, at 2:00 P.M., the community helped to decorate the Little Free Library structures in the Youth Services Department, on the fourth floor of Cleveland Public Library's Main Library. One library was placed on the east side at Dave's Supermarket located at 3301 Payne Avenue, Cleveland, OH 44114. The other library was placed on the west side at West 25th & Clark, where Esperanza and Seeds of Literacy are located. Between September 15 and October 31, 2012 patrons can donate a book to help fill the Little Free Libraries. Additional drop off locations are listed on the Book Donation Card.

Cleveland native and Olympic gold medalist Harrison Dillard was interviewed by legendary sports journalist Dan Coughlin on September 13 as the inaugural interview for the CPL Sports Icon Oral History Project. Coordinated by Darlene Ronney, Manager of the Social Sciences Department, this interview series is to be an ongoing effort of the department's Sports Research Center. A photographer was on hand to document the visit, and a luncheon in Mr. Dillard's honor was held. Harrison Dillard is the only man to ever win Olympic gold medals in both the sprints and high hurdles. Overall, he won four Olympic gold medals, also taking two in the 4x100 relays in 1948 and 1952.

Marketing and Communications

TechCentral in the Media

TechCentral was named the best of Library Technology in Cleveland Magazine's *Best of Cleveland 2012* for its innovative technologies and library services. TechCentral will appear in the October issue of Cleveland Magazine, and the *Best of Cleveland* series located on Cleveland Magazine's website at <http://clevelandmagazine.com>

Meetings and Activities

- I along with Trustees Corrigan, Hairston and Parker, attended the NAACP's Annual Freedom Fund Dinner.

- I along with Trustees Corrigan, Butts, Hairston and Parker, attended the opening of the mini branch at the metro campus of Cuyahoga Community College.
- I met with Cuyahoga County Council President Ellen Connally to discuss CPL's future plans.
- I spoke before a group of Chinese business executives at the office of Margaret Wong, and discussed CPL's commitment to diversity and business development.
- I attended the Annual Library Budget meeting with the directors and financial leaders from the other Cuyahoga County libraries.

CLEVNET

September's total OverDrive CLEVNET eMedia collection circulation was 64,493 sizably up from last year's total of 39,961. CPL has 4,301 total followers on Twitter and the Facebook page currently has 4,535 fans.

PUBLIC SERVICES

PROGRAMS

During the month of September the Library hosted over 100 programs, the majority of which were in honor of Hispanic Heritage Month. The OPS department facilitated approximately 80 system-wide programs that promoted awareness of Hispanic history, music, culture and the Spanish language. In partnership with Esperanza Inc., the Library agreed to sponsor the keynote speaker for the Latino Youth Summit. Peter Perez, a motivational speaker who promotes educational achievement and cultural awareness will present to a group of 200 area students at Cleveland State University. Total spending on Hispanic Heritage Month programming was \$3700.00.

In September the Library began a series of Chinese language programs. The Foreign Literature Department in partnership with Youth Services hosted the first in a series of 3 Chinese language story times on September 15. The OPS department contracted with the Chinese Professionals and Entrepreneurs Association and the Great Wall Enrichment Center to conduct Chinese language classes for beginners in 3 Learning Centers; Langston-Hughes, Eastman, and Sterling. Average class size for the first class was 9 children per class.

On Saturday, September 8 the Library was host to a film screening of *The Contradictions of Fair Hope*, a movie produced by S. Epatha Merkerson. Merkerson and Director/Writer Rockell Metcalf were present for the screening and participated in a panel discussion following the film. Total attendance for this event was 285.

On Saturday, September 15 the Library hosted the first Writers & Readers program of the 2012-13 season. Approximately 120 people watched as Tom Beres of WKYC moderated a discussion between authors S. E. Cupp and Jodi Kantor.

The OPS department also sponsored a program facilitated by electronic artist James Murray. Murray helped approximately 10 middle-school aged children construct a rudimentary electronic instrument powered by a 9 volt battery. Each child left with a finished product and free passes to the 2012 Ingenuity Fest. This program was the first project-based electronics program held in the Louis Stokes Wing TechCentral Department.

The OPS Department disbursed \$18,353.58 in support of Library programs, outreach and supplies; 73% of these expenditures were drawn from the Founders Fund in support of the 2012-13 Writers & Readers 2012-13 season.

Mandarin Chinese Story Time

Saturday, September 15, 2012, Caroline Han conducted a successful story time in Mandarin Chinese. CPL joins the ranks of a select number of libraries nationwide offering this type of activity which recognizes the changing needs of the community we serve. Offering native language story time helps to position CPL as an integral part of the global library community and highlights efforts which embrace diverse cultures while serving their needs. The program attracted 21 participants and generated rave reviews at the conclusion of the book reading. Following the program, parents charged out over 20 items which were prominently displayed as a backdrop to the event.

Youth Services Displays for Children

For the month of September, the Youth Services Department has various displays to highlight New Children's Books, Books for the Fall Season, Sports Books about football and books that have been banned with a display highlighting Banned Books Week (September 29-October 6).

Hispanic Flags Display

In recognition of Hispanic Heritage Month, librarian Mary Torres unveiled "Hispanic Flags Display" in the east room of Foreign Literature Department. This effort will help to promote a global perspective for visitors who will be exposed to interesting cultural facts surrounding the development of national flags in Spanish speaking countries.

Little Free Libraries

As part of this year's Octavofest, The Ohio Center for the Book installed two Little Free Library structures in Cleveland. Also, on Saturday, September 15, 2012, at 2:00 P.M., the community helped to decorate the Little Free Library structures in the Youth Services Department, on the fourth floor of Cleveland Public Library's Main Library. One library was placed on the east side at Dave's Supermarket located at 3301 Payne Avenue, Cleveland, OH 44114. The other library was placed on the west side at West 25th & Clark, where Esperanza and Seeds of Literacy are located. Between September 15 and October 31, 2012 patrons can donate a book to help fill the Little Free Libraries. Additional drop off locations are listed on the Book Donation Card.

Miyazaki Madness Film Event

Popular Library and the local anime club Urban Otaku hosted a Miyazaki Madness film event in the LSW auditorium on September 29 celebrating the work of Hayao Miyazaki. Participants enjoyed refreshments and watched *The Secret World of Arietty* and *Spirited Away* and also made stuffed creatures from the movies to take home.

Warm Up Cleveland

Science & Technology experimented with a weekly knitting session over lunchtime in the department. We will continue through October with some publicity at the Warm-Up Cleveland kickoff. The Science & Technology Department assisted with the Warm-Up Cleveland Kick-off on September 29.

Sports Icon Oral History Project

Cleveland native and Olympic gold medalist Harrison Dillard was interviewed by legendary sports journalist Dan Coughlin on September 13 as the inaugural interview for the CPL Sports Icon Oral History Project. Coordinated by Darlene Ronney, Manager of the Social Sciences Department, this interview series is to be an ongoing effort of the department's Sports Research Center. A photographer was on hand to document the visit, and a luncheon in Mr. Dillard's honor was held. Harrison Dillard is the only

man to ever win Olympic gold medals in both the sprints and high hurdles. Overall, he won four Olympic gold medals, also taking two in the 4x100 relays in 1948 and 1952. When Dillard was 13 years old, he attended a parade in Cleveland honoring triple-gold-medalist Jesse Owens upon his return from the 1936 Olympics. Dillard later met Owens, who presented him with his first pair of running shoes.

Brown Bag Book Club at Main-Nonfiction

The Social Sciences Non-Fiction Book Club was held on September 13 at noon. The book discussed was *Crazy, With the Papers to Prove It: Stories About The Most Unusual, Eccentric & Outlandish People I've Known in Four Decades as a Sports Journalist*, by Dan Coughlin. Helena Travka and Lakeisha Winstead organized the event. Mr. Coughlin, who was at Main Library to interview Harrison Dillard, delighted the book club participants with a surprise visit. The discussion leader was John Skrtic, Director of Public Service. Seven people attended the discussion.

Guide to Online Grantseeker Resources Workshop

The Guide to Online Grantseeker Resources was held on September 22. David Holmes, a staff member of the Foundation Center, presented a workshop on navigating and using a wide range of resources available on the Foundation Center's new website: GrantSpace.org. Fifteen participants were introduced to the Foundation Center's interactive mapping tool, Philanthropy In/Sight, which is designed for anyone interested in the impact of philanthropy.

Adult College Fair

The Adult College Fair was held on September 28 in the Social Sciences Department. Patrons visited the department throughout the day to obtain information about attending college.

Meeting Rooms and Scheduling

In September a total of 57 meeting room requests were processed by the OPS department and 45 AV requested were filled for both Branches and Main Library. Meeting room reservations accounted for a total \$3400.00 of usage fees.

Exhibits

Notable exhibits that began in the month of September were the Bouchercon Exhibit, located in the Literature Department and the Puskas Miniature Book Collection in the Special Collections Department.

Outreach

OPS department supported 7 outreach events in the month of September. On Saturday, September 8, Donna Willingham performed at the North Union Market's Garlic Festival.

Sandy Nosse attended the Central Ohio MyCom Meeting to promote upcoming programs in the Central neighborhood.

Sustainable Cleveland Summit

On September 20, 2012, Maureen Mullin, along with other members of the CPL Sustainability team, attended the Sustainable Cleveland 2019 Summit, which was held at Public Auditorium. Ms. Mullin offered to help the staff of the Cleveland Water Department develop some staff initiatives around sustainability. She also talked to Jon Ratner, Director of Sustainability Initiatives at Forest City Enterprises, about resources for handling the effluent waste from their anaerobic energy project.

Public Services Manager Presents Program at Teaching Cleveland Teacher's Institute

Ron Burdick presented a program on Saturday, September 15 to nine teachers participating in the 2012-2013 Cleveland Teachers' Institute sponsored by Teaching Cleveland. The program was an overview of the many resources and services available to teachers at the Cleveland Public Library. Of particular interest to the participants were the Digital Gallery, the microform collection, and the electronic databases.

Cleveland State University Real Estate Class Visit

Instructor Robert Simon brought his Cleveland State University Real Estate class to the Map Collection. The 12 students visited the Collection on several occasions during the month of September. Map Collection Librarian Tom Edwards introduced the students to the various types of maps and map resources in the Collection.

Lutheran East High School

Darlene Ronney and Tracey Allen, of the Social Sciences Department, coordinated a tour and workshop for Lutheran East High School on September 21. Elizabeth Saxton, of Youth Services, presented a power-point presentation on teen websites. Ronald Burdick, C.J. Lynce and Michael Dalby participated in the workshop as well.

CPL attends the National Book Festival

The Ohio Center for the Book participated in the 2012 National Book Festival at the National Mall in Washington, D.C. on September 22 and 23. Each state selected one title of fiction or

non-fiction about the state or by an author from the state that is a good read for children or young adults. *Colo's Story: The Life of One Grand Gorilla* by Nancy Roe-Pimm was chosen to represent Ohio for the National Book Festival's "Discover Great Places through Reading Map."

Case Western Reserve University Class Visit

On September 17 Instructor Eric Chilton brought seven students to the Map Collection for research. The English class students had to write a paper on reading and analyzing map data.

Town Hall Speaker Series Bookmarks

For the seventh year History and Geography staff has provided bookmarks for each of the speakers participating in the series. The bookmarks list books related to the speaker's topic and which are available at the Library. The bookmarks are placed in the programs for each speaker event. New to the bookmarks this year is a small advertisement for a Library service. The first two bookmarks advertise the Library's Brown Bag Book Clubs.

Collection Development

Gift of Books on 19th Century Exhibitions and Fairs

Public Services Manager Ron Burdick accepted 51 books on history and expositions/fairs from the nineteenth century from a donor. The donation also included ten items from the Cleveland Centennial Exposition held in 1936 and 1937. The latter included a rare intact admission ticket booklet with a photograph of the attendee, along with sheet music for songs performed at the event, as well as a booklet of drawings of the fair by *Plain Dealer* political cartoonist J. H. Donahey.

CPL Offers Streaming Access to the Naxos Music Library

Fine Arts Department posted a *Collection Highlights* blog about the addition of the *Naxos Music Library* to CPL's database offerings. The *Naxos Music Library [NML]* is the world's largest online classical music library. Currently, it offers streaming access to more than 77,290 CDs with more than 1,111,800 tracks, standard and rare repertoire.

Important Cleveland document to be digitized

Government Documents department sent the important publication, *Impact of the War on the Cleveland, Ohio area* by the U.S. Bureau of Labor Statistics (1944) to the Preservation Office for treatment and digitization.

Research That's Possible Only at Main Library

- A researcher conducted extensive research for an overseas patron using CPL's holdings of *New England market; survey of retail distribution, Market bulletin / New England Newspapers Advertising Bureau and Grocery Product Distribution Survey*, all from the 1940's and 1950's.
- A graduate student from Oberlin visited Special Collections to learn about Chinese calligraphy during the Tang Dynasty.
- A researcher consulted the Library's rare copy of the 1820-30 set of *Description de l'Egypte*. CPL is one of a few libraries in the world to own a complete set. This work is a landmark publication that Napoleon commissioned through the French government that documents his 1798 expedition to Egypt
- Reader advisory in both Russian and Mandarin Chinese languages.
- A patron updating a neighborhood fact sheet for a community development organization was introduced to the Neo-Cando database by Government Documents staff.
- A Patron researched the title, *The Making, Shaping and Treating of Steel* c.1920, 1925, 1951. His intentions are to obtain detailed images of steel mill equipment for the purpose of creating a model railroad train set.
- A patron was interested in researching the price of a collector car for each year beginning 1984. He commented that the Cleveland Public Library was the only place this research information is available. Sources used: CPI: cars of particular interest (aka: the Black Book) 1997-, Old Cars price guide 1983-.
- A patron with no internet access at home requested information on the cost of surgery in the 1880's or 1890's. Elvira Baron, of the Science & Technology Department, sent him a "FEE BILL" page adopted by the Northwestern Wisconsin Medical Society, at its Annual Meeting, [April 12th, 1892](#), from a journal article found in JSTOR.

BOOKMOBILE/ON THE ROAD TO READING

The bookmobile conducted 46 stops and processed 53 new library-card applications. Due to scheduled maintenance the bookmobile was not operational during the week of September 3. Homebound Services reported 9 new users registered for services in September.

OTRR staff visited and conducted story time training sessions at 73 classrooms with a total attendance of 751 and visited 15 Pediatric and WIC sites.

BRANCHES

Several of the West Team Branches are in the process of having their Community Rooms converted to Learning Centers. These centers will provide after school tutoring, college preparation courses, and GED/ESOL classes.

The staff members at the Broadway and Fleet Branches were notified the branch would be closing after Friday, November 2. Services will be merged with the Fleet Branch.

Carnegie West Children's Librarian Helen Zaluckyj developed a very successful program based on the book, *The Hunger Games*. The program, delivered to eight grade students, focused on how to identify both helpful/poisonous plants. This program was courtesy of the Rocky River Nature Center.

Carnegie West is hosting the Johnny Kilbane exhibit as of September 12. It is set up near the fiction stacks.

Over thirty participants attended a Popcorn Festival held in early September at the Fleet Branch; this included a story/craft program and a Saturday movies session, and, of course, popcorn. Fulton Branch Manager Cheryl Diamond and Library Assistant Rodney Lewallen held their first page turner book club meeting. It was successful with much good discussion on "*The Hunger Games*" by Suzanne Collins and other favorite titles by the group were mentioned.

Fulton Branch Manager Cheryl Diamond attended a Community Services Resource Fair. Held at St. Ignatius, the fair was hosted by St. Ignatius High School and the City of Cleveland.

The Jefferson Parking Lot project opened up for bidding September 7, 2012. Bids are in and are being reviewed.

A Back to School Social was held at the Jefferson Branch so that students could make new friends and get reacquainted with old friends. Children and teens also enjoyed the brand new games provided for after-school game time.

Lorain Children's Librarian Crystal Tancak prepared an attractive I Spy Display and a Zora Neale Hurston 75th

Anniversary Celebration Display. Each has keen reader appeal and had its display titles checked out quickly

Rockport Branch participated in the "*Sit in and Read*" initiative in honor of International Literacy Day. Branch Clerk Adela Torres, organized a group of 15 people of all ages in an indoor show of the love of reading on a rainy Saturday, September 8. South Branch Manager Jaime Deplet has been busy working on the plans for the relocation of the branch.

Staff from Tech Central conducted a series of four classes in Excel at the South Brooklyn Branch. The classes were full with waiting lists. Approximately ten people attended each class.

The Walz Branch Homework Club is a great success. Any child who does a homework sheet and has it checked by one of the Branch librarians gets to put their name in a drawing. Everyday a small prize is awarded. On Fridays a larger prize winner is drawn.

West Park Branch Clerk Phil Creter worked in the Lending Department at Main Library, September 24-28, in order to answer questions regarding the Library's New Card = Zero Balance amnesty program for youth.

West Park School-age children enjoyed the El Barrio program on September 13 and the Hispanic Jeopardy program at the branch on September 20 in celebration of Hispanic Heritage Month.

Touch ups on the Lorain Branch's interior (paint, vent soot, carpet and furniture repairs) were done in September.

Sterling Branch Manager Cal Zunt attended multiple meetings in her area to promote CPL and Sterling-specific programs. She also received updates from several other local organizations.

West Park Branch Page Angel Stinnet represented Cleveland Public Library at a community health fair at the West Park YMCA on September 18. She distributed flyers, bookmarks, and other library/community information and she interacted with many of the 85 attendees.

West Park Branch Manager Andrew Harant met with representatives from Fairview Hospital to discuss ways in which the hospital and the branch could partner.

The men of Garden Valley showed up for the Prostate Cancer Presentation given by physician and staff of Cleveland Clinic

Hospital. This was an excellent and informative program. The Cleveland Clinic also brought it lights snacks and refreshments and talked about eating healthy as a cancer preventative.

On [September 13](#), 22 children participated in the We Speak Español program with Mr. Burks. The children enjoyed learning words and phrases in Spanish as well as being able to pronounce Spanish words.

Harvard-Lee Branch was afforded the opportunity of receiving a Vision Kiosk with informative statistics and facts concerning our eyes. This kiosk will be at our location until October 3. Harvard-Lee Branch Manger Harriette Parks attended the Snack Training facilitated by the Food Bank of Cleveland. The snack program will be a part of our Learning Center with Greater Cleveland College Now.

On [September 17](#), Toni Parker, Kevin Ray, and Ronald Roberts met with Brandon Lipford and Susan Blasko to discuss the partnership to be established between CPL and the PNC Fairfax Community Center. Martin Luther King, Jr. Branch will provide the center with a deposit collection of books which include information on technology, art, GED, business, children's books, and young adult material. The 150 plus collection will be charged out with an Educator Card in the name of the Community Center.

The MLK Branch will provide library presence for book collection and drop offs. We have also committed to some story-time dates, providing Y-Read material for a teen book club, Men's Book Club, and some programs with the Senior Citizens in the community.

TECHCENTRAL

Computer Aides in TechCentral

Throughout September, Library Assistants, Computer Emphasis (a.k.a. Computer Aides) from all branches spent one 4-hour shift working in TechCentral. During their shift, staff members received a tour of TechCentral and learned about current services such as the Tech Toybox and myCloud. Staff members also received training on using Library eMedia resources and operating the MFD devices. Staff members were given an opportunity to work with patrons in TechCentral and explore aspects such as the 3D printer and use of the tablet devices. In the future, all new branch Library Assistants, Computer Emphasis staff members will spend a 4-hour training session in TechCentral on similar topics.

CLEVNET Directors Visit to TechCentral

On Friday September 14, Directors and staff from a number of CLEVNET member libraries visited CPL for an informational meeting regarding the MFD solution and the myCloud service. Xerox representatives, IT/CLEVNET and TechCentral staff were on hand to explain and demonstrate the Xerox MFD solution. The myCloud service was also presented for possible future adoption by CLEVNET libraries. A tour of TechCentral was offered following the meeting.

Computer Classes and One-on-One Sessions

In September, TechCentral staff conducted a total of 16 classes at Main Library, 48 classes in 12 branches, and 10 scheduled myCloud orientations. Attendance was 130 students at the Main Library and 188 students at the branches. Additionally, one class was held for TechCentral staff as a demonstration and test-run for the new *Your Digital Footprints* class.

In addition to these computer classes, TechCentral staff held 11 scheduled one-on-one sessions on the following topics:

- E-mail
- Home networking
- Microsoft Publisher
- Searching using Google
- Removing and adding device drivers
- Freegal and the Freegal Mobile App
- Using Mango Languages
- Using functions on the MFDs
- Using Bibliocommons
- Changing Windows settings

Tech ToyBox

The Tech Toybox service, while successful, has been plagued with a number of devices that have been checked out and not returned. We are currently investigating options to help reduce the instances of devices being 'assumed lost', including adding security markers to the devices, taking copies of Photo ID's during checkout, and requiring electronic device agreements for patrons to sign during checkout. These additional measures will be put in place for current and new devices, and will be evaluated for effectiveness in three months. Additional Tech Toybox devices were ordered, including GPS units, waterproof cameras, and MP3 players.

myCloud

An initial meeting was held on September 24 to begin planning for two pilot projects offering myCloud services at the West Park and Harvard-Lee branches. These pilot projects are set to begin in November, and will be facilitated by TechCentral staff who will train the Library Assistants, Computer Emphasis, as well as all branch staff, on the operation and circulation of myCloud devices. Initial myCloud orientation classes will be taught by TechCentral staff for the pilot projects. Once implemented, patrons will be able to utilize their same myCloud desktop and files at any location that offers the myCloud service.

TechCentral in the Media

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Personnel and Staffing

Terrence Metter, former PTR Library Assistant, Computer Emphasis for the Carnegie West Branch, joined TechCentral staff on September 2 as a PFT Library Assistant, Computer Emphasis.

Interviews were held in September for two Part-Time Regular Library Assistant, Computer Emphasis positions. These two positions will complete the final staffing compliment for TechCentral. Both successful candidates will begin in early October.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In September, OLBPD circulated 57,661 books and magazines directly to patrons. BARD users downloaded 9,028 items among 544 active users for September. OLBPD registered 181 new readers to the service.

OLBPD Manager Will Reed was a guest on WKYC Channel 3's "Golden Opportunities" on Sunday, September 9 to promote OLBPD and Family Fun and Learning Day.

OLBPD celebrated its 18th Annual Family Fun and Learning Day on Wednesday, September 12. OLBPD hosted over 100 patrons. The day featured welcomes from Director Thomas and

John Skrtic, tours of the Sensory Garden, updates from State Librarian Beverly Cain, Associate State Librarian for Library Services David Namiotka, and Tracy Grimm, Head of the State Library of Ohio Talking Book Program. The day's keynote address was delivered by OLBDP patron Vic Leanza who shared his inspiring chronicle sailing aboard the "Tenacious." Also featured were programs presented on adaptive technology, updates about the National Library Service, and an OLBDP Reader Advisory panel.

OLBDP hosted MaryBeth Wise, our consultant from the National Library Service (NLS) for the Blind and Physically Handicapped on September 24-25. Ms. Wise had the opportunity to speak to the entire OLBDP staff. NLS consultants conduct biennial visits to network libraries and evaluate how well network libraries are with complying with the 2011 Revised Standards and Guidelines of Service from NLS.

OLBDP Librarian Michelle Makkos provided information and talks about the service to the Parma Low Vision Support Group on September 6; Geauga County Low Vision Support Group on September 10; Middleburg Heights Community Health Fair on September 13; Rocky River Senior Center Health Fair on September 15; Eliza Bryant Village Resident Health Fair on September 19; St. Andrew Church Health Fair on September 22; Lakewood Low Vision Support Group on September 28; Maple Heights Health and Wellness Fair on September 29.

Staff

The OPS department selected and notified the successful candidate for the newly created position of Literacy & Education Coordinator. The successful candidate will begin her new position on Monday, November 12.

Youth & Family Services Manager Sandra Nosse, submitted her resignation in September, her last day of work will be October 26, 2012.

Staff Training with new Ed2Go Database
Photograph Collection Clerk Nick Durda is taking a Photoshop course via Ed2Go, the new database of free instructor-led courses offered to all CPL cardholders.

24 New Pages Hired

On September 10, twenty-four new Pages were hired to fill vacancies in Shelf Division and Main Library Subject Departments.

TECHNICAL SERVICES

Patricia Lowrey, Director of Technical Services, attended several planning meetings for the alternative space for the South Branch. Ms. Lowrey and several Technical Services managers met with several administrators and a manager from Public Services to discuss a number of projects. The Technical Services managers also met with Software staff from the Information Technology/Clevnet Department to assess progress on a variety of issues. Linda Sperry, Mobile Services Manager spent a day in Technical Services learning about all the different departments.

The announcement that BWI Inc., the Library's primary supplier of books for children, was ceasing operation caused several Technical Services departments to move quickly to select and setup an alternative. Most orders for children's books will be sent to Ingram. Children's services staff in the branches and Main Library will be trained in using the Ingram website early in 2013.

The Cleveland Public Library collection at Cuyahoga Community College Metro campus (Tri-C) officially opened on September 17. The opening ceremony was attended by Nancy Mocsiran, Technical Services Assistant, Stephen Wohl, Shelf/Shipping Supervisor, Elizabeth Hegstrom, Materials Processing Manager and Sandy Jelar Elwell, Acquisitions Manager. All worked very hard to make the collection a reality.

Ms. Lowrey and Rollie Welch, Collection Manager, attended the annual Anisfield-Wolf Book Award ceremony. Ms. Lowrey attended the showing of *Contradiction of Fair Hope* and the S.E. Cupp and Jodi Kantor *Writers & Readers* program. She attended the Friends of the Library annual fundraising event on September 29.

High Demand: The department fully implemented a streamlining change to discontinue inserting routing slips in every item. This will save time in Shelf/Shipping because they generally ordered, managed, and collated the packets of slips, then selected and paper clipped the appropriate packet to the invoice. It will also save time in High Demand because those staff then put a slip in each item. Since many High Demand items go to fill holds and don't go directly to the owning location, Materials Processing would have been printing a slip for many of these, anyway.

Dale Dickerson, High Demand Librarian, volunteered to spend at least half a day in Shelf/Shipping unpacking items. High Demand

Manager Carole Brachna, met with Acquisitions Manager Sandy Jelar Elwell and Laura Armstrong from Financial Services to discuss further work on paperless invoicing. Potential meeting dates have been sent to IT for the next step.

Ms. Brachna attended the NEO-RLS Fall Showcase and Luncheon, which featured a presentation titled *The Hopeful Workplace*, by George Needham, of OCLC. Needham touched on a wide variety of topics related to creating a hopeful workplace in challenging times, but the one that seemed most relevant at the moment is the idea of choosing to be civil to everyone in the workplace. Ms. Brachna also attended the LGBT training by Thomas Hawn.

Collection Management: Bonnie Bolton selected a total of 417 titles for Main Library and Branch juvenile collections for the month of September. Lists totaling 4,330 books were submitted to High Demand or Acquisitions for a dollar total of \$51,620. The breakdown of the lists was as follows: 3,943 books at \$46,557 for branch collections and 387 books at \$5,063 for Main Library's children's collection. For the month of September Laura Mommers ordered 3,739 DVD's totaling \$94,627 for the Branch collections and 555 DVD's totaling \$13,309 for the AV Department. Ms. Mommers ordered 3,750 CD's totaling \$42,959 for the Branch collections and 282 CD's totaling \$3,485 for the Popular Library. In addition to central ordering for the system Ms. Mommers placed orders for \$12,959 of discretionary non-print items for Branches.

Thirty-two telescopes of print and non-print items were relocated to the Branches, book sale, or college collections at Cleveland State University, Case Western Reserve University and Cuyahoga Community College Metro. Mr. Welch's online monthly street lit review column for *Library Journal* was published in September. Mr. Welch also had a review published in the *Plain Dealer's* Sunday book page.

Materials Processing: The Associates cataloged 1,563 titles for CPL and 1,189 titles for CLEVNET. The Associates and Senior Clerks added 6,564 items. The Technicians processed 23,841 items.

The name of Book Preparation officially changed to Materials Processing. YoLanda Lawler left for a fifteen month deployment as a U.S. Navy reservist. Elizabeth Hegstrom attended LGBT Workplace Awareness training and Mental Health First Aid training.

Shelf/Shipping: Stephen Wohl attended LGBT training and the Mental Health First Aid training.

The staff of the Lake Shore Shelf/Shipping Department sent 754 items to the Main Library for requests and 79 items to fill holds. Main Library received 453 telescopes, the Branches received 1,085 telescopes, CLEVENET received 129 telescopes, CASE received 5 telescopes and CSU received 8 telescopes for a total of 1,681 telescopes shipped out. The Technicians sent 25,712 new items to the Acquisitions and High Demand Departments.

Catalog: Catalog Manager Andrea Johnson finished revising the non-book portion of new guidelines for formatting volume information in subfield z and distributed them to Technical Services staff. Regina Houseman attended a Newcat team meeting concerning the revision of the subfield z guidelines. At Ms. Johnson's request, she helped set up a test of the new guidelines with some CLEVNET libraries. Barbara Satow was assigned as backup for loading the daily bibliographic records into the Sirsi database. She also became a member of the Library's Employee Recognition committee. A total of 2,688 items were added and 4,704 titles were cataloged for CPL.

Dawn Grattino worked on identifying RDA training materials, including materials from Library of Congress and ALA, that would be useful to CPL staff engaged in copy and original cataloging. Ms. Grattino copy cataloged and created original catalog records for over two dozen items from the late 1960s by and concerning Cleveland poet and small press publisher D.A. Levy and other poets of the era. She also cataloged a portfolio of prints of photographs of the Rowfant Club taken by Cleveland photographer Jennie Jones, and a Sumatran bark book in the Batak language created some time during the late 19th or early 20th century.

Michael Monaco was asked to join the 2013 OLC Convention and Expo Program Committee to help plan the three-day convention and expo to be held October 9-11, 2013. He was also pleased to learn that an article he co-authored was accepted for publication in a special issue of *Cataloging and Classification Quarterly*. Mr. Monaco cataloged a number of items of interest, including the *Cygnets*, a Cleveland arts magazine from 1920, and facsimiles and microfilms of reports on two major Cleveland disasters: the East Ohio Gas Company fire and the Cleveland Clinic fire.

Acquisitions: Sandy Jelar Elwell, Acquisitions Manager, met with Alicia Naab, Acquisitions Coordinator, Leslie Pultorak, Acquisitions Librarian, and Lisa Kowalczyk and Tonya Jenkins, Technical Services Librarians, to discuss how changes with the Library's children's book supplier would affect the workflow in the Acquisitions Department and what needed to be implemented for handling these orders. Accounts had to be setup in both the Sirsi system and in Ingram's website for these materials. These changes also required the adding of juvenile and young adult fund codes and holding codes and the creation of new grid templates and logins in the Ingram website.

Acquisitions and Serials Section staff began scanning all new items that had been added in the Department with the exception of comic books, magazines, and reference books. This workflow change was implemented to coordinate with a new program being run by the Information Technology Department to aid in and expedite the transiting of new materials with holds.

Ms. Naab continued to work with Midwest Tape to resolve duplicate invoicing problems. This has been an ongoing problem with the vendor since spring 2012 and Ms. Naab has spent a considerable amount of time each month working to rectify these problems. Ms. Jelar Elwell attended Mental Health First Aid Training and LGBT Workplace Awareness Training at the Main Library.

Acquisitions staff ordered a total of 5,645 titles, ordered 8,697 items, received 13,374 items, and processed a total of 1,721 invoices. Staff received 1,323 periodicals and 410 serials, added 578 periodical items, 195 serial items and 861 paperbacks, processed 75 periodical and serial claims, and modified 130 serial controls.

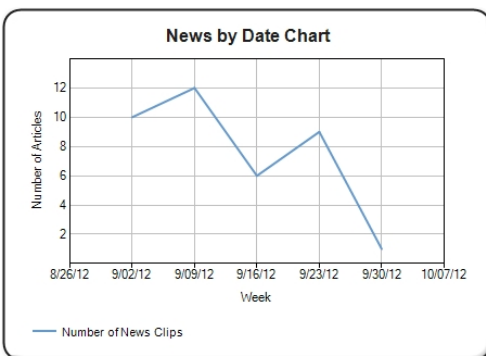
Preservation: The most heavily used Digital Gallery collections for September were the Cleveland High School Yearbooks and Student Newspapers (23,620 item views); Gallery of Cleveland Photographs (22,040); Cleveland History (16,820); Main Library and CPL History; (16,229) and Atlases, Maps and Park Plans of Cleveland (13,699). A Gallery of Cleveland photos added Archwood Avenue photos for Patrice Hamiter's Brooklyn Centre digital project and 48 portraits of prominent Clevelanders from the Edmondson collection. These images were digitized by Gloria Massey from the glass plate negatives, donated to the Library in 1960 by George Edmondson's successor. They are of interest not

only for the personalities recorded, but also for the detailed views of hair styles, fashions, and jewelry of the period 1900-1925

Photographs and documents for the Public Administration Library digital project on Coolely Farms were prepared and shipped to vendors for digitization. Ann Olszewski and Elaine Herroon from PAL worked in the Photograph Collection to select photographs of Cleveland African American leaders for a second PAL digital project. CPL Board of Trustees Minutes for the years 2001-2009 were sent for scanning rather than microfilming. The minutes for the years 2010 and 2011 were already available as PDF files and do not require scanning.

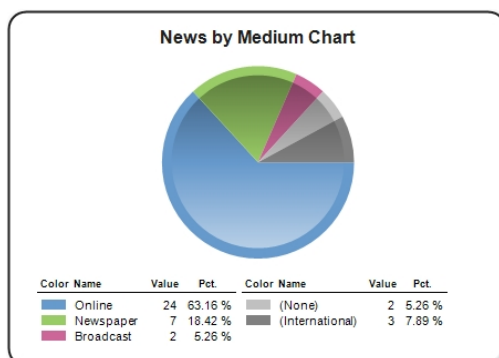
Elizabeth Bardossy conserved thirteen technical drawings from PAL for the Parks Collection. She also treated two works being prepared for scanning, and a poster for Pop Concerts at Gray's Armory from the Johann Beck Collection. Renee Pride bound a set of CPL Board Minutes for the Archives. In addition to Ms Massey's work with the Edmondson portrait collection, she inspected and enhanced page images for Ohio Architect digital edition. Laura Wallencheck collated and created documentation for seventeen Cooley Farms historical documents and also 125 photos (in addition to the first 66 photos) from the Coolely Farms project.

MARKETING & COMMUNICATIONS



Media coverage for the month of September included 38 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$59,161.73 with a news circulation audience of 2,284,160 people. In September, the online media outlets that featured CPL events and programs received

6,401,905 unique visitors. Full report in the Marketing Department.



General ads to promote the Library appeared in school calendars for East Technical, Glenville, and Collinwood high schools as well as

the program for the NAACP Freedom Fund Dinner. The showing of *Contradictions of Fair Hope* was promoted in print in the *Call & Post*, *Campus Observer*, and *Cleveland Plain Dealer*. Radio spots included 93.1 WZAK and WNPR 90.3. Ms. Merkerson was interviewed on WMJI Magic 105. Print ads to promote the Writers & Readers series ran in the *Campus Observer*, *Cleveland Plain Dealer*, and *Call & Post*. Radio ads ran on WNPR 90.3. Display ads appeared in *Cleveland.com*. Start Fresh and youth amnesty were promoted in *LaPrenza*, *Call & Post*, and *Cleveland Plain Dealer*. Bilingual fliers were inserted into the *Tremonster*.

Search Engine Marketing with cleveland.com resulted in CPL ad being viewed 40,081 on average per week, which resulted in an average of 466 clicks to website per week.

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; OPS manager; and Web Applications manager
- Main Managers' meeting
- Tri-C Metro Library opening
- South/Broadway strategic planning meeting

GRAPHICS

Graphics staff designed, printed and distributed 98 printed pieces in September, in addition to graphics for the library website, 4 staff newsletters, and the Bouchercon Exhibit.

Promotional pieces included: Hispanic Heritage Month; Start Fresh/New Youth Card; Friends Fundraiser: Bon Appetit; Music at Main; Writers & Readers; *Upnext*-October

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 2,990 in 2011 to 4,301 currently. Facebook fans are up from 3,487 in 2011 to 4,535 currently. Downloads of books in an electronic format (eBooks) were up from 39,961 in 2011 to 64,493 currently.

Library News on the www.cpl.org homepage featured the following items for September:

Kick Off Warm-Up Cleveland 2012; Library Card Sign-Up at Cleveland Public Library September 24-29, 2012; Cleveland Public Library Board of Trustees Meeting; Children's Innovative Learning Experience Opening at Cleveland Public Library: "The Big Bank" makes financial literacy fun for children; and Community Meeting to Discuss Broadway and Fleet Branches.

During the month of September, the following events, programs, and information were promoted on www.cpl.org: Library Card Sign-up; Writers & Readers: S.E. Cup & Jodi Kantor; Writers & Readers: Uncovering Mysteries; Writers & Readers: Valerie Bertinelli; Friends Fundraiser: Bon Appetit; Exhibits: Bouchercon, Mini-Books; Hispanic Heritage Month; Featured Database: National Geographic; Music at Main: Shuai Wang; Warm-up Cleveland kick-off; Ed2Go; Celebrate with Books; Muzzy Online; Tumblebooks; Homework Help; and MyTunes.

11 Popular Topic pages were updated with new book lists in September.

The fourteenth "Off the Shelf" was sent out on September 6th to a distribution list of 2,354. This issue featured: September kicks off exciting fall events at Cleveland Public Library (The Contradictions of Fair Hope and discussion with filmmakers S. Epatha Merkerson and Rockell Metcalf; and Writers & Readers: Jodi Kantor and S.E. Cupp) and Summer Reading Club: Feed Your Mind - Read! The following events were also featured: Chess A-Z; Hunger Games Movie Event; and Stop the Bullying! We also featured the following new arrivals: No Easy Day - The Firsthand Account of the Mission that Killed Osama bin Laden; Every day; and Chronicles of Downton Abbey. The following news stories were featured: Library Card Sign-Up at Cleveland Public Library September 24-29, 2012; and Kick Off Warm-Up Cleveland 2012.

The following pages in the Using the Library section of the site were updated with new text to reflect changes or additions in our policies: Fines & Fees, Borrowing Policies, Blocked Status, Library Cards, and Patron Guidelines.

The Storytime page was updated to reflect the fall schedule (September 24, 2012, through November 17, 2012) for storytime programs at all CPL branches. A redirect was set up for <http://www.cpl.org/storytimes>

A mobile version of the Writers & Readers pages was built and added to the library's mobile site homepage.

The Brown Bag Book Clubs page was updated with new titles and dates.

Cleveland Public Library's Personal Information Policy (PIP) and new card designs were posted to the CLEVNET Members Site.

In the Theatre Popular Topic, a page was built for Lombardi, September 14 - October 7, 2012, at Cleveland Play House, and a page was built for Anything Goes, October 2-14, 2012, at PlayhouseSquare.

All Proquest databases were re-linked in SerialsSolutions, switching them from their legacy Z39.50 connections to their new XML connections. As a result, the Search All Databases widget on the Research Databases page had to be updated to reflect the changes.

Working with Linda Sperry, the Bookmobile Schedule page was updated. New stops were added, some old stops were deleted, and the map of stops was updated to reflect the changes.

Three new and exciting resources were added to cpl.org: Ed2Go, Cypress Resume, and Naxos Music Library. Ed2Go is the first resource of its kind for public libraries. Offered by Gale Cengage Learning, Ed2Go offers access to hundreds of instructor-led online courses covering a wide range of subjects including digital photography, health and wellness, and computer programming. Each online course lasts six weeks and features 12 lessons with online discussions, quizzes, and a final exam. Amy Pawlowski, Michael Ruffing, CJ Lynce, and the Graphics department worked together to ensure that we were properly informing and educating our staff and patrons about this beneficial resource. Over the month of October, Amy Pawlowski will be working with the graphics department on promotional materials for Cypress Resume and the Naxos Music Library.

PROPERTY MANAGEMENT

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We are meeting weekly with the architect to come up with a design for the temporary relocation for the South branch. We participated in Sustainable Cleveland 2019.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. New power and data line

were installed at Carnegie West, Eastman, Lorain, South Brooklyn, and Union for the addition of new computers. A defective power disconnect for the main air handling unit was replaced. The Automation's Liebert A/C unit's dry coolers were serviced for winter operation. The burner control for the rooftop unit at Mt. Pleasant was replaced. Staff worked with a contractor to repair outdoor parking lot lights at Lakeshore. A new control transformer was installed for air handling unit's new damper actuators at South Brooklyn.

The Carpenters and Painters worked to remove old and install new carpeting and paint the meeting room at Harvard-Lee. Repairs were made to a roof drain that let go causing water to enter the branch and the damage ceiling tile was replaced at MLK. 55" televisions were installed for the Learning Centers at Collinwood and Langston Hughes. Painting was completed at Garden Valley and repairs have started at MLK due to the water damage.

The Garage picked up all snow blowers and tractors to be serviced for the winter. The front end ball joints were replaced on truck #12. Car #20 rear brakes and rotors were replaced. The front seat in truck #4 was replaced. Service was completed on vehicles 1,4,16 and 18.

SAFETY & PROTECTIVE SERVICES

PROTECTIVE SERVICES

Activity

Month	Total calls	Average per day	Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents
September 2012	3777	126	16	23	544	98

Special Attention and Special Events

Main 2, Friends of the Library Fundraiser, Contradictions of Hope (LSW), Book Discussion (Rice) Cliffs Company, and Oswald Company (LSW).

Security Systems

- Will propose schedule concerning upgrades to access control.
- Will propose scheduled implementation of CCTV system work

Communications Center

- The communications center is being staffed and processes are being developed to engage in active surveillance of CPL properties. Safety & Protective Services is also continuing to refine communications procedures to meet streamlined communications processes and increase efficiency of response.

Contract Security

- Safety & Protective Services has been advised that overall hours have remained constant for G4S.
- We continue to work with G4S to address radio performance issues with the branches.

INCIDENTS

- Investigated theft of DVDs at Fulton Branch and provided report to management.

RECORDS AND EQUIPMENT MANAGEMENT

- Personal directories for officers to store records currently stored on external media have been completed. We are working with Automation to resolve login issues.

ADMINISTRATION

- Working with Knowledge Office on Electronic Records capturing system.

INFORMATION TECHNOLOGY & CLEVNET

CPL Projects

Fresh Start amnesty: A great deal of the Software team's efforts this month went toward planning and configuring software for the juvenile "Fresh Start" amnesty week. They meet frequently with the Knowledge Office to plan benchmarks for the amnesty week and provide best practice advice for the Sirsi software. A new pay type of AMNESTY was established in the Sirsi configuration which will allow easier extraction of amnesty related activity. Benchmarks were scripted and run before amnesty week, and follow up benchmarks planned and scripted. Jim Benson also assisted Lending and the Knowledge Office in their training sessions for CPL branch circulation staff on Amnesty week and the new patron registration forms and policies.

Educator cards: The Software team also assisted with configuring the Sirsi software for the new Educator cards. A total of 1,922 lines were added to the circulation map to support this initiative. CLEVNET libraries were also notified of these new cards as the member libraries adjacent to Cleveland especially may encounter them.

CPL hosted a Hewlett-Packard roundtable for public sector IT managers. Attendees included senior IT managers from the City of Cleveland, Cuyahoga County, Ohio Lottery, Franklin County and Cuyahoga Community College. The meeting highlighted MyCloud and TechCentral, which were cooperative efforts between CPL and HP. Three new and exciting resources were added to cpl.org: Ed2Go, Cypress Resume, and Naxos Music Library. Ed2Go is the first resource of its kind for public libraries. Offered by Gale Cengage Learning, Ed2Go offers access to hundreds of instructor-led online courses covering a wide range of subjects including digital photography, health and wellness, and computer programming.

IT staff was instrumental in the opening the CPL@TRI-C Metro collection. Hardware staff installed a custom self-check machine to assist with patron check-out. Software made data and configuration changes. This included setting up policies for circulation, unshadowing the collection so it would show as available for the opening, adding workflows logins for staff and a sip user for the self-check machine. With the ending of floating for the Main Library collection, Software made changes to the policy file to effect the end of that service.

An efficiencies script was developed for CPL Materials Handling. Due to how the Sirsi Symphony software natively handles new items added by the Cataloging staff, the Materials Handling staff had to do extra keystrokes for the hundreds of items they handle every day. The new script adjusts the "transit to" information on new items added to indicate that they are going to Materials Handling instead of to the owning agency. The staff are now able to work more efficiently and comfortably on their daily tasks.

Software assisted Tech Central and SaPS by listing out the lost ToyBox equipment and the associated serial number from the fixed asset inventory system. Software's previous advice to include the fixed asset inventory number in the Symphony record for each item made this possible.

A mailing list of patrons using the Broadway branch in the past twelve months was provided to the Knowledge Office.

Domain Controller servers were replaced at Addison and Brooklyn library locations due to their age and outdated operating systems. This will provide a more reliable and responsive server at those locations.

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Updates to www.cpl.org: 11 Popular Topic pages were updated with new book lists; in the Using the Library section of the site Fines & Fees, Borrowing Policies, Blocked Status, Library Cards, and Patron Guidelines; the Storytime page to reflect the fall schedule; The Brown Bag Book Clubs page with new titles and dates; Theatre Popular Topic for Lombardi at Cleveland Play House, and for Anything Goes at Playhouse Square; the Bookmobile Schedule page for updated stops and maps.

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A mobile version of the Writers & Readers pages was built and added to the library's mobile site homepage.

All Proquest databases were re-linked in SerialsSolutions, switching them from their legacy Z39.50 connections to their new XML connections. The Search All Databases widget on the Research Databases page was updated to reflect the changes.

CLEVNET Projects

The Virtual server environment for hosting servers for some CLEVNET sites has been completed. This enables the Information Technology and CLEVNET department to move forward with the installation of virtual servers (servers that are not physical but require physical hardware and other infrastructure) for CLEVNET.

AT&T IP Flex, a managed voice over IP communication solution was installed. This will allow CLEVNET libraries in AT&T's service area to connect their phone lines seamlessly with the Cisco Call Manager and reduce overhead.

Network switches were upgraded and configured for IPCelerate paging system at Hudson to enable paging and 911 notifications through the phone system. This will be available soon at CPL and any CLEVNET library using our VOIP system.

LabTech, a remote monitoring and management (RMM) platform, has been implemented at CPL Main Library and Sandusky library. It is monitoring and reporting pc/server health and checking for antivirus updates. This will greatly improve and expand the IT department's ability to provide remote support.

Statistical reports were provided to Lorain, Medina and Perry libraries. Weeding reports (25 total) were provided to Barberton, Bellevue, Birchard, CPL Main Library (POP and CHLIT), CPL Collection Management (SOUTH nad BDWY), Euclid, Hudson, McKinley, Medina, Sandusky and Twinsburg libraries. Other types of reports were created for East Cleveland and Sandusky libraries.

32 Virtual lans were eliminated at Cleveland Heights reducing overhead and complexity.

CLEVNET directors and technical staff visited CPL to review the new Xerox solution, MyCloud and to visit TechCentral. Cleveland Public Library's Personal Information Policy (PIP) and new card designs were posted to the CLEVNET Members Site.

Huron Public Library and all six Lorain Public Library buildings were upgraded from T1 communication lines to Time Warner 10mb connections.

KnowItNow

On September 25, the Public Library of Youngstown and Mahoning County hosted an all-day KnowItNow training session given by the KnowItNow Statewide Coordinator. The training included both basic and advanced virtual reference skills and was attended by twenty librarians from northeast Ohio public and academic libraries.

The KnowItNow Statewide Coordinator participated in staffing an information table on KnowItNow at the Northeast Ohio Regional Library Showcase in Twinsburg on September 18.

The KnowItNow Website Coordinator wrote a custom KnowItNow report for Cleveland Public Library's Knowledge Management department showing total KnowItNow sessions handled by Cleveland Public Library librarians.

The KnowItNow Website Coordinator also streamlined the webpages for <http://www.KnowItNow.org> by consolidating the page asking for patrons to choose their library (when a ZIP code is served by multiple libraries) into the "patron question page" where name, question, etc. are entered.

Meetings & Professional Development

The entire Software team met with CPL Technical Services to review projects and needs for that division.

Ann Palomo and Amy Pawlowski attended the CLEVNET Directors' Panel meeting.

Statistics

	Sep-11	Sep-12
OverDrive Downloads	39,961	64,493
Twitter Followers	2,990	4,301
Facebook Fans	3,487	4,535

IT/CLEVNET Statistics	Sep-12			
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
Hardware				
CPL Main	81	70	25	176
CPL Branch	94	85	35	214
CPL Lake Shore	29	24	6	59
CLEVNET	38	23	19	80
PUBLIC				0
HARDWARE TOTAL	38	23	19	80
Software				
CPL Main	48	47		95
CPL Branch	14	14	1	29
CPL Lake Shore	3	3		6
CLEVNET	40	40		80
PUBLIC	17	17		34
SOFTWARE TOTAL	122	121	1	244
Webware				
CPL Main	8	8	2	18
CPL Branch	4	4		8
CPL Lake Shore	3	3		6
CLEVNET	5	5		10
PUBLIC	160	160		320
WEBWARE TOTAL	180	180	2	362
KnowItNow				
CPL Main	5	4		9
CPL Branch	5	4		9
CLEVNET	3	3		6
PUBLIC	1	1		2
KIN Library				0
OHIOLINK	22	22		44
After Dark	7	7		14
KNOWITNOW TOTAL	43	41	0	84
GRAND TOTAL	383	365	22	770