

DIRECTOR'S REPORT

November 15, 2012

Monthly Statistics

Circulation for the month of October was 593,750. This is a relatively small increase of 3% from last year's October circulation of 579,104. A closer analysis of the numbers uncovers that the increase is important considering that several branches were closed on October 29, 30, and 31 due to power outages caused by Hurricane Sandy. Taking this fact into consideration, the 5% increase in circulation at the branches is not only surprising but hopeful.

The number of computer sessions increased by 18%, from 78,199 in 2011 to 92,314 in 2012. The computers used by hours also increased by 18% from 53,050 in 2011 to 62,428 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 October was 316,008. This is an increase of less than 1% from last year's October attendance of 314,792. The Main Library had a sizable increase in attendance, bucking a trend of declining patronage.

Program and Outreach Highlights

October was a great month for CPL programming and Writers and Readers. On October 18, author Valerie Bertinelli spoke to an audience of 175 people about her new cook book, *One Dish at a Time: Delicious Recipes and Stories From My Italian-American Childhood and Beyond*. Joe Crea, *Plain Dealer* food critic, moderated the discussion with Bertinelli as a part of this program.

The last Writers & Readers program of 2012 was held on October 20. Science writer Rebecca Skloot spoke to approximately 310 people of all ages about her award-winning book, *The Immortal Life of Henrietta Lacks*. In attendance were 80 students from John Hay High School who had read *The Immortal Life* as a part of their assigned coursework. These students were afforded the opportunity to be part of a private meet-and-greet prior to the event

World Chess Day

World Chess Day was celebrated at Main Library on October 13. The day's highlight was a chess match between 14-year-old National Chess Master Justus Williams and twenty participants. Mr. Williams worked through each of the games clockwise, making one carefully considered move after another. The participants were all among the strongest players in the local *Progress with Chess* program. Following two hours of chess play, the Library showed the documentary film *Brooklyn Castle*, which tells the inspiring story of how chess helped to transform the lives of Mr. Williams and four of his classmates at a below-poverty-level school in New York. Executive Producer Robert McClellan and Justus Williams answered the enthusiastic audience's questions following the screening. The screening was co-sponsored with the Cleveland *Progress with Chess* program, Le Castle Film Works, and the U.S. Chess Federation. Approximately 118 people attended.

Sports Icon Oral History Project

Sam Rutigliano, who coached the Cleveland Browns team from 1978-1984, was interviewed by legendary sports journalist Dan Coughlin on October 31. This is the second Icon interview for the new Sports Icon Oral History Project coordinated by Darlene Ronney, Manager of the Social Sciences Department-Sports Research Center. There was a photo session and luncheon. Myself, Thomas Corrigan President of the Board of Trustees, and some departmental staff members attended the Icon activities.

Octavofest

Once again, in 2012, the Ohio Center for the Book is the lead partner in the Octavofest programming and promotion that included seventy-eight programs from a host of organizations across northeast Ohio. The Ohio Center for the Book sponsored several events, as well, such as the showing of the documentary film *Proceed and Be Bold!* about artist Amos Paul Kennedy at the Jefferson Branch on October 1st; nine very successful photo-book making workshops with book artists Melissa O'Grady at Cleveland Public Library Branches; and a lecture with nationally respected book artist and photographer, Bea Nettles on Saturday, October 27, 2012. The Ohio Center for the Book also sponsored two Little Free Libraries in the community—one at the Dave's Super Market on Payne Avenue and one at the Seeds of Literacy at W. 25th and Clark Avenue that offered over 300 books to happy readers. Promotion for Octavofest events was encouraged through a display at the Statler Arms which was prepared by Amy Dawson and featured work by local book artists such as Melissa O'Grady, Laura Martin, and Anne Weissman.

Marketing and Communications

TechCentral

myCloud Branch Pilot Program

The myCloud pilot programs for the West Park and Harvard Lee branches are on track to begin on November 5. Training was held for staff at both branches in October on myCloud, its use, and basic troubleshooting techniques. Branch staff will act as first-line responders for any myCloud questions or problems, referring issues to TechCentral as necessary. TechCentral staff will teach the myCloud orientation classes at both branches in November. The first orientation will be held on November 5 and will be repeated weekly at each branch as well as twice per week at TechCentral. Patrons can attend an orientation at any location, after which time they will be registered to use myCloud throughout the system.

TechToyBox

Supplies have been ordered to implement security and circulation changes for the TechToybox. Most have arrived, as well as the new TechToyBox devices for circulation. A November re-launch is planned for the new and existing devices, as soon as the changes have been implemented.

TechCentral Visits and Tours

TechCentral hosted several tours from individuals and groups during October, including, but not limited to:

- Carolyn Johnson - Central Library of Rochester & Monroe County
- Medina County District Library Administrative Team

TechCentral was also host to a demonstration of the Library's MFD solution, led by Xerox, for two CLEVNET member libraries that are interested in participating in the system.

Meetings and Activities

CPL began a series of meetings with the North and South Broadway communities to discuss the possible closing of the Broadway Branch. The first meeting was held at the Broadway branch on October 10th. Twenty community members attended, and their concerns about the closing was heard by myself, the leadership team, and Board President Tom Corrigan. On October 13th, a smaller turnout added their concerns about our future plans. The board passed a resolution on October 18th that would close the Broadway Branch on November 16th, but asked the staff to bring a

report back to the Board which evaluated different service approaches.

- I presented "Sacrifice, Integrity, and Respect: How to Be a Remarkable Leader" at the Nevada Library Conference.
- I was interviewed by Noriko Takiguchi, a Japanese freelance writer, who is examining best practices in American libraries.
- I attended the Public Library Association's Fall Board meeting.
- I was represented by Cindy Lombardo and President Corrigan represented the Board at a special Writers and Readers program on behalf of Bouchercon.

CLEVNET

October's total OverDrive CLEVNET eMedia collection circulation was 67,051 sizably up from last year's total of 42,721. CPL has 4,468 total followers on Twitter and the Facebook page currently has 4,630 fans.

GRANTS & DEVELOPMENT

Cleveland Clinic

CPL received a \$5,000 Community Partnership Support donation from the Clinic. This donation was driven by the partnership formed during the Sterling branch Summer Camp.

MyCom

Starting Point is the organization now responsible for My Com. Their main interest is to expand the tutoring services offered at CPL branches. Aaron Mason and I are working to explore tutoring options to present as a proposal to MyCom.

America Reads

Finalized contract for 2012/2013 after-school tutoring at 7 CPL branches provided through Cleveland State University's Career Services Center.

Gund Foundation

This year we were awarded \$2,000 for updates to the Octavofest website. Though the website was updated, there was no cost; services were donated through Cleveland State University an Octavofest partner. We received permission from the foundation to use these funds toward 2013 Octavofest marketing expenses.

Wellness @ Work Award

2013 is the fifth year these awards are being offered by the Cleveland Museum of Natural History, honoring Northeast Ohio's best companies working for wellness—providing the healthiest work environments for their employees and incorporating sustainable practices into the workplace. CPL is exploring submitting an application. I will be working with Ronelle and Tim on completing the application.

Friends of CPL

- Scheduled first meeting of the Nominating Committee (Felton Thomas, Thomas Corrigan, Allison Wallace, Bob Pincus) to begin discussing potential candidates for the new Friends Foundation Board of Directors
- Submitted Directors reports to Friends detailing 2012 activities (how Friends funds were spent)
- Submitted Letter from the Director for Friends Winter 2012 Newsletter
- Began conversations on 2013 budget request to Friends

PUBLIC SERVICES

Programs, Services & Exhibits

During the month of October the Library hosted approximately 108 programs. New to this monthly report is an accounting of system-wide educational services also facilitated by the OPS department. In October the Library either hosted or sponsored: 178 story times, 154 days of after-school tutoring (9 locations from 3-5 PM M-Th.), 132 after-school snacks programs at 9 branch locations, 58 GED classes, 18 ESOL classes, 12 Chinese language classes for children, 20 hours of music-based literacy programming, and 7 BrainTime sessions provided by Beechbrook in collaboration with Library staff. Educational and nutritional services accounted for over 700 hours of coordinated activities system-wide in the month of October. Total programming/educational services related expenditures for the month totaled \$27,229.76, 56% of which being devoted to 2013 outreach and programming contracted services and supplies.

Included in the educational services category is the Rockin' in the 216 program, facilitated by Greater Cleveland College Now. On October 1 at the Rockport and Harvard-Lee, high school aged students began the first 8 week session of this program. Four days a week the students attended ACT preparation classes and digital arts programming. During their first 4 weeks each class

was administered their first ACT test to determine their skill level. At the conclusion of the course a second test will be given to measure their progress. The average class size for the program is 12 students at each location.

On October 18, author Valerie Bertinelli spoke to an audience of 175 people about her new cook book, *One Dish at a Time:*

Delicious Recipes and Stories From My Italian-American Childhood and Beyond. Joe Crea, Plain Dealer food critic, moderated the discussion with Bertinelli as a part of this program.

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As mentioned in the OPS September monthly report the Cleveland Public Library sponsored the keynote speaker for the 2012 Latino Youth Summit hosted by Cleveland State University on Thursday, October 25, 2012. Youth motivational speaker and author, Patrick Perez, gave his interactive presentation, Mad Skills for Student Success to over 200 high school students from the Cleveland and Painesville school systems. In addition to the sponsorship of the keynote speaker, CJ Lynce and Adam Jaenke of Tech Central offered a presentation on myCloud, college preparatory resources and other available technology and online resources at CPL, as well as demonstrations of the new 3D printer.

In September a total of 59 meeting room requests were processed by the OPS department and 43 AV requested were filled for both Branches and Main Library. Notable events that took place in Library meeting rooms and auditorium were the Grant Makers in Aging mixer in the LSW auditorium, and Sodexo's 2 day event in both the LSW auditorium and room 341. Meeting room reservations accounted for a total \$2000.00 of usage fees.

Harvey Pekar Library Card

Joyce Brabner, widow of underground comic book writer Harvey Pekar and a writer of political comics in her own right, visited Main Library on October 15 to receive her own Harvey Pekar Library card. The card features a black-and-white drawing by Joseph Remnant of the 1925 Main Library from Harvey Pekar's *Cleveland*. Fox8 News and Cool Cleveland publisher Thomas Mulready were on hand to photograph the event and to interview Ms. Brabner, who spoke about the card and about how she and Mr.

Pekar chose to live in Cleveland because of the area's great libraries. A celebratory event in which a statue of Mr. Pekar was unveiled as part of a "creative desk" installation was held the day before at the Cleveland Heights-University Heights Public Library.

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American Checker Federation World Title Match

Special Collections hosted the *American Checker Federation 11-man Ballot World Title Checkers Match* between Alex Moiseyev of Dublin, Ohio, and Richard Beckwith of Willoughby, Ohio, on Oct. 6th. This is a unique style of play where each side removes one checker before the start of the game to eliminate prepared knowledge of published games. Alex Moiseyev successfully defended his title in a 16-game match by defeating Richard Beckwith 4-0 with 9 draws.

Youth Services

Manager, Annisha Jeffries and staff coordinated activities for the Star Wars Reads Day program on Saturday, October 6, 2012. 15 children attended the hour long program of crafts, stories and giveaways.

Manager, Annisha Jeffries conducted a story time to 11 children from Children First Preschool on Friday, October 19, 2012.

Youth Services Librarian, Jennifer Rhodes and Library Assistant, Christine Feczkanin conducted a tour to 37 8th grade students from Marion Seltzer School on Friday, October 26, 2012.

Music at Main

Music at Main featured the Kyodai Brass Quintet on October 6th, 2012. The five members of Kyodai Brass are all students at the Cleveland Institute of Music. The program consisted of music for brass by Anthony Holborne, Viktor Ewald, Rossini, and David Sampson. There were approximately 20 people in attendance. *Music at Main* featured Cleveland Orchestra trumpet player, Jack Sutte on Oct. 20th. Mr. Sutte played various trumpet fanfares and old time favorites such as *Abblasen*, *the Josephine Waltz*, and compositions by Girolamo Fantini and Theodore Hoch. Approximately 40 people attended.

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Small Business Legal Issues

On Wednesday, Oct 17, Business, Economics and Labor Department hosted a Small Business Legal Issues program. The speaker was Mrs. Nouvelle L. Gonzalo, Attorney at Law. A group of 19 attended the late afternoon program. Talking points of the event focused choosing the legal structure of a small business, business contracts, franchising, and intellectual property.

Presidents of the United States born in Ohio Display

Nick Durda has mounted a display of photographs of the Presidents of the United States born in Ohio. The exhibit includes photographs from the Photograph Collection of Ulysses S. Grant, Rutherford B. Hayes, James A. Garfield, Benjamin Harrison, William McKinley, and Warren G. Harding. Not included is William Henry Harrison, claimed by Ohio and Grandfather of Benjamin Harrison. Harrison was the first sitting President to have his picture taken, a daguerreotype in 1841; unfortunately the Collection does not have a copy of this photograph.

Beautiful Paper, Beautiful Books

Pam Eyerdam installed the exhibit, *Beautiful Paper, Beautiful Books* in the Special Collections Reading Room. This exhibit features various book examples of papermaking from the

collection to celebrate Octavofest. Books made by the famous American papermaker, Dard Hunter are especially interesting.

Miniature Books from the Puskas Collection

Kelly Brown installed the exhibit of *Miniature Books from the Puskas Collection* in honor of Octavofest in the JGW Exhibition Hall. This collection was donated by John F. Puskas, a local Cleveland artist and graduate of the Cleveland Institute of Art, in 2002. The collection includes a variety of subjects and titles.

Bouchercon Exhibit

All Literature Department staff members participated in the creation of the Bouchercon Display on the 2nd Floor of the Main Library Building. The display honors the five featured authors of the Bouchercon Cleveland Conference which was held on October 4th to 7th at the Renaissance Hotels on Public Square. The exhibit the *Mystery of Bouchercon - Cleveland, 2012*, details the 2012 Bouchercon World Mystery Convention which is a nonprofit, all-volunteer organization which holds an annual convention in honor of Anthony Boucher, the distinguished mystery fiction critic, editor and author. The event bringing together all parts of the mystery and crime fiction community, and is commonly referred to as just Bouchercon.

Brown Bag Book Club at Main

The Social Sciences Non-Fiction Book Club was held on October 11, 2012 at 12:00. The book discussed was *Death Ride at Euclid Beach: and More True Tales of Crime & Disaster from Cleveland's Past* by John Stark Bellamy. Lakeisha Winstead and Helena Travka were the facilitators. There were 6 participants.

Nancy Drew Scavenger Hunt

The Ohio Center for the Book hosted a reception for the launch of the Nancy Drew Scavenger Hunt at the Cleveland Public Library. The event was held at 4:00 on October 4th so as to invite participation from mystery fans and writers visiting for the Bouchercon Convention. The Nancy Drew Scavenger Hunt Amateur sleuths looked for clues to complete the hunt hidden throughout the Library's Main Building and Louis Stokes Wing. Along the way, they learned about several Ohio authors, including the original author of the Nancy Drew books, Mildred Wirt Benson. A prize was awarded for successfully locating all the clues. The NDSH will be an ongoing activity for the Ohio Center for the Book and the Library and has encouraged successful sleuthing throughout the month of October.

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United Nations Day

Kofi Annan: Center of the Storm, a documentary about United Nations Secretary-General Kofi Annan was shown on October 24, 2012 at 12:00 noon. The documentary followed Kofi Annan from Afghanistan Norway to accept the Nobel Prize to an appearance on Sesame Street. This program was part of an introduction to the Social Sciences Department's United Nations collection.

Outreach

Slovenian Museum and Archives

Michael Ruffing and Ann Olszewski met with representatives of the Slovenian Museum and Archives and Genealogy Society (6407 St. Clair Avenue) to provide advice regarding their options for preserving and making accessible a complete run of the local Slovenian newspaper, *Ameriška Domovina*. The Library agreed to lend its microfilm covering the period 1908-1939 so that the Society could prepare an index. Representatives of the Museum and Archives were John Kirn and Fran Coberly. The representative for the Genealogy Society was Rose Marie Macek Jisa. The meeting ended with a tour of one of Cleveland's best-kept secrets: the historic ca. 1870s Diemer Mansion, which sits immediately behind the commercial structure at East 64th and St. Clair, a rare vestige of 19th century St. Clair Avenue.

World Chess Hall of Fame

Special Collections staff worked with the Curators from the *World Chess Hall of Fame* (St. Louis) to lend items related to chess and the American Presidency. This loan of material was for their opening exhibit, *Power in Check: Chess and the American Presidency* on view from October 18, 2012 - April 21, 2013. Through the study of their personal possessions, correspondence, and memorabilia, the exhibit reveals how the so-called "Royal Game" has fascinated American presidents for over two hundred years.

Cleveland Chamber Music Society

Michael Dalby and Practicum student Bryan Silver completed a chamber music brochure highlighting CPL resources that align with the Cleveland Chamber Music Society's 2012-2013 season. Flyers were delivered to the Society's first concert on October 9th, 2012 and available at every concert throughout the season. The brochure also includes links to Naxos music Library playlists (a new CPL database) that we created of each recital work so that patrons can listen to the repertoire before or after the concert at their convenience.

"People of Ohio" Event for Archives Month

In honor of Archives Month Jean Collins and volunteer Raymond Rozman attended the event titled "People of Ohio: Musicians and Music from Polonaise to Polka and Punk" at the Rock and Roll Hall of Fame Library and Archives on October 2, 2012. Mr. Rozman presented an archive reading of primary resources from the Musicarnival Collection including a set of letters between owner and producer John Price and several fans. Mr. Rozman also displayed memorabilia from the collection at the event. The event was hosted by the Rock and Roll Hall of Fame and Museum's Library and Archives and was held in the Black Box Theatre of the Tommy LiPuma Center for Creative Arts of Cuyahoga Community College (Tri-C). Local singer-songwriters, including Chris Allen, Justin Gorski (a.k.a. DJ Kishka), and Roger Hoover, performed from handwritten song lyrics housed in the Rock Hall's archival collections, along with their own original songs that they had donated to the Library and Archives. In addition, special guest John Soeder read from the writings of Jane Scott in the Rock Hall's newly acquired Jane Scott Papers. The event was free and open to the public and showcased materials housed in the Rock and Roll Hall of Fame and Museum's Library and Archives and additional local archives and libraries that relate to Ohio music and musicians in the northeast Ohio area.

Books By the Bank

Steve Capuozzo represented the Ohio Center for the Book at the Books By The Banks book festival in Cincinnati on Saturday, October 20, 2012. He raffled off a basket of books by Ohio authors that included 94 entries and promoted the Ohio Center for the Book programs and services. Of special note was that he was able to connect with many school teachers and informed them about the Letters About Literature contest.

Database Presentation for Rebecca Skloot Program

As an addition to the presentation by Rebecca Skloot on October 20, Maureen Mullin demonstrated to patrons how to find the type of research that Ms. Skloot referred to in her book by using the Cleveland Public Library's databases. Using the Smart Board in Tech Central, she showed patrons how to access the full-text articles from medical research published by Drs. George O. Gey in the 1950s and Walter Nelson-Rees, in the 1970s. Staff from Tech Central continued with this demonstration for the remainder of the day.

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- The Cleveland Public Library's cookbook collection, and in particular, *Modernist Cuisine: the Art and Science of Cooking*, by Nathan Myhrvold, was featured in an article by Debbie Snook in the Plain Dealer on October 17, 2012.
- A college student at Toledo University, on her time off visiting home, was working on her report on "Xenotransplantation." Elvira Baron showed her EBSCOHost searching, JSTOR database searching, and the US National Library of Medicine website. She appreciated the demo and took notes so she can do more searches at her home computer.
- A patron was looking for an acronym medical dictionary. Elvira Baron, who is taking a CPL ed2go class that lists this information as part of the coursework, shared the website with the patron by printing the page from the internet. The patron was very pleased.

Collection Development

Digitization of John G. White Diaries

Staff has selected 10 volumes of the *Diary and Views of Fishing Trips Taken in Wyoming, Yellowstone National Park, and Newfoundland* for digitization. Five volumes are being sent to NEDCC now and 5 more will be sent in January 2013. These diaries are important personal accounts of travels to Wyoming, Yellowstone & Newfoundland. The photos included depict what the American landscape looked like in the early 1900s.

Coroner's Report on East Ohio Gas Company Disaster October 20, 1944

PAL received from Preservation circulating copies of *Coroner's Report on East Ohio Gas Company Disaster October 20, 1944* by Dr. S. R. Gerber and *Report of Technical Consultants Board of Inquiry of the May of Cleveland on the East Ohio Gas Company Fire* by George Barnes.

Research That's Possible Only at Main Library

- A patron from Japan visited PAL to research Cleveland's brownfields.
- High School students from Shaker Heights were assigned to review books on witchcraft from Special Collections. Staff worked with the teacher to choose texts and assist the students. Students are to review the text in regards to the "witch hunt" in America.
- A student from a Woman's Study class at Tri-C researched the death of Mary Keokee Monroe (1846-1863). Mary Keokee Monroe has a headstone in Woodland Cemetery and the patron was assigned a ten-page research paper to be written about this girl. Staff found newspaper articles, the published sermon of her funeral, a picture of her house on Euclid Ave, information about the Cleveland Public School system at the time and her church.
- Reader advisory in both Russian and Mandarin Chinese languages. Agatha Christie Museum in Netherlands emailed Foreign Literature Department to inquire if CPL owned copies of author's books in Bengali and Marathi.
- A CLEVNET library called looking for the amount of money spent on disaster relief in 2010. Outlays for Disaster Relief were located in the U.S. Budget, Historical Tables. Another question was asked about FEMA's relationship to the federal agency Homeland Security.

- Two college students were looking for information on tongue cancer and cardiovascular disease linked to periodontal disease. Elvira Baron demonstrated databases such as EBSCOHost and JSTOR, and *Cancer of the Mouth, Tongue, and Esophagus: Their Pathology, Symptoms, Diagnosis, and Treatment*, by Frederic Bowreman Jessett, was found for one young lady.
- For his work, a patron was asking for info on plastics and adhesives, polymers, and machine design. Elvira Baron pointed out General Science Full-Text, JSTOR and Science Gale Virtual Reference Library. He said "this is exactly what he was looking for."
- A patron requested "A Manual for Railway Engineering" 2007 standard.
- A patron requested older books on the nervous system. He used *The Elementary Nervous System*, by G. H. Parker, 1919; *The Nervous System and its Conservation*, by Percy Goldthwait Stiles, 1915; and *The Origin and Development of the Nervous System From a Physiological Viewpoint*, by Charles Manning Child, 1921.
- A patron requested *Science and the Modern World*, by Alfred North Whitehead, published in 1925 as part of the Lowell Lecture Series.
- A patron requested *A First Book of Electricity & Magnetism for the Use of Elementary Science and Engineering Students, and General Readers*, by W. Perren Maycock, M.I.E.E., published in London in 1904.
- A patron requested *Inventory of Water and Sewage Facilities in the United States, 1945. A Cooperative inventory by the Sanitary Engineering Divisions of State Health Departments and the U.S. Public Health Service*, published by the United States Public Health Service, Sanitary Engineering Division.
- A patron requested *Fundamentals of Radio Communications* by Abraham Sheingold, published in 1951.
- A patron requested *Roark's Formulas for Stress & Strain* by Warren C. Young, 1989.
- A patron requested *The Glass Industry in Ohio*, by Simon N Wilson, published in 1938 by the National Youth Administration in Ohio.
- A patron requested *The History of Agricultural Gypsum*, by William Crocker, published by The Gypsum Industries Association, in the 1920s.

- A patron requested *AORN Standards and recommended Practices for Perioperative Nursing - 1992*, published by the Association of Operating Room Nursing, Inc.
- A patron made a large number of copies from *The Ohio State Building Code*, and another patron used *Minimum Design Loads for Buildings and Other Structures*, published by the American Society of Civil Engineers.
- Madison Library requested wiring diagrams for a 1955 Ford Montclair vehicle. Eight pages were scanned to the librarian's email on the new MFD from *Final National Service Data*, published by the National Automotive Service.
- A local businesswoman needed information quickly on the 1851 Great Exhibition in London. Original publications, including the multivolume set *The Great Exhibition of the World's Industry: Held in London 1851: Described and Illustrated by Beautiful Steel Engravings, from Daguerreotypes by Beard, Mayall, etc., etc.*, published by John Tallis & Company in 1852 are held at Lake Shore. She could not wait for the items to be shipped down to Main Library. Jim Bettinger suggested she travel to Memorial Nottingham Branch and do her research there. She was very appreciative and able to complete her report on time.

Staff Development

Sheba Marcus-Bey, BEL Department Manager attended the NEO-RLS Finance Committee Meeting on October 6, 2012 and the monthly NEO-RLS Board Meeting on October 23, 2012. Ms. Marcus-Bey also attended a Y.O.U. Community Volunteer Recognition Breakfast at the Jump Start facility on October 19, 2012. The event recognized various volunteers and the contributions they make in the development of Y.O.U. participants lives.

Helena Travka was elected to a two year term on the Ohio Library Council Membership Committee. The term runs from January 2013-December 31, 2015.

Manager, Annisha Jeffries visited the COSI - Center of Science & Industry in Columbus, Ohio on Friday, October 26, 2012 with Tech Central Manager, CJ Lynce and Computer Learning Connection Librarian, Olivia Hoge. The purpose of our visit was to examine what other cities are doing for Family & Children throughout libraries, museums and science centers.

Other Main Library News

Shelf/Shipping Department Update

October was a productive month for the Shipping Department as over 7,700 items (boxes, bags, and totes) were sent throughout Cleveland Public Library and CLEVNET system, as opposed to 5,000 items sent last October 2011. For the first time since May 2012, the Shipping Department did experience a few backlogs during October. There were three times during the month of October that the Shipping Department experienced a materials backlog of one day. The positive aspect is that the backlogs were contained, eliminated quickly and did not grow into multiple days.

TECHCENTRAL

myCloud Branch Pilot Program

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TechCentral was also host to a demonstration of the Library's MFD solution, led by Xerox, for two CLEVNET member libraries that are interested in participating in the system.

Computer Classes and One-on-One Sessions

In October, TechCentral staff conducted a total of 20 classes at Main Library, 51 classes in 12 branches, and 10 scheduled myCloud orientations. Forrest Lykins presented the new *Your Digital Footprints* class in the TechCentral Learning Lab (LSW 217) on October 17.

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

- Using Freegal
- Using the Chilton Database
- Loading Music onto MP3 player
- Microsoft Powerpoint
- Microsoft Publisher
- Windows File Management
- Web Browsing
- Online purchasing
- Adobe Photoshop Online
- File Backups
- Windows and Anti-Virus Security Updates

Personnel and Staffing

Curtis Flowers and Matthew Sucre both joined the TechCentral team as PTR Library Assistants, Computer Emphasis on October 9. Their addition brings the TechCentral Department to full staffing capacity. Both Curtis and Matthew have been training on both general departmental procedures and have also begun shadowing other instructors in preparation for teaching computer classes in November and December.

Outreach

C.J. Lynce presented the session *TechCentral: Incorporating the latest technologies into library services* for the NEO-RLS multi-library in-service day at Kent State University on October 8. CJ also presented a webinar for the Ohio Library Council entitled *Tech Tools for Tight Budgets* on October 31, along with Cari Dubiel, Computer Services Manager of the Twinsburg Public Library.

On October 18, Terry Metter presented a session to teachers of the Max S. Hayes High School regarding the use of NOOK eReaders and the Library's eMedia collection. October's session was held

at TechCentral, and two more events are planning at Carnegie-West in November.

On October 25, Adam Jaenke and CJ Lynce attended the Latino Youth Summit held at Cleveland State University on behalf of the library. CJ presented a session regarding various services that TechCentral and the Cleveland Public Library has to offer for potential college students as well as those that will be attending college this fall. Adam and CJ also helped to staff a table at the college fair, during which they demonstrated the 3D printer as well as other services the library has to offer, such as Ed2Go, LearningExpress Library, etc.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In September, OLBPD circulated 60,663 books directly to patrons. BARD statistics were not available at the time the report was written.

OLBPD Manager Will Reed presented a talk about OLBPD, and provided updates on service to current and potential patrons at the Canton Christian Home's Vision Fair on Saturday, October 6. OLBPD also hosted an information table. The Canton Vision Fair was sponsored by the Philomatheon Society of Canton and Canton BSVI.

On October 9, OLBPD Manager Will Reed and State Library of Ohio Talking Book Program Coordinator Tracy Grimm attended a meeting of the Ohio Department of Rehabilitation and Correction Prison Librarians to present information about Ohio's Braille and Talking Book Program and address administrative, safety and security concerns regarding OLBPD service to incarcerated Ohioans at correctional facilities. OLBPD and SLO will transfer individual, incarcerated patron service to institutional prison service. Meaningful contacts with prison librarians administering OLBPD service were established as a result of this meeting and presentation.

Likewise on October 9, OLBPD Manager Will Reed and State Library of Ohio Talking Book Program Coordinator Tracy Grimm visited the Ohio State School for the Blind in Columbus. During the visit, students asked questions and received OLBPD digital talking book machine protective sleeves and flash drives. Photos from the visit were included as part of Ohio Library Snapshot Day 2012. On October 18, OLBPD Manager Will Reed attended the State Library of Ohio Talking Book Program Consumer Advisory Council (CAC) Meeting in Columbus. CAC members were shown the OLBPD PSA,

which was warmly received and earned overwhelmingly positive feedback. CAC members were also given updates about the service as well as information from the NLS Biennial Conference in Newport, RI.

On October 22, OLBDP Manager Will Reed held the first planning meeting for OLBDP Family Fun and Learning Day events in 2013 with SLO in Columbus and Clovernook Center for the Blind in Cincinnati. Preliminary questions and answers were discussed and the next meeting will take place in January 2013.

OLBDP Librarian Michelle Makkos provided information and talks about the service to the Lake County Low Vision Support Group on 10/1; Brookpark Senior Club 10/2; Life Skills Community Fall Festival

BOOKMOBILE/ON THE ROAD TO READING

The bookmobile had 64 stops, completed 16 new library card applications, and welcomed 862 persons on board. 748 reference and 881 directional questions were asked on board and 223 reference and 131 directional questions were called in to the office.

Tristan Wheeler and Bob Turowski of the OPS are now driving the bookmobile twice a month to keep up the skills they learned from train Carol Thomas in the summer.

On the Road to Reading staff visited 81 classrooms with a total of 1025 in attendance. 82 deposit collections were circulated to classrooms with a total of 1886 items.

Twelve visits were made to pediatric/WIC waiting rooms with 54 in attendance. One PNC grant story time was presented with 35 in attendance; five Big Bank events were held with 77 in attendance.

BRANCHES

In preparation for the potential closing of the Broadway Branch Assistant Director, Public Services Branches, Carlos Latimer and Director of Public Services, John Skrtic worked to complete the following tasks; created a checklist for the closing of the branch, drafted an outreach plan for the North Broadway neighborhood, assisted in the organization and facilitation of two community meetings led by CPL, attended meetings with

community organizations in the North Broadway area, and attended the Broadway Collaborative and Ward 5 community meetings.

The project to install new computers in the branches took place throughout the month. Hough, Langston Hughes, Woodland, Carnegie West, Eastman, and Fleet all received new computers and software updates. In essence these newly added computers doubled the amount of PCs for patron use at each facility. Unused shelving was also moved out of Langston Hughes, Carnegie West, and Fleet to create space for the new hardware.

The Learning Center initiative kicked off at seven branches during the month. Activities that surrounded this initiative included, new TV monitors, and after school snack and homework tutoring.

TECHNICAL SERVICES

Technical Services held a "Souper Lunch" on October 29, to raise funds for United Way & Community Shares. Soups were donated by Mike Monaco, Jintao Huang, Andrea Johnson, Imani Blaine, Elizabeth Bardossy, Shirley Jones, Lisa Kowalczyk, Alicia Naab, Sandy Jelar Elwell, Rollie Welch, and Patricia Lowrey. Breads were donated by Larissa Povitsky, Amei Hu, Carole Brachna, and Ann Olszewski. Nancy Mocsiran organized the event and \$251 was raised.

All bargaining unit performance evaluations were completed.

Ms. Lowrey attended the two town hall meetings about the Broadway Branch and a planning meeting about the new location for the South Branch. She met with Public Services directors about the 2013 materials budget allocations. Ms. Lowrey attended the Rebecca Skloot Writers & Readers program.

Collection Management: Branch discretionary ordering for 2012 has been completed by the end of October. Throughout the year Nancy Mocsiran, Bonnie Bolton and Laura Mommers quickly processed the monthly orders for adult, juvenile and young adult books along with DVDs and CDs. For each month, Ms. Mocsiran and Ms. Mommers maintained detailed logs of allocated Branch funds and dollar amounts ordered by each Branch.

For the month of October Ms. Mommers ordered 306 DVD titles and 3,773 copies for the Branches and the AV Department. She ordered 294 CD titles and 3,302 copies for the Branches and the Popular

Library. In addition to central ordering for the system Ms. Mommers processed \$11,479 worth of discretionary non-print items for the Branches. Bonnie Bolton selected a total of 483 titles for Main Library and Branch juvenile collections for the month of October. A total of 5,737 books were submitted to High Demand or Acquisitions.

Ms. Mocsiran, Ms. Mommers and Mr. Welch all participated in Technical Services Soup Day, a fund raiser for the United Way. Ms. Mocsiran took a lead role in organizing the event. Mr. Welch attended each of the Writers and Readers author events held during October and came away impressed with the authors' presentations. Mr. Welch's online street lit review column was published in *Library Journal*. Mr. Welch also had a review published in the Plain Dealer's Sunday book page. Mr. Welch also co-authored a column that appeared in the October issue of VOYA.

High Demand: October was a busy month in High Demand, with many big name authors publishing a title. This month we processed a far wider variety of titles than usual. Last October, we added 792 unique titles and 15,745 items. This October we added 1,425 titles and 22,513 items. We also ordered 2,146 titles and 21,551 items. Kudos to the High Demand staff!

Carole Brachna, High Demand Manager, attended the Technical Services retreat at Mohican State Park Lodge on Oct 2 and 3. The theme was Radical Opportunities, New Trends. Bradford Lee Eden, Dean of Library Services, Valparaiso University, spoke about the need to think progressively in Technical Services; that staffing in that area is unlikely to return to former levels; and that resources should be focused on cataloging unique local resources.

On October 15, Ms. Brachna met with Sandy Jelar-Elwell, Ann Palomo, Jim Benson, Carrie Krenicky, Laura Armstrong, and Dave Swinerton to discuss how we can work together to achieve a more paperless invoicing process. Automation is doing some preparatory work. Acquisitions and High Demand will run some tests and we hope to begin a paperless invoicing process in January 2013.

Ms. Brachna attended a planning meeting for a United Way fundraiser, the Soup cook-off, and participated in the fundraiser.

Materials Processing: The Associates cataloged 1,629 titles for CPL and 1,541 titles for CLEVNET. The Associates and Senior Clerks added 6,892 items. The Technicians processed 29,526 items.

Shirley Jones made soup for Lake Shore's Soup Cook-off to support United Way and Community Shares.

Catalog: The CLEVNET test of the new subfield z guidelines was successfully completed. Andrea Johnson presented the guidelines at a CLEVNET Technical Services SIG meeting. Larisa Povitsky attended the meeting also. Barbara Satow began assisting Michael Monaco with a Government Documents Department clean up project. Ms. Satow created her first original authority records under the direction of Mr. Monaco. A total of 3,684 items were added and 5,287 titles were cataloged for CPL.

Dawn Grattino cataloged a book of patents issued to the Brush Electric Company in 1892 (ocn811780624). She also created original records for two architectural drawings by Colen Campbell, one of the founders of Georgian architecture, published in 1725 (ocn812894099 and ocn812897866). Regina Houseman worked on cataloging a number of hanging kits for Youth Services. In addition, Ms. Houseman created original records for maps including a facsimile of Blackmore's 1852 Map of Cuyahoga County, and Superman's Cleveland. The latter showed the private residences of Jerry Siegel and Joe Shuster, as well as buildings and other significant sites related to the creation of Superman in the Cleveland area.

Michael Monaco was asked to join the CPL150 team to help plan for the future. Barbara Satow contributed ideas for staff awards at an Employee Recognition Committee meeting and drafted a letter of explanation on the committee's behalf that will be distributed to the staff in the future. Muzhgan Nazarova resigned to take another position.

Mr. Monaco, with the rest of the Ohio Library Council's Technical Services Division Action Council, helped put on the 2012 Mohican Technical Services Retreat. In addition to assisting with the logistics of running the retreat, Mr. Monaco was a panelist at a break-out session on participation in the Library of Congress' Program for Cooperative Cataloging. Andrea Johnson attended the retreat.

Shelf/Shipping: The pages at Lakeshore Shelf/Shipping continued assisting the Government Document department in a large weeding

project. The pages retrieved and shipped out a total of 493 books via request that came in from Government Documents.

Stephen Wohl visited the West Park branch on Wednesday, October 24. He was given a tour of the facility and observed the operation of the branch. Branch Manager Andrew Harant and his staff were very helpful and informative.

Imane Blaine donated a soup that made for the Lakeshore Soup Fundraiser on October 29. The lunch was attended by other staff members who all were delighted with the taste and variety of the offerings.

The staff of the Lake Shore Shelf/Shipping Department sent 954 items to the Main Library for requests (493 for Government Documents) and 122 items to fill holds. Main Library received 672 telescopes, the Branches received 1,238 telescopes, CLEVENET received 153 telescopes, CASE received 15 telescopes and CSU received 16 telescopes and Tri-C received 1 telescope for a total of 2,095 telescopes shipped out. The Technicians sent 31,572 new items to the Acquisitions and High Demand Departments.

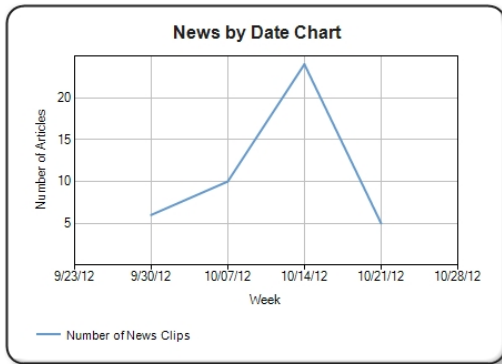
Preservation: The most heavily used Digital Gallery collections continued to be the Cleveland High School Yearbooks and Student Newspapers (37,130 item views, a new usage record); Gallery of Cleveland Photographs (23,205); Cleveland History (22,976); Main Library and CPL History; (19,671) and Atlases, Maps and Park Plans of Cleveland (15,319).

Gloria Massey continued scanning glass plate negatives from the Edmondson collection. Ninety-eight portraits of Clevelanders with last names beginning with B (through the name Boynton) were added to the Digital Gallery along with the full index to the Edmondson collection. Following advice from ICA and NEDCC paper conservators, Elizabeth Bardossy cleaned a glass plate, removing a cotton-like accretion adhered to the back of the glass. The microfiche printmasters of the Cleveland Picture Collection were sent to Backstage Library works for scanning and conversion to searchable PDF files, to capture the full texts of the typed captions. Photographs and documents for two Public Administration Library digital projects were prepared and shipped to vendors for digitization. A group of 125 Cooley Farms photographs originally from city government were sent to Northeast Document Conservation Center. The Sunshine Magazine (issued by Sunny Acres at Cooley Farms) and 11 Cleveland African-American history documents were sent to Backstage

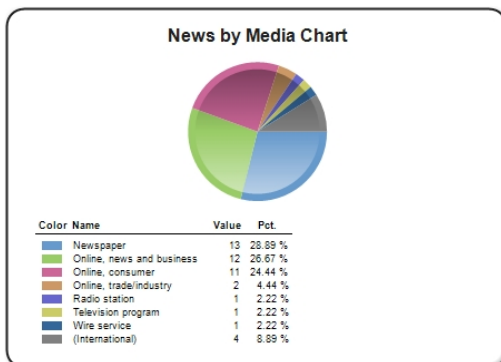
Library Works. Ann Olszewski and Elaine Herroon from PAL worked in the Photograph Collection October 22 to select additional photographs of Cleveland African American leaders for the digital project.

Ann Olszewski updated a section of the Disaster Plan to be added to the staff website. Elizabeth Bardossy conserved 8 technical drawings for the Parks Collection and an 8-page report from the Negro Welfare Association from PAL. Renee Pride bound the 2010 Agency annual reports for the Archives, and mounted copies of neighborhood photos and their captions for a display at Fleet Branch. Gloria Massey began work with Adobe Acrobat Professional, consolidating TIFF page images for volume 25 of the Ohio Architect, Builder and Engineer to create searchable PDF files. Laura Wallencheck created an inventory for 317 Lawrence Schriber photographs of the Cuyahoga Valley, a Photograph Collection Digital Project. Ms Wallencheck printed pull lists and requests for Shelf-Shipping while Stephen Wohl was on vacation. Elizabeth Bardossy made two soups for the October 29 Soup Fundraiser for United Way at Lakeshore.

MARKETING & COMMUNICATIONS



Media coverage for the month of October included 47 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$79,661.52 with a news circulation audience of 3,389,842 people. In October, the online media outlets that featured CPL events and programs received 26,331,913 unique visitors. Full report in the Marketing Department.



An ad and editorial copy to promote ed2go appeared in the *Campus Observer* and an ad to promote TechCentral appeared in *Kaleidoscope Magazine*. Writers & Readers-Valerie Bertinelli, *Uncovering Mysteries*, and Rebecca Skloot were promoted on *Cleveland.com*, with Rebecca Skloot being promoted on the mobile app. Radio spots ran on

WNPR 90.3. A television spot for Rebecca Skloot ran on WVIZ IdeaStream. Eblasts were sent out by Positively Cleveland.

Search Engine Marketing with cleveland.com resulted in CPL ad being viewed 35,200 on average per week, which resulted in an average of 557 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
- Quarterly Branch and Main Manager's meeting

GRAPHICS

Graphics staff designed, printed, and distributed 120 printed pieces in October, in addition to graphics for the library website, and 4 staff newsletters. Shelving signs were also replaced in the Fleet Branch.

Promotional pieces included: Harvey Pekar Library Card; *Upnext*-November, and Winterfest 2012.

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 3,058 in 2011 to 4,468 currently. Facebook fans are up from 3,542 in 2011 to 4,630 currently. Downloads of books in an electronic format (eBooks) were up from 42,721 in 2011 to 67,051 currently.

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

Branch Changes at Cleveland Public Library; Cleveland Public Library Introduces Library Card Honoring the Life of Harvey Pekar; Cleveland Public Library Board of Trustees Meeting; and Some Branches Closed Due to Power Outage.

During the month of October, the following events, programs, and information were promoted on www.cpl.org: Pekar Card; Writers & Readers: Valerie Bertinelli; Exhibits (Bouchercon, Mini-Books); Writers & Readers: Rebecca Skloot; Music@Main (CIM students, Di Tsvey); Brown Bag Book Club; Modernist Cuisine; Genealogy

Clinics; Octavofest; Warm-up Cleveland; ed2go; My Tunes; Homework Help; Muzzy Online; Tumble Book Library; Homework Help; Celebrate with Books; MyTunes: Brandy; 100 Sizzling Titles; National Geographic (database); Curl Up With a Good Book; Connecting with the Community; and Brown Bag Book Clubs.

5 Popular Topic pages were updated with new book lists in October.

The fifteenth "Off the Shelf" was sent out on October 12th to a distribution list of 2,419. This issue featured: Introducing the new Harvey Pekar library card; ed2go brings the classroom to you; and Writers & Readers: Valerie Bertinelli and Rebecca Skloot. The following events were also featured: Brooklyn Castle; and Music at Main: Jack Sutte. We also featured the following new arrivals: The best of ghosts caught on film; Killing Kennedy: the end of Camelot; and The casual vacancy.

The new "Policy and Rules for Use of Library Meeting Rooms" were posted to the website and the "Fines & Fees" page in "Using the Library" was updated with new text to reflect the addition of Meeting Rooms to the schedule.

A new reading list page "The 100 Sizzling Titles" was created for Elizabeth Saxton of Youth Services and is linked to via the Teens site. Ms. Saxton used the list to help promote Teen Read Week.

Amy and David attended an online webinar about Serials Solutions' Summon product.

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. A per bid meeting was held for the steam conversation project at LSW and Main. Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. The multipurpose room lights were rewired and relamped at Carnegie West. New power and data lines were installed for new computers at Addison, Carnegie West, Collinwood, Hough, Lorain, Memorial-Nottingham, Mt. Pleasant, Rockport, Sterling, South Brooklyn, Union, and Walz. Boilers were checked for winter operation at Addison, Harvard-Lee, Hough, Mt. Pleasant, Sterling, and Union. The Eastman

Garden fountain and sprinkler system were shut down and winterized for the winter. Two newly repaired circulating pumps were installed at Lakeshore.

The Carpenters and Painters worked to install 55" smart TV's at Eastman, Fulton, Sterling, and Fleet for the new Learning Centers. Furniture and shelving were removed from MLK, Memorial-Nottingham, Langston Hughes, Rockport, Hough, Collinwood, and Walt to accommodate the new computer furniture. All of the exterior poles at Lakeshore were painted. Painting was completed at Fleet, Garden Valley, MLK, and Hough.

The Garage replaced the driver's seat in trucks #5, #12, and #15. The front breaks and rotors were changed and the oil and air filter were replaced in vehicle #25. The air filter and the oil were changed in vehicles #7, #16, and #21. A complete break job was also completed on #21.

SAFETY & PROTECTIVE SERVICES

PROTECTIVE SERVICES

Activity

Month	Total calls	Average per day	Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents
	3721	120	24	43	358	52

Special Attention and Special Events

October 3: Board Room Meeting
 October 6: Checker Tournament Main
 October 7: Octavofest Jefferson Branch
 October 24: Cuyahoga County
 October 25: Grantmakers in Aging 2012 Annual Conference Year of Vitality

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. SPS has instituted a call in process by which CPL SPS contacts the branch to verify the contracted guard is on site performing duties.
- We continue to work with G4S to address radio performance issues with the branches.

RECORDS AND EQUIPMENT MANAGEMENT

- Updated continue to be made to CPL SPS inventory.

ADMINISTRATION

- Working with Knowledge Office on Electronic Records capturing system.

INFORMATION TECHNOLOGY & CLEVNET

Central Site Maintenance

System updates were tested on the Oracle servers on the test and backup servers before updating the production server. This proved a prudent course as the updates encountered problems. George Lenzer worked with Hewlett-Packard support to restore the Oracle servers on the backup and test servers to working condition and to prepare for a smoother update to the production servers. The production Sirsi and Oracle servers were then updated without problems.

Firmware upgrades were performed on the storage system that houses Sirsi, Oracle and Zimbra groupware. Additionally, a second storage system was integrated into the storage network to allow for expansion of space on Sirsi, Oracle and Zimbra. Space on the Sirsi and Oracle systems was increased in preparation for the next version of Sirsi Symphony. The Sirsi systems disk drives, controllers and servers were all upgraded and disk space expanded for the file systems and to prepare for expanding Zimbra disk space.

CPL Projects

Carnegie-West (8), Collinwood (4), Eastman (11), Glenville (3), Hough (6), Langston Hughes (8), Martin Luther King (6),

Memorial-Nottingham (9) and Rockport (12) all received new Windows 7 PCs for the public. Fleet also received their Gates Grant-provided PCs (10) as well. This provides more computer resources for the public. Thirty laptop computers were prepared for Outreach Programming Services for the purpose of providing training for the public at the branches.

The automated job that synchronizes Sirsi user PINs with the Xerox printing system was changed to update once every minute resulting in shorter wait times for patron account availability on the Xerox system.

The wireless access at Eastman, Glenville, Hough, Langston Hughes and Fleet branches was upgraded to connect to wireless LAN Controllers. A wireless access point was installed in the TechCentral work room.

The Software team sent follow-up data on CPL's Amnesty week to the Knowledge Office. They also created a mailing list of Homebound patrons living in the Broadway branch service area for the Knowledge Office.

Members of the Software team met with representatives of Financial Services, Acquisitions and High Demand to begin plotting out a process to eliminate much of the paper in the invoicing process. A test should be ready sometime in November.

With the debut of the new Harvey Pekar library card and the anticipated increase in the card replacement rate, Software and Webware staff set up a routine with Overdrive to update replacement card numbers on the Emedia site. While SIP2 authentication will automatically allow a patron access with a valid card number, all a patron's previous activity in Overdrive such as wait lists and "For later" lists would not automatically shift to the new card number. With this process, they will shift overnight. We appreciate the understanding and willingness of Overdrive to accommodate this much needed change.

Ann Palomo served on the interview panel for the Lending Supervisor position.

Amy Pawlowski and Ann Palomo met with Director Thomas and Noriko Takiguchi, a reporter from Japan (based in San Francisco area), who is currently writing a book on digital books for Japanese readers.

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CLEVNET Projects

With the agreement of the CLEVNET directors, a script was written and put into production to change patron profiles to the Golden Buckeye profiles when the patron turns 60 years of age. A similar script has been in production for several years that changes juvenile patrons to adult profiles on their 18th birthday. Not all libraries have a Golden Buckeye profile but this will save staff time for those that do.

The annual uncataloged barcode sheets for all CPL and CLEVNET agencies were created. Thanks to the Webware team for posting them to the CLEVNET Members' Site and CPL Staff Site.

Amy Pawlowski met with the CORC (CLEVNET Online Resources Committee) to decide on the CLEVNET subscription databases for 2013-14 CLEVNET contract year. Committee members had discussed all resources with CLEVNET reference staff to assist with the decision. Despite a less expensive price, dissatisfaction with *Chilton's* and *Books & Authors* was expressed throughout CLEVNET. The CORC decided to go back to *AllData* and *Novelist*. The committee decided to renew all other CLEVNET databases: *Literature Resource Center*, *Biographies in Context*, *Culture Grams*, *Heritage Quest*, *WorldCat*, and *ReferenceUSA*.

Virtual Domain Controllers for East Cleveland, Ritter and Wickliffe public libraries were built allowing CPL IT/CLEVNET to centrally host, maintain and keep up to date Active Directory Domain Controllers.

IT/CLEVNET staff visited Barberton Public Library to meet with their architect and electrician in preparation for their expansion into the Jacob building and to discuss their transition to CLEVNET VoIP.

IT/CLEVNET staff met with Cleveland Heights University Heights Public library to prepare for their upcoming CLEVNET VoIP installation and discuss changes to their adjoining building. The Perry Public Library network was upgraded.

Upgraded switches for Lorain County Columbia branch and Shaker Heights Public Library in preparation for their VoIP installation.

Batch converted Medina Lodi branch items to the STORAGE location for Medina County District Library. The Lodi branch will be closed for an extended period to deal with structural issues.

Item type CD-NEW for Madison and NHDVD for Wickliffe were configured in the circ map. A new user profile, MDSN-INST was created and configured for Madison.

Kinsman Public Library requested restoration of the entire year of Daily Fine Reports to assist with their audit. As we do not keep the reports that long, we re-created the last 12 months to the best of our ability.

Twenty-nine CLEVNET weeding/shelf lists and 2 CPL weeding/shelf lists were produced.

Amy Pawlowski assisted Willoughby-Eastlake Public Library in their search for the newly created position of "Virtual Services Librarian". She helped to craft some of the interview questions and sat on the interview panel.

Know-It-Now

On October 9, the KnowItNow Coordinator trained students in Dr. Miriam Matteson's reference services class at the Kent State University School of Library and Information Science branch at the State Library of Ohio. The session included hands-on training of the KnowItNow software as well as virtual reference service customer service skills. Those students will be staffing KnowItNow for two one-hour shifts and writing papers on their experience. This is the third semester for this collaboration between KnowItNow and Dr. Matteson. Several individuals interested in volunteering for KnowItNow also attended the training.

This month, the KnowItNow Coordinator staffed an exhibit table at the Ohio Educational Library Media Association conference. Prior to the conference, he also attended the INFOhio User's Council Meeting. There, packages of KnowItNow promotional materials were distributed to members of the User's Council and INFOhio's iCoaches who will be able to spread information about the service around the state. The exhibit table was active with numerous school librarians stopping by to ask questions about or offer praise for KnowItNow. Almost 400 KnowItNow mood pencils, flyers, and other promotional items were distributed at the event.

The KnowItNow Statewide and Web Site Coordinators also met with the Executive Director and eLearning Specialist from INFOhio on October 29 to discuss possible collaboration strategies. A number of promising action items came out of that meeting and are on track to be implemented in the next few months.

Meetings & Professional Development

Jim Benson, Hilary Prisbylla and Marlene Pelyhes attended the CLEVNET Technical Services SIG meeting in Hudson. The major point of discussion and exchange was the style sheet for entering volume information uniformly throughout CLEVNET.

The quarterly meeting of the CLEVNET directors took place on October 26. The contract costs for 2013-14 contract year were distributed.

The Webware team attended an online webinar about Serials Solutions' Summon product.

Statistics

	Oct-11	Oct-12
OverDrive Downloads	42,721	67,051
Twitter Followers	3,058	4,468
Facebook Fans	3,542	4,630

KnowItNow	Oct-12			
	# Cases Opened	# Cases Closed	TOTAL	
PUBLIC	2	1	3	
KIN Library	8	7	15	
OHIOLINK	17	17	34	
After Dark	1	1	2	
GRAND TOTAL	28	26	54	
IT/CLEVNET Summary	Oct-12			
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
CPL Main	184	175	44	403
CPL Branch	142	143	59	344
CPL Lake Shore	65	61	9	135
CPL TOTAL	391	379	112	882
CLEVNET	129	125	18	272
PUBLIC	370	370	0	740
GRAND TOTAL	890	874	130	1894