

DIRECTOR'S REPORT

January 17, 2013

Monthly Statistics

Circulation for the month of December was 534,430. This was a decrease of 8% from last year's December circulation of 578,941. There is a concern about our circulation numbers, since they have either been stagnant or decreased over the last six months. The circulation activity for e-media has, however, increased tremendously from last year, and provides us with an ongoing bright spot. eBook circulation was up 58% over 2011.

The number of computer sessions for December was up from 2011 levels. There were 104,329 sessions last month in comparison to last year's 76,853. Not surprisingly, the number of hours in use for our computers increased to 64,740 in 2012 from 52,527 in 2011. This was an increase of 23%. With the addition of TechCentral, the number of computers throughout CPL has increased the number of sessions, and the number of hours in use.

Attendance for the month of December was 250,635. This is a decrease of almost 10% from last year's attendance of 277,431. Main Library reported a 12% decrease in attendance. The branch attendance decreased by 9%. Decreases were exacerbated by an early closing, and one fewer open day to the public.

Programming / Outreach

December was a fairly quiet month for CPL programming and outreach. However, we celebrated a very important milestone during the month. On Wednesday, December 12, 2012, the Library celebrated PAL's first century of service to the public. The department was decorated in antique-looking red, white and blue bunting, wreaths, large metal stars, balloons, and a huge floral centerpiece by **Melanie McCarter** of the CPL Outreach and Programming Services Department. The event began with welcoming remarks by PAL manager **Michael Ruffing**, Director **Felton Thomas**, and Board President **Thomas Corrigan**. These were followed by the presentation of a resolution of congratulations by Tony Zajac on behalf of downtown councilperson Joseph Cimperman.

Mayor Frank G. Jackson sent a congratulatory proclamation, which was also on display. The assembled crowd of more than two hundred people was treated to a nice buffet. As a brass quintet

played holiday and classical music outside the entrance to PAL, guests celebrated inside the department. Retired PAL manager **Karen Eugenia Martines** attended the celebration along with retirees **Mary Ellen Kollar** and **Vilray "Rusty" Russell**. Everyone in attendance received a special CPL Digital Gallery keepsake postcard that featured a photograph of PAL from 1916. In preparation for the centennial celebration, **Elaine Herroon** worked with CPL Archivist **Ann Marie Wieland** and Preservation Manager **Ann Olszewski** to add a comprehensive selection of historic PAL photographs and documents to the Digital Gallery.

Author Visits

The Social Sciences Department Non-Fiction Club was held on December 13. This month's book was *And His Lovely Wife* by Pulitzer-prize-winning author Connie Schultz. **Helena Travka** and **Lakeisha Winstead** facilitated the program, which drew 65 participants for a lively discussion. Laura Taxel, author of *Cleveland's West Side Market: 100 Years and Still Cooking*, in collaboration with Marilou Suszko, visited the Cleveland Public Library on Saturday, December 15, 2012. She shared the history of the market along with a selection of photographs on the architecture, people and products relating to this Cleveland landmark. The audience of several dozen was highly entertained by her stories, and she agreed to an encore visit next year. She also expressed her great appreciation for the resources found at the library.

School Visits

Saturday, December 1, approximately 45 students from St. Barnabas School, Northfield, OH, visited the Library to research historical topics for school projects. The students visited several subject departments, including History and Geography, and used resources in the Map and Photograph collections. The students were assigned a research project on National History Day. There were 40 students.

Thursday, December 6, 2012, Shaker Heights Middle School students toured the Sports Research Center. The student participated in a Cleveland Public Library Scavenger Hunt created by Shaker Heights Middle School.

Tuesday, December 11, and Friday, December 14, seventh and eighth grade students from Birchwood School visited the Library to research topics for History Day. The students researched sixteen topics and used resources from the Map Collection, Photograph Collection, and several of the subject departments.

Marketing and Communications

Feature Article on John G. White Collections

The John G. White Collection of Chess & Checkers was featured in a lavishly illustrated article in the December 2012 issue of *Chess Life*—the official publication of the United States Chess Federation (USCF), with a circulation of more than a quarter of a million readers every month. The front page of the magazine depicted a leaf from the collection's early 18th century manuscript masterpiece *Il Diletteuole e giudizioso giuoco de scacchi* (the pleasurable and most judicious game of chess), a manual of how to play the game. The article was written by Mark Taylor, who had spent one week in the collection in May 2012.

Strategic Plan

Our Mission:

We are "The People's University," the center of learning for a diverse and inclusive community.

Our Strategic Priorities:

1. Form communities of learning
2. Fight community deficits
3. Ready for the future: CPL 150
4. Cultivate a global perspective
5. Innovate for efficient and sustainable operations

Meetings and Activities

- The Board President **Tom Corrigan** and I met with the Judy Wong to discuss her commitment to donate \$10,000 to the Cleveland Public Library.
- I attended the City Club speech by Canadian Ambassador to the U.S., Gary Doer.
- I met with Rachael Stentz-Baugher, Director of Programming for the Greater Cleveland Sports Commission to discuss the Senior Games.
- I met with Tracey Nichols, Director of Economic Director for the City Cleveland, to discuss their future plans for the 3rd District Police Station.

CLEVNET

December's total OverDrive CLEVNET eMedia collection circulation was 78,003, significantly up from last year's total of 52,900.

CPL has 4785 total followers on Twitter and the Facebook page currently has 4,775 fans.

PUBLIC SERVICES

Programs, Services & Exhibits

During the month of December the Library hosted a total of 29 programs. Educational programming and services, not included in the above totals, accounted for approximately 593 hours of adult education, after-school tutoring, and early-childhood literacy programming. After school snacks were served daily at 9 branch locations to over 450 children. December's decrease in number of programs and educational services is largely due to the reduction in library hours and winter break holiday for area students.

Total programming/educational services related expenditures for December totaled \$39,672.61; the majority of December encumbrances were earmarked for first quarter 2013 programming and services.

Basheer Jones, the contracted facilitator of the *I'm Ready to Read* school outreach campaign completed his second month of in-school service. The campaign, to last for the duration of the 2013 school year is intended to re-engage area students with Library services and programs. An average of 40 students per visit participated in Jones' interactive presentations. The most notable accomplishment in the month of December was that the Library finalized an agreement with the Cleveland Play House (CPH) to offer a new program where Library cardholders will be able to 'check out' free theater tickets to CPH performances by visiting their local branches. The pilot program will launch in early 2013 and will be limited to three select sites: Harvard-Lee, Carnegie-West, and Main Library.

Lastly, the OPS department finalized agreements with various outside organizations to provide educational services throughout the system in 2013. Although grant funding for Rice Branch educational services expires in 2012 the Library, through a combination of direct spending and grant funding, has guaranteed the continuation of services at Rice for 2013-14. Other notable agreements the Library entered in to will provide expanded legal services, tax clinics, foreign language instruction, and early childhood literacy programs.

MEETING ROOMS and SCHEDULING

In December a total of 59 meeting room requests were processed by the OPS department; 41 AV requested were filled for both Branches and Main Library. The Library also completed the transition to system-wide online meeting room scheduling. As of January 1 all meeting room reservations will be viewable from a single online calendar. This new searchable calendar will enable CPL staff to easily locate information on library programs and public meetings being held throughout the system.

Public Administration Library Centennial Celebration

On Wednesday, December 12, 2012, at twelve minutes past twelve noon, the Library held a celebration of PAL's first century of service to the public. The department was decorated in antique-looking red, white and blue bunting, wreaths, large metal stars, balloons, and a huge floral centerpiece by Melanie McCarter of the CPL Outreach and Programming Services department. The event began with welcoming remarks by PAL manager Michael Ruffing, Director Felton Thomas, and Board President Thomas Corrigan. These were followed by the presentation of a resolution of congratulations by Tony Zajac on behalf of downtown councilperson Joseph Cimperman. Mayor Frank G. Jackson sent a congratulatory proclamation which was also in display. The assembled crowd of more than two hundred people was treated to a lavish buffet. As a brass quintet played holiday and classical music outside the entrance to PAL, guests celebrated inside the department. Retired PAL manager Karen Eugenia Martines attended the celebration along with retirees Mary Ellen Kollar and Vilray "Rusty" Russell. Everyone in attendance received a special CPL Digital Gallery keepsake postcard that featured a photograph of PAL from 1916. In preparation for the centennial celebration, Elaine Herroon worked with CPL Archivist Ann Marie Wieland and Preservation Manager Ann Olszewski to add a comprehensive selection of historic PAL photographs and documents to the Digital Gallery.

Brown Bag Book Club at Main-Non-Fiction

The Social Sciences Department Non-Fiction Club was held on December 13. This month's book was *And His Lovely Wife* by Pulitzer-prize-winning author Connie Schultz. Helena Travka and Lakeisha Winstead facilitated the program, which drew 65 participants for a lively discussion.

Scavenger Hunt at Main Library

Youth Services Manager, Annisha Jeffries, and Youth Services staff assisted Shaker Heights Middle School of 100 students with their yearly scavenger hunt on Thursday, December 6, 2012.

Author Program: Laura Taxel

Cleveland author Laura Taxel, whose latest book, *The West Side Market: 100 Years and Still Cooking*, authored in collaboration with Marilou Suszko, visited the Cleveland Public Library on Saturday, December 15, 2012. She shared the history of the market along with a selection of photographs on the architecture, people and products relating to this Cleveland landmark. The audience of several dozen was highly entertained by her stories, and she agreed to an encore visit next year. She also expressed her great appreciation for the resources found at the library.

Entrepreneurship Primer

On December 17 BEL hosted an Entrepreneurship Primer in which patrons explored their ideas for establishing their own small businesses. Patrons were taught how to incorporate databases such as Reference USA, D&B Million Dollar Database, and Gale Legal Forms into their business decision making activities. Seven patrons attended the workshop and it was conducted by BEL manager, Sheba Marcus-Bey.

Job & Career Accelerator Workshop

On Monday, December 10, 2012, eight patrons attended the Job & Career Accelerator workshop. During this workshop, patrons received individualized support in setting up their own LearningExpressLibrary accounts. The workshop was conducted by Susan Mullee.

Bilingual Story Time

Thursday, December 6, 2012, Mary Torres conducted Bilingual Story Time program with Rockport staff. 23 patrons participated in program which included stories in English and Spanish along with craft time for creating holiday decorations. These efforts by Foreign Literature and Rockport staff focus on library's priorities of fighting community deficits and preparing youngsters for a future of reading, learning and socializing.

Russian Book Club

Saturday, December 8, 2012, Victoria Kabo held regular bi-monthly Russian Book Club meeting. 13 patrons participated in program and charged 31 items following event. In addition to the program, Ms. Kabo conducted a workshop for patrons interested in using CPL eMedia. Three patrons participated and learned how to download eBooks to their devices. Ms Kabo's efforts were aimed at engaging Russian-speaking patrons in a CPL sponsored community of learning event which informed users of the

resources available to library patrons and how to gain access to these materials.

Outreach

Feature Article on John G. White Collections

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Tuesday, December 12 and Friday, December 14, 23 seventh and eighth grade students from Birchwood School visited the Library to research topics for History Day. The students researched sixteen topics and used resources from the Map Collection, Photograph Collection, and several of the subject departments.

Shaker Heights Middle School students toured the Sports Research Center on December 6, 2012. The student participated in Cleveland Public Library Scavenger Hunt created by the Youth St. Barnabas School students toured the Social Sciences Department on December 1, 2012. The students were assigned a research project on National History Day. There were 40 students.

Book Lists

Jean Collins created book lists for *The Devil's Music: The Life and Blues of Bessie Smith* (Cleveland Play House, Feb. 15 - Mar 10, 2013). She also created web lists for *Bell, Book & Candle* and *Priscilla, Queen of the Desert*.

Cleveland Heights Public Library Program

Kelly Brown and Stacie Brisker gave a presentation at Cleveland Heights Public Library on "The Origins of Tolkien's Hobbit from

Medieval Literature & Fairy Tales." J.R.R. Tolkien, famed author of *The Hobbit* and *The Lord of the Rings* trilogy, was a professor of Anglo-Saxon literature at Oxford University. He is famously praised with giving England its own mythology, something he admired about other European cultures and felt his own nation lacked. Fifteen people attended the two-hour program, which featured a display of books from the John G. White Folklore Collection.

Letters About Literature

Invitations were sent to members of the community asking them to judge the 2012/2013 Ohio Center for the Book Letters About Literature contest. Judges include, Felton Thomas, John Skrtic, Sherri Jones, Tracy Martin, Annisha Jeffries, Janet Ingraham Dwyer, Linda Hengst, Karen Long, Linda Feagler, and Margaret Bernstein. Letters About Literature is a reading promotion program of The Center for the Book in the Library of Congress, presented in cooperation with participating affiliate state centers for the book across the country. LAL invites readers in grades 4 through 10 to enter this annual writing competition. To enter, readers write a personal letter to an author, living or dead, from any genre--fiction, nonfiction, or poetry, contemporary or classic--explaining how that author's work changed the student's way of thinking about the world or themselves. There are three competition levels: Level I for children in grades 4 through 6; Level II for grades 7 - 8; Level III, grades 9 - 10. Judging the Letters About Literature entries will occur in late February and early March. Judges will be asked to read approximately 25 to 30 letters from students of 1 to 1 1/2 pages in length.

"Stop the Hate" Essay Contest

Manager, Annisha Jeffries invited Jill Rembrandt, Director of Educator and Programming at the Maltz Museum of Jewish Heritage, to speak at the Youth Services meeting to talk to staff about participating as judges for the museum's "Stop the Hate" essay contest.

Collection Development

Digitization of D&B Million Dollar Directory

The Library sent the first shipment of its collection of Dun and Bradstreet's Million Dollar Directory to Mergent, Inc. (North Carolina) for digitization.

Acquisition of Significant New Electronic Collections and Resources

The Library added significantly to its premium electronic holdings at the end of the year by initiating the purchase of the following full-content databases, which should be available in early 2013:

The Times (London) Digital Archive, 1785-2006

As the "world's newspaper of record," The Times of London has covered all major international events from the French Revolution to the War in Iraq. The Times Digital Archive, 1785-2006 provides 221 years of this highly regarded resource to researchers of history, literature, culture, business, art and architecture, and more. Every complete page of every issue is full-text searchable – every headline, article, editorial, announcement, image and advertisement.

The Economist Historical Archive, 1843-2006

Since its first publication in 1843, The Economist has presented timely reporting, concise commentary and comprehensive appraisal of global news every week. Because of its global perspective and economic and political analysis, it is highly regarded and heavily relied on by the world's political and business leaders, opinion formers and decision makers. Researchers can compare economic trends across continents and centuries, cull cutting-edge ideas from the economic and political perspectives of the past 164 years and conduct credible research on notable historical events.

Financial Times Historical Archive 1888-2007

This fully searchable electronic edition of the Financial Times – one of the best-known and most-respected newspapers in the world – offers the complete run of the London edition of the paper, from its first issue in 1888 to the end of 2007. Every article, advertisement and market listing is included and shown in the context of the full page and issue of the day. Every item in this online archive has been subject or topic categorized to permit fast retrieval and review of relevant articles, making this comprehensive research tool highly valuable to anyone studying the economic and business history and current affairs of the last 120 years.

Slavery & Anti-Slavery: A Transnational Archive

A unique achievement in the field of historic archives, this resource consists of millions of cross-searchable pages sourced from books, pamphlets, newspapers, periodicals, legal documents, court records, monographs, manuscripts and maps from many different countries documenting the African slave trade. Content is divided into these broad categories: Debates over Slavery and Abolition, Slave Trade in the Atlantic World, and the Age of Emancipation.

Eighteenth Century Collection Online (ECCO)

Full-text searchable content of every significant English-language and foreign-language title printed in the United Kingdom during the 18th century, along with thousands of important works from the Americas—more than 32 million pages of text. Bearing witness to what many scholars consider the three most significant events in world history: the American Revolution, the French Revolution and the Industrial Revolution, this resource features works by both well-known and lesser-known authors and includes a variety of research materials, from books and directories, bibles and sheet music, to sermons and pamphlets.

Testing & Education Reference Center

Offers the latest college and graduate entrance exams, as well as in-depth information on colleges, universities, vocational schools, tuition assistance, and career exploration. Includes online practice exams for college, graduate school, the military, or trade school, and careers such as medical assisting, cosmetology, and auto or truck repair. A selection of available tests includes: ACT, American Foreign Service Officer, AP, ASVAB, Civil Service, CLEP, Clerical, DSST, EMT, Firefighter, GED, GMAT, GRE, Law Enforcement, LSAT, MCAT, Military Flight Aptitude, NCLEX-PN, Officer Candidate, Postal, SAT, State Trooper, and TOEFL.

Genealogy Connect

Genealogy Connect is a resource for genealogy instruction and research. It includes keyword-searchable content from more than 550 genealogical reference works and "how-to" guides published by Genealogical Publishing Company and Clearfield Company. The user interface enables instant translation into 38 languages, seamless cross-searching across collections, multi-page viewing (to recreate a book

experience), and the ability to print, save, e-mail, and share articles.

National Geographic Archive, 1888 to the present

This unparalleled resource includes color scans of every page, photograph, and map published in National Geographic from 1888 to the present. Also included is an extensive array of books, maps and videos published by the National Geographic Society beyond the content of National Geographic Magazine, including the full text of National Geographic Traveler from 2010 to the present. The National Geographic Archive is fully searchable through an intuitive interface. Explore in-depth coverage of cultures, nature, science, animals, technology and the environment.

National Geographic: People, Animals and the World

Beyond the legendary National Geographic magazine, the National Geographic Society publishes a wide array of acclaimed books, periodicals, maps, videos and more. National Geographic: People, Animals, and the World provides full-text books on travel, science & technology, history, environment, animals, photography, and peoples & cultures, full-text of National Geographic Traveler magazine from 2010 to the present, hundreds of videos and full-color maps and atlases, and downloadable images.

19th Century British Library Newspapers

The most comprehensive range of national, regional and local newspapers in 19th century Britain ever made available in a digital collection, drawn from the holdings of the British Library. These publications provide a first-hand perspective on well-known historical events, cultural icons, sporting events, the arts, culture and other national pastimes.

African America, Communists, and the National Negro Congress, 1933-1947

The National Negro Congress was established in 1936 to "secure the right of the Negro people to be free from Jim Crowism, segregation, discrimination, lynching, and mob violence" and "to promote the spirit of unity and cooperation between Negro and white people. This collection comprises of the voluminous working files of John P. Davis and successive executive secretaries of the National Negro Congress. Beginning with papers from 1933 that predate the formation of the National Negro Congress, the wide-ranging

collection documents Davis's involvement in the Negro Industrial League

Black Economic Empowerment: The National Negro Business League

The National Negro Business League was a business organization founded in Boston, Massachusetts in 1900 by Booker T. Washington, with the support of Andrew Carnegie. The mission and main goal of the National Negro Business League was "to promote the commercial and financial development of the Negro." This resource includes the National Negro Business League's correspondence and memoranda, itineraries, lists, form letters, reports, press releases, speeches, programs and enrollment forms.

Black Liberation Army and the Program of Armed Struggle, 1970-1980

Sourced from the Federal Bureau of Investigation Library, Black Liberation Army and the Program of Armed Struggle consists of a wide range of materials, including FBI surveillance and informant reports and correspondence from a variety of offices including, New York City, Baltimore, New Haven, San Francisco, Detroit, Miami, Atlanta, Newark, Kansas City, and Cleveland; intercepted correspondence; Justice Department memoranda, correspondence and more.

Black Nationalism and the Revolutionary Action Movement

In Black Nationalism and the Revolutionary Action Movement, a wealth of material from Ahmad's personal archive - letters, speeches, financial records and more - are augmented with FBI files and other primary sources. The collection sheds light on 1960s radicalism, politics and culture, and provides an ideal foundation for coursework in African-American studies, radical studies, post-Colonial studies and social history.

Evangelism in Africa: Correspondence of the Board of Foreign Missions, 1835-1910

Evangelism in Africa: Correspondence of the Board of Foreign Missions, 1835-1910 supports research in religious studies, African studies, women's studies, international affairs and anthropology. Letters that served as reports from the field describe the indigenous peoples and cultures, tribal factionalism, cultural differences and mores, and the many problems and achievements of the work.

Federal Surveillance of African Americans, 1920-1984
Between the early 1920s and early 1980s, the Justice Department and its Federal Bureau of Investigation engaged in widespread investigation of those deemed politically suspect. Prominent among the targets of this sometimes coordinated, sometimes independent surveillance were aliens, members of various protest groups, Socialists, Communists, pacifists, militant labor unionists, ethnic or racial nationalists and outspoken opponents of the policies of the incumbent presidents. This resource includes the FBI files of two dozen prominent individuals and organizations, including the NAACP, Malcolm X, Marcus Garvey, Thurgood Marshall, the Southern Christian Leadership Conference, the Black Panther Party of North Carolina, and many others.

Fight for Racial Justice and the Civil Rights Congress
This collection comprises the Legal Case and Communist Party files of the Civil Rights Congress, documenting the many issues and litigation in which the CRC was involved during its 10-year existence. These papers provide valuable insight on the activities of the Civil Rights Congress, most notably in cases involving civil rights and civil liberties issues, such as those of Willie McGee (Mississippi), Rosa Lee Ingram (Georgia), Paul Washington (Louisiana), Robert Wesley Wells (California), the Trenton Six (New Jersey), the Martinsville Seven (Virginia), and many others.

James Meredith, J. Edgar Hoover, and the Integration of the University of Mississippi
When James Meredith sought to legally become the first African American to attend the University of Mississippi, the duty of upholding the federal law allowing him to do so fell upon the Justice Department and the FBI. Meredith launched a legal revolt against white supremacy in the most segregated state in America and the iconic institution, Ole Miss. This resource contains extensive FBI documentation on Meredith's battle to enroll at the University of Mississippi in 1962 and white political and social backlash.

Liberation Movement in Africa and African America
Militant Black nationalism and pan-Africa influenced and paralleled African America's interest in Africa. Africa's entrance into the international arena and American Cold War politics helped fuel the Civil Rights and the Black Power movements of the 1960s and 1970s. The Black Liberation

Movement supported and extended the influence of the All-African People's Revolutionary Party (A-APRP) within the African-American community. This resource consists of a wide range of primary source materials, such as FBI surveillance and informant reports and correspondence from a variety of offices including, Cleveland, NYC, Baltimore, New Haven, and Detroit and many others.

Papers of Amiri Baraka, Poet Laureate of the Black Power Movement

The collection consists of materials from the years 1913 through 1998 that document African American author and activist Amiri Baraka. The extensive documentation includes poetry, organizational records, print publications, articles, plays, speeches, personal correspondence, oral histories, as well as some personal records. The materials cover Baraka's involvement in the politics in Newark, N.J. and in Black Power movement organizations such as the Congress of African People, the National Black Conference movement, the Black Women's United Front. Later materials document Baraka's increasing involvement in Marxism.

Republic of New Afrika: Independence, Reparations, and Citizenship

The Republic of New Afrika (RNA) was a social movement organization that proposed three objectives. First of these objectives was the creation of an independent Black-majority country composed of the states of Louisiana, Mississippi, Alabama, Georgia, and South Carolina and the Black-majority counties adjacent to this area in Arkansas, Tennessee and Florida. Second, they demanded \$400 billion in reparations for the injustices suffered by African Americans during the slavery and segregation periods. Third, they demanded a referendum of all African Americans in order to decide what should be done with their citizenry. This collection consists of a range of primary source documents, including newspapers, leaflets, books, pamphlets and more.

Southern Negro Youth Congress and the Communist Party

This collection contains the correspondence of both Esther Cooper and James E. Jackson, James Jackson's lectures, research notebooks, speeches, and writings (published and unpublished), subject files, correspondence, internal documents and printed ephemera pertaining to the Southern Negro Youth Congress and the periodical Freedomways. James E. Jackson and Esther Cooper Jackson, African American

communists and civil rights activists, are best known for their role in founding and leading the Southern Negro Youth Congress (1937-48).

We Were Prepared for the Possibility of Death: Freedom Riders in the South, 1961

To test President John F. Kennedy's commitment to civil rights, the Congress of Racial Equality (CORE) proposed a Journey of Reconciliation. The "Freedom Ride" had an interracial group boarding buses destined for the South. At rest stops, whites would go into blacks-only areas and vice versa. "I think all of us were prepared for as much violence as could be thrown at us," said CORE director James Farmer. "We were prepared for the possibility of death." This resource includes surveillance reports, chronologies, witness statements and more.

Research That's Possible Only at Main Library

- A librarian from the Federal Reserve Bank was looking for a report giving statistics on groups with historically high rates of unemployment. Government Documents department provided a report titled: "Minimum Wage and Overtime Hours Under the Fair Labor Standards Act," published in 2001.
- A patent attorney needed help locating Japanese patents. He had contacted the U.S. Patent and Trademark Office without success. Government Documents department taught him how to perform a search and provided him with web sites to locate the emperor year, search strategy, and print outs of the patent he was looking for.
- A patron visited from out of town to see the reference work titled *American Zinc Institute: Report of Organization Proceedings*, 1918.
- Mark Moore found a picture in the Murdock scrapbooks of Charles Somers, an early Cleveland Indians owner, for a local baseball historian working on a book.

Other Main Library News

ScanPro 2000 Microfilm Scanners

The Library added five new ScanPro 2000 microfilm reader/scanners in December. Four units were installed in the Microform Center, and one went to the History & Geography

Department. ScanPro machines were developed by Kodak and represent the most advanced microform viewing equipment available. Features include OCR (optical character recognition) scanning of digitized text, spot-editing of scanned pages, and remote access of microfilm reels.

Michael Ruffing retired as the Assistant Director of Public Services—Main Library on Friday, December 28, 2012. Mr. Ruffing had worked at the Library since 1984, working his way up from page to head of Main Library.

Branches

The East Team Meeting was held on Tuesday, December 18 at MLK. The team held a luncheon for retiring Union Branch manager Gail Hanks at the conclusion of the meeting.

Stephanie Tyus met with OPS staff member Sherri Jones to discuss the Learning Centers and to provide an overview of programming goals for the East Team in 2013 on December 26.

Garden Valley Youth Services Librarian Pasha Moncrief conducted a program on bullying for children ages 12-16. Sixteen youth participated in the program held on December 10.

Author Reverend Leah Lewis hosted a story time and book signing session at Memorial Nottingham on December 22. Her book is titled *Little Lumpy's Book of Blessings*.

Harvard Lee Branch Manager Harriette Parks participated in the Webinar "Owning Leadership at Main Library on December 13.

During the month of December the Neighborhood Team Manager West was responsible for directly supervising the staff at the Lorain and Rockport Branches due to the retirements of both Branch Managers.

On December 20, the West Team Manager co-hosted the December West Team Meeting at the Carnegie West Branch with Branch Manager, Angela Guinther.

The West Team Manger collaborated with Sharon Allen in Human Resources to begin the process of designing staff training at the Fulton and Fleet Branches. This training will include sessions on Civility, Communications and Teamwork. A follow-up regarding training previously held at the Rockport Branch was also discussed.

The Carnegie West Branch held a Christmas craft program for children on December 4. In addition, they created Christmas, Hanukah and Kwanza book and music displays, a Pearl Harbor book display, a display about John Lennon and had visits from two classes from the Urban Community School on December 18. Eastman Branch had a holiday display of craft ideas and cookbooks, not just for Christmas, but Hanukkah and Kwanzaa as well and Mr. Knape proctored tests for two students during the month of December. One student was from the University of Toledo and the other one went to Franklin University.

About ninety-five students participated in KidsCafe after school snack program at the Fleet Branch in December.

Fleet Branch Clerk, Betty Hollowell, and Library Assistant, Marcel Dorsey, started to visit and offer story hours to children in daycare centers in North Broadway.

Rockport Children's Librarian Cassandra Feliciano performed a bilingual story time for the Growing Readers program with Foreign Literature's Subject Librarian Mary Torres on December 16. Mary provided books in Spanish and English that focused on the topic of snow. After story time they made paper stockings. Mary received authorization to perform a bilingual story time at least once a month until April and Rockport's Clerks Adela Torres and Betsy Serrano volunteered to do storytime for Children's Librarian Cassandra Feliciano on her day off. They read three stories with the themes of animals at the library. They also played music and danced along with the children.

The South Branch had several holiday related exhibits in December. They included: It is all about pies: Chestnuts roasting over an open fire. It is a Winter Wonderland, Baking for the Holidays and an exhibit titled: It is the thought that counts, which presented ideas about how to make homemade gifts for the holidays.

The South Branch also had several holiday related programs in December including: Let's decorate a gingerbread house and Kwanza. Two Kwanza programs were presented for the children and families of the South Branch. The participants learned about the celebration of this African American cultural holiday.

The Sterling "Read to the Beat" Program with the Head Start children of Catholic Charities @ the Quadrangle is very popular with the children. It has also enhanced the relationship of the Children's Librarian with area instructors.

The Snack Program collaboration with the Cleveland Foodbank is feeding more than 50+ youth per day after school, with a total to-date registration of 140 youth. The Branch Manager and Cleveland State University Tutors work with children on reading and thinking skills before and after the program.

Carnegie West Branch Manager attended the neighborhood meeting at Franklin Circle Church on December 11, and Children's librarian Helen Zaluckyj conducted a story time at Providence House, a crisis nursery in the neighborhood, on December 11.

Fleet Branch Manager, Rekiat Olayiwola, attended the Broadway P-16 and Steering Committee meetings. South Brooklyn Librarian Luigi Russo visited Edgewood Village Daycare to do a storytime for the pre-K class.

Susan Martin developed a list of titles for 2013 for the Senior Citizen Resources Center monthly book club. She also supplied books for their December meeting.

Carnegie West's Adult, Children's, Music, and Spanish combined weeding list were worked on by Library Assistant's Andy Kaplan, Angelina Rosario, and Children's Librarian Helen Zaluckyj.

OLBPD

In December, OLBPD circulated 49,130 books directly to patrons. OLBPD registered 134 new readers to the service. BARD statistics were not available at the time the report was written.

On December 7th and December 14th OLBPD hosted its annual holiday book discussion with the Ohio State School for the Blind. This year, the older elementary classes read "The True Story of Christmas" by Anne Fine. The younger elementary classes read "Horrible Harry and the Christmas Surprise" by Suzy Kline.

On December 18th OLBPD Manager Will Reed attended a meeting with John Skrtic, Cathy Poilpre, and Steve Burford from Sorenson regarding the installation and promotion of video relay access for patrons who are deaf and hard of hearing. OLBPD will be installing Sorenson nTouch on adaptive computers throughout the system, and these should be available for use by deaf and hard of hearing patrons in early 2013.

On December 20th OLBPD Manager Will Reed met with Cathy Poilpre and North Water Partners to discuss the status and outcomes for the OLBPD public service announcement. Both fifteen and thirty second radio and television announcements have been produced. Television markets for the PSA include Cleveland/Akron, Cincinnati, Columbus, Toledo, Dayton, and Youngstown markets on

most major networks like ABC, CBS, NBC, and FOX. Radio markets include Cleveland/Akron, Columbus, Dayton, Youngstown, as well as reaching out to college radio stations as well as the Ohio Radio Reading Network. In addition to the radio and television markets, North Water Partners is also approaching health care organizations like Legacy Health, the Cleveland Clinic, and University Hospitals to include the television PSA in their programming rotation on closed circuit broadcasts. The distribution is still in the early stages and will require some time for any measurable outcome.

The OLBDP Cyber-Dialogue Book Discussion was held on December 13th where the group discussed "The Stupidest Angel: a heartwarming tale of Christmas terror" by Christopher Moore." OLBDP Library Assistant Michael Pride retired on December 31, 2012. Michael spent six months working in Automation when he first started then spent the remaining twenty nine and a half years working at the Ohio Library for the Blind and Physically Disabled. Michael received a recognition certificate from National Library Service in appreciation of his years spent on behalf of providing braille and talking book service to Ohioans.

TechCentral

3D Cookie Cutter Lab

TechCentral held its first MakerLab program, the 3D Cookie Cutter Lab, on Saturday, December 15. The Lab showed patrons how to use the website, CookieCaster.com, in order to create custom cookie cutter shapes. The cookie cutters were then printed on TechCentral's 3D printer. Over 28 people were in attendance for the event, with 19 cookie cutters being made by patrons.

Computer Classes and One-on-One Sessions

In December, TechCentral staff conducted a total of 14 classes at Main Library, 44 classes in 15 branches, and 12 scheduled myCloud orientations. Attendance was 46 students at the Main Library and 144 students at the branches.

Staffing and Personnel Changes

TechCentral Coordinator, Olivia Hoge has been promoted to the position of Branch Manager of the Lorain Branch Library. Ms. Hoge's last official day in TechCentral is January 5, 2013, however due to an existing vacation; her last day working in the department was December 14, 2012.

Professional Development and Outreach

CJ Lynce demonstrated the Ed2Go online course system during brief presentations at the Leadership Team meeting on December

4, the Branch Manager's Meeting on December 5, and the Main Manager's Meeting on December 13.

Olivia Hoge and CJ Lynce met with Aaron Petersal, Director of Membership & Visitor Experience of the Cleveland Museum of Art on two occasions in December regarding a possible collaboration between TechCentral and CMA. Ms. Hoge and Mr. Lynce had the opportunity to tour the new *Gallery One* exhibit at CMA, which contains a traditional art gallery fused with cutting edge technologies like floor-to-ceiling touchscreens, iPads with augmented reality and location apps, motion-tracking based exhibits, and more. We are looking into the possibility of TechCentral have a table at the next MIX event at the museum, happening in February 2013.

Cortney Gatewood and Alan Majors attended the Youth Services Meeting on December 19 to talk about several technology-centric educational, crafting, and puzzle websites and resources aimed at children and teens.

Computers in Libraries 2013

Early in December, TechCentral received word that both of its proposals for Computers in Library 2013 had been accepted. Mr. Lynce, Ms. Hoge, along with Anastasia Diamond-Ortiz, Knowledge Manager, will be traveling to Washington D.C. in April 2013 to present the following sessions:

In the Cloud: Personalized Virtual Desktop

Anastasia Diamond-Ortiz, Knowledge Manager; CJ Lynce, TechCentral Manager; Olivia Hoge, TechCentral Coordinator, Cleveland Public Library

In 2012, Cleveland Public Library (CPL) began offering a personalized, virtual desktop to library patrons. Dubbed myCloud, the virtualized desktop offers patrons an environment that they can customize to their liking—including installing software and saving documents to CPL servers. Before launch, there were many questions to be answered—both technological and legal. Speakers discuss the process of setup, launch, and management of a virtual desktop program in a large, urban public library and share their customers' delight!

Becoming TechCentral

Anastasia Diamond-Ortiz, Knowledge Manager; CJ Lynce, TechCentral Manager & Olivia Hoge, TechCentral Coordinator, Cleveland Public Library

Building a technology center, makerspace, or technology commons in a public library is about more than buzzwords. Integral to the success of any large-scale technology project is an understanding of the user community. Cleveland Public Library staff share the lessons learned as the TechCentral project moved from idea to reality. They discuss the Tech Toybox, an electronic device lending program, and myCloud, a virtualized desktop experience offered to public computer users.

BOOKMOBILE/ON THE ROAD TO READING

The bookmobile conducted 52 stops, served 606 patrons and processed 11 new library-card applications. OTRR staff visited 63 classrooms with a total attendance of 740, and visited 12 Pediatric and WIC sites. 43 deposit collections were circulated to classrooms with a total of 989 items. Librarian Rhonda Fulton assisted with teen parenting workshops at Collinwood High School on December 14 and 15. The workshops, co-facilitated with Vanessa Davis (Beechbrook) and Sherrell Germany (Collinwood High School) emphasized the importance of play and brain development.

STAFF

Mobile Services Manager, Linda Sperry worked last day at Cleveland Public Library on December 31, 2012.

TECHNICAL SERVICES

Patricia Lowrey, Director of Technical Service, along with an energetic team of volunteers, packed up books and other materials in the Broadway Branch. The volunteers were Elizabeth Bardossy from Preservation; Jintao Huang and Barbara Satow from Catalog; Anarie Lanton, Nate Infante, and Angelina Bueno from Acquisitions; Shirley Jones from Materials Processing; Nancy Mocsiran from the Technical Services Office; Carole Brachna from High Demand; and Stephen Wohl from Shelf/Shipping. Many telescopes of books were transported to the LakeShore Facility by the volunteers and the remaining materials were delivered by the Facilities Department the next day.

Ms. Lowrey attended the Special Board Meeting on December 11 and the retirement celebrations for Linda Sperry and Lynne Roderick on December 18.

Collection Management: After the close of ordering for the year, Collection Management staff volunteered to assist other

Technical Services departments. Bonnie Bolton, Nancy Mocsiran and Laura Mommers all worked with both the Materials Processing and Acquisitions Departments.

Copies of a brochure promoting Cleveland Public Library CDs, DVDs and Books on CD of African-American interest arrived from Midwest Tape. Ms. Mommers will distribute copies to all Branches plus the Audio-Visual department and Popular Library in time for Black History Month in February.

Rollie Welch continued to represent Cleveland Public Library this month with his byline associated with reviews in The Plain Dealer, an online column for Library Journal and a column appearing in VOYA. Mr. Welch also was a guest on The Regina Brett Show broadcast on radio station WKSU on December 8.

High Demand: Staff members ordered 456 titles and 5,413 items; they added 504 titles and 8,600 items. There were 370 invoices paid that totaled \$ 106,865.19.

An extensive amount of work was done to clear up any problems with invoices and vendor accounts before the end of the year. In preparation for 2013, Carole Brachna, High Demand Manager, spent time setting up new templates for ordering, to reflect changes in the circulation of different material types in the branches. Mrs. Brachna helped conduct interviews for a Technical Services Librarian position in the Catalog Department. She participated in a Warm Up Cleveland knitting session.

Summer Salem worked with 25 Arabic language titles for the Catalog Department. The following staff processed these amounts of books for the Materials Processing Department: Steven Best (452), Rosalyn Easley (296), and Mya Warner (369). Dale Dickerson completed original cataloging for 54 titles.

Materials Processing: The Associates cataloged 816 titles for CPL and 1,398 titles for CLEVNET. The Associates and Senior Clerks added 3,832 items. The Technicians processed 24,982 items.

Steven Best, Mya Warner and Rosalyn Easley from High Demand, and Laura Mommers and Nancy Mocsiran from Collection Management assisted in processing materials. Elizabeth Hegstrom with assistance from Stephen Wohl, Shelf/Shipping Supervisor, Andrea Johnson, Catalog Manager, and Dawntae Jackson, Human Resources, interviewed candidates for the Technical Services Associate - Temporary position.

Acquisitions: Leslie Pultorak, Acquisitions Librarian, continued to order Asian language DVDs for the Lunar New Year. Ms. Pultorak worked with two new vendors to setup accounts for CPL and placed orders for the titles.

Sandy Jelar Elwell met with the Librarians in the Department to discuss working on end of the year projects and reports to ensure that the order information for all open purchase orders will correctly rollover into the 2013 fiscal year in Sirsi. They also planned for upcoming changes to ordering and invoicing procedures that will occur in 2013.

The Librarians spent most of the month placing the remaining orders for 2012 and all orders were placed by December 21st. They completed the following annual end of the year projects consisting of manually canceling old orders; creating new orderlines on existing purchase orders for titles with partial receipts; reviewing and editing order information; and deleting all invoices from Sirsi that had not be approved for payment before the end of the year.

December 20th was the last day for all staff to receive materials and pay invoices in Sirsi. Bonnie Bolton and Laura Mommers, Collection Management Librarians, and Nancy Mocsiran, Technical Services Assistant in Collection Management, volunteered to assist the Acquisitions Department with the receiving of library materials so that this task could be completed before the December 20th cut-off date.

Staff ordered a total of 4,693 titles and 46,883 items. They received 10,186 items, 1,178 periodicals, and 536 serials. They added 558 periodical items, 327 serial items, 64 paperbacks, and 218 comics. They processed a total of 1,649 invoices and 60 periodical and serial claims. They modified 128 serial controls.

Shelf/Shipping Department: Many of the pages from Lakeshore Shelf/Shipping have been helping out at the neighboring Memorial-Nottingham Branch. The branch had a sudden shortage of page help and the pages stepped in to help out.

The staff of the Lake Shore Shelf/Shipping Department sent 75 items to the Main Library for requests and 96 items to fill holds. Main Library received 500 telescopes, the Branches received 1,070 telescopes, CLEVNET received 116 telescopes, CASE received 4 telescopes and CSU received 5 telescopes and Tri-C received 1 telescope for a total of 1,696 telescopes shipped

out. The Technicians sent 14,984 new items to the Acquisitions and High Demand Departments to be received, cataloged and processed.

Catalog: Catalogers added 3,998 titles and 2,392 items for Cleveland Public Library. Andrea Johnson organized instructions for processing mass market paperbacks into a single document. Carole Brachna, High Demand Manager, and Dawntae Jackson, Human Resources assisted Ms. Johnson with interviewing for a Technical Services Librarian (Spanish language emphasis).

Amei Hu worked on Chinese literature books by Mo Yan, winner of the 2012 Nobel Prize in Literature. Ms. Hu also cataloged some Japanese literature books including recent prize winners. John Parsons cataloged and inventoried the Annual Report of the Pennsylvania Railroad for 1849-1958. The 99th annual report had a brief history of the first 100 years of operation of the company. Larisa Povitsky did original cataloging for chess books in Slavic, German and Hungarian languages ordered for the J.G. White collection.

As a NACO participant, Michael Monaco had the opportunity to establish a name authority heading and LC classification number for Cleveland-area poet Jacqueline Gillon, as well as name authority headings for Clevelanders Julian W. Tyler and Leo Weidenthal. Works by or about these people will now be collected under standard headings in the Cleveland Public Library's catalog as well as in WorldCat and the Library of Congress. Mr. Monaco also attended a meeting of the CPL150 Team.

Barbara Satow continued to serve on the Employee Recognition committee, which is gearing up to launch the revamped WOW program in early 2013.

Preservation: The Digital Gallery's High School Yearbook Collection item views more than doubled to a new record of 82,138. Cleveland History, CPL History, and Cleveland Photos also received increased use. Highest use for a single title was recorded for the 1930 City Directory (1,412 item views) followed by the Lakeshore and Michigan Railway System (1,259 item views). City Directories for 1921 and 1931, and Aerial Photographs of Cuyahoga County 1951 also received more than 1,000 item views. The Glenville 1918 and West Tech 1964 yearbooks each received more than 700 item views. Annual reports for Public Administration 1914-1930 and seventeen historic documents were

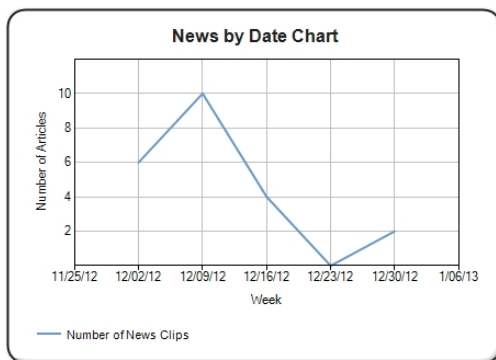
added to the Digital Gallery for the PAL centennial observation on December 12.

Two Jasper Wood photos were reproduced for display at Addison Branch. Two historic plat maps and six neighborhood photos were also reproduced for Carnegie West Branch. The prints were installed at the branches on December 14. Gloria Massey scanned glass plate negatives of 47 Rockefeller family portraits from the Edmondson collection. She processed files for seven yearbooks: Lincoln West 1979, Max Hayes 1974 and 1975, John Marshall 1948, and Longwood 1924. She prepared PDF files for volumes 27-30 of the Ohio Architect, Engineer, and Builder.

Elizabeth Bardossy treated a tightly bound Tibetan volume from the White Collection prior to its forthcoming use by a scholar in 2013. She took it apart, removed tape, cleaned and mended the sheets, and made a new box to accommodate the released pages. She also treated 17 Cleveland Park collection plans, and two archives documents. She placed the Public Administration Library Annual Reports in individual acid free folders.

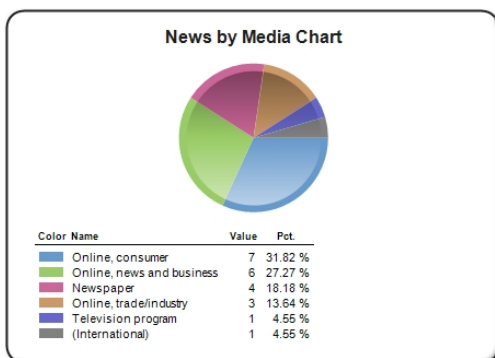
Laura Wallencheck worked on the inventory of historic annual reports of American railroads.

MARKETING & COMMUNICATIONS



Media coverage for the month of December included 22 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$14,719.19 with a news circulation audience of 1,039,877 people. In December, the online media outlets that featured CPL events and programs received 2,158,766 unique visitors. Full report in the Marketing

Department.



An ad to promote ed2go appeared in the *Campus Observer*. The *Collinwood Observer* printed an editorial article

about Collinwood's anti-bullying program. The Library was promoted in an ad for the *Milestones Organization* 10th Anniversary program guide.

An ad appeared in *CAN* magazine promoting the WPA print display. The Library promoted programs and services at *Circle in the City* on December 12 and 19. Online consumer and online news and business were the media most featuring Cleveland Public Library in December.

Search Engine Marketing with cleveland.com resulted in CPL ad being viewed 28,522 on average per week, which resulted in an average of 629 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 consultant Erika McLaughlin; OPS manager; and Web Applications manager
- Monthly Branch and Main Manager's meetings
- Meeting with vendors to discuss billboard and bus advertising for 2013

GRAPHICS

Graphics staff designed, printed, and distributed 77 printed pieces in December, in addition to graphics for the library website, and 4 staff newsletters.

Promotional pieces included: *UpNext*-January; MLK calendar and flier; Flier for Centuries of Childhood and WPA poster exhibits; Friends End of the Year Appeal; Booklist of Cleveland Play House *Bell Book & Candle*; Booklist for Playhouse Square *Priscilla, Queen of the Desert* musical; Jan/Feb Computer Class booklet; and OLBDP newsletter.

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 3,247 in 2011 to 4,785 currently. Facebook fans are up from 3,648 in 2011 to 4,775 currently. Downloads of books in an electronic format (eBooks) were up from 52,900 in 2011 to 78,003 currently.

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

Celebrating the 100TH Anniversary of the Public Administration Library; Cleveland Public Library Board of Trustees Meeting; and The Library Welcomes Pulitzer Prize-Winning Writer and Journalist Connie Schultz.

During the month of December, the following events, programs, and information were promoted on www.cpl.org: Ed2Go; Laura Taxel; Winterfest; End of Year Giving, Nests and Eggs of the Birds of Ohio Calendar; Adele: Skyfall (MyTunes); Naxos; Genealogy Clinics; Warm-up Cleveland; Rockin' the 216; Live Online eMedia Chat Support; CultureGrams; Homework Help; Muzzy Online; Tumble Book Library; Celebrate with Books; 100 Sizzling Titles; Opposing Viewpoints; National Geographic (database); Curl Up With a Good Book; Connecting with the Community; and Brown Bag Book Clubs.

22 Popular Topic pages were updated with new book lists in November.

The seventeenth "Off the Shelf" was sent out on December 6th to a distribution list of 2,491. This issue featured: Guest Author: Laura Taxel; Library Gift Shop: Nests and Eggs of the Birds of Ohio 2013 Calendar and Food Talk Cookbook; Post Holiday Live Library eBook Support; and Help us build better libraries for stronger communities!. The following events were also featured: Genealogy Clinics; Connie Schultz Author Visit and Book Discussion; and 3D Cookie Cutter Lab. We also featured the following new arrivals: The hobbit : an unexpected journey : official movie guide; Heads in beds : a reckless memoir of hotels, hustles, and so-called hospitality; and Brain on fire : my month of madness.

PlayhouseSquare's *Priscilla, Queen of the Desert* and Cleveland Play House's *Bell, Book and Candle* booklists were built for the Theater Popular Topic.

Two new author pages were built (D.A. Levy and Daniel Thompson) and a new account was added for a new Literature Department staff member for the Ohio Center for the Book website.

LMC Ground Rules were updated and the Commitments of a Successful LMC document were posted to Labor Management's page on the Staff Center.

The Ohio Library for the Blind and Physically Disabled winter newsletter was posted.

Closing graphics for Christmas Day, Christmas Eve, a special/emergency closing, and New Year's Day were posted to the home page.

The 2013 Staff Newsletter entry pages for contributors and the dates for upcoming newsletters were posted to the Staff Center.

PROPERTY MANAGEMENT

The Property Management office completed numerous branch inspections and continues to monitor utility bills. Work has started on construction of the temporary South Branch and we are meeting weekly.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. Time clocks for outside lights were reset and bulbs were replaced at Brooklyn, Eastman, Hough, Lakeshore, and MLK. A new under floor water sensor was installed in Automation. All of the wall mounted drinking fountains condensing units were cleaned and serviced in LSW. The Translogic track in Tech Central was cleaned. We worked with manufactures representative to repair under floor VAV boxes in the multi purpose room and also worked with Aqua Science to correct water PH levels in the boiler at Rice.

The Carpenters and Painters worked to move some shelving and install new shelving at Mt.Pleasant. Door locks were repaired at Fleet, LSW, Main, South Brooklyn, and West Park. A new door was installed behind the service desk at Carnegie West.

The Garage serviced vehicles #4, #7, #9. New tires were installed on vehicle #11. The oil was changed in the Book Mobiles generator. Salt has been restocked at all the branches.

SAFETY & PROTECTIVE SERVICES

PROTECTIVE SERVICES

Activity

Month	Total calls	Average per day	Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents
December 2012	3,073	114	19	19	327	327

Special Attention, Special Events, and Significant Incidents

12/02/2012 Circlefest at MLK Branch
12/04/2012 Mean Green Science Machine Program Eastman
12/04/2012 Cleveland Leadership Center at LSW

Security Systems

- Will develop schedule concerning upgrades to access control.
- Obtain schedule for implementation of CCTV system work
- Will obtain estimate for upgrade for Fire System at LSW/Main

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 directed at Property Management's request to staff South Branch for fire watch weekly.

RECORDS AND EQUIPMENT MANAGEMENT

- Updates continue to be made to CPL SPS inventory.
- Radios have been transferred to Shelf Division and the physical transfer will take place in January 2013.

ADMINISTRATION

- Working with Knowledge Office on Electronic Records capturing system.

- Interviewed and selected three candidates for the Safety & Protective Services Officer positions.

INFORMATION TECHNOLOGY & CLEVNET

CPL Projects

December was the first full month of online payment. The Software team continues to tweak reports in response to requests from the Directors Panel, CLEVNET member library fiscal officers, and CPL Financial Services.

- Created an end-of-month report for CLEVNET libraries that summarize the month's online bill payments by day and by bill reason.
- Modified the above report so that it includes separate worksheets for individual branches for libraries with more than one branch along with the summary for the library as a whole. This will be sent starting next month.
- Adjusted the monthly report to CPL Financial Services so that it includes a breakdown by bill reason for payment made on CPL bills.

Software also continued testing and tweaking the paperless invoicing project with Acquisitions, High Demand and Financial Services.

The patrons of CPL gained even more computer access this month: Mt. Pleasant (5), Sterling (7), Brooklyn (8), Addison (12) and West Park (12) all received new Windows 7 PCs for the public. This provides more computer resources for the public. Over 300 additional PCs have been configured and installed for the public in 2012.

New access points were configured for Mt. Pleasant and Sterling to add to Wireless Controllers.

Updates to websites

www.cpl.org:

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Twenty-two Popular Topic pages were updated with new book lists in November.

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"Priscilla, Queen of the Desert" and "Bell, Book and Candle" PlayhouseSquare booklists were built for the Theater Popular Topic.

Closing graphics for Christmas Day, Christmas Eve, a special/emergency closing, and New Year's Day were posted to the home page.

Other CPL sites:

Two new author pages were built (D.A. Levy and Daniel Thompson) and a new account was added for a new Literature Department staff member for the Ohio Center for the Book website.

LMC Ground Rules were updated and the Commitments of a Successful LMC document were posted to Labor Management's page on the Staff Center.

The Ohio Library for the Blind and Physically Disabled winter newsletter was posted.

The 2013 Staff Newsletter entry pages for contributors and the dates for upcoming newsletters were posted to the Staff Center.

CLEVNET Projects

The Morningstar Investment Research Center resource was purchased and set-up for all CLEVNET Libraries. The resource offers our patrons real-time access to comprehensive data and independent analysis on thousands of investments, spanning mutual funds, stocks, exchange-traded funds, and closed-end funds. The CLEVNET Online Resources Committee (CORC) made the decision to purchase the resource for CLEVNET because the company cancelled its print version of the resource effective December 2012.

On November 29, the CLEVNET eMedia site was one of four US OverDrive platforms to participate in the beta launch of the new OverDrive eMedia platform. The beta period ran from November 29 - December 14. During that time period, Webware worked with OverDrive to report patron support issues as well as issues with the usability of the new platform. We were able to send two lists of recommended improvements for the platform and patron download process. All of our recommendations were implemented within days of submission.

As anticipated, the eMedia site has seen record circulation for the month of December, most likely due to holiday gifts of eReaders and tablets. eMedia circulation for December 2012 hit 78,003 downloads, by far our highest month for downloads. This total is an increase of 48% over December 2011.

The mail system for CLEVNET was migrated to a newer storage system allowing for expansion of user mailboxes resulting in cheers and sighs of relief throughout the geographic region. CLEVNET had a temporary outage at 9:30 am December 12th that involved clearing Envisionware connections at a CLEVNET library that were misconfigured, causing the SIP2 server to loop and overload.

CLEVNET internet had a temporary outage December 13th at 8:30 pm due to a hardware failure of the OPLIN provided router. Mr.

Novak had it replaced and the internet connection back online by 10:00 pm.

Legacy patron barcodes at the Newton Falls Library were encountering errors in online payment. The Software team worked with the staff at Newton Falls to correct this situation.

Software did a batch discard of Wickliffe Public Library's Juvenile VHS collection at the library's request. They also did a batch edit of Euclid Library's AFRICANAM location to URBAN and call numbers from AFAM to URBAN. Batch processes like these save many hours of staff time at the libraries.

Birchard Public Library moved from manual debt collection to the automated debt collection process with Unique Management. Software staff worked with the library and Unique Management staff to implement the switch.

Software staff completed yearly acquisitions rollover process for these libraries: Bellevue, Cleveland Heights, Cleveland Law Library, Willoughby-Eastlake, Lorain Public Library, Medina, and Wayne County. Other libraries requested theirs be done in January.

Bellevue Public Library was configured and trained for 9xx acquisitions ordering.

Hardware/Telecomm worked with AT&T to acquire DID (direct inward dialing) telephone numbers for CLEVNET libraries moving to CLEVNET VoIP.

Cleveland Heights Library's Active Directory child (sub) domain was repaired to re-establish correct communication with the domain from the parent domain- clevnet.org. A new switch was installed at Cleveland Heights in preparation for them moving to CLEVNET VoIP.

At Sandusky Public Library, a faulty network switch was replaced. IT/CLEVNET staff assisted in interviewing for the PC Tech position at Sandusky Public Library.

Assisted Medina County District Library with connecting signage devices to Wi-Fi.

IT Network staff met with Elyria Public Library and their electricians to assess rewiring plans for their West River branch.

IT staff met with Wickliffe Public Library staff to plan for 2013 initiatives.

IT staff visited Milan Public Library construction project to prepare for any network needs.

IT Department staff worked with Comprise support to migrate Shaker's SAM implementation to our CLEVNET server.

KnowItNow24X7

December began with KnowItNow receiving five proposals from vendors in response to the RFP for after-hours coverage. Each proposal was reviewed, ranked, and discussed with staff at the State Library of Ohio and Cleveland Public Library. As a result of this process, the contract for after-hours coverage of KnowItNow will be awarded to Ohio-based OCLC QuestionPoint for July 2013 through June 2014. The decision to go with OCLC will provide a savings of over 60% of current costs for after-hours coverage for the statewide virtual reference service.

On December 11, the Statewide Coordinator and Website Coordinator participated in the State Library of Ohio Board meeting to provide a 6-month update on activities of KnowItNow.

The KnowItNow Website Coordinator fixed display issues for Apple devices running the iOS6 update. This fix will allow patrons of the service to continue to use the current KnowItNow app available in iTunes.

KnowItNow Website Coordinator upgraded to the reCAPTCHA module for the KnowItNow Provider site. reCAPTCHA is a security feature that requires those signing up for new accounts on the site to type in displayed words from digitized books. Words that cannot be read by the computer are displayed for humans to decipher. In the process, digitized books become more readable; websites get a more secure sign-up process. The new module has significantly reduced the number of fraudulent account requests for the KnowItNow Provider Site.

Meetings and Professional Development

Amy Pawlowski was nominated and appointed to be the President of the Northeast Ohio Usability Professionals' Association (NEOUPA - <http://neoupa.org>; UXPA - <http://www.upassoc.org>) as of January 2013. The organizations supports people who research, design, and evaluate the user experience of products and services across Northeast Ohio.

The Software team attended the CLEVNET Users' Circulation Interest Group meeting at Twinsburg on December 5. Ann Palomo and Amy Pawlowski met with the CLEVNET Directors' Advisory Panel on December 7.

Statistics

IT/CLEVNET
Statistics

Dec-12

	# Cases Opened	# Cases Closed	Site Visits	TOTAL
Hardware				
CPL Main	71	58	21	150
CPL Branch	87	74	41	202
CPL Lake Shore	17	12	3	32
CLEVNET	19	12	16	47
PUBLIC	1	1		2
HARDWARE TOTAL	20	13	16	49

Software				
CPL Main	22	22		44
CPL Branch	13	13	0	26
CPL Lake Shore	6	6		12
CLEVNET	107	107		214
PUBLIC	150	150		300
SOFTWARE TOTAL	298	298	0	596

Webware				
CPL Main	11	11	1	23
CPL Branch	7	7		14
CPL Lake Shore	6	6		12
CLEVNET	17	17		34
PUBLIC	1405	1405		2810
WEBWARE TOTAL	1446	1446	1	2893

KnowItNow				
CPL Main	7	6		13
CPL Branch	0	0		0
CLEVNET	0	0		0
PUBLIC	0	0		0
KIN Library	9	8		17
OHIOLINK	6	6		12
After Dark	0	0		0
KNOWITNOW TOTAL	22	20	0	42

GRAND TOTAL	1786	1777	17	3580
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