

## **DIRECTOR'S REPORT**

February 21, 2013

### **Monthly Statistics**

Circulation for the month of January was 569,538. This was a decrease of less than 1% from last year's January circulation of 574,883. The circulation activity for eMedia has increased tremendously from last year and provides us with an ongoing opportunity to reach our community users virtually. eMedia circulation continues to be a bright spot and is up nearly 40% from January of 2012.

The number of computer sessions for January was up from 2012 levels. There were 103,838 sessions this year in comparison to last year's total of 76,002. Not surprisingly, the number of hours in use for our computers increased from 52,141 in January of 2012 to 72,059 in 2013. This was an increase of 28%. With the addition of TechCentral, the numbers of computers throughout CPL has increased the number of sessions and the numbers of hours in use.

Attendance for the month of January was 291,529. This is an increase of 2% from last year's attendance number of 285,720. The Main library reported a 4% increase in attendance. The branch attendance increased by 2%. We believe that two exhibits opening in January at the Main branch may have influenced the increase in attendance.

### **Programming / Outreach**

January was another great month for CPL programming and outreach. The major program of the month was the 28th Annual Dr. Martin Luther King, Jr. commemorative Program at the Martin Luther King, Jr. Branch on Monday, January 21. The program's theme was inspired by the "The Drum Major Instinct" sermon delivered by Martin Luther King, Jr. at the Ebenezer Baptist Church, in Atlanta, Georgia on February 4, 1968. The program included a viewing of the presidential inauguration, a performance by the Cleveland Metropolitan School District All-City Arts Drumline directed by William Winfield, III, and original poetry readings by Cleveland School of the Arts students: Eva Barrett, Chanda Bynum, Cheyanne Martin. Jacqueline Gillon a Library patron also read an original poetry composition entitled *King in Mind*. Throughout the celebration attendees enjoyed a musical performance by vocalist Michael G. Williams. The keynote address was given by Rev. Dr. Todd C. Davidson,

Senior Pastor, Antioch Baptist Church. Approximately 400 people attended this program.

### **Music at Main**

*Music at Main* featured Cleveland Orchestra violinist, Eli Matthews on January 5<sup>th</sup>. He performed selections by Pablo de Sarasate, Mozart, and Beethoven. Approximately 90 people enjoyed the concert.

### **EXHIBITS**

#### **Centuries of Childhood exhibit**

The *Centuries of Childhood* exhibit opened on January 14<sup>th</sup>. During Saturday public hours a total of 45 children and caregivers toured the exhibit. Due to inclement weather the 4 class visits scheduled in January were cancelled and rescheduled. To assist with staffing, the Library employed the use of three volunteers provided by Youth Opportunities Unlimited. The volunteers were given training by the Youth Services Department and assisted Library staff with ushering young people through the exhibit.

#### **Labor & New Deal Art exhibit**

The opening of the *Labor & New Deal Art* exhibit was on January 19. The art illustrations are part of a traveling print exhibition of Depression-era art organized by the Massillon Museum and Youngstown State University to commemorate the 75th Anniversary of The Little Steel Strike. The exhibit includes works of art from the collections of the Columbus Museum of Art, Massillon Museum, and Butler Institute of American Art, in partnership with the Ohio Humanities Council and Cuyahoga Arts and Culture.

To coincide with the exhibit opening was a reception on the 3<sup>rd</sup> floor of Main Library that featured a gallery talk by Intermuseum Conservation Association conservators Andrea Chevalier and Wendy Partridge about the history and conservation of Cleveland Public Library's three famous 1933-1934 WPA murals: Ora Coltman's *The Dominance of the City*, William Sommer's *The City in 1833*, and Donald Bayard's *Early Transportation (Cleveland's Waterfront About 1835)*.

### **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**

- I met with Ward 14 Councilman Brian Cummins to discuss our efforts on the South and Temporary South branches.
- I met with Father Murphy of St. Ignatius to discuss collaboration efforts.
- I attended the American Library Association's Mid-winter conference in Seattle and participated in two days of Public Library Association meetings.
- I was joined by Trustees Corrigan as we met with Congresswoman Marcy Kaptur and introduced her to the Cleveland Public Library.

## **CLEVNET**

January's total OverDrive CLEVNET eMedia collection circulation was 91,099, significantly up from last year's total of 64,347. CPL has 5,035 total followers on Twitter and the Facebook page currently has 4,865 fans.

## **GRANTS & DEVELOPMENT**

### MyCom Lead Agency Responsibilities

- Attended the quarterly Joint MyCom Agencies meeting at the Cleveland Foodbank
- Wrote and presented a Board of Trustees' resolution for an Amendment to the MyCom Agreement approved last fall. The Amendment will award the Library additional funds to re-grant for MyCom Transitions programs in 2011.
- Began writing Memorandums of Understanding for the four MyCom Transition vendors
- Observed a Greater Cleveland Volunteers Experience Corps tutoring session at McKinley School. Greater Cleveland Volunteers is one of the MyCom Transitions vendors
- Participated as a panel member in the Starting Point - MyCom - Out of School Time Proposal Review Committee.

## Grants & Development

- Coordinated and wrote the 2011 National Library Service Medal Application. The award is sponsored by the Institute of Museum and Library Services
- Presented a brief talk to the Ohio Grantmakers Roundtable Executive Committee of the Northeast Ohio Region that included details about the Learning Center at the Rice Branch
- Wrote a report for Neighborhood Progress Inc. annual report to the St. Luke's Foundation
- Coordinated with Planning and Research the Library's response to the Ohio State University Medical Information grant survey

## Friends Liaison

- Attended the Friends Board meeting with the CPL Director to discuss the 2011 budget request
- Met with the Friends of the Library group to follow-up on a meeting about issues related to the Friends book sales

## Literacy

- Along with the Director met with Suzanne Seifert, former Director of Cleveland Reads to discuss possibilities concerning the demise of Cleveland Reads and what activities the Library could assume

## **PUBLIC SERVICES**

### PROGRAMS

During the month of January the Library hosted a total of 68 programs. Educational programming and services, not included in the above totals, accounted for approximately 172 adult education classes, 378 hours of after-school tutoring, and 108 hours of high-school ACT preparation and digital arts programming. After school snacks were served 5 days a week at 9 branch locations during the month. There were brief interruptions in service in the month of January due to inclement weather and the Library closing in honor of the Martin Luther King, Jr. holiday.

The major program of the month was the 28th Annual Dr. Martin Luther King, Jr. commemorative Program at the Martin Luther King, Jr. Branch on Monday, January 21. The program's theme was inspired by the "The Drum Major Instinct" sermon delivered by Martin Luther King, Jr. at the Ebenezer Baptist Church, Atlanta,

GA on February 4, 1968. The program included a viewing of the presidential inauguration, a performance by the Cleveland Metropolitan School District All-City Arts Drumline directed by William Winfield, III, and original poetry readings by Cleveland School of the Arts students: Eva Barrett, Chanda Bynum, Cheyanne Martin. Jacqueline Gillon a Library patron also read an original poetry composition entitled *King in Mind*. Throughout the celebration attendees enjoyed musical performance by vocalist Michael G. Williams. The keynote address was given by Rev. Dr. Todd C. Davidson, Senior Pastor, Antioch Baptist Church. Approximately 400 people attended this program. Total programming/educational services related expenditures for January totaled \$7833.91.

*The Mall: Making Our City Beautiful*

A photo exhibit on the Mall prepared by Beverly Austin and mounted in the glass exhibit panels in History and Geography. The photographs present views of the Mall over time between 1900 and 2012.

*Entrepreneurship Primer*

On Tuesday January 29, 2013 BEL hosted the Entrepreneurship Primer in which patrons explored their ideas for establishing their own small businesses. Nine patrons were instructed how to incorporate databases such as Reference USA, D&B Million Dollar Database, and Gale Legal Forms in their business decision making and development activities. The workshop and it was conducted by BEL manager, Sheba Marcus-Bey.

*Cleveland Playhouse and Playhouse Square*

The Cleveland Play House (CPH) Borrow-a-Ticket program began in the month January. Library patrons from the three select sites: Harvard-Lee, Carnegie-West, and Main Library reserved a total of 36 tickets for 9 performances of the play *Bell, Hook, and Candle*.

*Music at Main*

*Music at Main* featured Cleveland Orchestra violinist, Eli Matthews on January 5<sup>th</sup>. He performed selections by Pablo de Sarasate, Mozart, and Beethoven. Approximately 90 people enjoyed the concert.

MEETING ROOMS and SCHEDULING

In January a total of 354 meeting room requests were processed by the OPS department, with a total of 5146 estimated number of attendees. This number includes reservations placed for meeting

room space in each of the 27 branches, Main Library and Technical Services. Thirty-six AV requested were filled for both Branches and Main Library.

## EXHIBITS

### *Centuries of Childhood Exhibit*

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### *Labor & New Deal Art exhibit*

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## OUTREACH

OPS department supported 11 outreach events in the month of January. On January 10<sup>th</sup>, Literacy & Education Coordinator Sherri Jones attended a regional information session regarding Ohio's Early Learning Challenge Grant, held in Canton, Ohio. On January 18<sup>th</sup> Sherri Jones and Assistant Director, Outreach & Programming Services attended a College Pathways meeting at Tri-C metro campus to CPL's educational services and upcoming programs.

#### *Ford Middle School Visit*

Saturday, January 19, approximately 12 students from Ford Middle School, Brookpark 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.

#### *St. Edwards International Baccalaureate Program*

Tuesday, January 15 thirty-four students from St. Edwards International Baccalaureate Program visited the Library for research on extended essays on subjects. The students visited several subject departments, including History and Geography. History and Geography and Youth Services Public Services Managers, Ronald L. Burdick and Annisha Jefferies respectively greeted the students, and presented an overview on how to use the Library and Library resources and services.

#### *West Side Market*

Amanda Dempsey, Ohio City/West Side Market Researcher, has asked for all of the digital files made of the historical technical drawings of the West Side Market held by the Library. Map Collection Librarian Thomas Edwards is working on providing Ms. Dempsey with copies of the files.

#### *Sagrada Familia Iglesia Church*

Mary Torres initiated contacts with both Cleveland Public School District and Sagrada Familia Iglesia Church during the month. Contacts were provided CPL and Foreign Literature materials and encouraged to promote CPL materials and services with their constituent populations. Mary Torres attended Sagrada Familia service and interacted with participants following event. Four new patrons joined department's listserv database and promotional materials were distributed. Victoria Kabo held meeting with Russian community activists interested in forming a Russian Cultural Garden.

#### *Virginia Marti School of Art & Design*

Pam Eyerdam did an Orientation for 22 students at the Virginia Marti School of Art & Design on Sat. January 5<sup>th</sup>. Featured were CPL databases, the collection, drive-up window, Tech Central, and the 3-D printer.

#### *CURRENTS magazine*

A writer for *CURRENTS magazine* (published in Chagrin Falls) interviewed Special Collections staff for an article. She was shown items that represent the collections of chess, folklore, Orientalia, Cleveland history, and various artifacts.

### *90.3 WCPN's Around Noon*

Michael Dalby was asked to return to 90.3 WCPN's "Around Noon" Music Monday program (a once a month music "magazine" show) hosted by Dee Perry for a radio show on January 28<sup>th</sup>. With each introduction, the library was mentioned. The show's producer told Mr. Dalby that they would like him back in a few months. Mr. Dalby continues to work with Andy Leach from the Rock Hall Archives to finalized contracts with Hyatt and CPL for the MLA Midwest Chapter meeting which will be held in Cleveland this October 2013.

### *Brews & Prose*

Travis Leonard attended Michael Oatman and Mary Doria Russell "Brews & Prose" reading on January 8, 2013 at Market Garden Brewery.

### *Little Free Libraries*

Travis Leonard and Evone Jeffries made weekly trips to the Little Free Library locations at Dave's Market and Seeds of Literacy. During these trips, we filled the libraries with roughly 30 books a week, as well as information about upcoming library events and Ohio Center for the Book flyers.

## COLLECTION DEVELOPMENT

### *Superseded USGS Maps*

Weeding of superseded USGS Maps: Bryan Hill, Natural Resources Conservation Service (NRCS), United States Department of Agriculture (USDA) has requested the sets for Utah & Minnesota. Postings to several lists, and emails to a number of individual libraries with map collections, have resulted in a small number of takers and has reduced the size of the collection. However thirty-one state sets (42,274 items) remain. Negotiations are in progress with an energy company, Breitling Energy Companies, in Texas to take the remaining thirty-one state sets of these superseded USGS maps. Breitling is willing to pay for the boxes and for the shipping of the maps to their headquarters.

### *1927 Panoramic View of Cleveland*

Patron Joann Morgan presented the Photograph Collection with a 1927 panoramic photograph she found at a yard sale near Sandusky. The photograph was taken from the top of a building around Public Square. Looking east the view encompasses from left to right the lakefront around the end of East 6<sup>th</sup> to the Rockefeller Building and flats area. Structures included in the photograph; the Terminal Tower still under construction, the



Library, Public Auditorium, and City Hall. The photograph was taken during the 1927 Cleveland Industrial Exposition and includes the "Musical Tower of Jewels," a tower of light located next to the northwest corner of the Public Auditorium.

#### *Lary Sommer*

Mr. James Lowry, friend of Lary Sommer (son of Francis E. Sommer) notified Pam Eyerdam that Lary passed away in October 2012. This was not long after he learned that CPL had published and digitized his father's memoirs *Idyl, War and Revolution* (c1952). It is a nice legacy that Lary Sommer was able to enjoy in memory of his father who worked at CPL in the first half of the 20<sup>th</sup> century. Ann Olszewski made the recommendation to create a collection level record for Kokoon invitation posters which was accepted.

#### *Musicarnival*

Pam Eyerdam and Amy Dawson met with John Skrtic to discuss the Musicarnival program in March 2013 and plan the transfer of the recordings (on CD) to Special Collections. Joyce Dodrill assisted with copyright wording that prohibited patrons to duplicate the music recordings.

#### *The George Koltanowski Collection Chess Archive*

Kelly Brown began to process the *The George Koltanowski Collection Chess Archive* (donated to JGW in 2001). Ms. Brown initially met with Becki Clark of the Cleveland Shetland Sheepdog Club, who donated a collection of periodicals to the Cleveland Public Library in 2007

#### *Lockwood Thompson*

Pam Eyerdam and John Skrtic reviewed items for purchase from rare book dealer Peter Bernett. Most titles selected were funded from the Lockwood Thompson endowment (related to modern art). Aaron Mason will prepare the Lockwood Thompson Grant reports for the Cleveland Foundation.

#### *Shelf Reading and Weeding*

Travis Leonard developed shelf reading and weeding plan for pages and all Literature Department staff. He also participated in shelf read sections 102-120 in the upper mezzanine, sections 117-120 on the floor. Found and corrected 80+ shelving errors. He weeded four fiction ranges (McCaffey - McCauley, Maclean - Mahfool, Martin - Matthews, and Mosley - Munro) and discarded 300+ books in extremely tight sections. Did some light weeding in LC section PR 4000.

*P.G. Wodehouse*

Travis Leonard checked the records of the P.G. Wodehouse editions donated to the library to ensure they were properly catalogued (reference fiction). In the process I determined which were the most valuable of the books and requested that Special Collections take the four most valuable editions, to which they agreed.

Research That's Possible Only at Main Library

On January 15, students from St. Edwards High School spent the day at the Cleveland Public Library researching various topics as part of the International Baccalaureate Program. The students in Science & Technology were pursuing such topics as how wars affected advances in medicine; the effects of oxygen in sports performance;

Students from Cuyahoga Community College's Hospitality Management class used Science & Technology's collection of cookbooks, specifically those on regional cooking and international cooking.

Students from West Park Middle School visited on Saturday, January 19, researching topics for History Day. The students in Science & Technology were pursuing such topics as who was involved in the development of the television, and the history of the atomic bomb.

Mark Moore did research in *Himnario para uso de las Iglesias evanglicas* (1871) for Joseph Herl, a professor at Concordia University, Nebraska, to find and scan some hymns translated by Juan Bautista Cabrera. Cleveland Public Library was able to provide two of the three hymns Professor Herl was seeking to include in his new book.

Cleveland State Art History professor needed to verify a citation from *Art International* dated from 1964 pertaining to Larry Rivers artwork for a book she is writing. Dr. Larry Waldman is working with Dr. Henry Adams on a new exhibition featuring Cleveland Post-Impressionism for the Cleveland Artists Foundation exhibit in May 2013.

A Philosophy professor from Oberlin used the JGW Orientalia collection of periodicals to verify citations for a book from the 1904 volume of the *Journal of the American Asiatic Association*.

The head of Public Services from the Ingalls Library at the Cleveland Museum of Art needed the table of contents scanned in order to inventory their folio of plates by Leonardo da Vinci. Scans were made by Special Collections staff.

A patent attorney required help in locating Japanese patents. He had contacted the USPTO and they were not able to satisfy him. We were able to instruct him on 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.

An advanced Placement high school student was assisted in locating information on the history of the G.I. Bill a.k.a. The Servicemen's Readjustment Act of 1944. 78 P.L. 346. Provided info through Congressional Publications database on House and Senate Reports.

#### BOOKMOBILE/ON THE ROAD TO READING

The bookmobile conducted 69 stops, served 708 patrons and processed 6 new library-card applications.

OTRR staff visited 84 classrooms with a total attendance of 872, and visited 12 Pediatric and WIC sites. Forty-five deposit collections were circulated to classrooms with a total of 1035 items.

#### Staff

BEL met on January 17, 2013. As mentioned above, the department meeting for BEL was focused on customer service and the need to effectively answer questions in the most comprehensive manner. Staff reviewed three documents - Telephone Etiquette, Customer service for Main Departments, and an original call center memo by former department head Aaron Mason.

The Shipping Department has experienced a backlog of materials this month and several steps have been taken to alleviate the backlog. Quentin Congress, Shipping Clerk, has laterally transferred to Branch Clerk, Mount Pleasant Branch effective January 28. In addition, Temporary Shipping Clerk Joshua Pease was promoted to Computer Aide at the Westpark Branch, effective January 21.

Kenyatta Abrams, Carolyn Southerland, and Anthony Liang attended a webinar in the Cleveland Public Library Board Room on

1/16/2013. Topic, "Think, YES!!" dealing with providing library customers with the best service.

Mr. Bruce Biddle attended "Arts and Culture Roundtable: Sustainable Communities" program. This is a partnership with The Community Partnership for Arts and Culture at the Cleveland Natural History Museum.

#### BRANCHES

Addison, Branch Manager, Magnolia Peters attended the Ward 7 Community Meeting to distribute January's *What's Next* program booklets and library services literature. In addition, an invitation was extended for the MLK Program at the MLK Branch.

Collinwood, Manager, Caroline Peak attended block club meeting on January 16<sup>th</sup> to promote tutoring, snack program, MLK program, ed2go and computer classes at the library.

At the Harvard-Lee Branch, *Our Rockin the 2-1-6 Learning Center* resumed their classes with an increasing total of 19 students in attendance. Mrs. Parks and Mrs. Scurka met with a representative from Cleveland Playhouse, and Melanie McCarter from OPS to discuss Harvard-Lee's involvement with the CPH Initiative. Harvard-Lee is one of the selected locations to check out CPH tickets. Harvard-Lee checked out 16 of the 24 tickets administered due to the efforts of Branch clerk Bianca Jackson. Mrs. Parks attend a Webinar on January 16, 2013 entitled, "This Yes! TransformingCustomer Service.

During the month of January, West Team Managers and staff members were busy promoting CPL by participating in outreach activities and/or attending local community meetings. Fleet Manager Reki Olayiwola attended the meetings of Broadway P-16, Cleveland Education Committee, P-16 Steering Committee, and Slavic Village Community Meeting on school planning. Sterling Manager, Cal Zunt, attended the Ward 5 Community Meeting, CSU, and Campus District, Inc. meetings.

Branch Manager Andrew Harant met with Heather Ducloux from the West Park Family YMCA to discuss possible ways to collaborate. The Old Brooklyn CDC's Barb Spaan, Community Outreach Manager and Supervisor of the Neighborhood Watch program, held a meeting at the South Brooklyn Branch for local residents concerning recent break-ins. South Brooklyn Branch Manager, Susan Martin attended the meeting to support the residents and offer library resources.

Fleet Branch Clerk, Betty Hollowell, and Library Assistant, Marcel Dorsey, visited daycare centers in North Broadway to present onsite story hours to children and both Ms. Hollowell and Mr. Dorsey called to set up appointments to Mound Elementary School, Fullerton Elementary School, and Broadway Boys and Girls Club. In addition, Sterling Children's Librarian, Monica Rudzinski visited ten schools and Head Start locations.

Story Times, programs and displays presented and/or coordinated by the West Team include a Solo en Espanol (an only in Spanish Book Club) at the Carnegie West Branch. This Book Club met on January 19<sup>th</sup> and discussed 'The Prisoner of Heaven' by Carlos Ruiz Zafon. In addition, the Walz Branch resumed it's very popular daily homework club after the winter holidays. Their Readers Theater also resumed on Fridays with the children writing scripts. Story times at the Brooklyn Branch brought in a visit from the Archwood Preschool and the Jefferson Branch story times brought in 192 children.

Lorain Children Librarian, Crystal Tancak worked with 12 children to create a banner celebrating Dr. Martin Luther King Jr. The staff at the Eastman Branch put up a display of Urban Novels by the Circulation desk which proved to be a very popular display as it had to be refilled may times per day.

Opportunities for learning at the West Team Braches were in abundance in January. Students participating in after school tutoring at the Fulton Branch averaged approximately 5-10 per week. ESOL and GED classes started back up in January at many west side branches. In fact, two GED registration and orientation sessions held at the South Brooklyn Branch brought in 28 attendees.

The Rockport Branch's 216 SAT program resumed with a new eight week session on January 7<sup>th</sup> and the Youth Unlimited Opportunities (Y.O.U.) program held at the Fleet Branch also resumed. This program provides career and life skill sessions for youth age 16 - 19.

The Snack Program associated with CPL's Learning Centers has been a huge success. The Eastman Branch is providing snacks to an average of 10 students per day and the Fulton Branch provides snacks to an average of 25 students per day. Fulton Branch Manager Cheryl Diamond reports that the program is so popular that even on Saturdays she has students coming up to her asking for snacks.

## OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In January, OLBDP circulated 59,519 books and magazines directly to patrons. OLBDP registered 138 new readers to the service. Approximately 638 active BARD users downloaded 11,761 books and magazines for January.

The NLS-BARD system was merged with the NLS Web-Braille service. BARD now allows patrons to download audio books and magazines, braille books and magazines, braille musical scores, as well as foreign language books. As a result of the merger, NLS needed to upgrade how BARD collects statistics. November and December 2012 statistics were delayed but have been released by NLS in January. Significant upgrades were also implemented to the BARD web user interface, including the addition of a patron wish list, improvements to the search engine, relevance ranking to search results, and improved access to patrons with low vision.

OLBDP is moving forward on the development of a reading club for our kids and teens. CPL Graphics finalized the branding and logos that will be used for the OLBDP Kids and OLBDP Teens reading club. OLBDP patrons between the ages of birth to 12 years will be eligible to sign up for OLBDP Kids reading club, and patrons between the ages of 13 to 18 years will be eligible for OLBDP Teens reading club. Participants will be encouraged to read books to achieve Bronze, Silver, Gold, Platinum, and Diamond member levels. Prizes will be awarded to participants for their participation. OLBDP will also be working with Web Applications on a web page for each club. More information will become available through the year including a launch date.

The OLBDP Cyber-Dialogue Book Discussion was held on January 14<sup>th</sup> where the group discussed "Divergent" by Veronica Roth.

OLBDP Librarian Michelle Makkos provided information and talks about the service at the Pepper Pike Health Fair on January 19<sup>th</sup> and the Brunswick Senior Expo on January 21<sup>st</sup>.

OLBDP welcomed Ken Redd who was the successful candidate for the OLBDP Library Assistant - Outreach and Promotion Emphasis vacancy. Mr. Redd started his new position on January 28<sup>th</sup>.

OLBDP has submitted a staffing request for the vacant OLBDP Library Assistant position following the retirement of Michael Pride on 12/31/2012.

TechCentral

### *Outreach*

Sam Tripodis spoke to the PC Users Group of Northeast Ohio at Cleveland State University on Saturday, January 12, 2013 on several aspects of TechCentral, including myCloud, the TechToyBox, as well as other services available at the Cleveland Public Library.

CJ Lynce met with Victor Ruiz of Esperanza, Inc. and Jaime Declet, South Branch Manager, on January 14 to discuss the use of Esperanza's computer lab and meeting spaces once the temporary South Branch location is opened in March. TechCentral will be holding computer classes at Esperanza in April and May, and again in September, utilizing Esperanza's 20-station computer lab.

Two special Microsoft Access computer classes were held at the Harvard-Lee Branch on January 24 and 31 for a local community group.

CJ Lynce spoke to the NASA Supervisor's Club on Thursday, January 31 about a general Technology Overview and basic Computer Troubleshooting.

TechCentral was invited to setup a display at the Cleveland Museum of Art's First Friday MIX event on February 1, 2013. The theme of the evening's events is "Interface", which combines a mixture of traditional art with technology. TechCentral will demonstrate its 3D printers during the event. Well over 700 people are expected to be in attendance.

### *Professional Development*

TechCentral staff met with Safety and Protective Manager, Tim Goergen, and Supervisor, Chris Flak, at its regular staff meeting on Monday, January 7. Chris Flak gave a presentation about verbal de-escalation techniques that staff can use in dealing with aggressive or irate patrons. Additionally, the TechCentral staff communicated a number of safety and security concerns related to the day-to-day operations of the department.

CJ Lynce, Suzi Perez, and Alan Majors attended the "Think Yes: Transforming Customer Service" webinar offered by the Urban Libraries Council on January 16.

CJ Lynce met with several administrators, including John Skrtic, Laura Armstrong, Carrie Krenicky, and Myron Scruggs regarding

the use of CPL Cars for TechCentral staff teaching computer classes in the branches. TechCentral staff will begin utilizing CPL cars in March for most computer classes.

### *3D Printers*

TechCentral's new 3D printer arrived just in time for the Cleveland Museum of Art's MIX event on February 1. TechCentral staff was busy configuring and calibrating the machine, as well as learning the new accompanying software.

Over 15 patron models were printed using the 3D printers in January. TechCentral staff worked with several patrons to ready their models for print, including one local inventor who is using the 3D printing service to develop rapid prototypes for his invention.

### *Computer Classes, One-on-One Sessions, and Maker Labs*

In January, TechCentral staff conducted a total of 19 classes at Main Library, 41 classes in 10 branches, and 8 scheduled myCloud orientations. Attendance was 72 students at the Main Library and 113 students at the branches.

Two class series were cancelled at the Lorain and Fulton Branches due to no attendees. Additionally, there has been a marked decline in computer class attendance over the last three months. While the holidays and weather are certainly a factor, TechCentral is investigating ways to better communicate and market the availability of computer classes in future months.

## **TECHNICAL SERVICES**

All Technical Services Managers submitted their Annual Report for 2012 by the deadline. Patricia Lowrey, Director of Technical Services met with John Skrtic, Director of Public Services and Cindy Lombardy, Deputy Director to discuss recommendations for binding that had been drafted by Elizabeth Hegstrom, Materials Processing Manager. Ms. Lowrey attended two meetings to discuss possible renovations to the Fleet Branch. She chaired the first two Revenue Enhancement Task Force meetings; the Task Force is charged with developing recommendations for new revenues for the Library. Ms Lowrey and most Technical Services Managers met with Ann Palomo and the Software Team on January 11, to discuss a number of issues and joint projects. Ms Lowrey attended the Library's Martin Luther King Jr. Celebration on January 21.



Collection Management: Collection Management staff began ordering new materials for 2013 on the eighth of January. Amounts for weekly spending rates were then established for each format. These weekly spending rates will be adjusted throughout the year to assure a steady flow of materials through Technical Services and new materials arriving at Branches and Main Library agencies. Altered distribution formulas were implemented which will help control the spending rate of each budget.

Bonnie Bolton, Nancy Mocsiran and Rollie Welch, along with Lisa Kowalczyk of the Acquisitions department, collaborated to provide training for Youth Services staff on using Ingram iPage for monthly discretionary ordering. One-on-one sessions were also offered for Youth Services staff unable to attend the group sessions. Ms. Mocsiran created a detailed help document for using Ingram iPage that has been posted on the staff Intranet.

Ms. Mocsiran also constructed a survey intended to gauge patron interest on specific single issue comic book series purchased for each Branch. Laura Mommers visited the Mobile Library to discuss collection needs for the bookmobile. Collection Management staff relocated fifty telescopes of materials in January. The combination of print and non-print items were sent to Branches, the Friends of the Library book sale, or Cleveland Public Library collections housed at Cleveland State University, Case Western Reserve University, Cuyahoga Community College Metro Campus (CSU, CWRU, CCC).

Ms. Mommers ordered 473 DVD titles (3,037 DVDs) for the Branches and the Audio Visual department. She ordered 213 CD titles (1,729 CDs) for the Branches and Popular Library. Ms. Bolton selected a total of 2,844 books for children and young adults.

Shelf/Shipping: On January 16<sup>th</sup> Stephen Wohl, Lake Shore Self/Shipping Supervisor, assisted in assessing close to 100 new applicants for page positions. About one-quarter passed the assessment. The pages at Lakeshore Shelf/Shipping continued assisting the Government Document department in a large weeding project. The pages retrieved and shipped out 271 books via request that came in from Government Documents. A total of 474 items were sent to the Main Library for requests and 121 items to fill holds.

Main Library received 407 telescopes of new materials, the Branches received 989 telescopes, CLEVNET received 118 telescopes, CASE received 3 telescopes and CSU received 4 telescopes and Tri-C received 3 telescopes for a total of 1,524

telescopes shipped out. The Technicians unpacked 17,918 new items for the Acquisitions and High Demand Departments.

High Demand: The first paperless invoices were paid January 14. Carole Brachna, High Demand Manager, attended a meeting to refine the process on January 28, with Sandy Jelar-Elwell, and members of IT and Financial Services. Midwest invoices began to be paid late in the month. Other vendors' invoices will be added as possible.

Dale Dickerson, High Demand Librarian, received training from Preservation Department Manager Ann Olszewski on CONTENTdm software and interpreting information about baseball photographs, so that he could add descriptive data about the photographs to the digital collection. He then began working on a batch of photographs from his workstation. Mr. Dickerson will work on these on a regular basis.

Andrea Johnson, Catalog Manager, met with Mr. Dickerson and Ms. Brachna to share a training schedule for RDA. Mr. Dickerson and Ms. Brachna will use some of the training sites provided by Ms. Johnson to learn about RDA. Ms Brachna attended the Branch Managers' meeting to learn about supply ordering. She also contributed to and attended the Technical Services Potluck on January 11.

Ms. Brachna gave some help to the Allen County Public Library, Fort Wayne in regard to setting up their 9xx/EDI ordering with Midwest Tape and Baker & Taylor. She served on the interview panel for a Slavic language cataloger position in the Catalog Department. Rosalyn Easley processed 42 books for Materials Processing.

Materials Processing: The Associates cataloged 812 titles for the Cleveland Public Library, added 2,769 records for the CLEVNET libraries. The Associates and Sr. Clerks added 3,596 items. The Technicians worked on 22,012 items.

Christon Hicks joined the department as a Technical Services Associate - Temporary. Elizabeth Hegstrom attended part of the joint Branch Managers/Main Managers meeting discussing the new stockroom supply system.

Acquisitions: Acquisitions staff began placing orders on January 8th after the editing and entering of the 2013 fiscal year budget numbers in Sirsi was completed. Staff received items and paid invoices in Sirsi for orders that had only been

received on paper prior to the 2013 fiscal cycle being setup. EDI order and invoice reports were reinstated to run automatically again.

Alicia Naab, Acquisitions Coordinator, assisted Carole Brachna, High Demand Manager, with the updating of the templates used for gridding orders in vendor websites to reflect changes made to the ordering distribution formulas for 2013 and worked with Hilary Prisbylla, Library Systems and Applications Specialist, to delete ordermap templates in Sirsi that were no longer needed. The Librarians in the Department also worked with Ms. Naab to verify that the new ordering distribution formulas were entered correctly in the vendor websites. Nathaniel Infante, Technical Services Associate, created new spreadsheets for the 2013 Department statistics for both the Acquisitions and the Lake Shore Shelf/Shipping Department. Leslie Pultorak, Acquisitions Librarian, created new spreadsheets for the 2013 invoice statistics.

In an effort to become more "green" and shift to a more paperless environment, Acquisitions transitioned the Main Library Subject Departments to using email to communicate when selection lists are ready to be ordered instead of sending paper copies in red bags and the selectors will receive a reply confirmation to their original email from Acquisitions once their selection list has been ordered. These new procedures have helped to streamline and expedite the processing of selection lists for Main Library Subject Departments.

Sandy Jelar Elwell, Acquisitions Manager, and Ms. Brachna continued to work with Laura Armstrong, Financial Services Manager, and Jim Benson, Information Technology (IT) Department, to revise the documentation for the procedures for the automatic payment of Electronic Data Interchange (EDI) invoices and implement these new procedures. The new procedures were implemented in the Acquisitions and High Demand Departments on 01/14/2013. Brodart invoices were the first group selected to test this new workflow and Midwest Tape invoices were added to the workflow at the end of the month. Ms. Jelar Elwell and Ms. Brachna also attended a follow-up meeting with Carrie Krenicky, Chief Financial Officer, Ms. Armstrong, David Swinerton, Accounting/Purchasing Manager, and Mr. Benson to refine some of the criteria for paying invoices and address concerns related to following the existing accounting standards for the proper handling of invoices.

Ms. Jelar Elwell compiled an updated, comprehensive list of current periodical subscriptions for the 2013 subscription year for John Skrtic, Director of Public Services. This list will be used by the Main Library Subject Department Managers to review and make any changes to the subscriptions for their Departments. Ms. Naab and Mr. Infante worked with Rollie Welch, Collection Manager, to create and update the email addresses, usernames, and passwords for Branch logins for the vendors Ingram and Wolper. Mr. Infante is also working with Mr. Welch to create instruction sheets for using the Wolper website and how to claim periodicals. Lisa Kowalczyk, Technical Services Librarian, assisted Mr. Welch with his presentation on the new procedures for ordering from the vendor Ingram and with the group training session on ordering from Ingram for the Youth Services staff.

Acquisitions staff were cross-trained to perform the add item for Branch periodicals and comics being received in the Acquisitions Department. These items are now being sent to the Branches shelf ready.

Staff ordered a total of 5,437 titles and 16,868 items (includes serial standing orders); they received 8,972 items, 2,033 periodicals, and 479 serials. They added 764 periodical items, 244 serial items, 73 paperbacks, and 1,614 comics. They processed a total of 1,210 invoices and 71 periodical and serial claims. They created 31 and modified 73 serial controls

Preservation: Digitization vendors Backstage and NEDCC delivered completed files for four digital projects: "Cooley Farms," "Cleveland's African American History," "Schreiber Cuyahoga Valley Photos," and "John G White Fishing Trip Diaries." Patrice Hamiter of Photograph Collection scanned more than 300 photos of prominent African-American Clevelanders. CPL Board minutes from 2001-2008 were digitized instead of being microfilmed. City Directories from 1938 and 1942 were added to the Digital Gallery.

Renee Pride matted 15 WPA prints for exhibition in Special Collections as a supplement to the traveling WPA exhibit. Ten WPA ceramic sculptures were also selected and packed for the supplementary exhibition. Gloria Massey scanned 20 glass plate negatives of James A. Garfield family portraits from the Edmondson collection and started scanning the Hanna family portraits. She prepared PDF files for the final 3 volumes of the Ohio Architect, Engineer, and Builder. Elizabeth Bardossy treated 21 park plans and treated two volumes in preparation for digitization. Laura Wallencheck continue to work on the

inventory of historic American railroad annual reports and inspected microfilm for the 1996/97 Criss Cross directory.

There were 4,311,691 pages of the Digital Gallery viewed by the public in January.

Catalog: Librarians cataloged 2,865 titles and added 2,172 items for Cleveland Public Library. The Catalog staff began the self-training process for Research Description and Access (RDA), the new cataloging standards. In addition to following the training schedule outlined by Andrea Johnson, Barbara Satow watched some video presentations and webinars on Functional Requirements for Bibliographic Records (FRBR) and how RDA compares to the Anglo-American Cataloging Rules (AACR2). Michael Monaco completed the online, self-directed course of webinars called "RDA in NACO training," and can now begin to submit name authority records created according to the RDA rules. Larisa Povitsky listened to a webinar "Introduction to RDA," read "RDA and AACR2 monographic cataloging: major differences" and "The FRBR model." John Parsons also listened to some extra webinars.

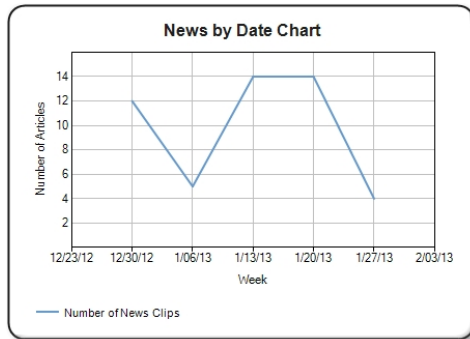
Mr. Monaco developed and implemented a process to create catalog records for OverDrive titles using the metadata provided for free by OverDrive rather than using the OCLC records the Library had been purchasing. The process results in full catalog records for about two-thirds of the titles and brief records that provide title/author access for most of the other titles purchased from OverDrive. Technical Services Associate Karima Ward assisted Mr. Monaco in this project by demonstrating batch processing in OCLC's Connexion Client.

Dawn Grattino spent part of the first week of January copy cataloging Russian language books with holds. Ms. Grattino created a new record for the Trade Catalog collection in Special Collections: Trade catalogs of automobiles and the automotive industry (ocn823140326). Amei Hu made a presentation about a Pinyin conversion macro for Chinese records at a Catalogers meeting. Regina Houseman and Ms. Grattino completed their responsibility for reviewing non-book items and labels. Ms. Houseman completed adding and deleting Branch periodical holdings for approximately 283 titles to reflect subscription changes.

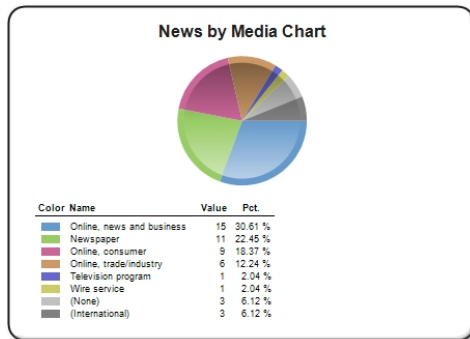
Carole Brachna, High Demand Manager, and Dawntae Jackson, Human Resources assisted Ms. Johnson with interviewing for a Technical Services Librarian (Slavic language emphasis). Mr. Monaco also

created a blog for the Ohio Library Council's Technical Services Division and serves as its moderator.

## MARKETING & COMMUNICATIONS



Media coverage for the month of January included 49 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$72,244.92 with a news circulation audience of 3,350,181 people. In January, the online print media outlets that featured CPL events and programs received 9,767,529 unique visitors. Full report in the Marketing Department.



Ads to promote ed2go appeared in the *Universe Bulletin*, *Campus Observer*, and *Kaleidoscope Magazine*. Ads for CPL's Dr. Martin Luther King Day celebration were placed in the *Dr. Martin Luther King, Jr. Holiday Breakfast Celebration* program, *LaPrensa*, *Ohio Life News*, and *Call & Post*. Fifteen second radio spots promoting the MLK program aired on Radio 1, 93.1 FM and 90.3 FM WCPN. This included streaming. The Labor and New Deal Art exhibition was represented in a *CAN* magazine ad.

Online news and business and newspaper were the media most featuring Cleveland Public Library in January.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 23,522 on average per week, which resulted in an average of 636 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
- Quarterly Branch Main Manager's meeting
- Meeting with vendors to discuss advertising plans for 2013

## GRAPHICS

Graphics staff designed, printed, and distributed 146 printed pieces in December, in addition to graphics for the library website, and 5 staff newsletters.

Promotional pieces included: *UpNext*-February; *MyBranch* February events fliers; Cleveland Play House and CPL's Borrow-a-ticket promotional pieces; 700,000 Clevnet routing slips; 100,000 Clevnet Delivery routing slips; African-American History Month promotional materials; ads for various print and online publications; OLBPD Reader's Handbook; Branding and collateral for OLBPD Kids and Teens Book Club; Booklist for Cleveland Play House *Devil's Music*; Pole Banners for MyPlace, MyCard campaign.

WEBWARE [www.cpl.org](http://www.cpl.org) and other CPL sites

Twitter followers are up from 3,382 in 2012 to 5,035 currently. Facebook fans are up from 3,716 in 2012 to 4,865 currently. Downloads of books in an electronic format (eBooks) were up from 64,347 in 2012 to 91,099 currently.

Library News on the [www.cpl.org](http://www.cpl.org) homepage featured the following items for January:

"Centuries of Childhood" Free Exhibit Opens - Offers opportunities for hands-on learning; Labor and New Deal Art Print Exhibit Opening January 19th - Gallery talks, performances, and programs to be featured; Celebrating Dr. Martin Luther King, Jr.: Drum Majors for Change; Cleveland Public Library January Board of Trustees Meeting; Celebrating African American History Month with Focus on Education: Music, films, and programs planned at all branches.

During the month of January, the following events, programs, and information were promoted on [www.cpl.org](http://www.cpl.org): African American History Month; ed2go; CMSD is Listening (link to CMSD survey); Genealogy and Family History Research Clinics: January-June; Exhibits (Labor & New Deal Art, and Centuries of Childhood); Adele: Skyfall (MyTunes); Naxos; Warm-up Cleveland; Download eBooks; 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.

12 Popular Topic pages were updated with new book lists in January.

A customized news page was created to help promote the Library's 28th Annual Dr. Martin Luther King, Jr. Commemorative Program, Drum Majors for Change.

A new page was created and posted highlighting programs and events for the Library's celebration of African American History Month. The page will be highlighted on our homepage through the month of February.

The seventeenth "*Off the Shelf*" was sent out on January 17th to a distribution list of 2,560. This issue featured: Celebrating Dr. Martin Luther King, Jr.: Drum Majors for Change; New Exhibits Opening at Main Library: Centuries of Childhood Exhibit and Labor & New Deal Art Exhibit. The following events were also featured: Social Security: Questions? Answers!; Legal Aid at the Library; and Tax Preparation Assistance. We also featured the following new arrivals: *Shadow Woman: A Novel*; 7 years younger: the revolutionary 7-week anti-aging plan; and Underwater dogs.

Labor & New Deal Art Exhibit and Centuries of Childhood Exhibit information was added to the Exhibits page.

24 new resources were added to the Research Databases page: 19th Century British Library Newspapers; British Newspapers 1600-1900 Cross Search; 18th Century Collection; The Economist; Financial Times Historical Archive 1888-2006; Archives Unbound: General; Black Economic Empowerment: The National Negro Business League; Black Nationalism and the Revolutionary Action Movement: The Papers of Muhammad Ahmad; James Meredith, J. Edgar Hoover, and the Integration of the University of Mississippi; Liberation Movement in Africa and African America; The Black Liberation Army; The Papers of Amiri Baraka, Poet Laureate of the Black Power Movement; The Southern Negro Youth Congress and the Communist Party: Papers of James and Esther Cooper; We Were Prepared for the Possibility of Death: Freedom Riders in the South, 1961; Evangelism in Africa: Correspondence of the Board of Foreign Missions, 1835-1910; FBI Surveillance of James Forman and SNCC; Fight for Racial Justice and the Civil Rights Congress; African America, Communists, and the National Negro Congress, 1933-1947; Republic of New Afrika: Independence,



Reparations, and Citizenship; Slavery and Anti-Slavery Part 1 : Debates; Times Digital Archive 1785-2006; Genealogy Connect; and Federal Surveillance of African Americans, 1920-1984; Price It!

The new winter storytime schedule for 2013 was updated on the Kids site in Parent Resources.

### **PROPERTY MANAGEMENT**

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We are attending weekly construction meetings for the temporary South Branch. Paper work was submitted to receive a rebate for the completion of the lighting project in Main.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. A new drinking fountain was installed at Carnegie West. Due to low outdoor air temperatures air handling unites in LSW and Main coils froze and sprung leaks. The leaks at LSW were discovered by Safety and Protective Services during their rounds at night and they contacted Property Management. The leaks were located and the water was shut off but, not before the sub basement of LSW and under the Auditorium was flooded. The water has been removed from the sub basement of LSW and the Auditorium. We had a company come in to check out the electrical distribution system to insure that everything was ok with it due to the level that the water reached. The leak in Main was discovered and the unite was shut down in time to prevent major water damage. Work is being completed to put these unites back on line. The electrical disconnect to the fire pump for LSW was found to be defective and replaced by an outside contractor.

The Carpenters and Painters worked to prepare the branch for the MLK program. Roof leaks were repaired at Fleet, Lakeshore, Main, South, and Union.

The Garage serviced vehicles #3, #16, and #20. Front and rear breaks were installed on vehicle #25. The oil was changed in #4, #11, and #21. Salt has been restocked at all the branches. Snow removal at all branches.

## **SAFETY & PROTECTIVE SERVICES**

### **PROTECTIVE SERVICES**

#### Activity

Month	Total calls	Average per day	Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents
January 2013	2732	109	13	18	303	102

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

- MLK Day
- Centuries of Childhood Exhibit Main 341 1/22, 1/23, 1/24 30 students each day. The exhibit is open every Saturday through April 2013 for four hours per day.

#### Security Systems

- Will develop schedule concerning upgrades to access control.
- 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. G4S is unable to staff the South Branch.
- G4S is not able to staff Fleet, Brooklyn Branch, Carnegie West Part Time, and Fulton Branch. Fleet, Addison, E-131, and Walz contract guards are awaiting background checks from G4S before being able to be staffed.

### **RECORDS AND EQUIPMENT MANAGEMENT**

- The Motorola radios were added to the CPL SPS inventory.

## **ADMINISTRATION**

- Three candidates have been hired for SPS officer positions and are currently undergoing training.

## **INFORMATION TECHNOLOGY & CLEVNET**

On the first business day of the new year, PIN masking was implemented in the SirsiDynix system. This closes a privacy vulnerability in that staff can no longer see a patron's PIN number, leaving the patron as the only person that could possibly know the PIN. This necessitated procedural changes for staff at CPL and CLEVNET libraries when helping patron who forget their PIN. There was already an existing web function that will email a patron their PIN if they have forgotten it.

Network staff worked to resolve some unusually high volume traffic from the internet into the CLEVNET network. Alterations were made on the firewalls that have since improved performance of the firewalls and network.

### CPL Projects

IT and Property Management staff responded to potential computer room damage by way of a flood by shutting down systems in the computer room to prevent hardware and data loss. Property Management staff averted the potential for disaster and IT services were reinstated and returned to normal. This was an after-hours event between 1:00 and 3:00 AM.

On January 18<sup>th</sup>, IT/CLEVNET managers and representatives from Administration, Financial Services and the Knowledge Office attended a demonstration and information session about Microsoft SharePoint at the law offices of Squires Sanders and Dempsey. Robert Bower, a former CPL IT employee now at Squires, was instrumental in arranging the meeting. Representatives of the implementation and support teams at SSD were present to demonstrate the firm's use of SharePoint and to answer questions about best uses of SharePoint, and the expertise and effort needed for implementation and support of deployed platforms. It was a valuable morning and we are appreciative of the time and expertise offered by the SSD staff and Mr. Bower.

In preparation for the move of South Branch to the temporary location, Software produced some lists for Collection Management, one of Spanish language titles and one of print materials owned at South that have less than 3 copies in CPL

altogether. The latter will aid in retaining or redistributing these copies to other facilities.

Martin Luther King branch received four new Windows 7 PCs for the public children's area.

Software staff assisted the History Department with a list for the Cleveland Documents Microfilm Project.

Software worked with Outreach and Programming Services (OPS) to use the SirsiDynix software to check out tickets in a pilot program with the Cleveland Play House. This required creating a new item type and circulation map entries in the SirsiDynix configuration, and scripts to manipulate data and provide lists and information to OPS. The Knowledge Office will also receive statistical data for these check outs.

IT staff worked with HP support to resolve a software issue on a key system that manages data storage for the catalog and the Oracle database that houses catalog data.

The annual acquisitions rollover process exposed a flaw in the script that creates a report of funds encumbered for open orders at CPL. The old data structure was only able to associate one fund with an order. The script was modified to account for more than one fund per order.

Software discarded approximately 1600 items for CPL Government Documents as part of their continuing collection cleanup.

The Windows server that handles Microsoft Volume Activation Key Management Services (KMS) was updated to support Windows Server 2012 as well as Windows 8. This allows the new operating systems to be licensed automatically.

New switches were installed in Louis Stokes wing for the new wireless access system.

Three weeding lists were done for CPL.

Updates to websites

Library News on the [www.cpl.org](http://www.cpl.org) homepage featured the following items for January: "Centuries of Childhood" Free Exhibit Opens - Offers opportunities for hands-on learning; Labor and New Deal Art Print Exhibit Opening January 19th - Gallery talks, performances, and programs to be featured; Celebrating Dr. Martin Luther King, Jr.: Drum Majors for Change; Cleveland Public Library January Board of Trustees Meeting; Celebrating

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the Integration of the University of Mississippi; Liberation Movement in Africa and African America; The Black Liberation Army; The Papers of Amiri Baraka, Poet Laureate of the Black Power Movement; The Southern Negro Youth Congress and the Communist Party; Papers of James and Esther Cooper; We Were Prepared for the Possibility of Death: Freedom Riders in the South, 1961; Evangelism in Africa: Correspondence of the Board of Foreign Missions, 1835-1910; FBI Surveillance of James Forman and SNCC; Fight for Racial Justice and the Civil Rights Congress; African America, Communists, and the National Negro Congress, 1933-1947; Republic of New Afrika: Independence, Reparations, and Citizenship; Slavery and Anti-Slavery Part 1 : Debates; Times Digital Archive 1785-2006; Genealogy Connect; and Federal Surveillance of African Americans, 1920-1984; Price It!

The new winter story time schedule for 2013 was updated on the Kids site in Parent Resources.

### CLEVNET Projects

An issue was resolved with Freegal and how it was authenticating patrons for access. Library Ideas had inadvertently switched authentication to card prefix. The Web Applications Manager worked with them to change the SIP call back to checking "Home Library" for authentication.

In anticipation of a flurry of eReader/tablet questions the week after Christmas in addition to the new emedia platform launched in November, the Webware team offered live eMedia chat support for all CLEVNET library patrons. Chat was available on December 26-28, 31 and January 2-4. CLEVNET libraries were provided with a graphic to help promote the service on their websites, and a link was also added to the CLEVNET eMedia homepage. Sixty-four chat sessions were logged by Webware and most sessions lasted around 15 minutes. The majority of chat sessions were simply getting people set-up with the software or mobile app. Patrons were very appreciative of the service as were CLEVNET Directors for the additional support option.

After receiving several reports of patron record adjustments in SirsiDynix not being reflect in the NetNotice database used online by the public and vice versa, database was refreshed. A full refresh will now be done on a monthly basis.

The CLEVNET IT department received, configured and installed new software for the CLEVNET PaperCut server to provide support for

any CLEVNET libraries planning to utilize the multifunction printer solution from Xerox.

Medina's Microsoft Exchange server used for their email system was adjusted so the users have more mail box storage. This corrected a problem where frequent reboots were required to keep mail running.

Software created a statistical report for Elyria showing activity for Midview district patrons in 2012 and 2011. This was to aid the library in service planning for that district. An additional wireless access point was installed at Shaker Heights Bertram Woods.

IT staff and Comprise support reconfigured the SAM system for the Shaker Heights library to allow their patrons to use the SAM system without PINs.

A new educator profile was created and associated circulation map changes done for Ritter Public Library.

Completed yearly acquisitions rollover process for CPL, Orrville, Ritter and Shaker .

The Software team created fifty-six weeding lists for CLEVNET libraries during the month.,  
Two switches were configured and installed at Shaker Heights for VoIP project.

#### Know-It-Now

The KnowItNow Statewide Coordinator participated in the American Library Association Midwinter Meeting in Seattle this month. In addition to his duties as Co-chair of the Virtual Reference Services Committee and a member of the Reference and User Services Association Conference Program Coordinating Committee, he also attended discussion forums, exhibits, and sessions to discover ideas and information to share with librarians staffing KnowItNow.

The KnowItNow Website Coordinator spoke to the CLEVNET Directors' Meeting on January 25 to share information and answer questions on the upcoming change in after-hours coverage coming in July.

The KnowItNow Website Coordinator attended a Sharepoint symposium with other Cleveland Public Library staff and subsequently shared his insights with the IT department heads.

The KnowItNow Website Coordinator wrote a program to convert a PDF of PRTG (router traffic) data to text and use that to generate a report for the Acting Director of IT. The resulting program also has practical applications for KnowItNow.

The KnowItNow Website Coordinator also assisted Software in IT to resolve an issue with the NetNotice database.



IT/CLEVNET Statistics	Jan-13			
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
<b>Hardware</b>				
CPL Main	82	71	24	177
CPL Branch	86	89	22	197
CPL Lake Shore	21	19	0	40
CLEVNET	38	23	19	80
PUBLIC				0
<b>HARDWARE TOTAL</b>	<b>38</b>	<b>23</b>	<b>19</b>	<b>80</b>
<b>Software</b>				
CPL Main	64	64		128
CPL Branch	14	13	0	27
CPL Lake Shore	13	13		26
CLEVNET	135	135		270
PUBLIC	143	143		286
<b>SOFTWARE TOTAL</b>	<b>369</b>	<b>368</b>	<b>0</b>	<b>737</b>
<b>Webware</b>				
CPL Main	10	10	0	20
CPL Branch	5	5		10
CPL Lake Shore	3	3		6
CLEVNET	3	3		6
PUBLIC	441	441		882
<b>WEBWARE TOTAL</b>	<b>462</b>	<b>462</b>	<b>0</b>	<b>924</b>
<b>KnowItNow</b>				
CPL Main	1	1		2
CPL Branch	0	0		0
CLEVNET	0	0		0
PUBLIC	1	1		2
KIN Library	11	10		21
OHIOLINK	12	12		24
After Dark	1	1		2
<b>KNOWITNOW TOTAL</b>	<b>26</b>	<b>25</b>	<b>0</b>	<b>51</b>
<b>GRAND TOTAL</b>	<b>895</b>	<b>878</b>	<b>19</b>	<b>1792</b>

