

DIRECTOR'S REPORT

June 20, 2013

Monthly Statistics

Circulation for the month of May was 546,513. This is a decrease of 5% from last year's May circulation of 573,772. 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 over 30% from May of 2013.

The number of computer sessions for May was up from 2012 levels. There were 100,970 sessions this year in comparison to last year's total of 72,096. Not surprisingly, the number of hours in use for our computers increased from 47,167 in May of 2012 to 67,631 in 2013. This was an increase of 30%. 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 May was 258,435. This is a 13% decrease from last year's attendance number of 297,221. The Main library and the branches have both shown decreases in attendance and average hourly attendance.

Cultivating a Global Perspective

Wes Moore

In partnership with Greater Cleveland College Now the Library hosted author/commentator Wes Moore on May 11. Moore met with a 30 students who participated in the Rockin' the 216 program prior to his scheduled event. The group spoke of the challenges of living in an urban environment and the author's process in writing the book *The Other Wes Moore*.

Read to the Beat

The Read to the Beat music program concluded its spring session on May 22. The four branches that participated: Garden Valley, Mt. Pleasant, Fleet and the off-site location for North Broadway, All Around Daycare, had an average class size of 25 children per session. Post testing and the summary support will be presented to CPL in early June.

Cinco de Mayo

On May 3, Librarian Mary Torres hosted a "Cinco de Mayo" program with staff at Eastman Branch. The program was bilingual in

nature and offered patrons a glimpse of Mexican history, dance, games and refreshments.

Russian Reading Club

On May 8, Victoria Kabo hosted an informal Russian language reading club meeting in the Foreign Literature Department. Three patrons attended this inaugural event intended to stimulate reading and increase patron traffic in the Foreign Literature department.

Puritas Head Start

On May 10, Mary Torres hosted a Bilingual Story Time at Puritas Head Start. Sixty students attended the event. The focus of the event was to promote communities of learning at CPL for our patrons and their children.

Seniors Information Literacy

On May 14, Caroline Han hosted a Chinese language program titled "Seniors Information Literacy/ESL Review" at Goodrich-Gannett Senior Center. Eleven patrons attended and the focus of the effort was to fight community deficits and improve skills of the immigrant senior population.

Music at Main

On May 4 a program was conducted featuring Jinjoo Cho, violin and HyunSoo Kim, piano from the Cleveland Institute of Music. They performed selections by Clara and Robert Schumann and Johannes Brahms.

2013 Asian Festival

On May 18 the OPS department staffed the 2013 Asian Festival on Payne Avenue. Over the duration of the day staff registered over 150 children for the Summer Reading Club.

Jayelot Senior Day

Homebound Services attended the Jayelot Senior Day event. Reba Clardy went to promote the Library services and to recruit new customers for the Homebound program.

City of Cleveland: Senior Day

On May 21, Lakeisha Winstead from Social Sciences and Elaine Herroon represented CPL for Senior Day. The patrons enjoyed finding the library table at the event and had positive comments concerning their library experiences.

Little Free Library @ the Friendly Inn

On May 4, Amy Dawson, Evone Jeffries, and Travis Leonard attended a decorating party for the new Little Free Library to be installed at the Friendly Inn in the Cleveland Central Promise Neighborhood. On May 14, an installation event was held to celebrate the LFL and thank the Junior Girls Scout Troop 77146, who built the LFL and collected over 1,700 good books for the structure. Ten more LFL structures are planned for the Cleveland Central Promise Neighborhood. The OCFB will participate in the Build it in a Day event for this in July.

Research That's Possible Only at Main Library

The Berry/DeJesus/Knight news story had at least two different journalists coming to look at the CPL's collection of yearbooks, *Splash* from England looking at Rhodes (Knight) and *New York Daily News* looking at Lincoln West (Castro).

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 attended the American Library Association's Legislative Day in Washington D.C. with **President Corrigan**, and **Joyce Dodrill**.
- I was interviewed live on Dee Perry's *Around Noon* radio show.
- I provided remarks at the installation of the newest Little Free Library at the Friendly Inn.
- I attended Positively Cleveland's Annual Meeting.

CLEVNET

May's total OverDrive CLEVNET eMedia collection circulation was 83,809, significantly up from last year's total of 61,355. CPL has 5,974 total followers on Twitter and the Facebook page currently has 5,278 fans.

GRANTS & DEVELOPMENT

Submitted Grants

- *Plain Dealer* - submitted request for \$100,000 to support digital literacy, specifically for two digital literacy labs, six Tech Toolboxes for the Mobile Services Department and six SmartBoards.
- *Ohio Library Council* - submitted application for Library Innovation Award for MyCloud
- *Dave's Market* - prepared letter of request from the Friends of CPL for \$100 in Dave's gift cards to be used for the Hough Branch Rewards program.

Pending Grants

- *Alcoa Foundation* - \$15,000 pending for solar-powered trash compactors for Eastman Reading Garden
- *Nord Family Foundation* - \$5,000 pending for the Literary Lots project (decision expected June 23)
- *Library of Congress American Prize and David M. Rubenstein Awards* - pending for Ohio Center for the Book programs

Grants in Progress

- *Sherwin Williams* - preparing request for On the Road to Reading program

Grants/Projects Discussed/Considered

- *National Endowment for the Humanities America's Historical and Cultural Organizations: Planning Grants* - met with Pam Eyerdam and decided to submit a planning grant next spring to preserve White Collection orientalia papers
- *National Endowment for the Humanities Civil Rights Films* - discussed and decided against submitting a grant to receive and plan programming around civil rights films

Other Projects

Restricted Grants

Began discussion on internal processes to track and expend restricted grants

Literary Lots

Called publishers to obtain permission to use specific books in Lot programming

Revenue Enhancement Task Force

- Participated in Raiser's Edge demonstration with Blackbaud staff, received proposal from Blackbaud to implement Raiser's Edge at CPL
- Researched potential corporate sponsors for Writers and Readers author event

MyCom

Participated in phone interview to evaluate MyCom

Other

- Attended "Coffee and Conversation with a Grantmaker" program hosted by the Foundation Center, featuring Linda Kane from Forest City
- Attended Ohio Gov't. Finance Officers Association's Federal Grants workshop

PUBLIC SERVICES

Programs and Services

During the month of May the OPS departments assisted with the implementation of a total of 68 programs. Educational programming and services, not included in the above totals, accounted for approximately 307 adult education classes; 1,848 hours of after-school tutoring were performed by America Reads tutors to a total of 736 children at 7 locations. After school snacks were served 5 days a week at 9 branch locations during the month. The after-school snack program will be discontinued for the summer months on June 7. Food service (Summer Lunch Program) will resume in 26 branches and Main Library on June 10.

Read to the Beat

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Greater Cleveland College Now

On May 8, Greater Cleveland College Now took a group of students from the Sterling neighborhood to Wooster College as a part of their preplanned Learning Center college visit program.

Legal Aid

The Woodland branch hosted the fifth installment of the Legal Aid @ Your Library series on May 13; approximately 42 area residents received free legal advice from a team of Legal Aid volunteers and attorneys.

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Summer Reading Club

On May 31 the OPS department in partnership with the Walz Branch held the first of two Summer Reading Club (SRC) kick-off events. At the event SRC partner, NASA provided STEM related educational programming while CPL staff registered children for the upcoming summer reading club.

Total programming/educational services related expenditures for May totaled \$20,621.41. Approximately 51% of these funds were drawn from the Lynch Trust in support of the 2013 Summer Reading Club, *Make It a Great Summer*.

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Senior Center. Eleven patrons attended and the focus of the effort was to fight community deficits and improve skills of immigrant senior population.

FIT Committee

On May 15, Maureen Mullin presented a "Lunch and Learn" program on nutritional snacks that was sponsored by the FIT Committee. She focused on the avoidance of processed food and using dark chocolate, nuts, and fruits as the basis for healthy snacks. Samples were provided and enjoyed.

Etch-a-Sketch Miracle

On May 15, the Etch-a-Sketch Miracle sports art program featuring George and Greg Vlosich was presented and attended by 18 visitors.

Cleveland Public Library Sports Research Center

On May 21, legendary St. Ignatius High School football coach Chuck Kyle visited the Sports Research Center to reflect on his career with interviewer Dan Coughlin. He discussed his years on the football field as well as the players he has coached and the state and national championships they have won.

Community School Tour

Manager, Annisha Jeffries conducted a tour to 25 students from Community School on Tuesday, May 21 and May 28. Foreign Literature Department Manager, Milos Markovic assisted with the tour.

Music at Main

On May 4 a program was conducted featuring Jinjoo Cho, violin and HyunSoo Kim, piano from the Cleveland Institute of Music. They performed selections by Clara and Robert Schumann and Johannes Brahms.

Meeting Rooms & Scheduling

In May a total of 413 meeting room requests were processed by the OPS department, with a total of 6027 estimated number of attendees. This number includes reservations placed for meeting room space in each of the 27 branches, Main Library and Technical Services. Forty-four AV requested were filled for both Branches and Main Library.

BOOKMOBILE/ON THE ROAD TO READING

The bookmobile conducted 47 stops, served 293 patrons and processed 7 new library-card applications. The decrease in number of stops and attendance in the month of May is due to the bookmobile being repurposed for two weeks during the month to fulfill the grant requirements of the PNC Grow Up Great initiative.

OUTREACH

2013 Asian Festival

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Ohioana Book Festival

Amy Dawson, Jean Collins and Evone Jeffries attended the Ohioana Book Festival at the Fort Hayes Education Center in Columbus, Ohio. They handed out brochures, OCFB Coloring Books, and discussed the Nancy Drew Scavenger Hunt with visitors and participants. Amy Dawson moderated a panel titled Cleveland Eats which featured Marilou Suszko and Maria Isabella who discussed their books and the vibrant food culture in Cleveland.

Center for the Book @ Library of Congress Idea Exchange

Amy Dawson participated in the Center for the Book Idea exchange at the Library of Congress on May 7 and 8. Programming and breakout sessions were held to discuss funding, program development, and successful partnerships.

William Charvat Collection of American Fiction

Jean Collins and Evone Jeffries visited the William Charvat Collection of American Fiction, part of the Rare Books and Manuscripts Library at OSU's Thompson Library. Ms. Jeffries and Ms. Collins met with the Head of Rare Books, Dr. Geoffrey D.

Smith, on May 10, 2013 to discuss preserving and promoting literary fiction collections and the uniqueness of the collections in the Literature Department at the Cleveland Public Library.

Little Free Library @ the Friendly Inn

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Brews and Prose at the Market Brewery in Ohio City

Travis Leonard attended Brews + Prose reading on May 7, which featured Kristin Ohlson and David Young. Ohio author Kristin Ohlson has written the memoir *Stalking the Divine*, which won the American Society of Journalists and Authors Best Nonfiction Book Award in 2004, and a co-author of the 2007 New York Times bestselling *Kabul Beauty School*. She has also been a freelance journalist for 25 years, publishing articles or essays in the New York Times, Salon, Smithsonian, Utne, Discover, Gourmet, Oprah and many other print and online publications.

Superman Events Promotion

Travis Leonard visited the Capitol Theatre in the Gordon Arts district to distribute fliers for the upcoming Superman exhibit opening. He also designed a Superman crossword puzzle for the event. Jean Collin and Steve Capouzzo visit the comic shop to pick up Superman maps and free comic books to hand out at our Superman exhibit opening.

Research That's Possible Only at Main Library

The Berry/DeJesus/Knight news story had at least two different journalists coming to look at the CPL's collection of yearbooks, *Splash* from England looking at Rhodes (Knight) and *New York Daily News* looking at Lincoln West (Castro).

Staff worked a question about the White Sewing Machine Baseball team of the early 1880's for a reporter from *Coin World*, and assembled some Plain Dealer stories about high school football in Cleveland during the 1890's for a researcher in Dayton, Ohio.

At least two requests came for Fine Arts books. Both were the only copies to be found in World Cat. A German songbook, *Lieder der Nationalen Erhebung für Gesang oder Blockflöte mit Begleitung von Laute* (Guitarre) and *The Abbey Chimes* by G.E. Lyle (organ score).

Collections

In April the Library joined numerous libraries across the country as a Family Search Affiliate Library. In May the History Department received the first and second rolls of microfilm requested by Patrons from the Family Search Library in Utah. This new service allows area Patrons doing Genealogical research to borrow from the Family Search's millions of records on microfilm for a small fee. The film is sent to CPL where the requestor has access to the film for 90 days.

On May 1, Ann Olszewski, Ann Marie Wieland, Alicia Naab and Elaine Herroon met on the 7th floor of Main and weeded park plans. One Ernest Bowditch plan of Cleveland Public Square colored in different shades of green was found and one plan including the Eastman Reading garden was found which Ann Marie has taken to archives.

Patron John Hrastar contacted PAL with questions concerning use of images found at the library for the use of his book *The Story of Liquid Natural Gas: Birth, Disaster, and Rebirth of an Industry*.

Exhibits

The Reading Nest by Mark Reigalman was installed in the Eastman Garden over the Memorial Day weekend. The artwork is part of the See Also project, based from the *Lockwood Thompson Dialogue* program series.

Staff Development

Business, Economics, and Labor Manager, Sheba Marcus-Bey submitted her resignation in order to accept a new position as Director of the East Cleveland Public Library. Her last day will be June 14, 2013.

BRANCHES

Public Services welcomed two new branch managers, Rena Hunter, Garden Valley/Woodland Dyad and Jessica Breslin, Rockport Branch. During the month branch staff attended Ward and

community meetings, training for Summer Lunch and Summer youth orientation (YOU), computer aide and customer service training, promoted the Summer Reading Club, hosted Cinco de Mayo program in addition to their regular story hours, homework help and school visits.

The Congressional Art Show was held at the Memorial Nottingham Branch on Saturday, May 25 with over 150 persons in attendance.

East Team Manager, Stephanie Tyus conducted initial orientation for the Rena Hunter, Garden Valley/Woodland Dyad Manager during the week of May 20. The East Team meeting was held on Tuesday, May 21 at MLK.

The Congressional Art Show was held at the Memorial Nottingham Branch on Saturday, May 25

Martin Luther King Jr. Branch Manager Toni Parker attended Summer Lunch training on May 23. Parker also attended the Third District Police community meeting on May 28.

Rice Branch youth services staff Ginaya Willoughby and Eric Eubanks visited over 25 classrooms at 3 different schools to promote the upcoming Summer Reading Club. They also created pathfinders to enhance children's experience when finding books. Branch Manager Ali Boyd visited the Columbus Metropolitan Library and Foreign Literature Department at Main Library as part of his exchange visits.

Harvard Lee Branch manager Harriette Parks attended the Ward 1 meeting at the Harvard Community Center on May 23. She also received Summer Lunch program training at the Lakeshore facility on May 24th. Youth Services Librarian, Lori Scurka attended the Youth Services Symposium sponsored by NEO-RLS. In addition, she attended the Conflict Resolution training on May 30.

Hough/Langston Hughes manager William Bradford attended Glissando X sponsored by The Rainey Institute School of the Arts on May 7 and Summer Lunch training on May 23. Youth Services staff at Langston Hughes offered preschool story time at St. Martin De Porres Head start every Tuesday at 11:30 and 1:30. Hough Branch Youth Services staff conducted school visits to promote the Summer Reading Club.

Glenville Branch Manager Sharon Jefferson attended the Ward 9 and Ward 10 Council meetings, Youth Services staff made visits to Glenville High School for book talks and visited Brightside

Academy, Brackland Day Care and Wade Day Care to present story times.

Addison Branch Youth Services staff conducted school visits to promote the Summer Reading Club. Over a thousand cards were delivered to students. The Addison Book sale was well received by the public. The two day sale raised \$558.52 for the Friends. Addison welcomed new staff member Yvette Carter, Branch Clerk replacing Quintina Barrett.

Union Branch Manager Marcie Williams participated in the Diversity Walk on May 4. Ms. Williams also participated in the River Sweep at Arthur Johnston Park which was sponsored by the City of Cleveland, Union Miles Corporation and a few other organizations.

Patrons of CPL's West Team Branches had an array of opportunities to participate in programming at their library! Students at Archwood Preschool participated in literacy activities via thinkfinity.org courtesy of Children's Librarian Laura McShane at the Brooklyn Branch.

Eastman Branch children's Librarian Diana DeVore and children's Assistant Nancy Smith's Cinco de Mayo celebration was attended by 55 people! Mary Torres from the Main Library also helped with this program.

Fleet Branch children's librarian, Lan Gao, took students from the Holy Name School on a tour of the Branch and introduced them to library words such as "bookshelves", "library card", "librarian", and of course, gave the teachers Library Card Applications and Summer Reading Club flyers to distribute to parents.

Rockport Branch children's librarian Cassandra Feliciano visited Artemus Ward School to share stories and provided information about the Summer Reading Program.

South Brooklyn Children's Librarian Luigi Russo spoke to 1st-4th grade classes at Charles Mooney Elementary School's Career Day. He talked about Cleveland Public Library, what it's like to be a librarian, and libraries of the future.

Members of the Walz Branch Staff staged a Puppet show for 120 Watterson Lake students to publicize the summer reading club while the Branch Children's Department held an Ice cream party for Homework Club.

Promotion of our community partnerships was a high priority for West Team Branch Managers. Walz Branch Manager Kathleen Lefkowitz judged the writing category of the Leading Age Ohio Art & Writing Show. This writing show is a combined effort of the Cleveland area nursing homes, assisted living and senior facilities.

The West Team welcomes new Rockport Branch Manager Jessica Breslin who started on Monday May 20 and the West Park Branch will welcome Carnegie West Branch Manager Angela Guinther as their new Manager beginning in June.

The new parking lot redesign for the Jefferson branch has been running at full speed. The lot has been paved and striped and the bios wale infrastructure is in place.

TechCentral

TechCentral and the Lorain Branch Library hosted several maker events on Mondays in May, including:

- *Making Your Own Font* - May 6 @ TechCentral
- *Through The Kaleidoscope: Abstract Digital Art* - May 6 @ Lorain
- *MakerKit Mania!* - May 13 @ TechCentral
- *Making Your Own Font* - May 6 @ Lorain
- *Digital Graffiti Wall* - May 20 @ TechCentral
- *3D Custom Cookie Cutters* - May 20 @ Lorain

A total of 28 students attended the various programs at TechCentral and Lorain. Additionally, Lorain Branch held two Saturday *MakerKit Mania!* programs which proved to be very popular.

Library Assistant, Computer Emphasis In-Service

On May 29, TechCentral organized and hosted a Library Assistant, Computer Emphasis In-Service session at the Lake Shore Facility from 10:00 a.m. - 2:00 p.m. 53 Library Assistant, Computer Emphasis staff were in attendance for this training session which included the following topics:

- Database Training, including Ed2Go, Tutor.com, LearningExpress Library, and DigitalLearn.org
- CPL and Database Mobile Apps
- Laptop and Home Printing
- Ohio Benefits Bank

- One-on-One Session Reporting
- Objectionable Materials Accessed on Library Computers
- eMedia Best Practices

Professional Development and Training

Sam Tripodis began the process of visiting each Library branch location to identify the best location for holding computer classes outside the meeting room. Due to the installation of additional computers in branches, as well as several other changes, locations previously identified as 'alternates' were proving no longer useful or available. Mr. Tripodis will be meeting with each branch manager to identify new 'alternative' class locations in each branch.

CJ Lynce met with Larry Finnegan and Bill Hood, IT/CLEVNET, on May 6 to discuss the myCloud 2.0 initiative. A proposal was made for possible changes to the existing myCloud service, including public service changes and infrastructure backend changes. The end result is to make the service more attractive to the average library computer user and increase the utilization of the myCloud virtual infrastructure.

TechCentral was represented at two CLEVNET Special Interest Groups in May. CJ Lynce attended the PC Tech SIG at Medina County District Library on May 9, and Sam Tripodis attended the Training SIG meeting on May 14 at Twinsburg Public Library.

CJ Lynce and Sam Tripodis met with Chief Legal Counsel, Joyce Dodrill and Director of Public Services, John Skrtic on May 24 to discuss the library's policy and procedures relating to Objectionable and Obscene Material accessed on computers within the library. The results of this meeting helped to produce a training session on these procedures that will be presented to library staff.

TechCentral Visits and Outreach

Sam Tripodis taught a Computer Basics class to a group from the Northeast Ohio Behavioral Healthcare facility in early May. The purpose of the class was to help students learn computer skills as part of their reintegration back into the community. The group would like to continue to receive training at Main Library every 2-3 months.

A group from Case Western Reserve University's think[box] visited TechCentral on May 1 to take pictures with the library's 3D printer. The group is trying to raise money through 'CaseStarter', a "Kickstarter" like system for CWRU, to purchase several 3D printers that can be used throughout the campus.

NEO-RLS hosted a group of staff members from northeast Ohio on a tour of TechCentral and the Business, Economics, and Labor department on May 14.

Staff members from DC Public Libraries traveled to Cleveland on May 15 to visit TechCentral and learn about its general procedures, as well as the 3D printer service. DC Public Libraries is opening a new Digital Commons department in the next few weeks, and desired some insight on what has and has not worked with TechCentral since its opening.

Several staff members from Orville Public Library toured the TechCentral space on the afternoon of May 17. There was great interest in makerspace elements, the MFD system, and remote and home printing features of our MFD system.

On May 21, a group of IT staff members from the Warren-Trumbull County Public Library visited the TechCentral and IT departments. The 3D printer service, myCloud, and MFD system were demonstrated for the visitors, who also received a tour of Main Library.

CJ Lynce and Sam Tripodis presented a session about makerspaces and 3D printers to a group at the Rocky River Public Library on May 22. There was much interest in 3D printing technologies, as well as the services offered for the public in TechCentral at the Cleveland Public Library.

Computer Classes and One-on-One Sessions

In May, two new TechCentral staff, Denise Williams-Riseng and Deman Deng, shadowed existing TechCentral instructors and trained to begin teaching computer classes. Both will teach their first classes in June.

TechCentral staff began the large undertaking of improving and editing most existing handouts for the computer classes that are currently offered throughout the system. This project originally began in 2012 by the CLC/soon-to-be TechCentral staff, and was only partially completed due to the opening of the TechCentral department.

This process will review handouts to be sure the most appropriate topics are being taught, in the most beneficial order. A total of 22 classes, with over 400 pages of handouts and exercises, are being updated with a goal of completing all

classes by August 1. The updated classes will be offered starting in September.

In May, TechCentral staff conducted a total of 18 classes at Main Library and 51 classes in 12 branches. Attendance was 63 students at the Main Library and 235 students at the branches.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In May, OLBPD circulated 53,043 books and magazines directly to patrons. OLBPD registered 138 new readers to the service. In May, 579 active BARD users downloaded 12,493 items. There are currently 1,981 patrons registered for BARD.

OLBPD Manager Will Reed attended the National Library Service Tri-Regional Conference of the Midland, North, and South Regions from May 7th-9th at the Pittsburgh Library for the Blind and Physically Handicapped. In addition to business meetings, NLS shared updates on the BARD app for Apple and Android devices, magazines on cartridge, and the upcoming Braille Summit in Boston, MA in June. NLS also shared long range plans on possibly developing next generation digital talking book players with Wi-Fi support to directly download items from BARD or receive pushed electronic materials directly from regional libraries. NLS also shared plans on investigating the cost comparisons of network supplied refreshable braille displays and reading electronic braille files rather than producing hard copy braille volumes.

OLBPD and CPL Financial Services submitted the OLBPD SFY 2014-2015 Program Budget to the State Library of Ohio for approval. The State Library Board will meet on June 13, 2013.

OLBPD Manager Will Reed met with Jackie Connor from NLS MultiState Center East to finalize plans and the schedule for OLBPD Family Fun and Learning Day in Cincinnati. OLBPD will host Family Fun and Learning Day in Cincinnati at the Clovernooke Center for the Blind and Visually Impaired on Wednesday, July 10, 2013.

OLBPD Manager Will Reed met with State Library of Ohio Talking Books Coordinator Tracy Grimm to finalize the program for the 2013 OLBPD/SLO Sublending Machine Agency Conference. SLO partners with libraries and other community agencies throughout Ohio to lend machines and provide local access points for patrons who use the OLBPD service.

The OLBPD Cyber-Dialogue Book Discussion was held on May 9, where the group discussed "Unbroken" by Laura Hildenbrand and "Harvest Home" by Thomas Tryon.

OLBPD Librarian Michelle Makkos and OLBPD Library Assistant Ken Redd provided information and talks about the service at the Nigerian Community Health Fair on May 4th; Shaker Health Fair on May 11th; St. John Medical Health Center Fair on May 14th; Zion Chapel Missionary Baptist Church Health Fair on May 18th; Cleveland Senior Day on May 21st; Ward 7 Health Fair on May 23rd; and Mt. Alverna Senior Fair on May 29th.

TECHNICAL SERVICES

Climate control problems plagued the Lake Shore Facility for several weeks during the month while the building's chiller was being rebuilt. Staff members showed considerable patience and forbearance during the ordeal. Many took advantage of adjusted work schedules to avoid the hottest part of the day; others elected to work in other locations; and most took some vacation time.

Ann Olszewski, Preservation Manager, retired on May 17, after 33 years of service. A reception was held on her last day to celebrate the occasion. Lila Chilcutt, also in the Preservation Department, resigned to pursue other interests.

Technical Services managers participated in FMLA training offered by Ogletree Deakins attorneys Kelly Hamilton and Ellen Toth. Most managers attended the joint Technical Services-IT/CLEVNET meeting to discuss a variety of issues. Several managers and staff members met with a Midwest account representative. Senior Catalog Librarian Michael Monaco provided two sessions of Sirsi/Dynix training to about 20 interested Technical Services staff members. The training was on effective search techniques.

Patricia Lowrey, Director of Technical Services, took teams of volunteers to pack up the remaining books in the now-closed South Branch on May 8 and 30. The volunteers were Stephen Wohl, Shirley Jones, Dale Dickerson, Christon Hicks, Nate Infante, Nancy Mocsiran, Barbara Satow, and Mya Warner. All the books are now packed in boxes and labeled.

Ms. Lowrey welcomed about 300 children to the Lake Shore Facility as part of the Read-Baby-Read wrap up celebration on

May 28. On the same day she met with Rhonda Fulton Pai to discuss the "On The Road To Reading" collection. Ms. Lowrey attended the Wes Moore program on Saturday, May 11.

Collection Management: Laura Mommers ordered 466 DVD titles for Branch collections and Main Library's Audio-Visual (A-V) Department. Ms. Mommers ordered 4,752 DVDs totaling \$100,317 for Branch collections and 1,259 DVDs totaling \$27,802 for the A-V Department. Ms. Mommers ordered 588 CD titles for Branch collections and Popular Library. Ms. Mommers ordered 2,735 CDs totaling \$31,130 for Branch collections and 364 CDs totaling \$4,773 for Popular Library. Ms. Mommers also volunteered to become a CPL-FIT Ambassador and attended a May 8 CPL-FIT meeting.

Bonnie Bolton selected a total of 295 titles for Main Library and Branch juvenile collections during May. Lists totaling 3,397 books were submitted to High Demand or Acquisitions departments totaling \$33,085. Ms. Bolton participated in the "Fall 2013 Librarian Preview Webinar," sponsored by Lerner Publishing Group and *School Library Journal*.

Mr. Welch published two full reviews and a column of suggested young adult titles in the *Cleveland Plain Dealer*. His online review column of African American books for *Library Journal* was also published this month. Collection Management staff processed ninety-five telescopes of print and non-print items by relocating items to Branches, book sale, or college collections.

Acquisitions: Alicia Naab, Acquisitions Coordinator, continued to participate in cross-training with Ann Olszewski, Preservation Manager, and assumed some of Ms. Olszewski's daily duties in the Preservation Department after her retirement on May 17th. Ms. Naab continued to attend the weekly meetings of the Staff Development Day committee and has taken on some additional responsibilities within the committee as the date of the event draws closer and the planning has become much more involved.

Acquisitions Manager Sandy Jelar Elwell graduated from the Leadership Academy XXII sponsored by the Maxine Goodman Levin College of Urban Affairs. As a participant in the Academy, she was required to attend nine curriculum modules scheduled over a period of seven months.

The department staff ordered a total of 6,960 titles and 20,145 items; they received 15,263 items, 2,042 periodicals, and 537

serials. They added 858 periodical items, 220 serial items, 541 paperbacks, and 2,388 comics and processed a total of 2,080 invoices and 76 periodical and serial claims.

High Demand: Staff cataloged 710 new titles, and added 14,153 items. They ordered 1,574 titles and 18,314 items. High Demand staff received 904 items for Acquisitions.

Dale Dickerson, High Demand Librarian, and Summer Salem, Technical Services Associate, attended "RDA for Copy Catalogers," at the Twinsburg Public Library on May 15. They reported that the workshop was helpful and informative. Steven Best worked four hours at the Langston Hughes branch, helping at the circulation desk. He enjoyed his experience of charging and discharging materials, paying fines, and creating holds. High Demand Manager Carole Brachna helped weed titles for an afternoon in the Memorial Nottingham Branch and she picked up the comic books on May 24.

Materials Processing: The Associates cataloged 1,373 new titles for the Cleveland Public Library and added 1,719 records for the CLEVNET libraries. The Associates and Sr. Clerks added 6,137 items. The Technicians worked on 25,741 items.

Elizabeth Hegstrom, Materials Processing Manager, and Cathy Jo Graves attended the NEO-RLS workshop, "RDA for Copy Catalogers." Ms. Hegstrom attended FMLA training with the Main Library managers and spent the remainder of the day in the Popular Library learning about what is done in that department.

Catalog: Yeshen Dugarova-Montgomery, Dawn Grattino, Regina Houseman, Amei Hu, Jintao Huang, Diana Olivares, and John Parsons attended "RDA for Copy Catalogers," a NEO-RLS workshop. All of them also participated in at least two in a series of four RDA webinars. Mike Monaco and Barbara Satow contributed questions to Library of Congress staff before the webinars as well as participating. Ms. Grattino started RDA self-training for name authority work. Mr. Huang, Mr. Parsons, and Ms. Satow completed it.

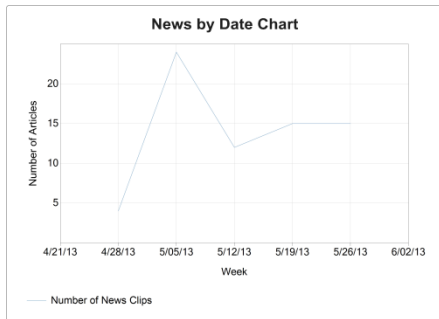
Catalog Manager Andrea Johnson, Mr. Huang, Mr. Monaco, and Ms. Olivares discussed Cleveland Public Library's OCLC cataloging subscription with an OCLC representative. Librarians cataloged 3,520 titles and added 3,336 items for CPL material.

Michael Monaco presented "A Sirsi Searching Refresher" to Technical Services (TS) Associates on May 1 and to TS

Technicians and Clerks on May 9. Mr. Monaco also attended meetings of the Ohio Library Council Technical Services Action Council and CPL150 Team. Ms. Hu had the opportunity to work at the Foreign Literature Department.

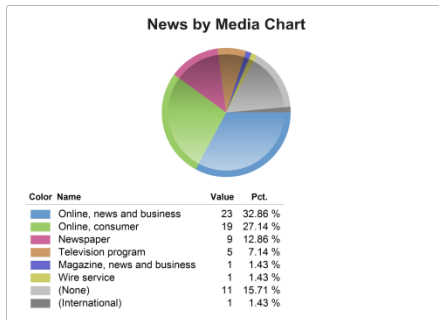
Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 552 items to the Main Library for requests (435 items were part of the Government Document weeding project) and 81 items to fill holds. A total of 1,829 telescopes of new materials were shipped out. The Main Library received 612 telescopes, the Branches received 1,100 telescopes, CLEVENET received 113 telescopes, CASE received 7 telescopes and CSU received 16 telescopes. The Technicians unpacked 23,403 new items and sent them to the Acquisitions and High Demand Departments.

MARKETING & COMMUNICATIONS



Media coverage for the month of May included 70 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$116,545.84 with a news circulation audience of 5,705,985 people. In May, the online print media outlets that featured CPL events and programs

received 38,362,813 unique visitors. Full report in the Marketing Department.



Ads to promote the Library awareness campaign appeared in the following: *Campus Observer-My Music, La Prensa-My Classes, Achieve Magazine-Ready to Read.* Print ads to promote the Summer Reading Club ran in *Call & Post, Collinwood Observer's Scoop on Summer, Universe Bulletin, Campus Observer, La Prensa,* and *Ohio Life News.* The Library was

promoted in *Positively Cleveland's Spring/Summer Visitors Guide.*

Online News and Business and Online Consumer was the media that most featured Cleveland Public Library in May.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 22,781 on average per week, which resulted in an average of 526 clicks to website per week. *Public library* is the most clicked-through phrase with *free music* being second.

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

GRAPHICS

Graphics staff designed, printed, and distributed 128 items in May, in addition to graphics for the library website, and 5 staff newsletters.

Promotional and printed pieces included: Summer Reading Club branding and collateral; PNC Grant Zoo Day printed materials; Mobile Services summer schedule; Branding for Summer Fitness Camp; Branding for CMNH "Check It Out" ticket program; CPL t-shirt design; Statler window display to promote library card sign-up; 2013 Congressional Art Show

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 3,881 in 2012 to 5,974 currently. Facebook fans are up from 4,044 in 2012 to 5,278 currently. Downloads of books in an electronic format (eBooks) were up from 61,355 in 2012 to 83,809 currently.

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

#MAYkerMondays; Author Wes Moore Comes to Cleveland Public Library; CMSD Board Seeks Applicant to Fill Vacancy; Cleveland Public Library and Ballet in Cleveland present: Former New York City Ballet soloist, author and diabetes health advocate, Zippora Karz; Need Money for College? Sign up Today for an Opportunity to Win a \$1,000.00 Eugenia Thornton Scholarship; Events at Main Library; and Cleveland Public Library Board of Trustees Meeting.

During the month of May, the following events, programs, and information were promoted on www.cpl.org: Author Visit: Wes Moore; CLEVNET Mobile App; MyPlace/MyCard: My Music is Free; Summer Reading Club; Read in the CLE featuring Bob DiBiasio; OverDrive: The Big Read; Author/Dancer Visit: Former New York City Ballet soloist, author and diabetes health advocate: Zippora Karz; #MAYkerMondays; Eastman Reading Garden Opening; Exhibits at Main; MyTunes featuring Justin Timberlake; MyTunes featuring Alicia Keys; Genealogy Clinics; Legal Aid Clinics; CultureGrams; Sesame Street eBooks; Tumble Book Library; BookFlix; Rockin' the 216; Testing & Education Reference Center; 100 Sizzling Titles; Homework Help; Opposing Viewpoints; Senior Day; Boost Your Knowledge with Computer Classes; Ed2Go; MyPlace/MyCard: My eBooks are Free; and Connecting to the Community (Seniors' Find Services).

8 Popular Topic pages were updated with new book lists in May.

The 21st "Off the Shelf" was sent out on May 2, 2013, to a distribution list of 3,632. This issue featured Best-Selling Author Wes Moore Coming to CPL; Your eBooks are FREE with Your Cleveland Public Library Card; #MAYkerMondays at TechCentral; and Special Discount at Cleveland Play House for Cardholders. The following new releases were featured: The Elite by Kiera Cass; I'll see you again: a memoir by Jackie Hance with Janice Kaplan; and Reconstructing Amelia: a novel by Kimberly McCreight. The following programs were featured: Author Visit - Michelle Day at Woodland; Genealogy Clinics at Main Library; and Your Digital Footprint at Rockport.

The Exhibits page was updated to feature the following exhibits: Arma Virumque Cano: Translations of Vergil's Aeneid; See Also: Art in Eastman Reading Garden; Superman: From Cleveland to the World in a Single Bound! The 75th Anniversary of the Man of Steel; Collages of the Greats; Cleveland Carousel Exhibit; and the Schweinfurth Architectural Collection.

An "Events at Main Library" news page was created to feature the following upcoming events: Antaeus Dance and Akros Percussion Collective; Cleveland Public Poetry; Roots of Tradition: Brazilian Living Expressions; Documentary Film Screening: Red, White & Blueprints; and Author Visit: Rabbi Adam Chalom.

The Bookmobile Schedule page was updated with the latest additions and deletions of stops. Rhonda Fulton, Mobile Services Manager, was given access to edit the Bookmobile Schedule page

and was provided with instructions for maintaining the online schedule.

Amy Pawlowski presented an overview of the new Bibliocommons Summer Reading Club website at the Youth Services meeting on May 15.

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PROPERTY MANAGEMENT

The Property Management office completed numerous branch inspections and continues to monitor utility bills. Temporary A/C units were installed at Hough branch to provide air conditioning until the new equipment is installed. Four defective 6" valves were replaced with new ones on the boilers at Lakeshore. Work continues on the conversation project for LSW and Main. The Jefferson parking lot project was completed.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. The Lakeshore chiller has returned from being rebuild and will be up and running the first week in June. Work continues to replace filters and service the fan coil units in Main. The 100hp motor for air handler #2 was removed and sent out for repair and was reinstalled. Numerous light ballast were replaced and data lines were run for the Access Control System in LSW and Main.

The Carpenters and Painters completed work to furnish and install post for the Little Library Box at Friendly Inn. The parking lot gate and a section of fence were replaced and shelving was removed from the children's area at Lorain. The hand rail at the front steps were removed for repair and wood rails were installed temporally at Brooklyn. Concrete repairs were made to the entrance to Memorial-Nottingham and Technical Services at Lakeshore. Painting was completed at Carnegie West, Union, and Woodland.

The Garage serviced vehicles #6, #8, #10, #15, #16, and #17. The Book Box was transport and put in place at Centennial Park (across from the Westside Market) for the summer

SAFETY & PROTECTIVE SERVICES

Protective Services

Activity

Month	Total Dispatch Activities	Average per day	Total Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents
May 2013	5,474	211	42	25	377	257
April 2013	4,525	185	36	30	466	297
March 2013	3,791	145	25	40	564	188
Feb 2013	3,090	134	35	35	472	140

Special Attention, Special Events, and Significant Incidents

- Eastman Branch Parking Lot Shooting Incident
- Read Baby Read event at Lake Shore.
- The summer reading club kick offs occurred at Walz.
- Sterling branch Dancing Club Classrooms.
- Colbow Design used the LSW Auditorium for a corporate meeting.

Protective and Fire Systems

- The last of three quotations for fire system inspections arrived toward the end of the month and will be reviewed for selection.
- The access control system is continuing to be installed. LSW Level One is complete. The Main Lower Level is almost completed. Installation throughout LSW continues as does employee picture capturing.

Communications Center

- The communications center is being staffed and processes are being developed to engage in active surveillance of CPL properties.
- The Multi-Agency Radio Communication System (MARCS) radios have been programmed and Safety & Protective Services has started to use them this month with very good results. Transmissions are clearer and more consistent across the city. The radios formerly used by SPS have been transferred

for use by Shelf Division increase the number of usable radios from 3 to 15 and for constant monitoring by SPS Dispatch for emergency transmissions.

Contract Security

- Two G4S Guards need to be replaced and G4S will begin recruitment in June.

Records and Equipment Management

- Completed inventory of equipment with USA Inventory per finance requirements.

Administration

- Will be reviewing quotations from consultants with respect to developing specifications for camera system CPL facilities.

INFORMATION TECHNOLOGY & CLEVNET

Much of the month of May was devoted to the planning and testing of UNIX and Oracle database system rebuilds and upgrades for our test, report and production ILS server farm. The production system work was completed over two weekends with the final work finished on June 1st. This positions the IT/CLEVNET department for upcoming SirsiDynix Symphony upgrades and long term support from the OS, database, and ILS vendors. Kudos go in particular to George Lenzer for meticulous planning and long hours leading to a successful project.

CPL Projects

Hilary Prisbylla created an "integrity" checking script to assist George Lenzer during the HPUX/Oracle upgrades. This script automated certain basic test transactions such as checking out items, discharging, placing holds, adding items, searching etc. to ensure that the Symphony server was still functioning properly after the upgrades.

Eight Public PCs in Main Library Youth Services department have been replaced with modern "All in One" units due to the age, performance and dated software of the existing PCs. IT/CLEVNET upgraded and installed new wireless Access Points at East 131st and Garden Valley and they are now members on the wireless LAN Controllers.

Updates to www.cpl.org :

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CLEVNET Projects

Ashtabula libraries migration status: Entering the final weeks to the June 24 start date for the ICAN libraries, IT activity for these libraries increased. Members of the Software Team met on-site with each of the libraries to map data migration from their current Koha system to SirsiDynix Symphony. Jim Benson met with Andover and Rock Creek, Marlene Pelyhes with Conneaut and Kingsville, and Hilary Prisbylla with Henderson and Harbor-Topky. Library policies were added to Symphony configuration for all six libraries and work continued to extract data, setup additional policies, and fine-tune the timeline. The network, PCs and server at Rock Creek Public Library were successfully placed on the CLEVNET network with adjusted network settings in order for their network and PCs to communicate with us. Network installation for the other libraries was scheduled with Time Warner. Weekly conference calls with the directors were established to keep everyone on track.

Assistance was given to the Perry Public Library with the installation of a backup solution for their domain controller. This will enable them to backup and recover critical files.

Software created a custom collection report of the items available at CPL@TRI-C. An additional 60 reports, mostly for weeding purposes, were delivered throughout CLEVNET.

The Lodi branch of Medina library, currently closed for repairs, moved to a temporary location in the Lodi Outlet Mall.

IT/CLEVNET assisted with moving and configuring their network.

In preparation for the opening of the HKIC (Heights Knowledge and Innovation Center) at the Cleveland Hts. Lee Road Library, IT/CLEVNET configured and installed a new wireless access point. An additional switch was configured and installed at Wayne

County library's administration building for network expansion and a new web filtering device was also configured.

The Flowan Help Desk software was demonstrated to Euclid and Huron libraries.

Network staff assisted Hubbard and Sandusky libraries with configuration of a new web filtering device.

IT/CLEVNET staff visited Milan for additional migration planning for their construction project. They also visited Barberton to assist in preliminary planning for a construction project and VOIP implementation.

CLEVNET library summer hours were changed on the Biblicommons app.

Know-It-Now

On May 8, the KnowItNow24x7 Statewide Coordinator gave a presentation to the 70 K-12 school librarians attending Spring Meeting of SCOCA (South Central Ohio Computer Association), "one of twenty-three Information Technology Centers (ITC) in Ohio providing administrative technology support services and classroom technology integration to achieve student success."

On May 13, the KnowItNow24x7 Statewide Coordinator provided a training session in Rio Grande, Ohio, to staff members of the University of Rio Grande and several area public libraries. As result, Bossard Memorial Library in Gallipolis has also expressed interest in learning how to join the KnowItNow24x7 collaborative provider network.

On May 16, the KnowItNow24x7 Statewide Coordinator and Website Coordinator attended the official meeting of the State Library of Ohio Board in Newark, Ohio. The Statewide Coordinator presented the proposal for LSTA funding for KnowItNow24x7 for FY2014. The Board subsequently voted unanimously to approve funding for the project.

In collaboration with Mosio, the KnowItNow24x7 Website Coordinator finished up work on importing SMS (text message) sessions into the KnowItNow24x7 Provider Site database this month. The Website Coordinator also continues to work with OCLC QuestionPoint in finalizing logistics for the after-hours coverage, transcript importing, etc., in preparation for July 1.

Meetings and Professional Development

Software Team and Rod Houpe had a phone conference with SirsiDynix to ask technical questions about the hosted service

(SAAS). The Software Team also attended online meetings of the SirsiDynix SPP (Preferred Partner) groups.

Warren Trumbull County Public and Akron-Summit County Public libraries IT staff visited with IT/CLEVNET staff to share information.

Rod Houpe, Larry Finnegan, Ann Palomo and Amy Pawlowski attended a meeting of the CLEVNET Advisory Panel.

Amy Pawlowski and David Reynolds attended the Rustbelt Refresh conference on May 3, 2013, hosted by Cleveland Public Library.

They also attended the NEOUPA (North East Ohio Usability Professional Association) event at Hyland Software on May 30. Rod Houpe and Ann Palomo attended the seminar "Building Disaster Resilient Communities", sponsored by the Information Technology disaster Resource Center.

Ann Palomo attended a two-day seminar, "Fundamentals of Successful Project Management", presented by SkillPath Training.

Ann Palomo and Amy Pawlowski participated in Bibliocommons, Inc. product development activities.

Rod Houpe, Ann Palomo and Hilary Prisbylla attended a presentation by CollectionHQ.

Jim Benson attended the CPL Main Managers' meeting on May 3.

Hilary Prisbylla and Marlene Pelyhes attended the Branch Managers' meeting on May 10.

The Software team met with CPL Tech Services at Lakeshore facility.

Amy Pawlowski presented an overview of the new Bibliocommons Summer Reading Club website at the Youth Services meeting on May 15.

Jim Benson, Marlene Pelyhes and Hilary Prisbylla attended the CLEVNET Circulation SIG.

Jim Benson attended the Employee Recognition Committee meeting.

Ann Palomo participated in the CPL Innovation Grants committee.