

DIRECTOR'S REPORT
November 21, 2013

Monthly Statistics

Circulation for the month of October was 604,759. This is a decrease of 2% from last year's October circulation of 616,531. The circulation activity for eMedia has increased tremendously from last year and provides us with an ongoing opportunity to reach our community users virtually. However, we have seen a trend of declining circulation numbers throughout 2013. The increase in eMedia numbers has not been able to counter the trend of declining print and media circulation.

The number of computer sessions for October was up from 2012 levels. There were 114,932 sessions this year in comparison to last year's total of 92,314. Not surprisingly, the number of hours in use for our computers increased from 62,428 in October of 2012 to 77,605 in 2013. This was an increase of 24%. 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 October was 317,343. This is less than a 1% increase from last year's attendance number of 316,008. While not a huge jump, the 2% increase in attendance throughout 2013 has countered a multi-year trend of declining attendance in both the Main building and the branches.

Programming / Outreach

Writers and Readers

October 5th was the second Writers & Readers program of the 2013-14 season. Author and illustrator Chris Ware spoke about his evolution as an artist and his sources of inspiration. Although Ware used self-effacing terminology to describe his work he demonstrated a mastery of his craft and commitment to the visual expression of complex and emotional and ideas.

On October 9th, in partnership with ideastream the Library hosted a panel discussion entitled *Arab American Stories: A National Dialogue*. Ideastream reporter Brian Bull and panelists Mus'ab Abdalla, Fr. Peter Karam of St. Maron's church, Cleveland Clinic physician Dr. Wael Khoury, and President Emeritus and founder of the local chapter of the Council on American-Islamic Relations (CAIR) spoke about the Arab-American immigrant experience in the United States.

Octavofest Programming

Evone Jeffries and Travis Leonard provided assistance at the workshop, "Street Stories" for annual Octavofest celebration, as did Amy Dawson. Eight workshops, led by Melissa O'Grady, were conducted at various branches.

Travis Leonard and Amy Dawson worked with Pam Eyerdam and Bruce Biddle to complete an exhibit titled, *Paper Stories: Adventures into Kamishibai, Manga, Graphic Novels and Zines*. Celebrating storytelling that uses visual elements enhanced by text and color, this exhibit explores forms such as Kamishibai, or paper-theater which originated in Japanese Buddhist temples, and other Japanese traditions such as Hokusai Manga including landscapes, flora and fauna, everyday life, and the supernatural, in addition to later developments of American comic books and graphic novels.

On October 26, Hungarian-American author Margit Liesche spoke about her newest release *Triptych*, a work inspired by her family history.

For the month of October, the Youth Services Department has created various displays to highlight New Children's Books, Books for the Fall Season; the highlight of October was the Down Syndrome Awareness Month Family Fun Day featuring 19 Action News anchor Denise Zarrella on Saturday, October 26. There were a total of 50 in attendance.

Cultivating a Global Perspective

On October 23rd the Library hosted its annual Hispanic American Month Fiesta in the West 25th and Clark neighborhood. In previous years the annual celebration was held at the Carnegie West branch. Due to changing demographics in the two aforementioned neighborhoods it was decided that the celebration should be held closest to the target community. Esperanza Inc. provided the Library with access to its parking lot, which enabled the Library to host an outdoor event that featured musical performances by DJ Allen Colon from KISS FM 96.5 and live music by Grupo Son Gitano, Peruvian dancing was performed by Mary Vargas and a group of school-age dancers who go by the name Raices de Peru. Samplings of food from various Central and South American countries were provided by Jibaro World Eats, a local food-truck and catering company.

During this event the Library awarded prizes to the winners of the system-wide Hispanic American Heritage Month writing contest. Prizes were awarded to winners from 3 age groups: grades K-2, 3-6, and 7-12. The winner for the Kindergarten to Grade 2 age group was Lorenzo Tol from Union Branch. Lorenzo read Cheech Marin's picture book *Cheech and the Spooky Ghost Bus* and drew a picture of his favorite part of the book.

The winner for the Grades 3 to 5 age group was Cassidy Harrison, a 5th grader from Lorain Branch. In response to the question "What notable Hispanic American would you have dinner with and what would you serve?" Cassidy wrote that she would like to have a pizza dinner with Selena Gomez and discuss Selena's music and, hopefully get to sing a song with her.

The winner for the Grades 7 to 12 Essay Contest was Debolina Ghosh who is in the 9th Grade and visits the West Park Branch. Debolina wrote an essay that interpreted the following quote from Cesar Chavez: "*Kindness and compassion toward all living beings is the mark of a civilized society.*" Debolina was inspired by the similarity of Cesar Chavez' message and that of Mahatma Gandhi.

In partnership with the Center for Arts-Inspired Learning, formerly known as Young Audiences, the Library hosted a collaborative art project with Chilean artist Carolina Illanes and approximately 12 students from the CMSD School of the Arts. Over a period of 3-weeks the group worked together on a paper art installation that utilized many of the mechanisms found in pop-up books. Carolina Illanes is a visual artist who works in three dimensions using paper as her primary medium; she holds two masters degrees in visual arts and her work can be found in the Finlandia Vodka Collection in Santiago, Chile.

Research That's Possible Only at Main Library

A patron viewed a very unique resource from the Science & Technology department. This folio item is loaded with illustrations of civil engineering projects in Great Britain prior to the publish date of 1838. The title is, *Public works of Great Britain; consisting of railways, rails, chairs, blocks, cutting, embankments, tunnels, oblique arches, viaducts, bridges, stations, locomotive engines, &c., cast iron bridges, iron and gas works, canals, lock gates, centering, masonry and brick work for canal tunnels, canal boats, the London and Liverpool docks, plans and dimensions, dock gates, walls, quays and their masonry, mooring chains, plan of the harbour and port*

of London, and other important engineering works, with descriptions and specifications ... Edited by F.W. Simms, C.E. 153 plates.

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 presented to the Wisconsin Library Association.
- I met with local dance leaders and Land Studio to discuss the 2014 Lockwood Thompson Dialogues.
- I was interviewed by Sarah Corrigan and four other students from CWRU to discuss leadership and CPL.
- I attended Councilwoman Cleveland's Ward 5 Annual meeting address.

CLEVNET

October's total OverDrive CLEVNET eMedia collection circulation was 91,779, significantly up from last year's total of 67,051. CPL has 7,025 total followers on Twitter and the Facebook page currently has 5,802 fans.

GRANTS & DEVELOPMENT

Awarded Grants

- Submitted and secured \$94,640 grant from MyCom, whose funds are administered through Starting Point, to continue intensive tutoring program at CPL Branches.
- Received check from **PNC** for \$1,000 in support of Books Under the Sun program.

- Secured product donation from **Sherwin Williams**, including two dry erase clear kits for branch Learning Centers and a discount of \$50 on each additional kit purchased.

Submitted Grants

- Submitted \$15,000 request to **PNC** in support of coordinating the Little Free Library initiative.

Projects in Development

- Submitted Grant Inquiry to the Cleveland Foundation for expansion of Learning Centers. Was invited to submit full proposal, working on completing.
- Worked on new agreement with Cleveland State University for America Reads tutors in branches.
- Submitted final report on \$96,000 PNC financial literacy grant.

Friends of CPL

- Submitted third quarter spending update.
- Organized the purchase of and guest list for two tables at Felton's City Club Speech.

Other

- Participating in the staff United Way fundraising committee. Working on securing prizes, like gift cards and tickets.

PUBLIC SERVICES

PROGRAMS

During the month of October the Library hosted a total of 219 programs. Educational programming and services, not included in the above totals, accounted for approximately 141 adult education classes, and 399 hours of after-school tutoring. The increase in tutoring hours is a result of the resumption of after-school tutoring at 12 branch locations. Sixteen Learn Chinese language classes were held throughout the month at 4 locations.

On October 19 the Lorain Branch hosted a Legal Aid @ Your Library workshop where 21 patrons received legal consultations from a team of volunteer attorneys and Legal Aid staff. The Rice Branch hosted a Sealing Criminal Records legal education workshop on October 25th. This workshop was the second of two such programs that were hosted in Library branches.

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The Cleveland Museum of Natural History's pilot borrow-a-ticket program that distributes free family passes to Library patrons continue through the month of October. Patrons at the branches of Sterling, Walz, and Woodland checked out a total of 45 passes during the month.

Caroline Han hosted regular ESOL and computer literacy program at Goodrich-Gannett Senior Center. A total of ten patrons participated in program which supports CPL's strategic efforts to serve elderly patrons and fight community deficits by improving computer skills and language proficiency.

Caroline Han hosted on-demand Chinese language immersion program aimed at adult learners. Two participants registered for this language training which supports CPL's strategic efforts to form communities of learning in our city.

Total programming/educational services related expenditures for October totaled \$43,493.89 of which \$20,280.00 was devoted to audio visual equipment replacement and upgrade.

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Dublin Award Brown Bag Book Club

The Literature Department staff conducted book talks throughout the month of October including: *Far From the Tree* by Andrew Solomon, *City of Bohane* by Kevin Barry, *The Map and the Territory* by Michel Houellebecq, *Pure* by Andrew Miller, *1Q84* by Haruki Murakami. Book talks have been well attended and the conversation has been lively.

Poetry Out Loud

Steve Capuzzo and Evone Jeffries attended the Poetry Out Loud poetry recitation workshop for teachers on October 7, to help promote River of Words poetry contest. select and deliver more than 700 books to the eight little free libraries in October 2013.

Brews and Prose

Travis Leonard attended the Brews and Prose event held on October 1, at the Market Garden Brewery featuring Laura Taxel & Marilou Suszko and A. Van Jordan.

Music at Main

Ars Futura Ensemble took place on October 26, to a standing room crowd. This was well received by attendees and the performers were very happy to play here. It marked the return of pianist Shuai Wang who has played on several other *Music at Main* programs.

MEETING ROOMS and SCHEDULING

In October a total of 334 meeting room requests were processed by the OPS department, with a total of 6913 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.

OUTREACH

Below is a chronological list of outreach events staffed by OPS during the month of October:

October 5, 2013 - Cleveland Botanical Garden Scarecrow Picnic Puppet Show

October 13, 2013 - Radio One AM 1490 Affordable Care Act interview with Erica Marks, OPS LA, Youth Emphasis and CareSource representative Jacqueline Shorter.

October 17, 2013 -- Councilman Conwell's Women's Health & Information Fair

October 19, 2013 - Hispanic Convencion

October 26, 2013 - Cleveland Botanical Garden Boo-Tanical Bash Puppet Show

Susan Mullee sent the October employment resources articles titled: *Hiring for the Holiday: Seasonal Jobs 2013* and *Seasonal Jobs: How to Search for Seasonal Jobs*, obtained from About.com. She included both articles this month because the one article was where to find seasonal jobs this year and the second article was how to search for seasonal jobs. The author is Alison Doyle.

Pam Eyerdam coordinated CPL representation for *Kent Career Night* at Kent State (Annisha Jeffries, Amy Dawson, and Ali Boyd also attended). The idea was to inform Kent SLIS students of what opportunities were available at a public library.

Victoria Kabo participated in Cleveland Museum of Art's "International Community Day" where she promoted CPL and Foreign Literature Department literature which manning table for Russian community garden organization.

Subject Department Children's Librarian, Maria Estrella scheduled 4 schools and 2 daycare visits during the month of October 2013. Imputed contact information and dates on Youth Services staff calendar and informed appropriate parties of visits via email.

Youth Programming & Outreach Coordinator, Nicole Shabbaz and Aaron B. Mason, Assistant Director of Outreach & Programming visited Pittsburgh Public Library to meet with their Programming Department staff to discuss the evolution of programming and educational services in the public library setting.

Kelly Brown set up chess set display at Stark County Public Library of 18 chess sets. The chess set display was up Oct. 2nd - 29th. On the 29th she went to Stark County Public Library (SCPL) and disassembled the display. The display coincided with the chess tournament at SCPL which had over 115 participants.

Michael Dalby went to Cleveland State Univeristy on October 17, to address a group of graduate music students and their professor on resources of the Cleveland Public Library's Fine Arts & Special Collections Department. He showed photos of the collection and discussing print and electronic resources that graduate level students will find useful in their research and highlighted special collections and music archive holdings in the CPL holdings.

Mr. Dalby coordinated CPL hosting the MLA Midwest chapter conference on October 10th-12th, 2013 with meetings being held primarily in the LSW Auditorium and 341 and Treasures Room. CPL hosted 70 librarians from across the Midwest spend the three days here in the library. In addition, FASC gave a tour to 8 librarians after the conference, highlighting the music resources of CPL.

EXHIBITS

Jean Collins worked to dismantle a *Woody Sez* exhibit, replacing it with *Twelfth Night* exhibit, in production at The Helen, CPH, Oct 16-26, 2013. Part of the CWRU/CPH MFA Acting Program. She also replaced *Twelfth Night* with *Venus in Fur* exhibit, at the Allen Theatre, CPH, starting Nov. 1. On October 30th she added *A Christmas Story* material to the theater table, since the bookmarks will be done soon. *A Christmas Story* is in production Nov. 29 - Dec. 2, 2013.

BOOKMOBILE/ON THE ROAD TO READING

On the Road to Reading (OTRR) expanded service this month to include four Cleveland Metropolitan School District (CMSD) Preschool classrooms. Two additional CMSD preschool classrooms will begin receiving OTRR services in November bringing the total to six CMSD sites served this school year by OTRR.

Research That's Possible Only at Main Library

Researcher from Louisville, KY requested information about pre-1600s mass-printed tarot cards in the White Collection. Ms. Brisker found over 30 sets of tarot cards in card catalogue that were donated to the collection by a former employee Walter Cox Green in the 1940s. Mr. Green worked in Special Collections for 18 years as a librarian in charge of the Chess and Checkers collections.

Professor from Buffalo inquired to examine a manuscript that will illuminate obscure aspects of the life of Mirza Jan 'Tapish', an Urdu poet of the late eighteenth and early nineteenth century. The manuscript has the title "*Minutes to the Secret committee from the governor general, John Shore*".

A male High School student and his mother came into GovDocs looking for information on the *National Firearms Act of 1934*, and the *Firearms Owners' Protection* (1986).

A patron viewed a very unique resource from the Science & Technology department. This folio item is loaded with illustrations of civil engineering projects in Great Britain prior to the publish date of 1838. The title is, *Public works of Great Britain; consisting of railways, rails, chairs, blocks, cutting, embankments, tunnels, oblique arches, viaducts, bridges, stations, locomotive engines, &c., cast iron bridges, iron and gas works, canals, lock gates, centering, masonry and brick work for canal tunnels, canal boats, the London and Liverpool docks, plans and dimensions, dock gates, walls, quays and their masonry, mooring chains, plan of the harbour and port of London, and other important engineering works, with descriptions and specifications ... Edited by F.W. Simms, C.E. 153 plates.*

On October 29, a patron from Michigan called looking for manufacturing locations and number of employees for a subsidiary of Parker Hannifin in Irvine, California around 1991. Sandy Witmer found the information in the 1990 and 1994 editions of the *California Manufacturers Directory*. The patron had been hoping CPL had a vertical file with something that might help and was thrilled that we still had the directories.

Susan Mullee researched a question on finding the bank manager from Cleveland Trust Bank at the Collinwood branch location from 1946-1947. She searched the Cleveland Corporation Files,

Cleveland Plain Dealer Historical research database, Ancestry Library Edition and Cleveland City Directory for 1947. There was no 1946 Cleveland City Directory published. She referred the patron to Cleveland Trust Monthly Magazine, which Cleveland Public Library carries, and the Western Reserve Historical Society, who has Cleveland Trust Bank corporate records.

Collections

Linda Henrichsen from the City of Cleveland Planning, left PAL a collection of plans and reports before she retired. Ann Marie Wieland reviewed the plans at PAL to decide which ones to keep and then Don Petit from Landmarks Commission reviewed them again before they were recycled.

On October 16, Ann Marie Wieland, Alicia Naab, Elizabeth Hegstrom, and Elaine Herroon sorted plans on the 7th floor. Plans from the 1800's were discovered.

On October 21, Director of Public Services, John Skrtic met with Director of City Planning Robert Brown concerning the contents of the City Planning attic.

Two uncataloged items were sent to Preservation: *The Persian Legal documents* and the book: *The Canon of Medicine*.

Special Collections was acknowledged in the following publications: *The Aloha Boathouse and the Iris Bathroom: Two Installations by the Grueby Faience and Tile Company* (2013) by Susan Montgomery (who also donated a copy), and the exhibition catalog *Charles F. Schweinfurth: Uncompromising Architect of Cleveland's Valiant Age* (2013).

BRANCHES

East Team Manager, Stephanie Tyus attended Leadership Team meetings this month. Tyus also made branch visits for the purpose of observing customer service interactions and providing coaching where necessary. Tyus attended the joint manager's meeting on 9 at the Lakeshore Facility. East Team dyad Branch Manager Joyce Bowers retired on October 31. Tyus and team managers held a reception for her at Martin Luther King Jr. Branch on October 29. Tyus and several team managers volunteered time to participate in the Citizens for Cleveland Public Library phone bank on October 16 from 6 - 7:30 p.m. at the United Way Building.

The following is a brief summary of activities conducted by East Team branches during the month of October 2013: Addison Branch

hosted the Read to the Beat program. Seventy-five children participated during the month of October. Collinwood Branch youth Students learned about the history and origins of urban legends as well as watched Myth Busters: Urban Legends. They also tested the truth of one urban legend using pop rocks and soda. 8 school age children participated.

East 131st street Youth Services staff Shanell Jones and Rosa Simone instructed children in making Puerto Rican Masks for Hispanic Heritage Month. Twenty-five children were in attendance.

Langston Hughes Branch hosted Digital Literacy workshops on October 9, 16 and 25th. The workshops were presented by Plain Dealer staff. Martin Luther King Jr. Youth Services Librarian's hosted 155 teens for programs featured during Teen Read Week. Teens enjoyed programs such as the following: "Space", "Mystery Scavenger Hunt", and "Table Topics."

Memorial Nottingham Branch held an informational session with Caresource staff member Jacqueline Shorter on the Affordable Health Care Act. The session was held on October 22 with 15 people in attendance.

Harvard Lee Branch manager Harriette Parks attended the Ward 1 Council meeting this month. Parks also attended the Harvard Community Collaborative meeting. She was on the agenda at both meetings to present information on library services and upcoming branch events.

Hispanic Heritage events and Octavofest activities kept the West Team Branches filled with patrons during the month of October. Notable programs include South Branch's Fiesta. This celebration took place within the parking lot of the US Bank Building across the street from the South Branch. There was dancing, music and food from the Hispanic world. Participants also enjoyed a photo booth and the opportunity to visit the Library's Bookmobile.

Brooklyn Branch Children's staff hosted several scary-themed programs related to Halloween, an Octavofest event on Thursday, October 24th and a staff devised "Halloween Tree" made out of an old display tower rack. The display included scary movies, books on CD, books and compact discs.

The Carnegie West Branch's Octavofest celebration welcomed twelve enthusiastic first graders from Paul Dunbar Elementary on

October 17th and participants in the Jefferson Branch's Octavofest program had the opportunity to make a work of art out of an old tired book.

Opportunities for partnerships continue to thrive in the West Team Branches. At Carnegie West, four different age groups from Ohio City are participating in the First Lego League's 2013 Challenge: Nature's Fury. They are using the library's meeting rooms from October thru December as the space to design and build their entries.

Brooklyn Branch Children's Librarian Laura McShane presented a series of early childhood literacy workshops to the parents of Archwood Head Start students.

Fulton Branch's Rodney Lewallen and Walz Branch's Kathleen Lefkowitz performed as a CPL puppeteers at the Botanical Gardens Fall Festival. Sterling Branch Manager, Cal Zunt attended the Buddy Breakfast at Marion Sterling in October and greeting nearly 500 children and their parents.

Our biggest success couldn't be measured by program participation or partnership arrangement, it was measured by the true impact we have on the day to day lives of our patrons. Consider the impact that South Brooklyn Library Assistant, Dianne Russell had on the life of one of our patrons when she went above and beyond and requested a digital video camera from TechCentral for a patron who had to film himself giving a speech for a class for his counseling degree. He needed an audience and a place to film, so she helped him find the camera, helped him book one of our meeting rooms and even had two staff members serve as his audience. He returned a week later and thanked the staff, saying he got an A on his project.

TechCentral

Digital Literacy Workshops presented by the Plain Dealer and the Northeast Ohio Media Group continued October. Workshops were held at Main Library as well as five branches.

CJ Lynce and Sam Tripodis participated in a meeting on October 1 to discuss a possible grant opportunity from the Northeast Ohio Media Group (NEOMG) regarding continuing digital literacy training. Mr. Tripodis participated in an October 7 meeting with several library administrators and representatives from the NEOMG regarding this grant.

TechCentral will be developing a Digital Literacy Class and incorporating it into the Computer and Internet Basics series taught throughout the system. Additionally, four TechToyBox kits will be purchased as well as six SMART Boards for use in digital literacy initiatives throughout the system. The target date for deployment of all services is January 2014.

MakerLab Programming

Four new MakerLabs were debuted in October:

- Aww Snap Circuits - October 2
- Making a Camera Obscura - October 12 and 26
- Making a Glow-in-the Dark Ornament - October 19
- Making your Masterpiece: Sketchbook - October 28

In addition to these new programs, TechCentral staff presented four additional MakerLabs in branches. TechCentral has arranged to continue offering MakerLab program through all the branches and is working with Branch Managers, and the Outreach and Programming Services departments to schedule a variety of MakerLab programming in future months.

Professional Development and Training

CJ Lynce presented at the Midwest Collaborative for Library Services Annual Meeting on October 4 in Indianapolis, IN as part of a panel discussion on innovative use of library spaces. Mr. Lynce presented on the services and innovations found at TechCentral.

On October 2, CJ Lynce and Sam Tripodis visited Fenway Manor, located near the Martin Luther King Jr. Branch Library, to discuss offering one-on-one and group sessions for Fenway Manor residents. Terry Metter and Cortney Gatewood presented two group sessions on Computer Basics on October 30 at Fenway Manor. Toni Parker, Branch Manager of the Martin Luther King Jr. Library, has arranged with Fenway Manor to continue offering one-on-one instruction in the future.

The partnership with the Northcoast Behavioral Healthcare Center has continued in October, with another group of students attending a computer basics class on October 24. This is the fourth time a class has been presented for this organization.

On October 23, CJ Lynce met via phone with Travis Good regarding Making and TechCentral. Mr. Good has met on several occasions with Mr. Lynce as well as Director Thomas regarding the

TechCentral initiative, and continues to reach out every few months for updates on the department and services.

On October 31, CJ Lynce met with Director Thomas and Richey Piiparinen, Senior Consultant, Strategic Urban Solutions in order to give a tour of the TechCentral space, services, and innovations.

Terry Metter attended the iLead USA, Ohio final sessions on October 21-24 as part of the team representing the Cleveland Public Library, who developed the *Intellectual Property Hub for Makers*.

CJ Lynce and Sam Tripodis attended a Digital Literacy Workshop presented on October 29 at the Jefferson Branch Library in preparation for the development of CPL's own Digital Literacy Class.

The second Library Assistant, Computer Emphasis Training for 2013 was held on October 30 from 10:00 a.m. to 12:00 p.m. at the Lake shore Facility.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In October, OLBDP circulated 56,888 books and magazines directly to patrons. OLBDP registered 163 new readers to the service. Over 13,000 copies of our quarterly Dimensions newsletter were sent to patrons in large print, braille, and audio formats. In October, BARD active users totaled 1,988 and 638 active users downloaded 10,169 items.

The National Library Service (NLS) resumed service on October 17th, when the Federal Government ended its sixteen day shut down. All NLS services, including BARD and direct magazine service were interrupted during this shutdown.

OLBDP submitted its 2013 Federal Year Readership and Circulation statistics to the National Library Service. OLBDP's direct circulation of library materials was 703,376. BARD users downloaded 132,929 items. OLBDP added 1,675 new readers to the service. OLBDP active readership is 15,347. OLBDP has 69,100 titles and 529,602 copies in the collection and 4,864 new titles were added in 2013. OLBDP inspected 511,401 returned items, and 2,621 of those were damaged and 3,665 were missing media. OLBDP answered 27,741 phone service requests and 8,637 mail requests for service.

OLBDP Library Assistant Ken Redd attended and staffed an information table at the 2013 East/West Eye Conference October

3-5th. The East/West Eye Conference at the Cleveland Convention Center is a continuing education conference for Ohio optometrist.

OLBPD Library Assistant Ken Redd and Senior Clerk Mark McCarter attended the 2013 OLC Annual Conference in Sandusky, Ohio. OLBPD staffed a poster session table on Thursday, October 11th and Ken Redd also presented a one hour program on OLBPD and our free library service.

OLBPD Librarian Michelle Makkos and OLBPD Library Assistant Ken Redd provided information and talks about the service to the Strongsville Senior Center on October 2nd; Lake County White Cane Walk on October 12th; Tri-C Resource Fair on October 15-16th; Hispanic Cultural Convention on October 19th; Board of Developmental Disabilities on October 24th; and the Elyria Health and Benefits Fair on October 31st.

The OLBPD Cyber-Dialogue Book Discussion was held on October 4th where the group discussed "Guilty Wives" by James Patterson.

TECHNICAL SERVICES

October was the month for Bargaining Unit Evaluations. All managers completed evaluations and met with staff to discuss each evaluation.

Patricia Lowrey, Director of Technical Services, along with Acquisitions Manager Sandy Jelar Elwell, High Demand Manager Carole Brachna, and Library Systems & Applications Specialist Hilary Prisbylla presented a program at the Ohio Library Council's Annual Conference on Patron Driven Acquisitions. Collection Manager Rollie Welch presented two programs at the conference--one program was on public libraries and Common Core and the other was on Young Adult books.

Senior Catalog Librarian Michael Monaco was also busy at the Convention. As a member of the Program Committee, Mr. Monaco monitored four programs and handled other logistics for speakers. As a member of the OLC's Technical Services Division Action council, he staffed the division's "OLC Connects" table for part of the convention, and presented a poster session comparing catalog records under the old and new cataloging rules. As an alumnus of the 2012 Library Leadership Ohio (LLO) program, he coordinated a poster session presenting a selection of LLO group projects.

Ms. Lowrey met with the Digital Projects Committee to learn more about several proposals. She met with the participants of the OPLIN/LSTA Digital Hubs Grant Proposal to discuss a variety of issues pertaining to the proposal. She input her 2014 Budget Requests in MUNIS. She attended an ALA webinar on their recent activities regarding eBooks.

High Demand: The High Demand Department had another busy month. Staff cataloged 834 new titles, and added 15,574 items. They ordered 1,544 titles and 10,953 items. Staff also processed about 500 items for the short-handed Acquisitions Department.

Carole Brachna, High Demand Manager, picked up the comic books on October 4, and Dale Dickerson, High Demand Librarian, drafted some RDA documentation for High Demand staff. Mya Warner, Technical Services Senior Clerk, returned from an FMLA leave. During her absence, other HD staff worked hard to keep the popular materials moving to the public.

Materials Processing: The Associates cataloged 1,319 new titles for the Cleveland Public Library and added 1,424 records for the CLEVNET libraries. The Associates and Sr. Clerks added 5,329 items. The Technicians processed 25,840 items.

Karima Ward and Christon Hicks reviewed Extra Copy trucks completed by Shirley Jones and Paula Stout. Ms. Stout trained Laura Mommers from Collection Management how to add items, print labels and search for serials to assist Acquisitions. Ms. Stout also finished reviewing the bind list to identify serials that are no longer being received. Elizabeth Hegstrom, Materials Processing Manager, met with Vivian Grayson, Ms. Ward, Mr. Hicks, Ms. Jones and Ms. Stout to explain changes in the workflow to keep reserves and CLEVNET records being added in a timely fashion. Ms. Hegstrom with Stephen Wohl, Shipping and Receiving Supervisor, Alicia Naab, Acting Preservation Manager, and Dawntae Jackson, Human Resources Recruiter, interviewed candidates for a part-time Materials Processing Technician vacancy.

Preservation: Alicia Naab, Acting Preservation Manager, worked with the IT/CLEVNET Webware staff this month to setup searching of the Digital Gallery in *Summon*, the new consolidated search and discovery tool for electronic resources. Ms. Naab finalized a project with Angela Guinther at Carnegie West branch to highlight their branch by adding photographs of the neighborhood to her meeting room.

Ms. Naab attended a "Connecting to Collections" webinar on caring for AV collections area. Renee Pride expedited the binding of a thesis on the Anisfield-Wolf Book Awards for Special Collections so it could be displayed for a class visit there in November. Ms. Pride also framed two autographed prints of the Cleveland Browns from the 1980s that will be exhibited in the Sports Research Center. Over 260 items were added to the Digital Gallery. There are now 45,430 objects in the Digital Gallery.

Shelf Shipping: Stephen Wohl joined the other members of the Page Recruitment Committee on October 22nd-24th to interview over sixty Page applicants who successfully passed their assessment. Alicia Naab and Elizabeth Bardossy from the Preservation department treated a few books that were discovered to have mold on them in the stack storage area. The books were treated to eliminate any further contamination and mold spread.

The staff of the Lake Shore Shelf/Shipping Department sent 228 items to the Main Library for requests and 117 items to fill holds. Main Library received 356 telescopes of new materials, the Branches received 1,051 telescopes, CLEVENET received 177 telescopes, CASE received 9 telescopes CSU received 5 telescopes and Tri-C received 4 telescopes. A total of 1,602 telescopes of new materials were shipped out. The Technicians unpacked and sorted 24,345 new items for the Acquisitions and High Demand Departments.

Collection Management: Laura Mommers volunteered to assist the Acquisitions department in receiving orders. Her efforts were greatly appreciated in keeping a steady flow of new items through Technical Services. Copies of the New York Times best sellers (both fiction and nonfiction titles) housed at Cleveland Public Library's collection at Case Western Reserve University (CWRU) continued to be updated approximately every two weeks. In October sixty-two telescopes of print and non-print items were relocated to the Branches, book sale, or college collections.

Collection Manager Rollie Welch co-authored a reader's advisory column appearing in the October issue of VOYA (Voice of Youth Advocates). Mr. Welch's online review column of African American books for Library Journal again appeared this month at lj.libraryjournal.com.

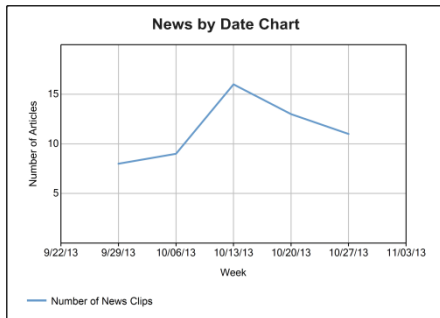
Catalog: At Diana Olivares suggestion, holiday books from the trucks waiting for cataloging and review were expedited.

Librarians cataloged 4,826 titles and added 3,596 items for Cleveland Public Library. Dawn Grattino created an original record for an offprint of the December 2012 Chess Life cover story about the J.G. White Collection. Ms. Olivares completed her work on the PCC RDA Documentation Task Group.

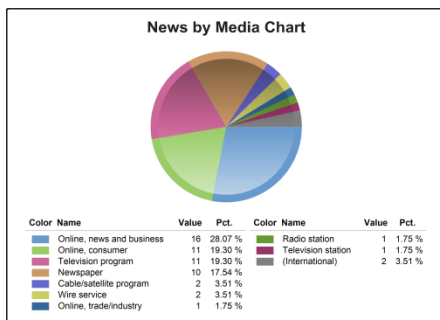
Acquisitions: Leslie Pultorak, Acquisitions Librarian, contacted vendors to obtain lists of recently released Asian language DVDs that they could supply for the Lunar New Year. At the request of the CLEVNET Libraries, Lisa Kowalczyk, Technical Services Librarian, gathered information directly from vendors about the discounts and pricing. Ms. Kowalczyk attended Federal Mediation and Conciliation Service (FMCS) training on Interest-Based Bargaining (IBB) in preparation for upcoming Labor Contract Negotiations.

A total of 4,109 titles and 6,141 items (includes periodical subscriptions and serial standing orders) were ordered and 14,003 items, 2,366 periodicals, and 117 serials were received. An additional 340 periodical items, 103 serial items, 167 paperbacks, and 1,865 comics were received and processed. A total of 2,026 invoices were approved. Staff modified 49 serial controls.

MARKETING & COMMUNICATIONS



Media coverage for the month of October included 58 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$46,872.16 with a news circulation audience of 4,127,904 people. In October, the online print media outlets that featured CPL events and programs received 7,932,537 unique visitors. Media coverage was the heaviest regarding CPL being mentioned in Wes Craven's interview with the *Boston Globe*. Full report in the Marketing Department.



Ads to promote Library eBooks appeared in *Kaleidoscope*; TechCentral was promoted in *Scene Magazine*; CPL was promoted in East Tech High School *Fall Sports Pocket Calendar*; Hispanic Heritage programming was promoted in *La Prensa*. Chris Ware and Arab American

Stories were promoted in the *Campus Observer*, on NPR Radio, and WVIZ television, and *Freshwater Cleveland*. Facts about Issue 79 online ad appeared on cleveland.com and mobile app. Online news and business were the media that most featured Cleveland Public Library in October.

The *I'm Ready to Read!* kindergarten library card campaign had a 7% return so far by the end of October. Direct Mail Association (DMA) reports indicate 4.4% as an average return.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 12,114 times on average per week, which resulted in an average of 842 clicks to website per week. *Public library* was the most clicked-through phrase.

OCTOBER-SOCIAL MEDIA

Top 5 Twitter/Facebook links that had the highest click throughs in October:

1. Oct 6th: #3DPrinting workshops happening all the time at @techcentral_cpl at Main Library. No experience necessary! (Link to Tech Central page)
2. Oct 12th: If you loved the bestseller "Gone Girl", this book is for you: (Read in the CLE link)
3. Oct 15th:Attn downtown dwellers: Get out of the office on your lunch hour & join in our Brown Bag Book Clubs. (Brown Bag Book Club page)
4. Oct 4th: The incredible Chris Ware will be at Main Library TOMORROW at 2:00 p.m. Don't miss it!
5. Oct 25, 2013 Being a parent is not always easy. Let our parent resources help (Parent resources)

Top 5 Facebook Posts that have people "talking". This means people are liking, sharing, or creating content from what we posted, leading to the highest level of engagement:

1. Oct 4th: Elephant and Piggie party photos
2. Oct 6th: 3D Printing workshops link
3. Oct 16th: Shared photo from Overdrive
4. Oct 30th: Shared photo from Overdrive
5. Oct 21st: Photo of kindergartner getting library card

GRAPHICS

Graphics staff designed, printed, and distributed 159 items in October, in addition to graphics for the library website, and 5 staff newsletters.

Promotional and printed pieces included: Classic Scary Films brochure, Foreign Lit. booklists for Spanish, Russian, Italian, Chinese, Japanese, and Polish; OLBPD *Dimensions* newsletter; Computer class list November/December; Collateral for Cleveland Playhouse *Venus in Fur* and *Twelfth Night*.

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 4,468 in 2012 to 7,025 currently. Facebook fans are up from 4,630 in 2012 to 5,802 currently. Downloads of books in an electronic format (eBooks) were up from 67,051 in 2012 to 91,779 currently.

Library News on the www.cpl.org homepage featured the following new items for October: Warm-Up Cleveland 2013, posted 10/7/2013.

During the month of October, the following events, programs, and information were promoted on www.cpl.org: Brown Bag Book Club; Octavofest; Read in the CLE Featured Reader Mark "Munch" Bishop; Hispanic Heritage Month; Arab American Stories; Exhibits; Affordable Care Act; Plain Dealer e-edition Digital Workshops; Warm-Up Cleveland; Support Our Libraries; Facts About Issue 7; Kids Storytime; Sesame Street eBooks; National Geographic Kids; Free Tutoring; Learning Express Library; Testing and Education Reference Center; MyPlace MyCard - My Music is Free; CLEVNET mobile app; 3D Printing; 2013 Annual Report; Sorenson Video Relay; Eastman Reading Garden is Open; MyPlace MyCard My eBooks are Free; and Ed2Go/Learn4Life.

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

The 26th "Off the Shelf" (the October issue) was sent out on October 3, 2013, to a distribution list of 3745. This issue featured: Award-Winning Comic Book Writer/Cartoonist Chris Ware Coming to the Writers & Readers Stage; Arab-American Stories: A National Dialogue; and The City Club of Cleveland Welcomes Director Thomas. The following new releases were featured: The Rosie Project: a Novel by Graeme Simsion; Sunny's Kitchen: Easy Food for Real Life by Sunny Anderson; photographs by John Lee; and Allegiant by Veronica Roth. The following

programs/events/exhibits were featured: Octavofest Cleveland Street Stories; Hispanic Heritage Month Events and Finale Fiesta; Free Affordable Care Act Marketplace Information Sessions; Friends Used Book Sale; and Learn How to View The Plain Dealer e-edition.

On October 4, the Labor Management section of the Staff Center intranet was updated as follows: Replace - Union Contract Teamsters L 244 with attached contract; Delete - Signature Page 1; Delete - Signature Page 2; Delete - Unpaid Furlough days (2012).

On October 7, Read in the CLE was updated with Angela Guinther's latest book, "The Silent Wife: a Novel" by A.S.A. Harrison.

On October 7, the document "Important Notice from The Cleveland Public Library About Your Prescription Drug Coverage and Medicare" was posted to the HR Benefits page.

On October 17, the booklist for the production of "Twelfth Night" at Cleveland Play House was built and posted to the Theater Popular Topic.

On October 22, with the renaming of Ed2Go to Learn4Life, a new page was created to reflect the change in name. A new shortcut was created for cpl.org/Learn4Life and the current shortcut of cpl.org/Ed2Go was redirected to the new page. The dropdown menu item in the Research & Learning dropdown menu on cpl.org for Ed2Go was changed to "Learn4Life (Formerly Ed2Go)".

On October 22, the Ohio Library for the Blind and Physically Disable (OLBPD) Dimensions Newsletter Volume 12, Number 32 posted to OLBPD section of cpl.org.

On October 25, the Computer Classes page was updated to account for some class name changes.

On October 28, the Plain Dealer e-edition Digital Literacy Workshops page was updated with new dates.

On October 30, the Staff Center's Automation & Sirsi Info section was updated with 2014 uncatalogged barcode sheets for each branch and certain departments of the Library.

PROPERTY MANAGEMENT

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We continue to meet with and monitor the work of the contractors working on the gas conversation project for LSW and Main and for the deactivation of South branch. Attended workshop on Responding Effectively to Campus Violence.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. The cooling coil for the LSW auditorium air handling unit was winterized. New LED lights were installed in the multipurpose room at Carnegie West. Eastman Garden fountain was cleaned and the water was drained out of the pipes for the season. A new condensate pump and drain lines were installed and the chilled water coils were winterized, also the main chiller was shut down for the season at Lakeshore. A floor outlet was installed for the vending machine at Lorain. The outdoor dampers on air handling units 3 and 4 were cleaned and the pivot joints and linkages were replaced and four new low temperature detection thermostats were installed at LSW. Outreach & Program Services room 38 in Main was reconfigured to accommodate new staff. New data lines were run for the multifunction machine and a handicap table at Rockport. The hot water bearing assembly was replaced and a new hot deck sensor was installed on the main air handling unit at South Brooklyn.

The Carpenters and Painters completed work in Outreach & Program Services room 38, tables have been installed and the room has been rearranged to accommodate new staff. Two sewing tables and a computer table were assembled and delivered to Lorain. A smart TV was delivered and installed at Case Western Reserve Library. Two platforms were made and installed in air handlers in LSW so that they could be serviced. Bike racks were installed at Rice, Temporary South and Lakeshore. Panels were made and installed for the exhibit Before I Die in LSW. Painting was completed at Hough, Union and LSW.

The Garage serviced vehicles #9, #10, #16, #17, #18, #20, and #25. The tractor for Main and 13 snow blowers were serviced.

SAFETY & PROTECTIVE SERVICES

Protective Services

Activity

Month	Total Dispatch Activities	Average per day	Total Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents	Incident Reports Generated	CPL access activities
October 2013	5648	226	301	42	262	144	37	61
September 2013	6371	265	270	20	251	140	36	204
August 2013	7,134	264	263	23	265	216	37	242
July 2013	6,264	241	149	21	239	167	67	198
June 2013	5,671	236	38	49	224	180	52	340
May 2013	5,474	211	42	25	377	257	59	N/A
April 2013	4,525	185	36	30	466	297	71	N/A
March 2013	3,791	145	25	40	564	188	52	N/A
Feb 2013	3,090	134	35	35	472	140	59	N/A
January 2013	2,732	109	13	18	303	102	39	N/A

Special Attention, Special Events, and Significant Incidents

Provided Cleveland Food Bank event safety support at the Lake Shore Facility.

Provided safety support for Legal Aid Society at the LSW Facility.

Provided support to Hough Branch following armed robbery in parking area adjacent to branch.

Provided safety support for 3E Company meeting at LSW Facility.

Provided safety support for MLA Conference at LSW Facility.

Protective and Fire Systems

- The Library Board of Trustees Approved replacement of the Fire System at the Lake Shore Facility. We are coordinating with the vendor for installation.
- The access control system is continuing to be installed. The Downtown Campus is complete with the exception of the elevators, and Technical Services is complete.

Communications Center

- The communications center is being staffed and processes are being developed to engage in active surveillance of CPL properties.

Contract Security

- Coordinated primary coverage with G4S for elections coverage and will forward invoices to accounting for proper charging of the Board of Elections for support.

Administration

- Interviews will be conducted for Safety & Protective Services Officer positions.

INFORMATION TECHNOLOGY & CLEVNET

Cleveland Public Library Projects

Planned Accomplishments This Period:

KnowItNow24x7 (KIN24x7):

- Redesign of KIN24x7 Provider Site (major project)
- Statewide Coordinator trip to Piketon (see below)

Converged Technologies:

- Sandusky Xerox multifunction printer deployment
- Delegated administration of spam filtering system by CLEVNET IT staff
- Live and pre-recorded paging for Shaker Heights Public Library
- Willoughby's temporary admin building move (network)
- Law Library internet speed upgrade

Virtualization and Desktop Support:

- update Workflows on CPL Staff Desktops
- Replace CRT (Tube) style monitors on Public PCs at Garden Valley, Martin Luther King and Harvard Lee branches
- Upgrade AD Manager Plus for better use of Active Directory scripting engines
- HP SIM (Systems Insight Manager) upgrade to support Windows Server 2012
- Windows Based Server hardware evaluation

Webware

- Implementation of Summon search tool for CPL databases

- Building of the 2013/2014 Writers and Readers Micro-Site on cpl.org & Mobile pages for mobile site
- Building of a Page on cpl.org to promote Hispanic Heritage Month
- Update Read in the CLE
- Update Story time Page on cpl.org

Actual Accomplishments This Period:

KnowItNow24x7 (KIN24x7):

- The KIN24x7 Statewide Coordinator spoke to a meeting in Piketon, OH, of the South Central Ohio Computer Association (SCOCA) Technology Coordinators (affiliated with INFOhio and dedicated to k-12 education) on Sept. 13. The Coordinator also stopped by the Chillicothe & Ross County Public Library and spoke with their Public Relations Director and dropped off KIN24x7 promotional items.
- This month, the KIN24x7 Provider Site underwent a major reorganization (including a URL change to <http://community.knowitnow.org>) in response to a recent study by last semester's practicum student and expanded uses beyond just provider librarians. The Statewide Coordinator and Web Site Coordinator changed access permissions, added content types, instituted a new theme and color scheme, and also automated posting of statistics and other content. The reorganization also included deleting defunct KIN24x7 providers and institutions.
- Kristine Szabo (Columbus State Community College) joined the Quality Assurance Committee for KnowItNow24x7 this month.

Converged Technologies:

- IT staff in the hardware group worked to deploy new public PCs and the new Xerox multifunction printer (MFD) at Sandusky by the agreed upon September 20th date. The MFD deployment was aided by Xerox personnel.
- Hudson is the first CLEVNET library able to manage spam sent to their domain using our spam filter's delegated administration functionality. Expansion to other CLEVNET libraries to continue into 2014
- Telecom and networking staff worked with vendor support at IPCelerate to implement live and pre-recorded paging capabilities via the Cisco telephony system hosted at CPL.
- Willoughby administrative staff has moved to a temporary location due to flood damage. Networking staff assisted in

the move to the new location which is expected to be in use for duration of two years.

- The Cleveland Law Library's was upgraded to an internet connection nearly 10 times faster thus eliminating the last legacy internet **connectivity of our CLEVNET libraries.**

Webware, Virtualization and Desktop Support Group:

- All Tube (CRT) style monitors on public PCs replaced at Garden Valley, Martin Luther King and Harvard Lee branches
- AD Manager Plus upgraded to allow greater support and scripting for Active Directory Management
- HP SIM (Systems Insight Manager) upgraded to support Windows Server 2012 management
- All the Windows Based Server hardware in CPL's Main Computer room was evaluated for age, performance and health.
- Distribution of CPL eNewsletter (off the Shelf) August 2013 Edition a distribution of 3,738. This issue featured: This issue featured: New Writers & Readers Season Kicks-Off September 21st ("Young, American, and Muslim"); and The Bay Psalm Book on Display at Cleveland Public Library.
- Building of the 2013/2014 Writers and Readers Micro-Site on cpl.org & Mobile pages for mobile site. The work included new content for speakers, new headshots, and homepage graphics for the season.
- Building of a Page on cpl.org to promote Hispanic Heritage Month. Content was provided by the graphics department to help promote Hispanic Heritage Month events at the library in addition to the Essay contest.

Update Read in the CLE

- Featured reader was updated: Mark "Munch" Bishop from ESPN News is the September/October Featured reader.
 - Page was posted on September 30th and it is currently being promoted via Social Media
- Changed Staff reader Rollie Welch's feature title on September 30
- A special "e-blast" was sent to a distribution list of 4065 on September 13, 2013, to promote "The Bay Psalm Book" event.
- Implementation of Summon search tool for CPL databases
 - Implement product. 90% Complete. Launch date scheduled for October 21.

- Two Hispanic Heritage Month booklist pages created by Youth Services. Posted on the Kids site, Teens site and Hispanic Heritage Month Promo page respectively.
- Built a promotional web page for Affordable Healthcare Act support at the library
- Built a promotional web page for the event "Arab American Stories"
- The Plain Dealer e-Edition classes were extended into October and the page was updated accordingly.
- Updated Mobile XML files to reflect non-summer hours for CLEVNET App
- Finalize Database Subscriptions for 2014 with CORC
- Titles were selected by the group based on titles that the current 15 CLEVNET libraries already subscribe to and reviewing Zinio's top 100 purchased titles across their customer base.
- Ongoing review of current subscribers. Working with Recorded Books for refunds and short term subscription resolutions.

Participate & Promote OverDrive's "Big Library Read"

- Participation began on September 16 and ran through September 30. The title "Fancy Nancy: Nancy Clancy, Super Sleuth" in both eBook and downloadable audiobook was featured on the CLEVNET eMedia site alongside Thousands of other Public Library eBook platforms that are using OverDrive to deliver eMedia.
- The title was featured on cpl.org's homepage as well as other CLEVNET libraries. Promotional participation on other CLEVNET library websites was determined by each library's Director and/or Marketing professional.
- Upgrade of SirsiDynix software. Preparation and testing for a new CPL circulation desk procedure to create and pay all bills within the SirsiDynix Workflows software. This includes bills for materials that require sales tax. New bill reasons were created and tested, and scripts written to transfer payment data nightly from SirsiDynix to Munis.

Other CPL Projects

KnowItNow24x7 (KIN24x7):

- Multiple speaking engagements and exhibit tables in October
- Reviewing alternative virtual reference software platforms

Converged Technologies:

- Migration testing for groupware suite
- Continuing deployment of Cisco VoIP telephony

Virtualization and Desktop Support:

- Continuing deployment of Workflows to remaining CPL Staff Desktops
- Continue upgrading and/or replacing Windows XP machines with Windows 7 machines

CLEVNET Planned Accomplishments This Period

- Update Mobile XML file to reflect non-summer hours for CLEVNET App
- Finalize Database Subscriptions for 2014 with CORC
- Finalize Zinio "Core content" for 2014 platform
- Finalize Zinio contract details
- Participate & Promote OverDrive's "Big Library Read"
- Organize a Bibliocommons working lunch with select CLEVNET librarians to take place during the OLC conference
- Gauge interest in a renewal of Freegal for CLEVNET libraries
- Upgrade SirsiDynix software
- Wrap up CLEVNET Visioning meetings

Other Project Accomplishments This Period:

- The final Visioning meeting for CLEVNET directors was held at Perry library on September 5. Preliminary results were shown to the Directors' Panel the following week. The Panel will work together to gather the information into a workable form, and begin to derive a forward path.
- Ann Palomo began work with the current chairman of the COSUGI (Customers of SirsiDynix Users' Group International) Consortia Group on local arrangements and registration for the group's annual working meeting, to be held in Cleveland/CPL in November.

Webware, Virtualization and Desktop Support:

- An Active Directory Health Check was performed on the Clevnet.org Forest
- Finalize Database Subscriptions for 2014 with CORC.
- Finalized Zinio "Core content" for 2014 platform. Titles were selected by the group based on titles that the current 15 CLEVNET libraries already subscribing to the service. Agreement sent to Joyce Dodrill for review on September 12

- Promoted and participated in OverDrive's "Big Library Read". The title "Fancy Nancy: Nancy Clancy, Super Sleuth" in both eBook and downloadable audiobook was featured on the CLEVNET eMedia site alongside Thousands of other Public Library eBook platforms that are using OverDrive to deliver eMedia. The title was featured on cpl.org's homepage as well as other CLEVNET libraries. Promotional participation on other CLEVNET library websites was determined by each library's Director and/or Marketing professional.
- Organized a Bibliocommons working lunch for Wednesday, October 9 at the OLC conference

Upgrade of SirsiDynix software

- Preparation and testing for a new CPL circulation desk procedure to create and pay all bills within the SirsiDynix Workflows software. This includes bills for materials that require sales tax. New bill reasons were created and tested, and scripts written to transfer payment data nightly from SirsiDynix to Munis.
- The final Visioning meeting for CLEVNET directors was held at Perry library on September 5. Preliminary results were shown to the Directors' Panel the following week. The Panel will work together to gather the information into a workable form, and begin to derive a forward path.
- Ann Palomo began work with the current chairman of the COSUGI (Customers of SirsiDynix Users' Group International) Consortia Group on local arrangements and registration for the group's annual working meeting, to be held in Cleveland/CPL in November.
- Jim Benson let us know that he was offered, and accepted, the position of Systems Librarian at the Maag Library of Youngstown State University. His last day at CPL/CLEVNET will be October 15. Subsequently, the Software team worked on knowledge transfer, and Jim spent time documenting scripts and standardizing some routines within scripts for easier maintenance and support after his departure.
- The Software team met with CPL Technical Services managers, reviewing progress on existing projects and discussing new cataloging features in 3.4.1 for RDA support.

Key Items in Progress This Period:

The SirsiDynix Symphony software was upgraded to version 3.4.1, service pack 3. Software staff tested the install and functionality. Hilary Prisbylla deserves special acknowledgement for taking the lead on the upgrade.

This version supports the following:

- New user features such as a tabbed window display, and right-click functionality.
- Barcode validation functionality to prevent bad scans of item and patron barcodes from entering the system.
- Supports for the upcoming length-expansion of OCLC numbers for the Cataloging department.