

## **DIRECTOR'S REPORT**

September 18, 2014

### **Fighting Community Deficits**

On Saturday, June 13th, the Carnegie West Branch hosted the Legal Aid @ Your Library clinic. Fifty-nine families signed up to receive a free consultation from a volunteer attorney. At the Clinic seven paralegals and students provided intake services and approximately a dozen attorneys volunteered. Included in the volunteer attorneys were Cleveland City Council Members Kevin J. Kelley (President), Phyllis Cleveland, Marty Keane, and T.J. Dow.

In June the Library began providing the Career Literacy & Education Workshop program at the Tri-C Metro Campus and the Rice Branch. In partnership with the Career Transitions Center the program series offers classes on networking, developing a work plan, work place etiquette, and interviewing skills. The classes target adult learners who are entering the workforce either for the first time or after a period of unemployment. Each site partners with a specific group of participants; the Rice Branch partnered with their GED class and Tri-C Metro's career counseling students attend their site's workshops.

On June 11, the Library hosted its first annual Girl Power event. The event was a series of workshops that focused on personal safety, health issues, social media and the arts. Over 150 teenage girls from CMSD schools visited the library for this event. The keynote speaker, former host of BET's *106 and Park*, Free a.k.a. Antoinette Marie Wright spoke on networking, self-betterment, and esteem issues facing teenage girls. The program was a partnership between the Reading RAMM organization that contracts with CMSD to deliver media arts training to area students.

### **MAJOR PROGRAMS**

During the months of June - August the Library's Outreach and Programming Services department focused on two system-wide initiatives: Summer Lunch Program, Summer Reading Club.

The Summer Lunch Program conducted in partnership with the City of Cleveland and the Children's Hunger Alliance ran from June 9 - August 2 at 27 locations throughout the library system.

This year's Summer Reading Club (SRC) theme was: Get a Clue...Read! The theme focused on mystery, investigation and clue-driven activities. The goal was to embed knowledge development and growth by strengthening participant's critical thinking and reading abilities as they uncovered clues, investigate, analyze, evaluate and solve weekly "cases." By design, many of the reading recommendations, activities and experiences, support the Common Core State Standards (CCSS), Science, Technology, Engineering, and Math (STEM) and Science, Technology, Engineering, Art and Math (STEAM) objectives.

The aim in the design of the 2014 Cleveland Public Library (CPL) SRC was to offer evidence-based solutions, through reading practice and critical thinking experiences, in hopes of helping to solve the persistent problems of reading deficiencies, reading reluctance and academic underachievement.

In 2014 CPL's SRC program saw a marked increase in both registrations and completions. The completion rate increased from 51% in 2013 to a 64% in 2014. Registration and completion stats are as follows:

Total Registrations-12,901

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The key partners for this year's summer reading club were: NASA Glen Research Center, the Cleveland Metropolitan School District, Friends of the Cleveland Public Library, the Cleveland Division of Fire and the Cleveland Metroparks Zoo. Additional programming support was provided by the PHASTAR Corporation and the Cleveland Public Theater (CPT). PHASTAR a non-profit aviation corporation that provides learning opportunities for high school and technical education students in the area of aviation provided hands-on aviation programming in select branches. CPL and CPT jointly offered the Guerilla Haiku project at a series of poetry & art programs that were presented by Haiku-Mistress, Caley Vickerman at Garden Valley, Collinwood Branch, and Carnegie West Branch. Youth and adult participants were encouraged to cover the library grounds and surrounding neighborhoods with sidewalk-chalked haiku poems.

At the conclusion of this year's Summer Reading Club the Library held a reading club finale at the Cleveland Metroparks Zoo. Approximately 2,018 participants and their families attended this event and 3 grand prizes, courtesy of the Zoo were awarded

to participants in three age categories: pre-school, school age and teen.

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Ms. Alexis Morales of the Fulton Branch, the teen category winner, received a Zoo Grand Prize Package and a signed copy of *Elijah of Buxton* by Christopher Paul Curtis.

Mr. Delbert Jordan of the Garden Valley Branch, the pre-school winner, received a Zoo Grand Prize Package and a signed copy of *Martin de Porres: The Rose in the Desert* by Gary D. Schmidt.

The Zoo Grand Prize packages all included a behind the scenes look at zoo operations, and a private meeting with the keeper of the participant's favorite zoo animal. The funds for the Zoo finale and grand prizes were generously provided by the Friends of the Cleveland Public Library.

The OPS department facilitated approximately 189 SRC programs, produced 174 program "kits". Total spending on SRC 2014 programming and support supplies was \$31,162.35. The largest share of this spending was on incentives given to children for meeting reading benchmarks throughout the summer.

In an effort to combat summer learning loss the Library continued to fund, both directly and with grant funding, its traditional educational services through the summer of 2014. Read to the Beat, a music based literacy program facilitated by the Music School Settlement was offered at 4 sites: Garden Valley, East 131, Union, and Mount Pleasant. The Library also began a partnership with Beyond Words, a provider of music-based literacy programming for pre-school aged children. During the summer months Beyond Words offered sessions at 6 locations: Fulton, Fleet, Walz, Addison, Collinwood, and Hough. The Library also continued to offer intensive reading instruction to children in grades K-3 at 4 locations: Addison, Garden Valley, Walz, and Woodland.

### ***Music at Main***

2014 was the first year that the Library scheduled consistent Music at Main music programming in the Eastman Reading Garden. In June the Library hosted a performance by a Tri-C Jazz Studies

ensemble and DJ Darrick Grant. In July the Chris Vance Trio and Brazilian jazz guitarist Moises Borges performed on two separate occasions. And in August Wordstage performed Walt Whitman: I Sing the Body Electric; a mixture of poetry and original music.

### ***Celebrate Diversity***

In June the Library hosted the final author visit of the 2013-14 Writers & Readers season. In partnership with the 2014 Gay Games syndicated columnist and author Dan Savage spoke on his It Gets Better Project and his published works *It Gets Better: Coming Out, Overcoming Bullying and Creating a Life Worth Living*, *American Savage*, *The Commitment* and *The Kid*.

#### Irina Muravyeva Author Event

Foreign Literature Librarian Victoria Kabo coordinated and hosted a Russian Language Literary event on June 16th featuring Russian author, Irina Muravyeva. The event, held at the Memorial-Nottingham Branch drew 54 attendees who were rewarded with an entertaining literary evening.

#### Chinese Summer Camp

Over thirty students were immersed in Chinese art, language and martial arts during summer day camp which ran from June 23rd to 27th at Main Library. Foreign Literature Librarian Caroline Han, in cooperation with Goodrich-Gannett Community Center and Cleveland Chapter of Confucius Institute coordinated and sponsored the camp. Both the Youth Services and Literature Departments graciously offered the ArtLab and departmental space for crafting and martial arts training.

### ***EXHIBITS***

In June the Library hosted the *Love Makes a Family* traveling exhibit including photographs and interviews with families that have lesbian, gay, bisexual, and transgender (LGBT) members. Through first-person accounts and positive images, this exhibit seeks to challenge and change damaging myths and stereotypes about LGBT people and their families. In August Main Library displayed a collection of mixed-media paintings of WWI aircraft by local artist William Marsalko.

## **Research That's Possible Only at Main Library**

\* A sports research firm called to get *Cleveland Plain Dealer* and *Cleveland Press* articles for a contentious baseball game played in Cleveland on July 23, 1901 against the Washington Senators, now the Minnesota Twins. The Minnesota Twins are now close to hitting their 10,000th home run and there were varying accounts of this historic game.

\* A researcher asked for *The American Journal of Numismatics*. She was looking at military medals from 1908.

\* Social Science staff members used the *Plain Dealer Historical* database to work on a reference question about an 1874 Women's Christian Temperance Union convention held in Cleveland.

\* BEL Librarians found the contact information for the Walt Disney Company in Sweden for a patron via the Kompass research database and responded to a patron's request for Client's Security Fund overview of claims against an entity for years 2012-2014 and utilized the Cleveland Corp. File (microfilm collection of old Cleveland Chamber of Commerce files) and the *Plain Dealer Historical* database to try to find information on the principals of the Gardner & Ranson Company.

## **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 at the IMLS STEM Learning in Libraries conference.
- I presented at CMHA's Sr. High School Graduation.
- I joined a delegation to Chattanooga for the "Connected City Briefing".

- I attended the American Library Association conference.
- I presented at CMSD's Annual Army of Believers Scholarship Luncheon.

## **CLEVNET**

CPL has 9,092 total followers on Twitter and the Facebook page currently has 6,839 fans.

## **GRANTS & DEVELOPMENT**

Starting Point/My Com - Submitted request for \$95,000 to continue providing after-school K-3 tutoring during the 2014/2015 school year.

Abington Foundation - Submitted request for \$7,500 for the 2015 Cleveland Mini Maker Faire.

New York Community Bank Foundation - The Friends of CPL discovered an opportunity to submit a proposal to this Foundation. After an introductory phone call, we submitted a menu of opportunities for them to learn about the Library. This was followed by an in-person meeting in June. That meeting resulted in a request for a full proposal of the Library's Learning Centers. This proposal is now being revised specifically for Learning Center type equipment at the Woodland and Carnegie West Branches.

Nominated Carrie for Crain's Cleveland CFO of the Year Award and received notice that she will be included in this year's 'induction class.'

Cuyahoga Arts & Culture (CAC) - Submitted final report for Maker Faire.

Attended State Library of Ohio's 2014 Library Leadership Ohio.

### Literary Lots

- Wrote agreements between CPL and both the Lot Manager and for the construction of the hands-on pieces.
- Helped to have marketing pieces printed (booklist, calendar, preview night invite, community night flier)
- Attended Funders Preview Night and Lot Opening
- Wrote article (one of three on Literary Lots) for Library as Incubator blogsite.

- Assisted in researching/developing/updating funding plan
- Facilitated conversations to host an additional Lot in Fairfax neighborhood.

Little Free Library - The Friends are administering a grant from PNC in support of the Little Free Library Cleveland Movement. I am working closely with Amy Dawson and the Friends to manage CPL's involvement and reporting on the grant. This includes:

- Scheduling introduction meetings between the LFL coordinator and the PNC Fairfax Connections Executive Director and the Director of the Fairfax Renaissance Development Corporation.
- Scheduling and attending a tour of the Fairfax neighborhood to identify sites to build 5 Little Free Library's in that community.
- Helping Amy Dawson to create a 'LFL best practices' document that outlines the Library's involvement in this city-wide initiative.
- Coordinated meetings between Friends of CPL and PNC Fairfax Connection.
- Attending LFL Advisory Board meetings.
- Administering details of the grant, such as identifying and securing space at CPL locations to accept and store books donated to LFL's.

Chess Club at MLK Branch - Coordinated the start of this program (sponsored by the Friends) with the MLK Branch Staff and the organization, Chess is Life, who will run this 10-week program that starts in September.

Friends - submitted monthly and 2<sup>nd</sup> Quarter updates on spending of programming and branch support money

Letters of Support

- To Mount Pleasant NOW Development Corporation for roundabout traffic project
- To Benjamin Rose Institute on Aging for Encore proposal to have senior artists in branches
- To Kiwanis Club for partnership with Fleet Branch.

## Restricted Grants

- Working to notify all managers that restricted grant funds are currently available for use
- Drafting a new form that will go out to managers to notify them when new restricted grant is received

Northeast Ohio Media Group (NEOMG) - began planning two of three events to be held this fall to showcase this digital literacy grant and partnership. The first is a ribbon-cutting ceremony at Harvard Lee Branch to show off the new equipment purchased. The second will be a larger event held at the Main Library on the Revitalization of Downtown, specifically for NEOMG to interview people living downtown to determine their perspective on why they moved here, what will keep them, what will continue to draw new people in, etc. The third, to be scheduled, event will be in conjunction with a senior center on the bookmobile route to showcase the new digital equipment that will travel in the bookmobile.

Cleveland Intellectual Property Law Association - Held a meeting to introduce this group to CPL, specifically introduced them to TechCentral and the Digital Hub.

Coach Sam's Inner Circle Foundation - Hosted meeting with Sherri Jones to discuss this Foundation's new partnership with CPL, which includes hosting a program featuring 'Jungle Terry' at Harvard Lee Branch as part of Summer Reading Club. We gave them materials for Summer Reading Club and Adult Education programs to pass out as their signature program, *Aiming Higher*, comes to an end for the school year.

## **PUBLIC SERVICES**

### Programs, Services & Exhibits

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Legal Aid at the Library, brief advice clinics offered by the Legal Aid Society of Cleveland, were offered at the Fleet, Rice,

and Carnegie-West branches from June-August. An average of 43 people per clinic came to the Library to receive consultations and referrals. Legal Aid also presented a workshop to branch managers on the new requirements for unemployment compensation claimants.

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#### OUTREACH

The OPS department facilitated and/or staffed 49 outreach events during the months of June- August. Notable events were the Asian Festival, the Glenville Festival, Parade at the Circle, Asian Festival, CMSD Back-to-School Fair, Luke Easter Park Family Unity Day, and the Wards 1, 2, 5, 7, 8, 9, and 10 festivals.

#### MEETING ROOMS and SCHEDULING

The OPS department accepted a total of 319 and meeting room requests and 164 AV requests for the months of June-August.

## BOOKMOBILE/ON THE ROAD TO READING

During the months of June- August the Mobile Services staff and vehicles served 212 stops and 5 community outreach events.

On the Road to Reading finished up their 2013-2014 season. The lost material for the program year was 92 items. The OTRR program circulated roughly 9,000 items in a program year- the lost rate was approximately 1% of the items circulated. This is the first time in the program's six year history that it was able to calculate a reliable lost material percentage.

### Summer Lunch Program

A total of 70 children participated and received free lunches as part of Main Library's participation in the Summer Lunch Program. Sponsored by the City of Cleveland Recreation Centers from June 9<sup>th</sup> - August 1<sup>st</sup>, free nutritious lunches were served week days from 11:30 a.m. - 12:30 p.m. in the Youth Services Department Story Room to children ages 1-18. During lunch service, the children were also treated to a literacy based activity.

### Summer Reading Club Kickoff and Club Programs

Youth Services Manager Annisha Jeffries, Library Assistant Christine Feczkanin and Children's Librarians Maria Estrella and Kristen Schmidt celebrated the Summer Reading Club Kickoff at Main Library with cake and beverages with 35 eager participants. Following the kick off, the *Get a Clue Read!* Summer Reading Club programs were conducted weekly for eight weeks. Each program involved stories, learning activities and a craft or activity related to the theme. During the eight-week session, a total of 889 children and families enjoyed a variety of entertaining, hands on interactive programming conducted by the Main Library Youth Services Department.

### Mom's Tea Party

Youth Services Manager Annisha Jeffries and Popular Department Manager Sarah Flinn worked together to coordinate a family programming event! The Popular Departments *Mom's Tea Party* and Youth Services *Spiderman* Program were held at the same time and within steps of each other. Parents, who were relaxing in the Teen Studio with their tea and learning about some great new books, were very happy to know that their children were just across the hall in the Art Lab taking part in a program of their own.

## Popular Library Programs

The Popular Department staff hosted two additional reading center events this summer. *Tablet Obsessed*, hosted in the Eastman Reading Garden, introduced patrons to new apps and games that staff members enjoy and the *Beach Read Extravaganza* included bestsellers and staff picks from all genres.

## Urban Otaku @ CPL

The Popular Department teamed up with the Anime Club Urban Otaku to host three summer events, a gaming tournament, a cosplay and a movie marathon. The gaming tournament held in the LSW Auditorium had 8 gaming stations. Teens participated in battles that were projected on the movie screen for all to enjoy. The cosplay event featured teens dressed up in their favorite anime characters walking the runway! The movie marathon included some of the club's favorites along with several new releases.

## AHA Lights Festival Preview Party

Fine Arts and Special Collections Manager Pam Eyerdam worked with LAND Studio and Outreach and Programming Services to host an *AHA Lights Festival* preview event on August 6<sup>th</sup> in the Eastman Garden. The *See Also* artwork, *Drawing Lines* by Ivan Juarez was featured and was prepped with colored lights for the festival. The Eastman Garden was also open to the public until 10 p.m. during the 3 day festival.

## On the Table Art Program

The Fine Arts Department hosted an artist program called *On the Table* on June 7<sup>th</sup> that gave local artists Corrie Slawson, Sarah Kabot and Amber Kepthorn the opportunity to present and discuss their artwork to the public. The program is part of a national artist registry of *The Drawing Center* in New York City.

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#### A Great Joy: The Women's Art Club of Cleveland Exhibit and Presentation

Fine Arts and Special Collections Manager Pam Eyerdam and Fine Arts Librarian Kelly Brown installed the exhibit *A Great Joy: The Women's Art Club of Cleveland 1906-2006* in the Fine Art Main Hall and in Special Collections. The exhibit will be on view from August through December. In addition, staff members hosted a panel presentation featuring Dr. Berardi and Dr. Walman who discussed the exhibit, on June 21st in the Treasure Room.

#### Movie Poster Exhibit

A display of 1950 to 1960's movie posters is on display on the 2<sup>nd</sup> floor of the Main Library. These posters are on loan from CPL's Photograph Collection. Literature Librarian Jean Collins has created promotional pieces for the exhibit.

#### Cleveland Playhouse Exhibits

Literature Librarian Jean Collins and Manager Amy Dawson worked with Julie Gilliland, Associate Marketing Director at the Cleveland Playhouse to coordinate the "Christmas in July" exhibit. The exhibit which was on display from July 1<sup>st</sup> to the 31<sup>st</sup> featured a leg lamp which was on loan from A Christmas Story House!

#### Playhouse Square Collaboration & Exhibit

In August the Literature Department featured a table-top exhibit highlighting Walt Whitman in conjunction with Music at Main's Walt Whitman: I Sing the Body Electric August 8, program.

#### Sarah Gridley and Cleveland Public Poetry

On August 23 Steve Capuzzo hosted poet and Professor Sarah Gridley for Cleveland Public Poetry in the Eastman Reading Garden. This was followed by an open mic poetry reading for all patrons and the public.

#### Fine Bindings from Special Collections

Special Collections Librarian Kelly Brown installed an exhibit of *Fine Bindings from Special Collections* in the John G. White

Exhibit Corridor. The exhibit will be included as part of *Octavofest* featuring bindings from the 15<sup>th</sup> through 21<sup>st</sup> century. It also includes unique bindings done by Jan Sobota.

#### Edinburgh Book Display and Bastille Exhibit

Special Collections Librarian Andrew Kaplan put together an Edinburgh Festival book display with both art and music books in Fine Arts. Clerk Michael Jacobs coordinated the Bastille exhibit in Special Collections featuring rare French titles such as the Egypt Expedition elephant folios commissioned by Napoleon, French folk songs and French political pamphlets. He also worked with Tech Central staff to create facsimiles of the Eiffel Tower and a guillotine using the 3-D printer!

#### Main Library Book Clubs

Main Library Book Clubs remain popular even during the summer months. The Literary Book Club, hosted by Popular Department Library Assistant Doug Westerbeke, read *A Constellation of Vital Phenomena* by Anthony Marra which takes place during the Chechen Wars. Special Collections Librarian Stacie Brisker presented a book talk for the Literature Department about Charles Chesnutt that included rare books from the collection. Foreign Literature Department Librarian Victoria Kabo hosted a regular bi-monthly Russian Book Club at the Memorial-Nottingham Branch.

#### Main Library Tours

Main Library staff members conducted both scheduled and impromptu tours for patrons and groups throughout the summer. Tour highlights include: A luncheon and tour of the Special Collections Department for the National Conference for FABS (Fellowship of American Bibliophilic Societies) hosted by the Rowfants of Cleveland

#### Outreach

History Librarian Beverly Austin gave a presentation at St. Ignatius High School about Main Library Local history resources on June 17<sup>th</sup>.

Popular Department Library Assistant April Lancaster updated and weeded CPL's satellite collection at Case Western Reserve University's Kelvin Smith Library.

Children's Librarian Kristen Schmidt hosted an information table at the University of Cleveland Preparatory School open house on August 14<sup>th</sup>. She was visited by 100 students, educators and parents.

Literature Library Assistant Evone Jeffries attended the Friendly Inn's Annual Healthy Family Fun Day. The event was held Thursday, July 10<sup>th</sup> at the Outhwaite Community Center Gym and for two weeks in July.

Foreign Literature Librarian Caroline Han hosted ESOL and computer literacy program at Goodrich-Gannett Senior Center for seniors throughout the summer as well as hosting Seniors Information Literacy and ESOL program at Asian Evergreen Senior Tower and Victoria Kabo represented the Foreign Literature Department at regular meetings of the Russian Cultural Garden Planning Committee.

#### Collection Development

The Foreign Literature department created a formal "Chinese Corner" in the NE corner of the department. Russian, Ukrainian and French juvenile collections were moved to new locations and the new seating area has been an immediate hit for patrons to study and read. In addition, the Foreign Literature Service Desk has also been re-positioned to better serve patrons as they enter department from the main corridor.

Social Science Library Assistant Pete Elwell coordinated a Sports Icon Series interviews with Cleveland Cavaliers announcer Austin Carr and Cleveland Browns announcer Doug Dieken.

#### Research That is Possible Only at Main Library

- A writer called to ask for an article on the art critic Mary Berenson who spoke in Cleveland in January of 1904. The Microform Center staff was able to locate a review of her speech in the Cleveland Leader.
- A researcher from Purdue University visited to look at the CPL collection of aviation periodicals.
- A sports research firm called to get Cleveland Plain Dealer and Cleveland Press articles for a contentious baseball game played in Cleveland on July 23, 1901 against the Washington Senators, now the Minnesota Twins. The Minnesota Twins are now close to hitting their 10,000 home run and there were varying accounts of this historic game.
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- A patron from San Francisco requested a digitized copy of a music score of the Concert-Stuck by Charles Voss in which CPL is the only library to have the copy.
- A hospice worker phoned the library to thank staff for helping to locate the relative of a dying woman with dementia. CPL staff members had been able to locate her relatives using databases. Hospices workers then contacted her relatives who were present at the dying woman's death.
- Staff from a local galley requested to view the set of *Etchings of the Cleveland Union Terminal* by Rosenberg, Louis Conrad, and 1890-1983.
- Local University Librarians inquired to verify information for a Cleveland Postcard that had an image of a Cleveland Public Library building from the turn of the 20<sup>th</sup> century. The postcard shows Main Library in a building located at the southeast corner of East 3rd Street and Rockwell.
- A patron requested to study the American Guild of Organists Cleveland Chapter records located in Special Collections.
- Architectural inquiries were received regarding architectural graphic standards from the American Institute of Architects; floor plans for pre-1950 bungalows, garage plans from the 1940s, House plans from the 1980's; blueprints to Jacobs Field (now Progressive Field).
- A patron from New York inquired about any information in regards to the artist, Pluma M. Brown that resided in Cleveland during the early 1920s.
- A Public Services Librarian from the Cleveland Museum of Art inquired about images of the home designed by Charles W. Wason (circa 1920) on Euclid Ave. Photos of the addition were found but not the original home.

- A writer working on a biography about Mary Berenson (wife of Italian art connoisseur Bernard Berenson) was looking for information about a lecture she gave in Cleveland on January 20, 1904. An article was found in the Cleveland Leader. The CPL Microfilm Department assisted with the research.
- A patron from Virginia requested a pamphlet on how to speak Vietnamese printed by the GPO in 1967. Once located, scans were made for the patron.
- A scholar inquired about the rare book *The Torrent and The Night Before* (1896) and requested a scan of the inscription.
- A chess researcher traveled to CPL to see 4 books from the Chess Collection on June 7<sup>th</sup>: John Nunn's Chess Course, The Diamond Dutch by Viktor Moskalenko, Winning Chess Strategy for Kids by Coakley, Winning with the Stonewall Dutch by Sverre Jonsen.
- A checker historian needed scans from 3 books: Match at draughts played in Brechin, on 20th May, 1881, Draughts a match played between J. Marsden, of Leeds, and Womersley, of Bradford and Game of Draughts: A Full Account of the Fourth Correspondence Draughts Tournament for the Championship of India, 1902.
- A chess historian from Switzerland needed a scanned image of the miniature portrait of Francois Philidor from the CPL collection.
- A member of the Marshall Chess Club in NYC came to see the papers of Frank Marshal in the CPL collection as well as few other members of the Marshall Club. He is writing a book for the 100 year anniversary of the Marshall Club.

### Staff Development

AV/Lending staff members attended a Customer Service Workshop led by Improve consulting CEO, Ellen Burts-Cooper and Assistant, Crickett Rastall on June 3<sup>rd</sup>.

Main Team Manager Robin Wood attended the ALA Conference in June and presented a NEO-RLS Webinar for new library supervisors on June 19<sup>th</sup>. The program, HR Stuff that Every Supervisor Should Know, was designed to help new library supervisors understand basic HR principles.

Popular Department Manager Sarah Flinn attended a NEO-RLS workshop on June 12<sup>th</sup> on *The Many Faces of Mentoring*.

Fine Arts and Special Collections Manager Pam Eyerdam and practicum student Joy Yokie attended the Ohio Museums

Association workshop *Disaster Planning Redux* held at the ICA (Intermuseum Conservation Association) on June 23. Ms. Eyerdam also made a presentation to the new shelf division pages on book care over the summer.

Special Collections Librarians Stacie Brisker and Kelly Brown, Manager Pam Eyerdam and Practicum student Joy Yokie attend the Quarterly meeting of the CAR (Cleveland Archival Round Table) at the Dittrick Medical History Library at Case Western Reserve University and Fine Arts Librarian Bruce Biddle attended the CPAC Roundtable (Community Partnership for Arts and Culture) held at CPL on June 18<sup>th</sup> for a session entitled *Building Communication Strategies*.

#### Other Main Library News

The exhibit catalog *Charles F. Schweinfurth: Uncompromising Architect of Cleveland's Valiant Age* will receive a "Public Education and Awareness" award in October from the Ohio History Connections.

The Special Collections Department received notice from Spanish Director Agusti Mezauida that the chess film documentary, *The Man Who Was Inspired by His Queen* (filmed last summer 2013 in the Special Collections Department) will be released in Barcelona in November 2014.) The director also plans to submit the film to the Cleveland Film Festival.

An article in the *American Art Review* (July-August 2014) credited the Cleveland Public Library Special Collections Department for co-curating the exhibit *A Great Joy: The Women's Art Club of Cleveland 1906-1912*.

With over 40 years of service at CPL, BEL Library Assistant Joseph Parnell was featured in a Plain Dealer article titled "Older Workers stay on the job past retirement age as percentage of younger worker's declines." The article appeared on Sunday, June 15<sup>th</sup>, Father's Day.

Social Science Librarian Tracey Overbey wrote, edited, and produced an issue of the CPL FIT newsletter, and worked on the Staff and Family Picnic, which took place on August 17<sup>th</sup>. Ms. Overbey also worked on the Lunch-and-Learn programming, which included Manager Milos Markovic and Librarian Mark Moore presenting summer gardening ideas on August 27<sup>th</sup>.

During the summer months the Shipping Department staff continued their high efficiency as 90% of the deliveries were turned over the same day, while the remaining 10% had a 24 hour turnaround.

Public Administration Library Clerk Brenda Robinson retired on July 31<sup>st</sup> and Library Assistant Eddie Johnson retired on June 6<sup>th</sup>.

#### Branches

Addison Branch- The branch hosted Street Lit Author CJ Hudson; local radio celebrity Sam Sylk and Urban Author Celena Howard as part of the A New Chapter: Adult Book Discussion Forum this summer.

Collinwood Branch - Youth Services Librarian Natasha Wells received a "Kick Starter Grant" for "Something to Do" at Staff Day on June 6. Manager, Caroline Peak participated in numerous community meetings including planning meetings with the Collinwood Community Partnership with the Cleveland Museum of Art.

East 131<sup>st</sup> Street Branch- Manager, Ginaya Willoughby participated in the NEO-RLS New Supervisor Webinar this summer. She attended the following meetings: East End Collaborative, Cleveland Transformation Alliance, Planning Meeting for Imagine Harvard School and the Ward 2 Meeting.

Garden Valley Branch - Pasha Moncrief, Children's Librarian and Leonard Burks, Library Assistant helped Garden Valley Branch place number one in registrations and completions across the branches for the Summer 2014 Summer Reading Club.

Martin Luther King Jr. Branch- The branch hosted a performance by The Distinguished Gentleman of the Spoken Word. The branch also hosted an artist reception entitled "Artistic Expression of Men of Color"

Mount Pleasant Branch- Staff focused on workplace skill development with the three Y.O.U. summer workers, including public service in a public library. The Manager worked with the Murtis Taylor Social Services Center, Mt. Pleasant NOW Nonprofit and participated in the Mt. Pleasant Roundtable.

Rice Branch- Staff worked with employees from Harvey Rice to prepare for the upcoming school year. Program offerings were well received by the community. Branch manager Ali Boyd represented the library at numerous community meetings and events.

Union Branch- Summer Reading Club kick-off was attended by over 50 children who enjoyed music, food and games. Over 200 children enrolled in the Summer Reading Club. An average of 15 to 20 children participated in the Summer Lunch program. Branch manager Marcie Williams set-up an information table at a Christmas in July event held at the Triumph the Church and Kingdom of God in Christ Church. It was a family event where bags of food and school supplies were distributed.

Woodland Branch- Youth Services staff attended the August 14 Open House at Alfred Benesch Elementary on August 15. Children's Librarian Adela Garcia met with the new principal Ms. Gilmore and the new librarian Sandy Kozar.

Carnegie West Branch - Legal Aid hosted a free legal clinic on August 9th. Literary Lots took place this summer in Novak Park for three weeks (July 19th to August 9<sup>th</sup>) using an ocean/underwater theme.

Eastman Branch - Young patrons participated in a variety of events including playing the wii, enjoying bubbles with bubble wands, and making their very own Cat in the Hat, hats. Our special guest, the Cat in the Hat delighted the crowd and then everyone got to enjoy pizza, cake, and punch.

Fleet Branch - TechToyBox lending station was delivered and launched. Patrons were able to charge ipads and my Cloud laptops. Branch Clerk, Betty Hollowell, conducted 19 sessions of story hours to 260 children in North Broadway daycare centers. Manager, Rekiat Olayiwola, attended P-16 Steering Committee meeting.

Fulton Branch - The partnership with Cuyahoga Valley National Park met with a steady group of participants. The participants enjoyed going to 5 different parks and participated in various scheduled activities. The theme was "Get Up, Get out & Go!" This year there were 9 separate field trips.

Jefferson Branch -There was an author visit by Drs. Philip Belzunce and Lalei Gutierrez, authors of "Eight Pathways of Healing Love: Your Journey of Transformation," they shared lessons learned through decades of experience in counseling with an emphasis in couples counseling. Their presentation offered a wide array of real-life tools to help heal and improve relationships of every kind

Lorain Branch - Tween Time, MakerLabs, and Sew Lorain were all exciting programs that took place. Some of the Tween Time

activities included creating sun catchers, karaoke, and playing musical instruments. The makerlabs allowed children to explore making with printing cookie cutters with the 3D printing, using snap circuits, using pads to draw in Sketchbook, and making a wallet out of envelopes. Both the Adult and Kids Sew Lorain programs gave patrons the opportunity to make new objects either from new material, such as coasters or old materials like tote bags made out of used t-shirts. Lorain Branch received one of three TechToyBox Device Lending Stations. These stations allow patrons to check out pads or myClouds for up to three hours. The Seed Library was able to reach many community members through staff attending the Gordon Square Farmers' Market to market the Seed Library and a WKYC segment called See the Possible filmed on July 8 at Lorain Branch

Rockport Branch- On June 6th Rockport was awarded an Innovation grant to convert storage space into a teen center. Staff began clearing out the storage room June 7th. Shelving was removed in early July. Wall construction and painting began July 14th. Furniture for the new space has begun to arrive and new carpet will be put in soon. The grand opening of the center is tentatively scheduled for late September/early October. The youth collection was rearranged over the summer so materials progress in age order.

South Branch - Esperanza Inc. back to School Event: Mr. Declet and Ms. Kanna Blade hosted a table at the Esperanza Inc. Back to School event on August 9, 2014. The crowd had started to gather by 8:30 to be in line to collect the book bags. This is a large event that usually means over a thousand people walking through the area and going to the tables of different community organizations. This was the Library's second time to participate in this yearly event and we had the opportunity to talk to over 560 participants.

South Brooklyn Branch - Adult Library Assistant, Anna Kaufman Ford and Tammy put on various displays. For the adults the displays were the following topics: Cleveland, exercise, self-help, ethnic eats, poetry, 4<sup>th</sup> of July, photography, the word "summer" in titles of books, Hot in Cleveland theme like "Hot in Cleveland" show, LeBron James & Johnny Manziel.

Sterling Branch - With financial support from the Friends, the Sterling Garden Club was formed to teach children the basics of container gardening. Club members planted geraniums, coleus, marigolds and mums. Catherine Young (Sterling's photographer/film maker) took a series of delightful planting

day photos (sent in separate email). The kids learned that little feet playing in the planters and no water do not help the garden grow! The Garden Club resumes after Labor Day for a late summer planting. Catherine Young and the Sterling Kids made an amazing DVD - "Sterling Summer Videos". This series of videos includes: The Cooking Show, Cooking Slideshow, Fancy the Music Video, Makeup Challenge, Another Cooking Show and Happy.

Walz Branch - Walz Branch launched its Imagination Bridge innovation grant with a teaser program 3 times a week for the month of June. The group ranged from 5 to 15 participants and is aged from 5 to 16. The students designed costumes or superheroes, read readers theater scripts and memorized poetry that they then recited at a program for their parents.

West Park Branch- West Park staffed a craft table at each of the "Asphalt Cinema" events (1 per month) sponsored by the Kamm's Corners Development Corporation with about 300 people visiting the CPL table each time. We staffed a table at the neighborhood summerfest as well at the beginning of the summer.

Ohio Library for the Blind and Physically Disabled

From June through August 2014, OLBPD circulated 176,576 books and magazines directly to patrons. OLBPD registered 439 new readers to the service. Approximately 1,910 active OLBPD BARD (Braille and Audio Reading Downloads) patrons downloaded 34,724 items from among 2,179 registered users.

On June 4<sup>th</sup>, OLBPD and the State Library of Ohio (SLO) Talking Book Program co-hosted a statewide, one day sub-lending machine agency conference. Sub-lending agencies act as local equipment distribution and patron services support, as well as host deposit library collections of OLBPD library materials. Sub-lending agencies include Ohio public libraries, along with blind and low vision rehab and social services centers. More than 50 sub-lending agency staff attended the conference. Information and updates about OLBPD's service were provided, as well as guest speakers from the Ohio State School for the Blind, and VOICEcorps Reading Service. Exhibitors were also on hand to show a variety of services and technology of interest to our patrons.

On June 17<sup>th</sup>, OLBPD hosted its annual Volunteer Appreciation Luncheon. This year, the luncheon was held at OLBPD and Lake Shore Rooms 1A & 1B. Approximately twenty-six volunteers attended the luncheon, and National Library Service (NLS) certificates of appreciation were handed out to participants. OLBPD hosted 37 volunteers over the last year who contributed 1,322 hours of service.

From July 14-15<sup>th</sup>, OLBPD hosted Vickie Collins, Head, National Library Service (NLS), Network Services Section, for our biennial consultant visit. Every two years, NLS sends a consultant to evaluate OLBPD on how well we provide service according to the Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped. During her visit, Ms. Collins met with the entire staff to discuss the provisions of NLS service. Following her visit, she will provide OLBPD with her report and her recommendations to improve service according to the NLS standards.

On July 16<sup>th</sup>, OLBPD hosted its annual Family Fun and Learning Day in Cleveland at the Lake Shore Facility rooms 1A & 1B. OLBPD hosted over 100 patrons who enjoyed tours of the Sensory Garden. Guest speakers for the day included Ohio's State Librarian Beverly Cain, Cindy Lombardo, Tracy Grimm from the SLO Talking Book Program, and Vickie Collins from NLS, and Terry Pluto, local columnist and author from the Cleveland Plain Dealer and Ohio Media Group. Exhibitors were also on hand from the Cleveland Veterans Administration, Cleveland Sight Center's "Eye-dea" Shop, Guiding Eyes for the Blind, Walmart Low-Vision Center, Magnifiers and More, as well as other exhibitors offering products and services of interest to our patrons.

On July 26<sup>th</sup>, OLBPD hosted staff from the Pittsburgh Regional Library for the Blind and Physically Handicapped (LBPH). The Pittsburgh LBPH staff was interested in learning more about the Keystone Library Automation System (KLAS) that OLBPD uses to circulate and maintain reading materials as part of our service. Throughout their day here at OLBPD, they spent time discussing with comparable staff here how to perform daily operating routines using KLAS.

The Ohio Braille and Talking Book Program Consumer Advisory Committee meeting was held at the State Library of Ohio on July 24<sup>th</sup>. Consumers were provided updates about the service, including information from the NLS consultant visit and details about the pending distribution of currency readers to eligible blind and low vision U.S. citizens through the Bureau of Engraving and Printing (BEP). OLBPD and State Library are also finalizing a date to host our annual Family Fun and Learning Day 2015 event in Columbus at the State Library of Ohio.

OLBPD Librarian Michelle Makkos and OLBPD Library Assistant Ken Redd provided information and talks about the service at the Transition Expo on May 3<sup>rd</sup>; Stark County Senior Day on May 13<sup>th</sup>; Cleveland Senior Day on May 14<sup>th</sup>; Health Fair at St. Clair Place



on May 21<sup>st</sup>; Mt. Alverna Health Fair on May 28<sup>th</sup>; Hamlet Village on May 29<sup>th</sup>; Brecksville Senior Center on June 7<sup>th</sup>; Akron Blind Center on June 9<sup>th</sup>; Services for Independent Living on June 12<sup>th</sup>; Cleveland Sight Center White Cane Walk on June 21<sup>st</sup>; Mentor Low Vision Group on June 25<sup>th</sup>; Ward 5 Festival on June 28<sup>th</sup>;

The OLBPD Book Club met throughout the summer. In June, the book club read "The Life of Pi" by Yann Martel; in July "Room" by Emma Donoghue; and in August "The Ocean at the End of the Lane" by Neil Gaiman.

OLBPD Library Assistants Stephanie Combs and Rose Andujar will be retiring on November 30, 2014. Staff requisitions were submitted to fill these two positions upon their retirement from Cleveland Public Library.

## TechCentral Summer Report

### TechToyBox Device Lending Kiosks

Three Device Lending Kiosks have been installed in TechCentral, Lorain Branch Library and Fleet Branch Library. Each station contains six iPads and six myCloud laptops, and allows patrons to checkout a device for use in each location for up to three hours per checkout. Patrons are required to surrender a valid, non-expired, government-issued photo ID to library staff prior to checking out a device. The Kiosks, launched on July 28, are part of the TechCentral satellite locations initiative. During the month of August, the three kiosks generated a total of 370 device checkouts by 111 unique library users.

### TechCentral Satellite Locations - Fleet and Lorain Branch Libraries

TechCentral staff, along with branch staff, began offering regular MakerLabs at Fleet and Lorain Branch Libraries in June as part of the TechCentral satellite locations initiative. The ultimate goal is to offer around 1 event at each location, each week, allowing branch patrons to experience and learn about a variety of 'maker' topics.

### Cell Phone Charging Stations

On June 4, the first of eleven cell-phone charging stations were launched to patrons at TechCentral. The TechCentral station has ten bays allowing for charging of cell phones and smaller tablet devices. These stations allow patrons to charge their mobile devices in a secure locker, using a passcode of their choosing.

Northeast Ohio Media Group/Plain Dealer Digital Literacy Grant TechCentral staff has prepared four TechTool Box Digital Literacy kits, each containing a variety of mobile devices and apps to allow patrons to learn about and explore the capabilities of each device. As well, The Plain Dealer e-Edition and Cleveland.com apps are installed on all supported devices. These kits will be given to OPS for use with Mobile Services and Branch digital literacy programming.

#### New MakerLab Programming and Tutorials

TechCentral's Laser Engraver was central to a new MakerLab, *Making Laser Cut Custom Jigsaw Puzzles*, created and offered by Library Assistant, Computer Emphasis, Deman Deng, on June 21 in TechCentral. Mr. Deng showed patrons how to import photos and other designs and how to turn them into custom, one-of-a-kind laser cut jigsaw puzzles.

A new MakerLab, *3D Pet Monster*, was created and offered by Library Assistant, Computer Emphasis, Adam Jaenke. This Lab focused on the use of 3D animation software to create 'Pet Monsters', which were subsequently printed on TechCentral's 3D printer. The event was offered on July 28 in Youth Services, and nearly a dozen Pet Monsters were printed as part of the program.

#### Upcoming National Presentations

TechCentral Coordinator, Sam Tripodis, was accepted to present as part of a panel discussion at the ASIS&T 2014 Annual Meeting on October 31 - November 5 in Seattle, WA. Mr. Tripodis will be talking about 3D Printing technologies and various ways 3D printing is being used in libraries.

TechCentral Manager, CJ Lynce, was accepted to present a session at Internet Librarian 2014 in Monterey, CA on October 29. Mr. Lynce will be presenting *Making Libraries, Making Makers*, a session focusing on introducing 'maker' services in libraries, and how to develop 'makers' from traditional library patrons.

#### Outreach, Presentations, and TechCentral Visits

On June 28, Library Assistant, Computer Emphasis, Deman Deng attended the Waterloo Arts Festival and presented the Library's 3D printer at the event.

A group of administrators from Baldwin Wallace University toured TechCentral on July 28. TechCentral Manager, CJ Lynce, provided an overview of TechCentral services, as well as information about TechCentral's MakerSpace.

On July 31, Mr. Lynce presented a session on 3D Software packages *Tinkercad* and *123D Design* to a group from the Cleveland Digital Publishing User Group. The group has previously utilized TechCentral services to print a sample models that were used in a presentation by CDPUG members.

During the month of July, Library Assistant, Computer Emphasis, Karmar Clifton worked on identifying and adding new community organizations to the TechCentral Computer Class Mailing List. In August, several TechCentral staff members visited these new organizations in order to introduce TechCentral and provide information on how the library can help to provide services to users of these organizations.

On August 8, Mr. Lynce provided a tour of TechCentral to administrators from the Las Vegas-Clark County Library District.

Computer Classes, MakerLabs, and One-on-One Sessions

During the Month of August, TechCentral Coordinator, Sam Tripodis coordinated the shadowing of all TechCentral instructors as part of their annual evaluation process. Mr. Tripodis, or TechCentral Manager, CJ Lynce, observed each instructor during a computer class or MakerLab program.

The following are the statistics for Computer Class and MakerLab programs for June, July, and August:

<b>June Computer Classes</b>	Branches	Main	<b>Total</b>
Number of Computer Classes	38	16	<b>54</b>
Attendance in Computer Classes	155	65	<b>220</b>
Cancelled Computer Classes (in-advance, no registrations)	2	0	<b>2</b>
No-Show Computer Classes	0	0	<b>0</b>

<b>June MakerLab Programming</b>	Branches	Main	<b>Total</b>
Number of MakerLabs	13	1	<b>14</b>
Attendance at MakerLabs	103	8	<b>111</b>
Cancelled MakerLabs (in-advance, no registrations)	0	0	<b>0</b>
No-Show MakerLabs	0	0	<b>0</b>

<b>July Computer Classes</b>	Branches	Main	<b>Total</b>
Number of Computer Classes	41	16	<b>57</b>
Attendance in Computer Classes	145	88	<b>233</b>
Cancelled Computer Classes (in-advance, no registrations)	7	0	<b>7</b>
No-Show Computer Classes	1	0	<b>1</b>

<b>July MakerLab Programming</b>	Branches	Main	<b>Total</b>
Number of MakerLabs	8	3	<b>11</b>
Attendance at MakerLabs	70	15	<b>85</b>
Cancelled MakerLabs (in-advance, no registrations)	0	0	<b>0</b>
No-Show MakerLabs	0	0	<b>0</b>

<b>August Computer Classes</b>	Branches	Main	<b>Total</b>
Number of Computer Classes	47	18	<b>65</b>
Attendance in Computer Classes	196	73	<b>269</b>
Cancelled Computer Classes (in-advance, no registrations)	0	0	<b>0</b>
No-Show Computer Classes	0	1	<b>1</b>

<b>August MakerLab Programming</b>	Branches	Main	<b>Total</b>
Number of MakerLabs	6	2	<b>8</b>
Attendance at MakerLabs	47	12	<b>59</b>
Cancelled MakerLabs (in-advance, no registrations)	1	0	<b>1</b>
No-Show MakerLabs	4	1	<b>5</b>

In addition to formal computer classes and MakerLabs, TechCentral staff offered a total of 66 one-on-one instructions sessions during the summer. Session topics include:

- 3D Printing
- Adobe Photoshop
- Android tablets
- Apple iPad
- Attaching photos to email
- Computer Basics
- CorelDRAW
- Craigslist
- Creating business car
- Digital News and Searching
- Email Basics
- Emedia
- File management and organizing photos
- Foundation Directory Online
- Internet Basics
- iTunes
- Job searching

- Mail Merge
- Microsoft Excel
- Microsoft OneDrive
- Microsoft PowerPoint
- Microsoft Publisher
- Microsoft Surface Tablet
- Microsoft Windows 8
- Microsoft Word
- Mouse Skills
- Novel Formatting
- Resumes
- Searching for apartments
- Taking screenshots
- Using laptop computers
- Wiki
- Wordpress

## **TECHNICAL SERVICES**

Pamela Matthews began work as Collection Manager on June 2. Her previous position had been the Acquisitions Manager at Cuyahoga County Public Library. She spent her first few months visiting all the Branches and Main Library Subject Departments for which Collection Management selects and getting to know the Library and the community.

All Managers and most staff attended Staff Development Day on June 6. Preservation Manager Alicia Naab attended the final planning meetings; she and the rest of the committee acted as leaders on the day of the successful event.

The migration to the new Office 365 email software went smoothly due to the efforts and patience of the Technical Services Ambassadors. The Ambassadors were Gloria Massey, Barbara Satow, Nate Infante, Christon Hicks, Nancy Mocsiran, Carole Brachna, and Stephen Wohl. All Technical Services Managers contributed to a status report and update of the 2014 Operational Plan.

In June, Patricia Lowrey, Director of Technical Services, attended the semi-annual meeting of the heads of Technical Services for the eight largest public libraries in Ohio. She attended several meetings of the CPL committee evaluating a possible FMLA tracking service. Ms. Lowrey attended the Quarterly Public Service Managers meeting and the CLEVNET Director's Meeting. She served on the interview panel for the IT Department's Enterprise Architect position. Ms. Lowrey attended the Healthcare Re-opener discussion on August 28.

The Technical Services Wellness Ambassadors met several times during the summer. They created of a CPL FIT Bulletin Board for the Lake Shore Facility and held a smoothie sale. Shelf Shipping Supervisor Stephen Wohl chaired the group which included librarians Dale Dickerson, Laura Mommers, and Lisa Kowalczyk and Technical Services Associate Christon Hicks. Ms. Lowrey, Materials Processing Manager Elizabeth Hegstrom, Preservation Manager Alicia Naab, and Ms. Kowalczyk attended the CPL FIT picnic on August 17.

## **ACQUISITIONS**

Over the summer the Acquisitions Department ordered a total of 19,754 titles and 31,966 items (including periodical subscriptions and serial standing orders); they received 40,095 items and 5,813 periodicals and serials; they added a total of 10,301 items; and processed a total of 1,889 invoices.

Sandy Jelar Elwell, Acquisitions Manager, and Nathaniel Infante, Technical Services Associate, managed the 2015 subscription renewals and cancellations for Main Library and Branch periodicals. The completed 2015 subscription renewals were submitted to the vendors to be processed.

Ms. Jelar Elwell also worked with High Demand Manager Carole Brachna to get the Baker & Taylor continuations/standing orders account setup for EDI ordering and invoicing. The first EDI order under this account was successfully transmitted in August.

## CATALOG

Catalogers added 12,477 titles and 9,818 items for Cleveland Public Library during the summer months.

At Staff Development Day, Barbara Satow assisted the Employee Recognition Committee by manning their table. The information she compiled on behalf of the Catalog Department was used on one of the "Did You Know" posters posted in the hallway.

Mike Monaco, as part of the CPL150 team, helped run the "CPLStarter" voting. He attended a meeting of the CPL150 Team in August.

Regina Houseman, Mr. Monaco, and Ms. Satow worked on the problem of inconsistent and incorrect use of volume designations in CLEVNET item records which affects how holds are filled. Catalog Manager Andrea Johnson worked with the IT/CLEVNET department to orient staff to changes in the Sirsi/Dynix search results display. The change displays additional information in the Format Details column, making it easier to distinguish large print books, audio books, and e-resources from regular print books.

Amei Hu worked with Dawn Grattino to develop some Frequently Asked Questions with examples for the Staff Center to improve reporting and handling of bibliographic and item problems. Ms. Hu volunteered to serve as a Cataloger's Desktop Expert User for the Library of Congress. She participated in two one-hour webinars provided by LC, which demonstrated Desktop's new look and oriented Expert Users to their responsibilities.

Ms. Houseman, Ms. Satow, and Materials Processing Manager Elizabeth Hegstrom presented "RDA without Tears" at Ohionet's *RDA 4 Everyone Conference* on July 10. The presentation explained how CPL's Catalog Department made the transition from AACR2 to RDA for monographs. Ms. Satow and Ms. Houseman attended Ms. Hegstrom's program "OMG it's RDA." Ms. Grattino attended a

workshop on using RDA to catalog unusual materials called "What is this and how do I catalog it?" sponsored by Academic Library Association of Ohio. Ms. Grattino and Ms. Houseman attended a webinar, "RDA for music: Scores" and began cataloging musical sound recordings using RDA guidelines in August.

Ms. Johnson also conducted interviews for a Technical Services Librarian (Slavic language required) position with assistance from Elizabeth Hegstrom, Materials Processing Manager, and Dawntae Jackson, Human Resources Assistant.

#### COLLECTION MANAGEMENT

Over the summer, Librarian Laura Mommers selected 1,010 DVD titles and ordered 9,639 DVD copies. She selected 890 CD titles and ordered 7,232 CD copies. Collection Manager Pamela Matthews, Librarian Bonnie Bolton, and Assistant Nancy Mocsiran selected 3,684 book titles and ordered 22,433 copies. The Collection Management Department handled about 200 discretionary lists from the Branches.

Staff processed a total of 198 telescopes of materials by relocating items to branches and the college collections at Case Western Reserve University (CWRU), Cleveland State University (CSU), and Cuyahoga Community College Metro Campus (CCC).

Ms. Bolton visited the Eastman and Rockport branches to check on their Young Adult needs during the summer. Ms. Bolton also attended the SLJ SummerTeen 2014 online institute. This entirely online conference presented popular YA authors talking about their writing experiences and current and forthcoming titles as well as panel discussions and virtual exhibits highlighting young adult literature.

Ms. Mommers visited Youth Services and the Popular Library on August 13<sup>th</sup> to talk with them about their music collections.

#### HIGH DEMAND

Over the summer staff cataloged 2,491 titles, and added 35,390 items. They ordered 3,611 titles and 33,556 items. They processed 1,397 invoices totaling \$488,338.87. Staff processed about 600 items and received almost 2,000 items for other departments.

Summer Salem began to handle the DVD "Received with Holds" list; she expedites processing of those items. High Demand Manager



Carole Brachna began to select DVDs and BluRays from the "Holds Reorder Report." She continues to transfer records and request that holds be moved, as needed to meet patron requests. Dale Dickerson, High Demand Librarian, performed work on 17 photographs and 20 items for the digital collection. Ms. Brachna met with Technical Services Associates Rosalyn Easley and Ms. Salem to discuss having a written schedule of their tasks.

Toward the end of August, the ordering staff began to struggle with an error that would block orders from being loaded into Sirsi easily and they had to enter titles by hand. Ms. Brachna worked on solving an issue with Ingram mass mkt paperback loads, in which orders attached to incorrect titles. She picked up the comic books from the West Park area. She worked with Acquisitions Manager Sandy Jelar-Elwell to send a test EDI order for standing order titles.

#### MATERIALS PROCESSING

The Associates cataloged 4,576 new titles for the Cleveland Public Library and added 4,543 records for the CLEVNET libraries over the summer months. The Associates and Sr. Clerks added 14,868 items. The Technicians worked on 64,433 items.

Materials Processing Manager Elizabeth Hegstrom worked with Regina Houseman and Barbara Satow on presentations for the Ohionet *RDA 4 Everyone Conference* which was held on July 10. Ms. Hegstrom presented "OMG it's RDA: What Public Service staff need to know (without TMI)" Patricia Lowrey, Director of Technical Services, Pamela Matthews, Collection Management Manager, and Ms. Hegstrom met to discuss the processing of materials for a local author collection at the Rice Branch.

#### PRESERVATION

Gloria Massey continues to upload school newspapers to the Digital Gallery; the yearbook and newspaper collection recorded significant increases over the summer. Renee Pride prepared the 2013 board minutes for binding; they were finished and sent to Archives. Ms. Pride also matted eight prints for an exhibit in Special Collections on "Women in Art." Laura Wallencheck completed review of the *2013 Daily Legal* news for microfilming.

Elizabeth Bardossy researched furniture and equipment options for the new Digital Hub. Preservation Manager Alicia Naab compiled an inventory of computer hardware and software needs for the new department. Ms. Naab worked with Ann Marie Wieland

in Archives to compile information on the Ora Coltman triptych in Special Collections that will be relocated in the Digital Hub.

Ms. Naab attended a NOTSL meeting in July. Ms. Bardossy trained Stephen Wohl on the removal of small amounts of mold that have recently been found in the stacks at the Lake Shore Facility. In August Ms. Naab completed the Brookside Digital Project with 42 new maps being added to the Atlases, Maps and Park Plans of Greater Cleveland collection. Ms. Naab and Ms. Massey attended a Sirsi searching refresher workshop presented by the Catalog Department. Ms. Naab and Pam Eyerdam developed written guidelines for Main Library staff to request copies of microfilm.

There were 899 items added to the Digital Gallery over the summer bringing the total to 48,794 items; over 66,000 pages were viewed. A total of 116 phase boxes were made and 171 books were repaired.

#### SHELF SHIPPING

Over the summer the staff of the Lake Shore Shelf Shipping Department sent 457 items to the Main Library for requests and to fill holds. The Technicians unpacked and received 58,709 new items for the Acquisitions and High Demand Departments. A total of 4,378 telescopes of finished new materials were shipped out to the Main Library, Branches, the College Collections, and CLEVNET libraries.

Shelf Shipping Supervisor Stephen Wohl joined the Page New Hire Committee in interviewing over 50 page candidates for positions throughout the library on June 10-12; he attended the New Page Orientation on July 15 and the Committee meeting on July 25. Mr. Wohl visited the South Brooklyn and Brooklyn branches on July 29<sup>th</sup> and the Collinwood, Woodland and Mount Pleasant branches on August 12<sup>th</sup>. Mr. Wohl coordinated the Technical Services CPL FIT Smoothie Sale. Thirty-eight smoothies were sold. Darryl Pless continued to volunteer to help in the Preservation Department making phase boxes when needed. Daniel Francis was hired as a Page; he started on July 21<sup>st</sup>.

#### MARKETING & COMMUNICATIONS

Media coverage for the months of June, July, and August included 89 print and online publications, as well as TV and radio. The full report, available in the Marketing Department, shows media

that mentioned CPL had ad values of \$76,639.12 for the 3 month period with an outlet circulation audience of 173,797,097 people. Media outlets that featured CPL events and programs during this time period received 1,288,903,990 unique visitors. Full report in the Marketing Department. Unusually large numbers were due to an article that appeared in *Huffington Post* entitled *5 Ways Libraries Cultivate Community Art* that mentioned CPL and the *Reading Nest*.

Ads to promote Summer Reading Club appeared in *Campus Observer*, *Collinwood Observer Scoop on Summer*, *Ohio Life News*, *Call & Post*, *Universe Bulletin*, and *La Prensa*; Dan Savage was promoted on Facebook, *cleveland.com*, *Gay People's Chronicle*, *Scene Magazine*, and *Crain's* Cleveland Foundation special edition and on radio-WKSU-89.7FM and WCPN-90.3FM; general ads for the Library ran in fall sports calendars for East Tech, Collinwood and Glenville High Schools, and on the back of t-shirt giveaways for the JFK High School fall games, and Karamu Centennial Celebration program; an ad for the Eastman Reading Garden was placed in the *Gay People's Chronicle* for the Gay Games issue; Profile News Ohio ran monthly ads to promote library card sign-up; a full page spread promoting the neighborhood branches appeared in the *Live Cleveland* supplement to *Cleveland Magazine's* June issue; Sports Research Center ad was placed in the *Browns Yearbook*.

*Summer Read Selfie* was initiated as a Facebook promotion to encourage viewers to post themselves reading their summer book. This ran most of the month of July and all of August. It was among the top 5 most engaging posts for August. Marketing plans to continue coming up with more ways to engage the public on social media.

CJ Lynce and Cathy Poilpre conducted interviews regarding the MakerSpace with *Wired* and *Make Magazine*.

Search Engine Marketing with *cleveland.com* resulted in a weekly average of 683 clicks to the website per week. "Public library" and "free music downloads" remain in the top 10 searched for terms.

## GRAPHICS

Graphics staff designed and/or printed and distributed 422 pieces June-August, including graphics for the library website, program guides, digital presentations, exhibits, fliers, signs, and 14 staff newsletters; wraps were designed for the TechToyBox

and Phone Charging Stations; they designed and printed all materials for Staff Development Day; designed a new 3 For Me library card and produced ads and collateral to promote that and the new Landmark Series card.

#### JUNE-SOCIAL MEDIA

##### **The top 5 most clicked on links from BOTH Facebook & Twitter:**

1. May 30th: (This was the start of the ad): Save the date: Dan Savage is coming to Cleveland Public Library on June 21st!
2. June 13th: We covered the Carnegie West Branch in @ohiocitytweets with haikus! (Link to Guerrilla haiku photos)
3. June 7th: Summer is HERE. Time to make that summer reading list-check out what Natalie Ronayne of @CBGarden is reading (Link to Read in the CLE)
4. June 18th: Will we see you at Cleveland Public Library this Saturday for Dan Savage at 2 pm? (Targeted tweet)
5. June 26th: RT @Cleveland\_PL: Show your #CLE pride & browse through digital gallery of CLE photos. Create your own #TBT ! (Link to digital gallery)

##### **Top 5 most engaging posts on Facebook (includes likes, comments, etc.):**

1. June 19th: Throwback Thursday photo
2. June 20th: Link to Scene Magazine article w/ Dan Savage
3. June 12th: Shared photo from the United Way with Slider and Stuff the Bus
4. June 13th: Carnegie West guerrilla haiku photos
5. June 25th: Link to Community Deficit Fighter video

#### JULY-SOCIAL MEDIA

##### **The top 5 most clicked on links from BOTH Facebook & Twitter:**

1. July 18th:"reading cleveland: a summer reading list by locals for locals" (via @FreshWaterCLE) (Link to Fresh Water reading list on Twitter)
2. July 17th: Ralphie from A Christmas Story at the @ClevePlayHouse stopped by CPL yesterday to celebrate Christmas in July: (Link to photos)
3. July 16th:In case you were wondering, yes, there are #superheroes at Cleveland Public Library (Link to CDF video)
4. July 11th: @Cleveland\_PL: Since @KingJames is on his way home, we have some reading for you to catch up on! #LebronReturns (Link to Lebron books and videos)
5. July 29th: Learn something new, make something cool. Check out a class at TechCentral (Link to TechCentral classes)

**Top 5 most engaging posts on Facebook (includes likes, comments, etc.):**

1. July 28th: Link to WKYC See the Possible Cleveland SeedBank story
2. July 17th: Throwback Thursday photo
3. July 15th: Opening of Literary Lots
4. July 17th: Photos of Ralphie from Christmas Story
5. July 27th: #CPLSummerREad photo from patron (the next 5 most engaged posts on FB were also summer selfies!)

AUGUST-SOCIAL MEDIA

**The top 5 most clicked on links from BOTH Facebook & Twitter:**

1. Aug 1st: We're excited to help @clevelandstudio light up #CLE during AHA! Check out details of this incredible event! (Link to AHA! website)
2. Aug 7th: See Eastman Reading Garden lit up like never before. Check out AHA! starting tonight-Saturday. (Link to AHA!)
3. Aug 10th: 13 Tips for Getting More Reading Done (Link from Twitter)
4. Aug 27th: Great video! RT @Cleveland\_PL: CPL ALS Ice Bucket Challenge #IceBucketChallenge (Ice Bucket Challenge video that was retweeted)
5. Aug 8th: What a great campaign! (Link to New York Public Library article about the "I Read Everywhere" campaign)

**Top 5 most engaging posts on Facebook (includes likes, comments, etc.):**

1. August 1st: Post about AHA! Cleveland
2. August 4th: Promotion of automated vending-TechToyBox
3. August 26th: Photo of Ice Bucket Challenge
4. August 27th: Video of Ice Bucket Challenge
5. August 14th: Throwback Thursday photo

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

Twitter followers are up from 6,197 in 2013 to 8,642 in June 2014. Facebook fans are up from 5,396 in 2013 to 6,686 in June 2014. Downloads of books in an electronic format (eBooks) were up from 88,254 in 2013 to 110,771 in June 2014.

Library News on the cpl.org homepage featured pages built for the following news item: ArtLab; Post Audit and Board Meetings; See Also: Drawing Lines; Stuff the Bus with Books; and Woodland Branch Temporarily Closed Until Saturday.

During the month of June, the following new events, programs, and information were promoted on pages of cpl.org: Writers & Readers: Dan Savage; Summer Reading Club; Exhibits; Music at Main; Gale Courses (formerly Learn4Life); Guerilla Haiku; See Also: Drawing Lines; OverDrive Big Read; Emmy Award Deficit Video; eMedia for Kids; Zinio; Closed July 4; Garden Open; TechCentral MakerSpace; Celebrate with Books; Hot Titles for Cool Readers K-7; Art Labs; Culture Grams; Enticing Titles; My Tunes-Pharrell Williams-Happy; and MyPlace My eBooks are Free.

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

The 34rd "Off the Shelf" (June 2014 issue) was sent out on June 3, 2014, to a distribution list of 4,239. We had a 25% open rate, well above the industry average of 22%. This issue featured: Writers & Readers Welcomes Columnist & Author Dan Savage; Not Your Average Summer Book Club: Join the Big Library Read; Eastman Reading Garden Opens in June (and See Also info); Stuff the Bus with Books; and Guerilla Haiku Hits Cleveland. The following new releases were featured: The Lobster Kings by Alexi Zentner; We Were Liars by E. Lockhart; and Sixth Grave on the Edge by Darynda Jones. The following events were featured: A Great Joy: The Women's Art Club of Cleveland, 1912-2006; The Amazing Spiderman; Mom's Tea Party; Cleveland Public Poetry; Tablet Obsessed; Author Visit: Irina Myravyova; Urban Otaku Gaming Tournament; Summer Reading Club; and MyTunes.

5 pages were built or updated, including Hot Titles for Cool Readers.

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

Twitter followers are up from 6,427 in July 2013 to 8,861 in July 2014. Facebook fans are up from 5,502 in July 2013 to 6,779 in July 2014. Downloads of books in an electronic format (eBooks) were up from 95,580 in July 2013 to 111,449 in July 2014.

Library News on the cpl.org homepage featured pages built for the following news items during the month of July: ArtLab; Take the 100-Pack Challenge; and CPL150 Ad Hoc Committee Meeting.

During the month of July, the following events, programs, and information were promoted on pages of cpl.org: Summer Reading Club; Exhibits; Music@Main; Gale Courses; See Also; Emmy Award-winning Community Deficit Fighters video; eMedia for Kids; Summer Selfie; Zinio Digital Magazines; South Branch Updates;

LGBT Resources; Garden Open; TechCentral MakerSpace; Summer Reading; Hot Titles for Cool Readers; ArtLabs; Culture Grams; Enticing Titles for Teens; MyTunes Miranda Lambert; Garden Now Open; and MyPlace MyCard my eBooks are Free.

17 Popular Topic pages were updated with new book lists in July.

The 35th "Off the Shelf" (July 2014 issue) was sent out on July 3, 2014, to a distribution list of 8,034. We had a 21% open rate, lower than our usual open rate due to 4,000 new emails being added and having 748 bounce-backs. The bad emails were deleted, which will improve our open rate in August. This issue featured: Summer Read Selfie; Christmas in July; Out of the Closet and Into the Costume: Gay Comix; Summer Afternoon Concerts in the Garden; and OLBPD Annual Family Fun & Learning Day. The following events were promoted: Bastille Day Exhibit; Moms' Beach Party & Summertime Fun; Urban Otaku Cosplay Extravaganza; Pest Management; Pest Management; Legal Aid at Your Library; ArtLab Fun: LEGO® Mania!; and ArtLab Fun: The Magic School Bus & Fun Science Experiments. The following new releases were featured: Landline by Rainbow Rowell; Close Your Eyes, Hold Hands by Chris Bohjalian; and Dollbaby by Laura Lane McNeal

AUGUST-WEBWARE [www.cpl.org](http://www.cpl.org)

Twitter followers are up from 6,682 in August 2013 to 9,092 in currently. Facebook fans are up from 5,614 in August 2013 to 6,839 currently. Downloads of books in an electronic format (eBooks) were up from 94,145 in August 2013 to 116,123 currently.

Library News on the cpl.org homepage featured pages built for the following news items during the month of August: FREE Tutoring in All Subjects: Grades K - 8; New Cleveland Landmark Series Library Card; FREE Patent Workshop; and Cleveland Public Library Celebrates Hispanic Heritage Month.

During the month of August, the following events, programs, and information were promoted on pages of cpl.org: See Also; Music@Main; MyTunes for Kids; Gale Courses; TechCentral; Emmy Award Winning Video: Community Deficit Fighters; Summer Read Selfie; Zinio; LGBT Resources; Garden Open; MakerSpace; Searchasaurus; eBooks for Kids; Hot Titles for Cool Readers; ArtLabs; Culture Grams; 3D Printing Basics; Enticing Titles; MyTunes: Calvin Harris; and MyPlace MyCard My eBooks are Free.

7 Popular Topic pages were updated with new book lists in August.

An eBlast was sent out with information about the Karen Long Brown Bag Book Discussion. This email announcement was opened by 2,072 people, ranking it a 24% open rate. This is higher than our average of 21% and the industry average of 22%.

The 36th "Off the Shelf" (August 2014 issue) was sent out on August 17, 2014. Of the emails sent, 1,713 were read. This gives us a 20% open rate. With more newly entered emails being added and still experiencing many bounce-backs, we are still "weeding" distribution list of subscribers. The bad emails were deleted, which will continue to improve our open rate in September. Despite the open rate, we are reaching a larger audience than we ever have before, looking at the total number of opens. This issue featured: Light Up Cleveland!; Music@Main presents Walt Whitman: I Sing the Body Electric; Used Book Sale; Take The 100-Pack Challenge; Poetry in the Garden; TechToyBox Now Automated!; Book Box at WOW!; and WWI Aviation Art Exhibit. The following new arrivals were featured: One Kick by Chelsea Cain; Lucky Us by Chris Bohjalian; and An Unwilling Accomplice by Charles Todd. The following events were promoted: Summer Read Selfie; Seed Saving; A New Chapter: Adult Book Discussion Forum - Third Season: Session 4; Anime on the Big Screen; MAKERLABS... Making Tunes: Mastering Mix Tracks; Making Speakers Using Sticky Notes; Making Code: Learn to Program; Make Your Masterpiece: Online Photo Editing; and MakerKit Mania!

### **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. We are meeting weekly with contractors working on the Digital Hub.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. All condenser coils and A/C units were cleaned and serviced at all locations. Data and power lines were run to the new children's AWE computers at numerous branches. Bad light ballast have been replaced with new at Brooklyn, Collinwood, Hough, LSW, Main, Rockport, Mt. Pleasant, Rice, and Woodland. Wiring was run from Main to Safety



and Protective Services office for the new intercom on the dock. Defective piping was replaced on the Heat pump (HVAC) system at Langston Hughes. Staff worked with contractor to locate underground water leaks at Lakeshore. Fan coil units on the 3<sup>rd</sup> and 4<sup>th</sup> floors of Main were serviced and repairs were made as needed.

The Carpenters and Painters removed shelving, lockers and put up walls in the back work room of Rockport to create a new Teen center. Roof repairs were completed at Brooklyn, Eastman, Glenville, Hough, Union, and West Park. The concrete ramp and handrail were repaired and new exterior doors were installed at the bottom of the ramp at Lorain. AED's boxes were installed at West Park, Rockport, Walz, Harvard-Lee, Glenville, Lorain, Addison, Langston Hughes, East 131, Brooklyn, South Brooklyn, Mt. Pleasant, Fleet, Union, Jefferson, Temp. South, Fulton, Lakeshore, and Woodland.

The Garage serviced all lawn mowers, weed wipers, and leaf blowers and delivered to the branches. The following vehicles were serviced, #1, #2, #3, #5, #6, #9, #12, #13, #15, #17, and #25.

## **SAFETY & PROTECTIVE SERVICES**

### **SAFETY SERVICES**

- Quarterly fire drills for all branches were completed for the first three quarters of 2014
- Lake Shore fire drill was completed.
- Lake Shore tornado/earthquake assembly procedures were drafted and are awaiting comments from Director of Technical Services
- LSW/Main evacuation procedures were drafted
- Two Joint Union/Management Meetings were held and minutes drafted.

**PROTECTIVE SERVICES**

Activity

Month	Total Dispatch Activities	Ave per day	Total Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents	Incident Reports Generated	CPL access activities
Aug 2014	4997	192	90	29	313	153	34	83
Jul 2014*	3,137	224	71	22	206	69	52**	133**
Jun 2014	4,593	200	102	29	391	148	36	
May 2014	5,958	221	82	42	444	156	58	
Apr 2014	5,500	204	78	39	362	186	46	75
Mar 2014	5,531	213	179	36	284	201	47	70
Feb 2014	5,524	240	177	35	278	158	41	69
Jan 2014	5,426	226	199	21	260	209	45	76
Dec 2013	6,250	272	239	34	224	254	58	86
Nov 2013	6,407	267	257	44	211	229	84	425
Oct 2013	5,648	226	301	42	262	144	63	61
Sep 2013	6,371	265	270	20	251	140	36	204
Aug 2013	7,134	264	263	23	265	216	37	242
Jul 2013	6,264	241	149	21	239	167	67	198
Jun 2013	5,671	236	38	49	224	180	52	340

\*This month is only for 14 days due to a network drive issue and subsequent loss of data.

\*\* This count is not impacted by loss of data.

Special Attention, Special Events, and Significant Incidents

- Cuyahoga County Lake Shore Meeting 06/18/2014
- Community Partnership of Arts and Culture LSW 06/18/2014
- AACG Faith Based Engagement Meeting 06/12/2014
- Cleveland Leadership Center Lunch 06/27/2014
- Land Studio Donor Party Eastman Reading Garden 08/06/2014
- Lake Shore Friends Meeting 08/30/2014
- LSW Room 218 E Fire Your Boss Academy 08/16/2014
- Carnegie West Additional Security 08/22/2014
- Main Additional Security 08/21/2014

Protective and Fire Systems

- The repair to the Lorain Branch Burglar and Fire System was completed.
- The repair to the Brooklyn Branch Burglar and Fire System was completed.
- The repair to the Glenville Branch Burglar and Fire System was completed.

## Contract Security

- Willo Security Contract was negotiated and completed.
- A contract extension with G4S through 06/30/2015 was negotiated and is awaiting Board approval.

## Administration

- Local 244 Contract negotiations continued.

## **INFORMATION TECHNOLOGY & CLEVNET**

### CLEVNET

The CLEVNET Directors' regular quarterly meeting was held July 25, 2014, at the Lake Shore Facility.

On August 6, 2014, as a follow-up to the visioning process undertaken by CLEVNET in 2013, the Directors' Panel, other Directors representing various-sized libraries, CLEVNET and CPL staff, and an outside consultant met in retreat at the Lake Shore Facility. The following summary of the day's work was prepared by Julianne Bedel, Director of Barberton Public Library and Chair of the Directors' Panel:

*The visioning process had identified five major areas of member concern: governance; change management; technology; marketing; and training. The assembled group gave 'governance' top priority and spent the retreat both in conversation and a group exercise that produced the following areas of concern.*

### VISION

*Members would appreciate a better understanding of the mission, values, direction, and history of CLEVNET. In addition to better understanding the hierarchical structure of CLEVNET, members would like assurance from the CPL Board that future Board members and a future CPL director will remain committed to the CLEVNET model and/or have an alternative plan in place should CPL need to divest themselves of their current commitment to CLEVNET.*

### FISCAL TRANSPARENCY

*The consensus of the group was that members would appreciate a better understanding of how their dues fit into the budgetary structure and processes of CLEVNET. This includes but is not limited to understanding how CLEVNET funds are allocated and expended but also to having a mechanism for formal participation in the budgetary process.*

## *STAFFING*

*Members would like to have more knowledge of how CLEVNET is staffed. This would include access to job descriptions, communication regarding vacancies, hiring policies and procedures, and an understanding of how staffing needs are projected specifically in regards to future CLEVNET growth. A clearer understanding of the split between CLEVNET staffing and CPL staffing is requested. There is concern for the future recruitment of talent to CLEVNET.*

## *VOICE*

*The advisory panel feels they could operate more effectively as a group if given a formalized voice in the operation, decisions, and future of CLEVNET. This goal could best be achieved if the responsibilities and parameters of authority of the advisory panel were formally re-defined in a more participatory role, rather than strictly advisory.*

These areas of concern have been shared with CPL leadership and will be discussed with the CLEVNET membership at their quarterly meeting on October 31, 2014. A second Panel Retreat is scheduled for September 17, 2014, at Lake Shore to continue the conversation regarding governance, specifically in the area of staffing.

## CLEVNET Projects

The following press release excerpt from Encore Technology Group summarizes the major CLEVNET project successfully completed by the IT/CLEVNET staff this summer:

*GREENVILLE, S.C. - July 30, 2014 - Encore Technology Group today announced that it has completed an Office 365 deployment and major data migration project for . . . [30] members of the CLEVNET library consortium. The project - which was sponsored by the Cleveland Public Library, the founding member of CLEVNET and one of the nation's oldest (Est. 1869) and largest research libraries - involved the migration of 2,652 e-mail accounts from Zimbra to Office 365 and the integration of Encore CloudArchive.*

*"CLEVNET was founded in the spirit of driving communication and collaboration between libraries, and over the past 32 years, Cleveland Public Library and fellow members have shared physical and digital resources to benefit library patrons," said Rod Houpe, CTO of Cleveland Public Library. "This migration was rooted in our vision of further aligning our technologies and unifying our communications, while giving member libraries more*

*ways to collaborate." He cites distance learning and instant messaging as a couple of the new tools available to members.*

*Houpe and his team chose to make the switch to Office 365 shortly after Zimbra was spun off from VMware last year. "The timing seemed right to explore our options," he said. "Since we were already using Microsoft Office on our desktops, Office 365 seemed like the most logical solution, especially because we would gain a lot more mailbox storage capacity at a fraction of the cost. We have found Office 365 to be a lean and agile solution with endless possibilities."*

*Cleveland Public Library, with Houpe at the helm of the IT department, not only spearheaded this project, but it also served as one of two pilot libraries for the deployment.*

Other significant CLEVNET projects included:

- Active Directory Child domains created for Kingsville, Barberton and Norwalk
- Active Directory Child domains created for Hubbard and Girard
- Active Directory Forest has been updated to Server 2012 R2
- New Domain Controller has been installed for the Cleveland Law Library
- Barberton, Sandusky, Hubbard and East Cleveland migrated to 50mb connections
- Medina, Bristol, Clyde, Conneaut, Fairport, Kingsville, Milan, Norwalk, Perry and Wickliffe upgraded to 100mb connections

#### CPL Projects

MyCloud 2.0 Infrastructure upgrade has been completed.

#### Library Systems & Applications

Meanwhile, over the course of the summer, Library Systems & Applications staff handled over 635 help desk cases from CLEVNET member libraries. Support highlights include:

- Working with CollectionHQ and SirsiDynix to install three new custom reports that allow CLEVNET members that subscribe to CollectionHQ to receive additional statistical information.
- Developing with Novelist a custom script to extract holdings information to facilitate placing holds at 3M Self checks.
- Adding new policies to the circulation policy file for Birchard Public Library, Medina County District Library, Milan-Berlin Township Public Library, Perry Public Library and Sandusky Library.

- Generating over 200 weeding/shelf list reports for CLEVNET member libraries.

On July 8, 2014, Hilary Prisbylla and Larry Finnegan met with James Tolbert, the new director at Milan-Berlin Township Public Library, to provide an overview of CLEVNET services. They also met with Molly Carver at Bellevue Public Library regarding her building construction project.

Hilary Prisbylla met with the new librarian at Hawken School, Sara Kelley-Mudie, on August 19, 2014, and provided a Workflows and CLEVNET orientation session.

#### KnowItNow24x7

KnowItNow24x7's major development over the summer was the implementation of a new software platform from LibraryH3lp. In addition to reducing overall costs, moving to this browser-based platform eliminated the need for participating libraries to download software to staff the service. LibraryH3lp also provided chat widgets for libraries to post to their website, providing Ohioans with immediate access to KnowItNow24x7. The chat widgets could also be configured to allow local libraries to serve local patrons via the statewide network. In-person training sessions for the new platform were held around Ohio, and training materials were posted to the KnowItNow24x7 Community Site for librarians who wished to be autodidactic. Five academic libraries and one public library were welcomed into KnowItNow24x7's staffing institutions during the summer as well.

#### Virtual Services

The Summer Reading Club website launched in early May and concluded August 2, 2014. A new video tutorial with a detective theme demonstrated to children how to use the site.

Virtual Services Manager Beth Hatch and Sam Tripodis of Tech Central created course materials and taught 17 classes at the beginning of the summer in preparation for the launch of Office 365, the new email system. Training was held at Main Library, Lake Shore, Carnegie West, Martin Luther King Jr., and South Brooklyn branches. Ms. Hatch created a video tutorial series to help new staff with their email, which is featured on the staff intranet. She has also hosted six webinars on Office 365 for all of CLEVNET, and taught five in-person classes at Lake Shore for CLEVNET.

Ms. Hatch is creating a training site for all CLEVNET staff using Moodle, an online learning management system. Courses may include orientation to CLEVNET, Office 365, Introduction to eMedia, and more. Course instructors have been recruited from the Training Special Interest group of CLEVNET.

For professional development, Ms. Hatch and David Reynolds attended three days of SharePoint training in preparation for the redesign of the CLEVNET members' site. Ms. Hatch attended the American Libraries Association annual conference and co-presented at the NEO-RLS Summer Symposium on the use of digital badging in libraries. Mr. Reynolds continues to provide support for eMedia and databases and updating the website daily with featured news stories, new pages, new content and more with information from Marketing and Public Services.

#### Staff Changes

At the end of July, Director Thomas shared the following news with staff: *After many weeks of careful and heartfelt contemplation, Chief Technology Officer Rod Houpe has decided to take a position as Chief Information Officer with the Cleveland Metropolitan School District. Rod has been a force for positive change for Cleveland Public Library, and although we regret seeing him leave, we should be encouraged that his expertise will be utilized to further CMSD's transformation for the academic success of the children of Cleveland. It is with warmest personal regards that we wish Rod Houpe success in his new position.*

Following Mr. Houpe's departure on August 1, 2014, Larry Finnegan was made Acting Director of IT, and Hilary Prisbylla was made Acting Director of CLEVNET. Darren Novak stepped into the role of Systems Manager, the vacancy left by Mr. Finnegan. Further restructuring of the department to meet the needs of the CLEVNET member libraries will be a priority in the strategic planning process for CLEVNET in the fall of 2014.

A great loss for the department occurred when Brian Leszcz left in July to accept the position as Digital Access and Systems Librarian at The Rock and Roll Hall of Fame and Museum. Mr. Leszcz was serving in the position of a Library Systems & Applications Specialist when he resigned, but he will be remembered for the nine and a half years he helped shape KnowItNow24x7 into the nation's premier online virtual reference service. Having been with the KIN24x7 project since its inception, Mr. Leszcz is held in high esteem by public and academic librarians across Ohio.