

DIRECTOR'S REPORT

April 19, 2012

Monthly Statistics

Circulation for the month of March was 575,279. This was a significant decrease of 5% from last year's March circulation of 603,827. The decrease may be in response to a backlog in the shipping department which is causing delays for our patrons. The circulation activity for eMedia has increased tremendously from last year and provides us with an ongoing opportunity to reach our community users virtually. eMedia circulation continues to be a bright spot despite the poor news for March.

The number of computer sessions for 2012 was down from 2011 levels. There were 76,943 sessions this year in comparison to last year's 79,468. Not surprisingly, the number of hours in use for our computers decreased from 53,998 in 2011 to 50,832 in 2012. This was a decrease of 6%. In 2011, the job market was considerably worse than it is now, and we'll have to continually monitor any correlation between a better job market and decreases in computer use.

Attendance for the month of March was 309,873. This is a decrease of 3% from last year's attendance number of 318,998. The Main library reported a 4% decrease in attendance, and a smaller walk-in count per hour. The branches also had a significant decrease of 3%.

Programming/Outreach

March was another great month for CPL programming and outreach. On March 8th, CPL served up a conversation on food with the Lockwood Thompson Dialogues series. Cleveland author, culinary expert, and television personality Michael Ruhlman hosted a conversation on food and cooking with award-winning food photographer Penny De Los Santos and James Beard Award-winning chef Dan Barber at the Louis Stokes Wing auditorium. A near capacity crowd listened and then participated in the discussion. Over 100 audience members attended a reception featuring local chefs in the new programming space of the Fine Arts department. The photography of Penny De Los Santos is featured in the Fine Arts Department, thanks to the efforts of **Pam Eyerdam**.

Just a week later, CPL hosted another successful cultural program that attracted visitors from as far away as Ireland and Washington, D.C. Celebrating the life of boxing champion, Irish-American legend and Cleveland native Johnny Kilbane, the Johnny

Kilbane Centennial Celebration spotlighted the 100th anniversary of his epic fight with Abe Attell. Over 230 people attended the program hosted by Harry Boomer of *19 Action News*, and watched the rare film footage of the fight while listening to the musical accompaniment of Brian Holleran and his Ceili band. The program also featured the opening of a traveling exhibit on the life of Johnny Kilbane that was researched and written by Margaret Lynch of the Irish-American Archives Society of Cleveland. CPL kudos to **Michael Ruffing** and **Darlene Ronney** for their efforts in making this program a big success. St. Patrick's Day was a huge celebration for the city of Cleveland this year, and CPL is proud of its participation in the festivities. Our parade entry featured staff members from throughout our system and our popular Book Cart Drill Team. Hundreds of parade watchers also visited our library and received free books, face painting and twisted balloons.

PLA

I attended the Public Library Association this year with John Skrtic, Director of Public Services and Trustee Alan Seifullah. I would describe the mood of the attendees at PLA as optimistic, but with an overwhelming sense of caution about what the future holds for libraries. While I saw this mix of optimism and fear throughout the conference and especially within my meetings with vendors, I believe my work as a focus group member for the EDGE initiative best highlighted the level of change being asked of libraries. The EDGE initiative is an effort to create public access technology benchmarks for the library field. Coordinated by the Urban Libraries Council, and financially supported by the Gates Foundation, the vision of the initiative is to give users of public access computers a cutting edge advantage with technology. I was asked, along with a dozen other directors from across the country, to evaluate their benchmarks and provide feedback. The hope is that these benchmarks become an adopted plan by all libraries throughout the country to provide consistent technology access to public library users.

Strategic Plan

Our Mission:

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

Our Strategic Priorities:

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

Meetings and Activities

- I attended the United Way Annual meeting, and was inaugurated as a new member.
- I was joined by **Tim Diamond** (Planning and Research) and **Cheryl Diamond** (Public Services), in a meeting with Councilman Brian Cummins to discuss changes going on in Ward 14.
- I was joined by **Tracy Martin** (Financial Services) as I provided a presentation to the Board of the Friends of CPL. I also presented our 2012 budget request.
- I attended the Public Library Association conference in Philadelphia from March 14-16.
- I was honored by Positive Plus Women's Support Group as a Distinguished Gentleman for my work in Cleveland's communities.

CLEVNET

March's total OverDrive CLEVNET eMedia collection circulation was 61,120, almost doubling last year's total of 34,774. CPL has 3,664 total followers on Twitter and the Facebook page currently has 3,871 fans.

GRANTS & DEVELOPMENT

Friends of the Cleveland Public Library
Presented 2012 budget request, with Director Thomas, to the Friends Board of Directors on 3/9/12.

In Town Club

Attended Director Thomas' (3/26/12) presentation to this private invitational ladies' luncheon club with the intent of learning to give similar presentations to community organizations.

Learning Centers

Worked with Aaron Mason to begin developing proposals for additional support of the 6 new learning centers including:

The Abington Foundation - preparing request for \$20,000 to be submitted for May 1 deadline in support of either equipment costs or programming.

The Hershey Foundation - potential support of new furniture/equipment or programming - June 1 deadline.

Library Foundation

Creating a proposal to The Cleveland Foundation to conduct a feasibility study to create a library foundation to support CPL.

Literary Lots

In partnership with Strategic Urban Initiatives and LAND Studios, began developing a funding plan for this project to occur in summer 2013. Currently seeking a planning grant, potentially from The Eva L. and Joseph M. Bruening Foundation.

Mandel Foundation

Attended a meeting with Director Thomas and Michael White to discuss the Mandel Foundation potentially becoming involved with the Library.

Octavofest 2012

Submitted request to the George Gund Foundation for \$14,815 to support programming. Board meets 7/12/12.

P16

Met with Patty Chobi at The Cobalt Group and Kurt Karakul, President, Third Federal Foundation, to learn more about this initiative and specifically the Fleet branch's involvement.

Rice Branch Learning Center

Worked with program officer at Neighborhood Progress Inc. to finalize terms of the grant from St. Luke's Foundation which pays for tutoring at the Rice Branch Learning Center.

Summer Reading Camp/Feed the Need to Read

Met with Director Thomas and Teleange Thomas from the Sisters of Charity Foundation of Cleveland regarding potential funding. Prepared Letter of Inquiry for a discretionary grant for this summer's pilot program at the Sterling Branch.

Zip Cars

Organized meeting between CPL Staff and Mayor's Office of Sustainability to explore replacing the Library's staff fleet with this car-sharing service via a feasibility grant from the Local Government Innovation Fund.

PUBLIC SERVICES

Meetings with Lending/Audio-Video Staff

Mr. Ruffing and Kenyatta Abrams, Customer Service Manager, began the month with a series of one-on-one discussions with the entire staff of the Audio-Video/Lending department on the topic of "Customer Service Excellence." The goal of the meetings was to improve the overall level of customer service provided through the department by developing a sense of "ownership" among the staff. Each employee received a snapshot evaluation of his or her performance and a customer service tip sheet, both of which were delivered in the form of a conversation. In addition, each employee was asked for his or her suggestions for improving the department. A list of 20 suggestions was compiled from the staff and work was immediately begun on implementing these suggestions.

Materials Handling

Main Library pages were offered extra hours in March to help reduce backlogs in departments, Shelf Division and Shipping. The extra hours proved beneficial as the substantial shelving backlog was eliminated by March 31. Pages were also used to sort CPL shipping totes from March 12 through March 23.

Daniel Oreskovic and Chris Lewis from Improve Consulting, worked together to create a new workflow plan for the Shipping Department as an interim step in the longer-range plan to overhaul materials handling at Main Library. In Shelf Division a mock workstation was set up and used to simulate the proposed new work flow before it was implemented. The trial consisted of the processing of 24 skids (1,338 shipping totes) of material.

The unpacked material was loaded onto 97 book trucks which were then sent to Shipping for further breakdown by the Shipping Clerks. This trial run was a success and Administration approved its implementation. Dan Oreskovic and Chris Lewis led a crew of CPL staff after hours on March 30 to completely clean out and reorganize the Shipping Department. The new process was implemented at 9:00 a.m. March 31, at which time the staff was trained in the new process. Time measurements for the new process were recorded in an effort to determine daily production benchmarks. To streamline communications within the materials handling operation, Mr. Oreskovic officially became the supervisor of the combined Shelf Division/Shipping Department on March 28.

Collections/Reference

On Friday, March 15, representatives of Neotropolis, a Western Reserve Public Media project, visited Map Collection to film a demonstration of how the HP 1200 copier, scanner, printer works and contributes towards the digitizing of maps and other related historical documents for the library's Digital Gallery. Map Librarian Tom Edwards was video recorded explaining how the equipment works. Neotropolis is a television series to help Northeast Ohioans make sense of the forces of change swirling around them. The program can be seen on Facebook or Neotropolis.org and is scheduled for presentation sometime in April. For more information, visit Neotropolis.org.

Examples of Research That's Possible Only at Main Library

- A curator from the Photography Department of The Cleveland Museum of Art visited the Library to research photographs from the 1920s and 1930s. Her visit was prompted by a colleague at CMA.
- Research on the East Ohio Building, East 9th and Superior Avenue: Developers looking at turning the office building into apartments. They looked at newspaper articles, maps and photographs to document the history of the building.
- Research on Cleveland's Health and Sanitation Department. Used the Cleveland Documents Collection on microfilm.
- The National Gallery of Art Library contacted the Library about an issue of *The Car Illustrated* from 1909. They needed help verifying a clipping found in a collage.
- A team of patrons was looking for the particle size of aerosol biological allergens. We pulled reference books

and stack books and referred them to Government Documents as well.

- Maureen Mullin helped a Cambodian immigrant with articles for a research paper on entropy. She also helped her navigate our databases and helped compile a list of galleries in Cleveland and Chicago to support her business as an artist.
- A patron needed help locating a *Plain Dealer* article he wanted to give to his aunt and uncle for their 50th anniversary. The article was from March 7, 1963 and reports how they were one of the first married couples to enlist in the Marines.
- A patron from Missouri emailed requesting information about a performance by Bela Bartok that took place in Cleveland in 1928. Staff found an article in the historical *Plain Dealer* about the program.
- A patron was looking for books on Mechanical Dynamics and Vibrations, while another wanted Health Information Technology Systems.
- A patron was looking for information on a giant cannon used by the Germans in WWII. The cannon, called the "Dora" moved on railroad tracks. CPL Science & Technology Department has the only book on this topic.
- A couple of employees from a local metal hose company wanted information on petroleum processing plants, and specifications for metal hoses for those plants. Between the standards, and the reference collection, the Science staff was able to find lots of information.
- A patron requested a volume of *Science et Technique du Froid = Refrigeration Science and Technology*, published by the International Institute of Refrigeration.
- Used Executive Branch documents and Serial Set Collection. These resources are unique to Northeast Ohio.
- Members of the Old Brooklyn Community group visited Map Collection to research the historic boundaries of old Brooklyn Centre in preparation for a bicentennial celebration.
- Area attorneys requested more than 10 different bills from the 91st through 95th congress. This information is not available online. We provided the needed material from CPL's Collection of microfiche bills
- Two out-of-town patrons requested volumes of the Code of Federal Regulations for 1977 and 1983. They were pleased that we had the material that they could not find elsewhere.

Staff/Professional Development

- Olivia Hoge attended Computer in Libraries 2012 in Washington, D.C., a conference which focuses on practices and techniques for using technology in libraries. She has been working with other staff on TechCentral, including coordinating and attending a demonstration of MakerGear's 3-D printer.
- Robin Speigner attended the 34th Annual Patent and Trademark Resource Center Training Seminar in Arlington, VA March 26-29th. This was an opportunity to gain first-hand knowledge of changing patent and trademark laws that effect service to the public.
- Maureen Mullin fulfilled a United Way pledge by teaching a yoga class to the West Team Branch Managers, on Thursday, March 22, 2012, at the Walz branch. Tena Wilson had purchased the class and generously used it for the benefit of the managers. The managers breathed, stretched, balanced, and mostly relaxed as they were introduced to the general idea of a yoga class.
- Amy Dawson also participated in Readers' Advisory training for East Team Managers, on March 20, the West Team Managers, on March 22, and Youth Services Librarians and Library Assistants, on March 21. The Readers' Advisory training team consists of Amy Dawson, William Bradford, Angela Guinther, Sandy Nosse, Jaime Declet, Tammy Houghton, April Lancaster, and Annisha Jeffries.
- As a member of the Library's Fitness Committee, Kelly Brown put together the first *CPL FIT Newsletter* (March 2012) and hosted first Lunch & Learn - Tai Chi program.

BRANCHES

- Addison's Harvest for Hunger food barrel has been emptied several times due to the abundance of donations. Patrons are also taking advantage of Cleveland Public Library's "Food for Fines" initiative for the program. Staff estimates over \$100.00 in late fees have been forgiven in exchange for food
- Collinwood Branch Manager Annisha Jeffries presented three Reader's Advisory Workshops at the East Team Meeting, March 20, Youth Services meeting, March 21, and West Team Meeting, March 22
- East 131/Mt. Pleasant Manager Joyce Bowers attended Mt. Pleasant Community Zone Neighborhood Watch Training at Holy Trinity Baptist Church on March 13

- Garden Valley/Woodland Manager Kathryn Feeley met with Lucille Colden of the Adoption Network of Cleveland. Ms. Colden set-up a display in the branch to promote adoption. Ms. Feeley also created a display with books on adoption (both adult and children's books) and information about the organization
- Glenville Branch Manager Carol Johnson Attended Ward 9 Meeting and introduced Case Western Reserve University students and Professor of Architect to ward 9 constituents for possible community project collaboration
Hough/Langston Hughes Branch Manager William Bradford - attended the Ohio Library Council's Northeast Chapter Conference on March 21.
- On March 22, 2012, Memorial Nottingham Branch Manager Paula Logan-Reid met with Jen Ryba, the Director at the Collinwood Recreation Center. Logan-Reid presented suggestions for collaboration between the branch and the recreation center
- Rice Branch Manager Ali Boyd reports that the Legal Aid Society provided consultation and advice for 56 adults on March 24. The staff from Legal Aid worked closely with the Rice Staff on the day of the event, and it commenced without a hitch. It was considered a "Great Clinic" by the Legal Aid staff
- Councilwoman Phyllis Cleveland of Ward 5 spoke about the community and her life, experience, education, and work. The youth of today were lifted up and empowered especially our young women. 41 women (and men,) teen, and adult attended and enjoyed hearing and speaking with the Councilwoman
- East 131st Branch Youth Services Librarian resigned to pursue other career options, effective April 7
- Harvard-Lee Computer Aide Dmitry Labunskiy resigned effective March 17, to pursue full time employment
- Eastman Branch hosted a town hall meeting with News Channel 5, "Building Better Neighborhoods." Public and local officials discussed the foreclosure crisis that has hit Cleveland neighborhoods during the recent economic downturn
- Fulton Branch Manager Cheryl Diamond met with Councilman Brian Cummins, director Felton Thomas, and other community stakeholders to discuss a vacant building south of the branch, and to entertain the Councilman's vision of the area as a reading garden and more green space for the neighborhood

- South Brooklyn Branch Manager Susan Martin and Jefferson/South Dyad Manager Jaime Declet attended the West 25th Street/Pearl Road Corridor Initiative community meeting on Real Estate & Land Use Infrastructure Improvements held by Neighborhood Progress, Inc. Other organizations involved included Kent State's Urban Design Collaborative, Ohio Canal Corridor, and several Community Development Corporations. The corridor is five miles long running from the Shoreway to Brookpark Road
- Broadway Branch provided 13 story times for preschool and kindergarten classes
- Learning Centers were announced for Eastman, Fleet, Fulton, and Sterling branches in the West team. An article regarding the Sterling Branch appeared in the March issue of *Campus District Observer*
- All CMSD textbooks were weeded from branch collections and transited to Youth Services
- Jefferson/South Dyad Manager Jaime Declet was invited to write an article for the May issue of the *Tremonster* neighborhood publication
- Clerk Felicia File voluntarily returned to Brooklyn Branch after a short transfer to Harvard-Lee Branch
- Monica Rudzinski was hired for the position of Children's Librarian at Sterling Branch
- Team Manager Tena Wilson resigned to take a position as library director of the Winnetka Northfield Public Library District in Winnetka, Illinois, effective April 13
- Marcel Dorsey, former Library Assistant Computer Aide at Sterling Branch, was hired as Library Assistant at Fleet Branch, effective March 26

OUTREACH & PROGRAMMING SERVICES

During the month of March the Library hosted 31 programs for adults, 18 for teens, and 25 for children. Total disbursements for programming related services during this month totaled \$5632.27. The Legal Aid clinic was staffed by 11 attorneys from the Jones Day law firm, 5 law students and 6 Legal Aid staff. This program resulted in 56 patrons receiving free legal advice on civil matters.

The OPS department also provided a day's worth of activities on Saturday, March 17, St. Patrick's Day. Hundreds of parade goers received free books, face painting and twisted balloons on this day.

In March the Library has officially signed on to two grant proposals with outside organizations. CPL has signed a letter of support along with CMSD and Greater Cleveland College Now for a 21st Century Learning Center grant that will provide ACT tutoring in 2 CPL locations. Also, the OPS department in partnership with the Museum of Contemporary Art (MOCA) is preparing a proposal for a Creative Fusion grant that will fund a writer in residence program, 2013 See Also, and a Music @ Main program.

Penny De Los Santos: Food Travels

Pam Eyerdam installed the photograph exhibit *Penny De Los Santos: Food Travels* in the Fine Arts Department. The exhibit included books from the Library collection on the subject of gastronomy and included anecdotal title cards. The exhibit opened in conjunction with the *Lockwood Thompson Dialogue* series event "A Conversations about Food" that was held on March 8th. Guests included food critic Michael Ruhlman, chef Dan Barber, and food photographer Penny De Los Santos. More than 100 people attended the opening reception at which local chefs offered a smorgasbord of gourmet hors d'oeuvres. The reception was held in the new programming space in Fine Arts (the old Music CD room). About 230 people attended the Dialogue in the Auditorium. A large display of books relating to food: cookbooks, farm-related books, and restaurant books were displayed at the Lockwood Thompson reception, courtesy of the Science & Technology Department.

Johnny Kilbane Centennial Celebration

The Johnny Kilbane Centennial Celebration, held March 15, was a major success that attracted visitors from as far away as Ireland and Washington, D.C. The event included the opening of a traveling exhibit on the life of Johnny Kilbane that was researched and written by Margaret Lynch of the Irish-American Archives Society of Cleveland. Artifacts depicting Kilbane's life and career as a boxer and politician were displayed in a museum exhibit case generously donated by the Cleveland Museum of Art. Harry Boomer, of Action19 News, emceed the evening's program. The highlight of the evening was the showing of rare film footage from the 1912 Johnny Kilbane/Abe Attell featherweight championship match, courtesy of Kevin O'Toole. The film footage was brought to life by the excellent musical accompaniment of Brian Holleran and his Ceili Band. Kevin and Erin O'Toole, the great-grandchildren of Johnny Kilbane, introduced the film.

Board President Thomas Corrigan provided historical context for the event and introduced the Special Mystery Guest of Honor,

Mary Harney, the longest serving member of Dáil Éireann, one of the chambers of the Irish parliament. Ms. Harney served as Minister for Enterprise, Trade and Employment from 1997-2004, and as Minister for Health and Children from 2004 to 2011. She was leader of the Progressive Democrats party between 1993-2006 and again from 2007-08. Ms. Harney displayed her amazing oratorical skills in delivering a seemingly impromptu 10-minute talk on the life of Johnny Kilbane, without notes, which included quotes by Kilbane and Abraham Lincoln. Councilman Joseph Cimperman presented a resolution celebrating the life of Johnny Kilbane to the Library to close of the program.

Harriette Parks served as project manager for the Kilbane event and was supported by the staff of the Social Sciences Department/CPL Sports Research Center under the director of manager Darlene Ronney. Christine Colnar of the Graphics Department prepared all of the exhibit and program graphics. The staffs of the Outreach and Programming Services and Buildings department worked tirelessly to insure the success of the evening. A companion exhibit of newspaper front pages and photographs was prepared by Pete Elwell of the Social Sciences Department for display in the Sports Research Center.

Making and Faking Shakespeare

The exhibit *Making and Faking Shakespeare* was installed in the JGW Corridor.

Kelly Ross-Brown created the exhibit which showcases items from CPL's collection and how some of the most famous Shakespearean forgers, William Henry Ireland and John Payne Collier claimed discoveries and made fortunes writing about it. A related talk will be given by

Dr. James Marino from Cleveland State University in late April.

A Selection of Other Programs, Classes and Tours

- Pam Eyerdam hosted a tour (of 22 people) from the office of Executive Arrangements - a firm that works with NE Ohio employers (e.g., Key Bank, Eaton, American Greetings) to recruit people to work in Cleveland. Maureen Mullin presented information about the Science & Technology Department and included information about the Business Department and Photograph Collection
- Robert Murnan, Librarian, conducted an "Accessing Government Information on the Internet" class to seven patrons
- Twenty students from W.E.B. Du Bois Academy attended a genealogy program on March 3 with Stanley Miller, head of the school. Librarian Beverly Austin presented a brief

PowerPoint on CPL resources and the students spent 90 minutes doing research

- The Readers' Advisory team gave three presentations last week at the East Team, West Team, and Youth Services meetings. Tammy Houghton, April Lancaster, and Sarah Flinn prepared a portion of the presentation highlighting fiction genres, how to recognize them, and why they appeal to readers
- The Brown Bag Book Club @ Main Library featured Cindy Lombardo, Deputy Director of Cleveland Public Library. Mrs. Parks and Helena Travka coordinated the book discussion on the book *The Best Advice I Ever Got: Lessons from Extraordinary Lives* by Katie Couric
- The Library and the Foundation Center presented the Proposal Writing Basics program. The program covered the funding process, with tips for making your proposal stronger, and how to communicate with funders. Helena Travka coordinated this program. Dave Holmes was the guest speaker
- Books by Ohio women authors were displayed at Public Administration Library for National Women's History Month
- Youth Services had several visits from special needs classes in March. Elizabeth Saxton conducted a storytime and craft for a special needs class of 22 children in 1st and 2nd grade. Jennifer Rhodes conducted a storytime for 11 children with special needs from Orchard Elementary, while Eanas Salem observed. Saxton conducted a storytime for a morning and an afternoon preschool class from St. Thomas Aquinas for a total of 36 children. Rhodes conducted a tour for 20 sixth graders from Menlo Park School
- Sandy Nosse arranged a visit for a Girl Scout Troop which included research in the Photograph Collection Department and a tour for 12 Girls Scouts and their troop leader. This visit was a part of earning the Girl Scouts Books Badge. The first session of an eight week Learn Chinese Class for Children was held, in partnership with the Chinese Entrepreneurs Association and the Great Wall Enrichment Center. Seventeen children were in attendance, the maximum for the class. Nosse and Christine Feczkanin coordinated the class and registration. Book displays were created for Women's History Month, St. Patrick's Day, Easter and spring

MEETING ROOMS and SCHEDULING

A total of 36 requests for meeting rooms, and 51 requests for AV resources and support were processed by OPS staff in the month of March. Meeting rooms were used by governmental groups on 7 occasions. Wedding photography at Main library was scheduled for 4 parties. OPS department manager Aaron Mason, met with Public Services Director John Skrtic, Chief Legal Officer Joyce Dodrill, and Assistant Planning & Research Administrator Anastasia Diamond-Ortiz to begin formally updating CPL's meeting room policy and fee schedule.

OUTREACH

Library Assistant Deborah Hajzak coordinated BEL/CLC participation in Greater University Circle Job Fair on March 16, Youth Services participation in Charles Elliot School Health Fair on March 28 and staffed the Golden Age Centers of Cleveland Annual meeting.

Library Assistant Melanie McCarter met with LGBT Community Center of Cleveland's Programming Director Keara Mullen regarding forming a collaborative partnership for producing programming for LGBT youth and seniors. On March 4, McCarter represented the Library at the Y.O.U. / Bellaire Puritas Development Corporation Job Fair and met with over 100 students and collected 23 resumes on the Library's behalf. As the artistic coordinator of the Library's Parade the Circle committee Mrs. McCarter attended three Leadership Training Workshops at the Parade Studio with MLK Manager Toni Parker, and Rice Manager Ali Boyd.

On Saturday, March 17, Mr. Ruffing volunteered at the Music Settlement to help organize its archives. Mr. Ruffing worked alongside Ida Mercer, cellist and instructor, and Charles Lawrence, Executive Director, to complete a preliminary sorting of the Settlement's records.

- Eddie Johnson of Public Administration Library attended a planning meeting for Senior Day, scheduled to take place May 16 at the Cleveland Convention Center. This celebration is held in May, which is Older Americans Month, and includes an information fair, recognition of outstanding seniors, lunch and entertainment. This year's theme is "Never Too Old to Play."
- Victoria Kabo attended evening program for visiting Russian author, Dmitrii Bykov on March 30. Over 200 bookmarks were distributed to audience. Bookmarks displayed 28 CPL-owned

titles by author which were available for check-out to the public. Ms. Kabo also posted two blog entries on the Ohio Center for the Book site promoting Mr. Bykov's visit and a poetry reading by local author Joseph Kogan

- Sam Tripodis, of the Computer Learning Connection, hosted clients from the CDPS Expert Reclaim Workforce Development Training Program. He worked with clients and promoted the CLC's classes and services
- Sheba Marcus-Bey, BEL Acting Manager partnered with WECO Fund (a local nonprofit and micro lender to small businesses) on March 31, for a panel discussion on Grass Roots Marketing. Marcus-Bey highlighted the library electronic and print resources during her 25 minute presentation. The audience consisted of 45 small and emerging businesses and it was held at Cleveland State University's Monte Ahuja College of Business
- Forrest Lykins, CLC Library Assistant, worked with non-native English speakers from the International Service Center to teach them basic computer skills
- Olivia Hoge conducted three eReader 101 classes and two Kindle 101 classes for the public at Branches and Main Library. She also did two staff trainings on eMedia at the Lakeshore Facilities
- Robin Speigner worked with Bryan Hill of the Natural Resources Conservation Service (NRCS) of the Department of Agriculture. The Library is supplying the agency with historic U.S. Geological Survey publications to supplement their library's collection
- Bruce Biddle, Fine Arts Department, conducted a caricature drawing lesson session for children at the Addison branch. While only five children attended, the event provided insight for Mr. Biddle into the operation of the branches
- On Thursday, March 15, History and Geography Manager Burdick was interviewed by Plain Dealer reporter David Davis. Mr. Davis asked Mr. Burdick for information and insight on the significance of the April 2 release of the 1940 census by the National Archives. The article, including quotes from Mr. Burdick, appeared on the front page of the Sunday, March 25, edition of the Plain Dealer
- Darlene Ronney attended a League Park Community meeting. The City of Cleveland has committed \$4.5 million dollars to rebuild the Historic League Park. League Park was one of the oldest ballparks in the United States. The entrance will feature saluting steel baseball bats. A walking path will be built, picnic area, museum, digital electronic score board, and public art (Arches of Tradition).The

signage and banner will replicate past signage. The Cleveland Indians, local colleges and other ball clubs will be scheduled for exhibition games

- Ms. Ronney attended the League Park Heritage Organization meeting. This is a new neighborhood organization formed by the Hough community and homeowners
- The Cleveland Indians 2012 Yearbook advertised the Cleveland Public Library Sports Research Center on page 35
- The Ohio Center for the Book Letters about Literature judges had a very difficult time settling on winners and semi-finalists for the 2012 contest. All the judges were very engaged, and there was reading and re-reading, scoring, and re-scoring until the final ranking was decided. The winners and semi-finalists, and their families, will be invited to the awards ceremony and luncheon on Saturday, April 28, from 10:30 to 12:30 in the former CD Room on the 3rd Floor of the Main Building
- On March 27, Amy Dawson attended a Choose to Read Ohio meeting at the State Library in Columbus, Ohio. Topics for review were the finalized book list for the 2013/2014 Choose to Read Ohio titles, review of resource kits for each of the titles, development of quantitative measurements for the program, and further ways the program impacts schools and libraries
- Jean Collins proofread and received completed bookmarks and posters for *In the Next Room, or the vibrator play*, upcoming at Cleveland Playhouse. She also completed preliminary booklist and Graphics requisition for *Come Fly Away*, upcoming at PlayhouseSquare in May, and completed *RED* and *Addams Family* web lists and which were forwarded for inclusion in the Library's website. Ms. Collins met with Ruth Flannery several times to select material for the upcoming Playhouse Square exhibit

MOBILE SERVICES

STATISTICS

54 Stops

12 New library card applications

724 Persons on board

800 Reference, 693 Directional in person

109 Reference, 14 Directional via phone

Linda Sperry worked on the June - August bookmobile schedule. Sperry made recommendations for Administration of sites to drop

(Linndale, and University Tower is closing for renovation), add (Community Circle II Apartments, Holy Redeemer Apartments, Rae Ann Center, Doris V. Jones Court Senior Building and Riverside Parks CMHA housing, Rainey Institute, Doan Classroom Apartments, Fairway Manor Apartments, St. Andrews Tower Apartments), and also quite a few time changes. The additions (8 sites) are all from the waiting list of sites which have requested service. Currently, 21 sites remain on the waiting list for service. Administration approved the schedule changes and Linda is in the process of writing confirmation letters to all sites and is contacting the new sites to inform them of the start-up of their bookmobile stop. The June - August schedule was submitted to Graphics. The next important step will be trying to get on the agenda of the new site's tenants' meetings to advertise the new stops, and also have Reba Clardy come along to speak about Homebound as an option at these sites.

Reba F. Clardy reported 10 new Homebound customers this month. She spoke at Community Circle II Apartments (which is one of the new bookmobile sites) to 27 residents and also spoke to 56 persons at the DeJohn Community Center regarding Homebound services. Reba contacted Coleman Court Apartments, a site which is unable to be served by the bookmobile due to lack of parking, and has sent them a packet of Homebound applications.

Looking ahead to April, a proof of the Bookmobile's June - August schedule will be received and turned around so the print run can be received by May 1 to distribute to patrons. Confirmation letters to all sites will be distributed. Planning for marketing the new sites to their residents will take place. Also, Linda is working on a mapping project to create a notebook of detailed directions to all bookmobile sites including the new ones.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In March, OLBPD circulated 64,049 items directly to patrons. BARD users downloaded 9,685 items among 557 active users for March. The number of registered BARD users (13.8% of total patrons) is reaching close to 1,800 users and is above the national average of 10-12%.

OLBPD is ordering new Playaway digital audio books and Blu-ray and DVD described movies to further develop and enhance the current collection. The new titles are funded thanks to an increase in LSTA funding for collection development from the State Library of Ohio.

OLBPD is continuing to work with State Library of Ohio Talking Book Program and CPL Public Services and Marketing and Communications to develop and produce a thirty second public service announcement about the OLBPD service. The PSA concept has been finalized and agreed upon by CPL and State Library of Ohio. Shooting for the PSA will take place on April 19, 2012, and 10 OLBPD patrons have been invited to participate.

OLBPD is working with Public Services and Automation on the inclusion of two adaptive computer workstations for Tech Central at Main Library. These workstations will feature hardware and software specifically designed for computer users with disabilities.

The National Library Service for the Blind and Physically Handicapped printed and distributed to network libraries its 2011 Revised Standards and Guidelines of Service. The last revision was in 2005. OLBPD Manager Will Reed was part of the Advisory Team revising the standards.

OLBPD staff Ken Redd presented information about OLBPD services to Project Hope on March 18 and at Kirby Manor on March 21.

The OLBPD Cyber-Dialogue Book Discussion was held on March 8 where the group discussed "Swamplandia!" by Karen Russell.

TECHNICAL SERVICES

Patricia Lowrey, Director of Technical Services, spent Saturday, March 24, assessing applicants for the Library's vacant page positions. She worked with Daniel Oreskovic, Main Shelf Division Manager, Stephanie Tyus, East Neighborhood Team Manager, and Dawntae Jackson, Human Resources Assistant. Carole Brachna, High Demand Manager, volunteered her Saturday afternoon to help the group. Joining them was Warren Reid, esteemed former Shelf Division Supervisor, who generously showed the committee how to conduct the assessment.

Ms. Lowrey, Ms. Jackson, Mr. Oreskovic, Sandy Jelar Elwell, Acquisitions Manager, and Ann Olszewski, Preservation Manager conducted interviews for the Lake Shore Shelf/Shipping Supervisor vacancy. Stephen Wohl was selected for the position and he will start in early April. Ms. Lowrey and all Technical Services Managers attended FMLA Training presented by Sharon Allen from Human Resources.

Ms. Lowrey and several Technical Services Managers met with Information Technology Director Bob Carterette and staff to work on a variety of issues and projects. Ms. Lowrey and all Technical Service Managers met later in the month with John Skrtic, Carlos Latimer, and Michael Ruffing from Public Services to discuss a number of topics.

Ms. Lowrey and Collection Manager Rollie Welch attended the Ron Moody "Writers & Readers" program. Ms. Lowrey and Ms. Olszewski attended the Digital Projects Committee meeting. Ms. Lowrey attended the first Time and Attendance Committee meeting. Ms. Lowrey, Ms. Jelar Elwell and about two dozen Technical Services staff members attended Director Felton Thomas' "How to be a Remarkable Employee" presentation.

As usual, Technical Services staff actively and generously participated in fundraising activities for Harvest for Hunger. Their Bake Sale raised \$ 246.00, the Pizza/Quiche/Salad/Dessert sale netted \$ 327.00, and the "Donate Your Spare Change Jar" collected \$ 87.53.

Collection Management: Laura Mommers visited the Mobile Library and gathered specific titles requested by their patrons enabling her to pinpoint DVD selections. Rollie Welch ordered books in Spanish for June and July scheduled meetings of Carnegie West's "Solo en Español" Book Club. Bonnie Bolton ordered past and current Sugarman award winning titles-- a reference set of both Honor and Winners will be shelved at Main Library's Youth Services and a set of winning titles will be part of Branch collections.

All members of Collection Management participated in the Harvest Hunger events during March--a bake sale on March 7 and a pizza sale on March 30. Throughout March, Mr. Welch handled the coin jar where Technical Services staff donated spare change for Harvest for Hunger.

Mr. Welch met individually with Ms. Bolton and Ms. Mommers and discussed the director's strategic plan. Ms. Bolton and Ms. Mommers attended the director's discussion on his thoughts about being a "Remarkable Employee." Mr. Welch represented Cleveland Public Library in his byline of a Plain Dealer review on March 4 and his street lit column in Library Journal's online review component posted March 13. He moderated a Young Adult author panel at Hiram College for a program sponsored by their English Literature Department.

Materials Processing: The Associates cataloged 2,301 titles for CPL and 2,505 titles for Clevnet. The Associates and Senior Clerks added 7,471 items. The Technicians processed 25,508 items.

Marisol Adorno, Marsha Draeger, Brenda McIntyre, Dennis Workman, Shirley Jones, Paula Stout, Cathy Jo Graves, Vivian Grayson, Rodney Lewallen and Karima Ward attended the Director's presentation of the Strategic Plan at the Lake Shore Facility. Elizabeth Hegstrom, Materials Processing Manager, had 16 one-on-one discussions with her staff about the Strategic Plan. Ms. McIntyre, Ms. Graves, Ms. Grayson, Ms. Stout, YoLanda Lawler, and Michael Reynolds attended the Director's presentation, "How to Become a Remarkable Employee."

To help streamline the packing of new materials, the Technicians are packing items with holds destined for a Clevnet library immediately into a telescope rather than sending them to Shelf/Shipping to be packed. Most of the materials returning from the bindery are also being packed into telescopes in Materials Processing rather than in Shelf/Shipping.

High Demand: Staff added a whopping 1,013 titles and 19,514 items. They ordered 1,944 titles and 19,595 items, and paid 654 invoices, for a total value of \$ 224,141.45.

One of the projects for the year is to lessen the amount of time spent on handling paper invoices. On March 28, Carole Brachna and Sandy Jelar-Elwell, Acquisitions Manager, met with Laura Armstrong and the Accounting Department staff to get an idea of how they handle the invoices in Accounting. Two small steps were eliminated from the process.

The High Demand staff took on the responsibility of sorting mass market paperbacks into the delivery boxes in the back hall, in order to help the short-staffed Shelf/Shipping Department. Currently these are going to the ordering branch, but these paperbacks will soon go to where the holds are located.

All High Demand staff attended the Director's presentation on the strategic plan. Ms. Brachna held individual meetings with her staff to discuss the Library's strategic plan and the operational work plan. Dale Dickerson also attended the Director's presentation on *How to be a Remarkable Employee*. He copy cataloged the lion's share of the month's 1,013 records and created 37 original bibliographic records.

Mya Warner continued to help the Shelf/Shipping Department by pulling routing slips for some materials. She showed Rosalyn Easley how to use the Zebra printer to generate labels and Summer Salem how to create a shipping memo. Steven Best helped Shipping by creating routing slip packets for the new Z distribution. Rosalyn Easley and Ms. Salem capably handled the large volume of orders typical for this time of year and did some copy cataloging, checking of trucks, and paying invoices.

Ms. Brachna met with Andrea Johnson, Catalog Manager, to refine the profile for selection records from Brodart. Ms. Brachna will work with Rollie Welch, Collection Manager, to present a refresher on using the Ingram website for the branch managers. She helped with the bake sale and the pizza sale for Harvest for Hunger.

Catalog: Staff cataloged 4,251 titles and added 4,082 items for CPL. Jeni Delfs, Jintao Huang, Michael Monaco, John Parsons and Larisa Povitsky added books with holds to their existing responsibilities for reviewing items & labels. Amei Hu completed her initial training. Barbara Satow began contributing original records and updating OCLC records. Mr. Parsons began scheduling authority record loads to run on Saturdays to avoid causing indexing delays during the week.

Dawn Grattino expedited the cataloging of a number of rare items for Special Collections, including a book of prints of Holocaust drawings published during WWII ("Arbeit macht frei," ocm11063959), a limited edition collection of Frank Gehry sketches for the Walt Disney Concert Hall in Los Angeles (ocn664388012), and a rare periodical of Nepali poetry, Ting Pa (ocm17022222), edited by Angus MacLise, a former member of the Velvet Underground. Mr. Huang, Regina Houseman, and Mr. Monaco helped with the oriental and serial aspects of this item.

Most of the Catalog staff attended Felton Thomas's presentations about the Library's Strategic Plan and "How to become a remarkable employee." Jintao Huang and Amei Hu participated in the second part of a webinar about corporate name authority work for CJK users. Mr. Monaco attended a meeting of the Ohio Library Council's Technical Services Division (OLC TSD) Action Council in Columbus and the OLC's Northeast Chapter conference. Mr. Monaco was selected to attend the 2012 Library Leadership Ohio Institute, a professional development retreat co-sponsored by the State Library of Ohio, the Ohio Library Council, and OHIONET.

Preservation: Twenty-eight South High Yearbooks from the period 1936-1957 were added to the Digital Gallery . The total number of yearbook pages available digitally is now 19,366, up from 18,047 pages at the end of January. Digital Gallery use for the month of March again increased for all collections. Five collections that received more than 10,000 item views each were Cleveland High School yearbooks: 25,782 item views, (a new usage record for any collection, and an increase from 18,328 views in February), Main Library and CPL History: 20,445 item views (up from 12,182 item views in February,) Gallery of Cleveland Photographs: 17,064 item views (up from 10,443 item views in February), Cleveland History, 14,581 item views (up from 9,762 item views in February) and Atlases, Maps and Park Plans of Cleveland : 12,305, (up from 10,269 item views in February.)

Senior Preservation Technician Elizabeth Bardossy processed historic annual reports of American Railroads, and identified oversize railroad map for treatment. She completed processing and treating a collection of historic sheet music donated by the Biehle Family. Technical Services Senior Clerk Gloria Massey processed 78 trade catalogs purchased for Special Collections with the Schweinfurth fund, created title files for South High Yearbooks, and cleaned up images for the Ohio Architect and Builder volume 7. Preservation Assistant Laura Wallencheck inspected microfilm for Scene Magazine and worked on collating the 2011 Daily Legal news.

Ms Olszewski planned the agenda and attended the March 22 meeting of the Digital Projects Committee. A simplified Digital Projects Proposal form was approved by the committee and will be available for the next round of proposals. Five Preservation staff members attended the Director's Strategic Plan meeting on March 1. Two staff members attended the Director's staff program on March 29. Ms Olszewski met individually with all Preservation Staff and the Shelf-shipping pages to review the Strategic plan.

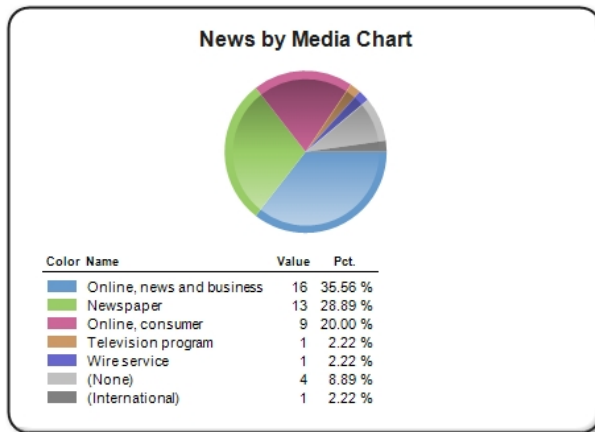
Acquisitions: Acquisitions staff worked with Public Service Managers and staff to place orders for special programs. Materials were ordered for the Natural Hair in the 21st Century program, the PNC grant, and the Social Sciences Book Club. Alicia Naab, Acquisitions Coordinator, and Lisa Kowalczyk, Technical Services Librarian, worked with Automation and the vendor Multicultural Books and Videos (MCBV) to resolve a delivery issue between the Acquisitions and vendor email accounts.

Acquisitions and Shipping staff attended the Lake Shore sessions on the Cleveland Public Library's new Strategic Plan and the "How to Become a Remarkable Employee" presented by Director Thomas. Acquisitions Manager Sandy Jelar Elwell met individually with staff in the latter part of the month to discuss the Strategic Plan and answer any questions.

Acquisitions staff ordered a total of 15,542 titles, ordered 19,920 items, received 15,605 items, and processed a total of 2,491 invoices. They received 2,001 periodicals and 460 serials, added 634 periodical items, 273 serial items and 529 paperbacks, processed 108 periodical and serial claims, and modified 143 serial controls.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 80 items to the Main Library for requests and 123 items to fill holds. Main Library received 402 telescopes and the Branches received 1,239 telescopes for a total of 1,641 telescopes shipped out. The Technicians sent 28,896 new items to the Acquisitions and High Demand Departments.

MARKETING & COMMUNICATIONS



Media coverage for the month of March included 45 print and online publications as well as TV and radio. The full report, available in the Marketing department, shows ad values of \$93,137.58 with a news circulation audience of 3,007,368 people. In March, the online media outlets that featured CPL events and programs received 35,668,447 unique visitors. Ads to promote My

Place to Dream, Create, and Grow appeared in the *Campus Observer*, *Diversity Magazine*, *Varsity Calendar*, and the program for *Positively Plus*; MyTunes ad appeared in *Scene Magazine's Best Living 2012*; *Positively Cleveland's* yearly *Visitor Guide* was published in March with an ad promoting Library services; ad promoting The Sports Research Center was published in the *Cleveland Indians Yearbook*; 35,000 online impressions promoting March Book Madness appeared on *Cleveland.com*. Radio advertising on NPR promoted Rick Moody and the *Lockwood Thompson Dialogues*:

Conversations about Food. Eblasts were sent out to promote the Sugarman Awards to the Asian community and CMSD schools; Western Reserve PBS shot film and interviewed staff at Main Library for *NEOTropolis* regarding technology use at libraries.

An overview of meetings conducted or attended by Assistant Marketing and Communications Administrator/Graphics Manager Cathy Poilpre will indicate marketing and graphics activities:

- Board meeting
- Regular Leadership Team meetings
- Regular meetings with director and marketing team consisting of public relations consultants David Fitz, Michael Graham and Erika McLaughlin; PSS assistant administrator; and Web Applications manager
- TechCentral planning meetings
- Monthly Main Managers' meeting
- Monthly Branch Managers' meeting

GRAPHICS

Graphics staff designed, printed and distributed 171 printed pieces in March, including graphics for the library website and 5 staff newsletters.

Promotional pieces included: Collateral for the Norman A. Sugarman Awards; Playhouse Square Bookmarks for *In the Next Room, Dmitrili Bykov*; Friends Spring Used Book Sale banner, web graphics, bookmarks, fliers, and signage; Friends newsletter; *Upnext* program guide and MyBranch fliers printed and distributed; Exhibits included: Johnny Kilbane, Making and Faking Shakespeare, Food Travels by Penny De Los Santos.

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 2,520 in 2011 to 3,664 currently. Facebook fans are up from 3,031 in 2011 to 3,871 currently. Downloads of books in an electronic format (eBooks) were up from 34,774 in 2011 to 61,120 currently.

Library News on the www.cpl.org homepage featured the following items for March: The Library Serves Up A Conversation On Food; Cleveland Public Library Board of Trustees Meeting; and The House Baba Built Winner of the 2012 Norman A. Sugarman Children's Biography Award.

During the month of March, the following events, programs, and information were promoted on www.cpl.org: My Place 2 Dream,

Create, Grow: Milena Streen; TEDxCLE independently organized TED event: Book hunt; March Book Madness: Enter Your Final Four & Champion Novel for a chance to win a Kindle Fire; My Tunes: Featured Artist, Adele; Sports Research Center: The Fighting Heart of Johnny Kilbane: Cleveland Public Library remembers Cleveland's Featherweight Champion 100 years later with special event; Storytime; Celebrate with Books; Letters about Literature: 2012 Writing Challenge; When animal assignments attack: Grzimek's Animal Life; Muzzy Online: Language Courses for Children; TumbleBook Library: eBooks for eKids; Homework Help; MyTunes: The 2012 Nominees Featured Artist; For Students Online; BRRRR! Winter Reads (for Teens); Stop the Hate: Youth Speak Out - Maltz Museum of Jewish Heritage Essay Contest; Novelist K-8 Plus: Discover a New Book!; Curl up with a good book; Connecting to the community (Seniors site: Find Services); and Did you get an eReader over the holidays? Check out our collection of free eBooks.

12 Popular Topic pages were updated with new content in March.

The eighth "Off the Shelf" was sent out on March 2nd to a distribution list of 2,220. The issue featured: Serving Up Conversations on Food; March Book Madness; Johnny Kilbane; New Arrivals; and the latest Caption Contest Winners.

Webware worked with Ann Marie Wieland of the CPL Archives and searched ContentDM to obtain digital copies of old photographs and library cards to post to the Library's Facebook page, which has been switched over to the timeline view. The posts go back to the founding of the Library in 1869 and includes significant historical facts about the library's history and even includes images of library cards over the years.

Webware worked with Will Read of OLBPD to create web pages for the OLBPD Sensory Garden, Additional Service Resources, and to update the OLBPD Dimensions Newsletter.

PROPERTY MANAGEMENT

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We are attending weekly construction meetings for Tech Central. The installation of the door and walls were completed on the 4th floor of LSW south tower.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. Sinks or toilets were snaked out at, Brooklyn, Carnegie West, East 131, Lorain, Rockport and Sterling. An air leak on the control air line for the HVAC system at Lakeshore was repaired. The emergency lights in LSW were checked and batteries or units were replaced as needed. The fan coil motor and heating element was replaced in room 60 of Main. A/C unites were serviced at MLK, Sterling, South Brooklyn, Union and Walz.

The Carpenters and Painters made door and lock repairs at Broadway, East 131, Rockport and South Brooklyn. Work was started to extend the office and remove part of the work station on the first floor of LSW. Book trucks were painted for St. Patrick's Day parade.

The Garage serviced vehicles 1, 5, 10, 15, 20 and replaced the generator and repaired shelves in the Bookmobile. Lawn mowers are being dropped off and the snow blowers are being picked up from the branches.

SAFETY & PROTECTIVE SERVICES

PROTECTIVE SERVICES

Security Systems

- We are continuing to develop specifications for upgrading access control and CCTV systems in order to obtain two additional quotations as directed by Legal and Finance.

Branch Patrol

- Supervisors and Officers continue to investigate 30 Security Irregularity reports generated system-wide. The staff investigated incidents during the month.
- Twenty eight visits to branches were provided for special attention.
- Branch Patrol visited branches 375 times and retrieved 604 items.

Communications Center

- Repairs were made to the communications center.

Contract Security

- Safety & Protective Services received requests for additional staffing for G4S Security guards. The additional coverage at South Branch was discontinued.

INCIDENTS

- During the month, 27 alarms were received with no illegal entry being made nor any smoke or fire being detected.

SPECIAL EVENTS SUPPORT

- Safety & Protective Services provided support for two specials events, John Kilbane and the St. Patrick's Day parade.

RECORDS AND EQUIPMENT MANAGEMENT

- Awaiting requested laptops for branch patrol.
- Personal directories for officers to store records currently stored on external media have been completed.
- Computer workstations personal directories for officers to produce incident reports and have them stored on network drives.

ADMINISTRATION

- Supervisor and Officer applications closed in March. Interviews are anticipated to be conducted in April.
- Supervisor started this month. Currently integrating into agency processes.

INFORMATION TECHNOLOGY & CLEVNET

CPL Projects:

Several projects were done for the Main Library. A new item type that is non-floating and non-holdable was established for the Criterion Collection in AV Department. A new location code was created for Ohio Center for the Book, and the White Collection location description was modified to indicate it is part of Special collections. The wording on printed, phone and email hold notices was modified to direct patrons to the Louis Stokes

Wing to pick up holds. Activity statistics were calculated for the month of January for the Lending Dept. at the request of Mr. Ruffing, and statistics on delinquent borrowers and amounts owed were calculated for Ms. Lombardo.

The Software team prepared a list of most checked out books in the last six months for Sarah Flinn in Popular Library.

The MUNIS server was upgraded to Windows Server 2008 to support a new version of the MUNIS Dashboard.

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Webware worked with Ann Marie Wieland of the CPL Archives and searched ContentDM to obtain digital copies of old photographs and library cards to post to the Library's Facebook page, which has been switched over to the timeline view. The posts go back to the founding of the Library in 1869 and includes significant historical facts about the library's history and even includes images of library cards over the years.

Webware worked with Will Read of OLBDP to create web pages for the OLBDP Sensory Garden, Additional Service Resources, and to update the OLBDP Dimensions Newsletter.

A temporary phone line was installed on the eighth floor of the Louis Stokes Wing for the auditors.

IT Staff met with Technical Services Managers to review projects and needs.

CLEVNET:

Bob Carterette and Amy Pawlowski reviewed 3M's Cloud Library and Library Ideas' Freading services, which also offer eBooks. Both new services had interesting features and may be useful additions in the future. Neither was sufficiently developed to offer the same value as OverDrive.

A Directors Panel meeting was held on March 9. Major topics included Personal Information Policy language, changes in statewide shipping, the Greater Access Card, online payment, and follow up on the Tech Services summit.

Ann Palomo and Hilary Prisbylla spent a day at Norwalk Public Library with director Sarah Contreras mapping item, patron, bill and charge data from the current Polaris system to the CLEVNET SirsiDynix Symphony database. Software staff will use this mapping to convert Norwalk's current data in time for their CLEVNET start date of April 23.

An additional Bibliocommons Readers Advisory account was set up for Shaker Heights Public Library.

Barberton Public Library requested a list and statistics for borrowers owing on older bills to help make a decision regarding debt collection.

Circulation by hour statistics were prepared for Huron Public Library.

Assisted Kirtland in adjusting receipt printers.

Helped Wickliffe set up a new label template for a new label printer.

Mass discarded "Juvenile" items from Elyria's storage location.

Changed the MARC Serial call number "See Holdings" to "See Subscriptions Tab" on all existing records. This change makes much more sense to viewing holdings in the current public catalog.

Continued to tweak Call number/volume information changes on multi-disk DVD sets in order to provide the smoothest experience in the public catalog.

Setup item types GRAPHICNOV and NEW-GRNOV for Medina and added necessary circulation map lines.

Setup item type DVD-BRSET for Willoughby Eastlake and added necessary circulation map lines.

Setup item type NHDVD-BR for Milan and added necessary circulation map lines.

Changed existing loan policies for existing item types and added NHCD and NHBOOK item type for Sandusky.

Changed fine thresholds for Medina.

Created a special list of MISSING materials for Burton.

Weeding lists were prepared for Hudson, Lorain, McKinley, Milan-Berlin and Orrville.

Webware worked with Freegal's IT staff to create accounts for each of the CLEVNET libraries offering Freegal. Libraries can now login to the Freegal Admin tool to check their own statistics and monitor usage.

Hudson Library phones were migrated to CLEVNET VOIP on Friday March 23rd.

Mr. Finnegan and Mr. Novak visited Norwalk Library to assess their network migration to CLEVNET and Lorain Public Library to review fiber installation for their branch upgrades.

CPL hosted a "New Tech" visit to give newer techs an opportunity to visit Automation. The event was attended by Medina, Willoughby Eastlake, Twinsburg, Madison, Hubbard and Sandusky.

Replaced Cisco ACS backup server

Assisted Avon Lake with downed T1

The server ntbackup1 was updated to the latest version of HP Data Protector (6.11 to 6.21) for more reliable virtual server backups and support for Hyper-V "Cluster Shared Volume" (CSV) backups.

Virtual servers PerrySrv1- Virtual Domain Controller for Perry, Ritnt5- Virtual Domain Controller for Ritter, VSENTCA3- Certificate server for VPN, hosted on the Windows server ntdat2 and running Windows Virtual Server 2005, were migrated over to a new blade server running Hyper-V. This was done for reliability, performance and uniformity.

KnowItNow:

On March 8, The KnowItNow24x7 Coordinator participated in Library Careers Night hosted by Kent State University's School of Library and Information Science at their Columbus branch located inside the State Library of Ohio. Several students expressed interest in becoming a volunteer intern, and one library director requested information on joining KnowItNow24x7.

The KnowItNow24x7 Coordinator presented "To Infinity & Beyond: Taking Google Beyond the Basics" at the Ohio Library Council Chapter Conferences held in Kent and Wilmington. In addition to sharing information on the many reference tools available through Google, he also distributed KnowItNow24x7 promotional materials and made contact with several individuals and libraries interested in joining the statewide online reference service.

Meetings & Professional Development:

Congratulations to Darren Novak, who passed the certification for Cisco Certified Network Professional (CCNP).

On March 20th David Reynolds attended the first meeting of the year of the North East Ohio Usability Professionals' Association (NEOPA). The presentation was called "Usability: Reducing Friction and Boosting Conversion."

On March 9th, Amy Pawlowski attended a planning session of the IT and AV divisions of OLC to prepare for the OLC 2012 Gadget Gallery.

Amy Pawlowski attended the 27th annual Computers in Libraries conference in Washington D.C. on March 21-23. She attended a wide range of sessions covering such topics as eBooks, Social Media, the growth of the Mobile Market, and web design trends.

Statistics

	Mar-10	Mar-11
OverDrive Downloads	18,464	34,774
Twitter Followers	1,701	2,520
Facebook Fans	2,122	3,031

Automation Services Statistics, 03/2012

	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	133	96	32	261
CPL Branch	110	89	45	244
CPL Lake Shore	37	30	5	72
CLEVNET	37	37	2	76
PUBLIC	1			1
HARDWARE TOTAL	318	252	84	654
SOFTWARE				
CPL Main	16	16		32
CPL Branch	16	15		31
CPL Lake Shore	10	10		20
CLEVNET	78	78		156
PUBLIC	84	84		168
SOFTWARE TOTAL	204	203	0	407
WEBWARE				
CPL Main	10	10	2	22
CPL Branch	6	6		12
CPL Lake Shore	3	3		6
CLEVNET	7	7		14
PUBLIC	151	151		302
WEBWARE TOTAL	177	177	2	356
KIN				
CPL Main	8	7		15
CPL Branch	3	3		6
CLEVNET	20	9		29
PUBLIC	0	0		0
KIN Library	19	19		38
OHIOLink Library	7	7		14
After Dark	1	1		2
KIN TOTAL	58	46	0	104
GRAND TOTAL				
	757	678	86	1,521