

## **DIRECTOR'S REPORT**

September 18, 2012

### **Monthly Statistics**

Circulation for the month of June was 553,474. This is a decrease of almost 1% from last year's June circulation of 558,908. Circulation for the month of July was 582,558. This is an increase of 3% from last year's July circulation of 563,870. Circulation for the month of August was 612,116. This is an increase of 2% from last year's August circulation of 601,784. Year to date, circulation is up by over 60,000 items.

Computer sessions for the month of June were 73,805. This is a decrease of almost 9% from last year's June computer sessions of 80,666. Computer sessions for the month of July were 82,711. This is an increase of 19% from last year's July computer sessions of 66,938. Computer sessions for the month of August were 91,302. This is an increase of 14% from last year's August computer sessions of 78,405. Year to date, the number of hours of computer use is up over 16% from 2011.

Attendance for the month of June was 286,458. This is a decrease of 7% from last year's June attendance of 307,783. Attendance for the month of July was 303,812. This is a decrease of almost 3% from last year's July attendance of 314,036. Attendance for the month of August was 320,293. This is a decrease of almost 10% from last year's attendance of 356,980. Attendance is down by over 3% from last year's attendance.

### **Program and Outreach Highlights**

"During the summer months the Library's Outreach and Programming Services (OPS) department focused on three system-wide initiatives: Summer Lunch Program, Summer Reading Club, and the Sterling Branch Summer Camp. The Summer Lunch Program conducted in partnership with the City of Cleveland and the Children's Hunger Alliance was hosted at 29 locations throughout the library system. A total of 12,144 lunches were served.

The Library's Summer Reading Club (SRC), *Feed Your Mind, Read!*, focused on the importance of sustainable agriculture, urban farming, and healthy living. The Library's major partners for the Reading Club were: NASA, CityFresh, OSU Extension Program, Rid-All: Urban Agriculture and Youth Education, Cleveland Metroparks Zoo, and Friend's of the Cleveland Public Library.

This year's SRC differed from years past in that the Library hosted two kick-off events at the Rockport and Woodland branches. Each event featured STEM activities provided by NASA's educational outreach staff and vendor tables of local organizations. In addition to NASA activities the Woodland branch also included a farm animal petting zoo. The attendance for each event was as follows: Rockport, 176 and Woodland, 280.

Following is a summary of the key participation statistics for this year's SRC: 5,829 registered, 2,705 completions, and 35,896 books read. The Reading Club Finale which was held at the Cleveland Metroparks Zoo had 1,616 library patrons in attendance; NASA Educational Outreach staff was also in attendance at this event.

The Sterling Summer Camp was a pilot project that provided daily reading instruction to a group of 13 children from the Sterling neighborhood. Partners in this initiative were the Literacy Cooperative, The Cleveland Clinic, and Improve Consulting and Training Group. Five days a week the children spent five hours in the Sterling branch participating in physical exercise, arts programming and reading instruction. Each Friday the group attended weekly field trips that included visits to: Lake Metro parks Farm, Holden Arboretum, Akron Zoo, Main Library, Youth Services Department, Tri-C Metro Campus and Freedom School, the Greater Cleveland Aquarium and The Greenhouse Tavern.

### **Collection Development**

#### ***Francis E. Sommer Memoir Digitized***

Pam Eyerdam, Michael Ruffing and Ann Olszewski worked together to digitize a WWI-era memoir by Francis E. Sommer (1890-1978), the longtime cataloger of the John G. White Collection (now Special Collections). Titled [\*Idyl, War and Revolution; across Russia in Ten Historic Years\*](#) (1952), the memoir is an eyewitness account to events in Russia that occurred from 1911 to 1921. Mr. Sommer was a famed linguist in the United States, sought out for his language skills by the Library of Congress and many other libraries. He worked for Cleveland public Library from 1926 to 1965. According to his December 9, 1978, obituary in the Plain Dealer, Sommer was fluent in 14 languages, read 22 more and had knowledge of the grammar of 45 others. The manuscript was provided to the Library by James W. Lowry of Hagerstown, Maryland, who is a friend of Lary Sommer, Francis Sommer's son.

### ***National Geographic Historical Database, 1888-1994***

In June the Library purchased the content of the National Geographic magazine from its start in 1888 through 1994. This database includes color scans of every page, photograph, and map published in National Geographic. The complete content of this iconic magazine is fully searchable through an intuitive interface, which allows patrons to explore in-depth coverage of cultures, nature, science, technology and the environment.

### ***Lockwood Thompson Collection***

The Library has acquired several treasures for the Lockwood Thompson Collection of Modern Art this year. Among the most notable was a rare, complete set of the journal *Pan*, in excellent condition, which was acquired from Peter Bernett in July. This journal was published in Berlin between 1895 and 1900, is regarded as one of the most important voices of Art Nouveau in Germany. *Pan* focused on the best contemporary art, featuring well-known, and also unknown, young international artists, including Peter Behrens, Franz von Stuck, Max Klinger, Käthe Kollwitz, Auguste Rodin, Paul Signac and Félix Vallotton.

### ***Navy Week Donation to CPL***

In honor of Navy Week in Cleveland, ten copies of ***Yardarm to Yardarm: How the War of 1812 Created America's Navy***, were presented to the Library on August 29 by Captain Bill Sherman, Chief of Staff Carrier Strike Group Two, George H.W. Bush Carrier Strike Group, United States Navy. History and Geography department kept three copies and distributed the remaining seven copies to branch libraries.

### ***Digital Projects Approved for 2013***

The Digital Projects Committee met in July and approved the following projects to proceed for 2013:

- Charles Chesnutt ephemera, in support of the Ohio Center for Book's emphasis on Chesnutt in 2013 - Special Collections
- John G. White travel diaries from Wyoming, 1900-1927: up to 3 volumes , select for optimal content with pictorial interest - Special Collections
- Aerial photographs of Cuyahoga County taken in 1977 and 1988 - Map Collection
- Historical maps of Cleveland produced from 1796-1920 (126 total) - Map Collection
- Historical documentation and photographs of Cooley Farms (1900-1953). Cooley Farms (known as the City Infirmary in the 19<sup>th</sup> century) was a city-run village that provided

support for the "poor, inform, insane and aged." A national model for providing such services, Cooley farms had a separate building where elderly married couples could continue to live together, a unique feature for its time.  
Public Administration Library

- Howard Whipple Green reports, 1910-1962 (44 documents) - Public Administration Library
- Cleveland African American History Resources, 1854-1969 (51 documents) - Public Administration Library
- Brooklyn Centre (300 photographs, 1930s-1990s) - Photograph Collection
- Barnhill collection of Cleveland Photographs, 1930s (65 photos and 5 maps) - Photograph Collection
- Lawrence Schreiber Collection (300 photographs of Cuyahoga River boats and bridges) - Photograph Collection
- Booklets on the Cleveland Motorcycle (1919) - Science & Technology
- Spencerian Commercial School (1898) - Business, Economics & Labor

### **Yearbook Digitization**

Ann Olszewski, Preservation Manager, identified 35 high school yearbook volumes for the next round of the digitization of high school yearbooks. The next round includes yearbooks for Longwood, Max Hayes, John Marshall, and Lincoln West High School. The yearbooks were sent to the Presentation Department by Social Sciences department.

### **Meetings and Activities**

- I attended my initial meetings as a PLA board member at the American Library Association annual meeting in Anaheim, CA., from June 22<sup>nd</sup> - 24th.
- Presented to the Rotary Club of Cleveland at a Cleveland Leadership Center event.
- Served as a celebrity tour guide for the Cleveland Restoration Society event.
- I presented to a delegation from the Lorain County Community College.

### **Staff Highlights**

#### **Project Management Workshop @ UCI on July 10 - 12, 2012.**

Amy Dawson, Maureen Mullin, Sheba Marcus-Bey and Annisha Jeffries attended a three-day Introduction to Project Management

Workshop in July that was designed to teach participants the fundamental knowledge and skills required to lead and direct teams to deliver project results within the constraints of schedule, budget, and resources. The course was made up of key project management, leadership, and team development principles presented in a hands-on, interactive collaborative course.

The customized course was taught by an experienced project management professional, and was designed for small business owners, corporate and organizational executives, and individuals who have an interest in competing and winning in these challenging economic times by increasing their knowledge and ability to complete projects on time, within budget, and at a high quality level. After attending the workshop, Amy Dawson, Annisha Jeffries, Sheba Marcus-Bey, and Maureen Mullin gave a presentation about Project Management in a Public Library to Main Library managers on August 8.

#### **GRANTS & DEVELOPMENT**

##### *Institute of Museum and Library Services*

Submitted request for \$100,000 to plan a Learning Lab in the Library's Main Building. We will hear back in November.

##### *Expanding the Friends of CPL*

Peter Pearson, consultant from the Friends of the St. Paul Public Library, visited CPL on both August 10 and 20 to discuss fundraising and the Friends of the CPL with CPL staff, Friends of CPL staff, CPL Board of Trustees and Friends Board of Trustees. The result was that the Friends of the CPL will undergo an expansion. A nominating committee has been created to identify new board members for the organization. An implementation committee has also been created to decide details of new organization's activities and committee structures. The unofficial timeline is to have the new organization up and running by December 2013.

##### *Mandel Foundation*

Submitted proposal for the expansion of Learning Centers at CPL branches

##### *Cuyahoga Arts & Culture*

Completed an eligibility check for CPL to be able to apply for funding for their 2013 Project Support Grants. We heard back that we are eligible to apply for the maximum amount available for units of government, up to \$35,000. Applications due in September.

### *America Reads*

Continued work with Cleveland State University's College of Education to prepare a new contract for 2012/2013 after-school tutoring at 7 CPL branches.

### *PNC Grant*

Submitted Year I report on financial education programs held through CPL's On the Road to Reading program.

### *NPI/St. Luke's Rice Branch Learning Center Grant*

- Submitted interim report.
- Held meeting with CPL staff was held to define roles and expectations for all involved in the kiosk project.
- Coordinating details of Saturday Math Tutoring Program

### *PLA Newsletter By the Book Review*

Wrote review for *Grant Money Through Collaborative Partnerships* special report.

### *George Gund Foundation*

Deena Epstein came to CPL to discuss the Foundation's current and upcoming interests.

### *Bill and Melinda Gates Foundation Grant*

Working with CPL staff to determine use remaining grant funds leftover from equipment purchases.

### Misc./General Info.

- Tracy is the contact person for all official (signed by the director) letters of support and all acknowledgement letters (for monetary gifts and donated items).
- Developing proposal to secure funds to purchase new books for the On the Road to Reading Medical Site visits.
- Exploring opportunity from National Library of Medicine/National Institutes of Health to receive funding for women's health programming in 2013.
- Researched funding opportunities to get SmartTables, AWE stations and/or health kiosks for select branches.

## **PUBLIC SERVICES**

### Programs, Services & Exhibits

During the summer months the Library's Outreach and Programming Services (OPS) department focused on three system-wide

initiatives: Summer Lunch Program, Summer Reading Club, and the Sterling Branch Summer Camp.

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The OPS department facilitated approximately 248 SRC programs, produced 190 program "kits", and shipped 186 prize packs to each of the 28 branches. Total spending on SRC 2012 programming and support supplies was \$9,867.

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Pamela Hubbard, the Director of the Golden Ciphers organization was contracted to provide staffing and activities to camp attendees; the total staffing cost for the 7-week program was \$5,400 dollars. Additional fees consisted of \$2,345.53 for field trips and transportation.

In July the Library was notified that a grant that was applied for in collaboration with Greater Cleveland College Now (GCCN) was approved for funding. The 21<sup>st</sup> Century Community Center Grant, submitted by GCCN to the U.S. Department of Education, will provide Library patrons at the Harvard-Lee and Rockport branches with 4 years of daily ACT classes and digital arts programming. Participating students will be eligible for stipends and employment opportunities at both of these sites.

The OPS department's Youth & Family Services manager, Sandra Nosse, collaborated with various staff to complete planning for three key projects: Library card sign-up "First Card" booklet, STEPS programming in neighborhood branches<sup>1</sup>, and the revamping of Every Child Ready to Read curriculum.

#### *CPL@Metro Preparations*

John Skrtic, Director of Public Services worked with administration of Cuyahoga Community College to ready the opening of the new CPL@Metro library. The new library will offer CPL resources to students attending the Metro campus. Students will also be able to sign up for a Cleveland Public Library card at the campus. The library is slated to open on September 17, 2012.

#### *Ed2go Online Courses*

In June the Library acquired a subscription to Ed2go, an online classroom featuring hundreds of course led by instructors in real-time. The official debut will occur in September, but staff had the opportunity to sign up for classes as the site was beta-tested. Reaction was immediate and positive, with about 60 staff signing up for classes in the first few days. Patrons can choose from courses on a diverse array of subjects, such as job searching, genealogy, GED test preparation, digital photography, math, Microsoft, web design, grant writing, Linux, guitar playing and much more! The lessons are supplemented by interactive quizzes, assignments, tutorials, and online discussion areas. Classes are completely free with a CPL card.

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<sup>1</sup> A grant-funded partnership with Beechbrook to deliver parent and caregiver instruction on healthy early childhood development.



### *Dispute Resolution Procedures for Patron Accounts*

Ms. Abrams continued to work with Michael Ruffing on developing a procedure for handling patron disputes with library accounts. An important step in this development of this process is that the accounts of patrons who have gone into collections, but who have not been credit-reported, are now suspended pending the resolution of each case. Ms. Abrams is also working with Mr. Ruffing and Anastasia Diamond-Ortiz (Knowledge Office) to prepare an online help manual for circulation staff throughout the system that will answer commonly asked questions relating to library cards and accounts. The answers are based on the Library's existing policies and procedures, which are simultaneously being reviewed and refined as needed. The overall goal is to provide each patron with prompt answers that fair and correct.

### *All Gauge Model Railroad and Toy Show*

Business, Economics & Labor Manager Sheba Marcus Bey and Science and Technology Manager Maureen Mullin staffed a table at the All Gauge Model Railroad and Toy Show on August 25. The association was pleased to see the selection of materials on display related to both railroads and model railroading. The attendees and sponsors were thrilled to page through books and journals relating to both model trains and real trains. Many mentioned that the Main library was a great resource for them and the title *The Boys Book of Model Railroading*, by Raymond F. Yates, greatly influenced their interest in model trains. Several enthusiasts attending the event inquired about the finding images or photos for their design activities. The Library will continue its association with this group to bring greater awareness of the Library's railroad and model railroad holdings.

### *Music at Main: The Cleveland Clinic Band, June 30<sup>th</sup>*

The Cleveland Clinic Band performed patriotic music in the Eastman Garden celebrating the Fourth of July, with 80 people in attendance. This was a wonderful opportunity to collaborate with an amateur group of musicians whose mission is very similar to that of Music at Main and of CPL: Eliminating the barriers of high ticket prices and unfamiliar venues, and working with neighborhood leaders to enrich the cultural offerings of their communities.

### *Youth Services Craft Corner*

Eanas Salem is in charge for implementing the new craft corner for families who are visiting the library. Monthly activities are highlighted so children can learn the basic skills while

creating a literature a based craft. 46 families have participated at the craft corner table.

*CPL Innovation Grant: iPad Programming for Youth*

Elizabeth Saxton was one of the selected recipients for the 2012 Innovation Grant for her project involving iPad programming for youth. The project will use the innovation funds to purchase iPads and related equipment to conduct programs with youth in Cleveland Public Library branches. The programming held will give students an opportunity to use the iPads along with carefully chosen apps to then create content that could be displayed on the Kids' and Teens' pages of the Cleveland Public Library website.

*WiFi at City Hall*

In August, the Library's IT department relocated the WiFi transmitter within Public Administration Library to the transom window above the front door to the department. This move enables City Hall staff and visitors to access free Internet service from more locations in the building, including the popular great hall area.

*Exhibit & Tour for Friends: Cleveland's Bill of Fare*

Special Collections hosted a tour for The Friends of the Cleveland Public Library featuring library's collection of food books and photographs on June 28<sup>th</sup>. A seven-table display commemorated Cleveland food products, restaurants, stores and edibles which played an important role in the city's heritage, including books, newspaper clippings. Photographs and a table and place setting from *Higbee's Silver Grille Restaurant* (loaned by the Tower City Archives), where members of the Friends could pose for photos, were popular features.

The second stop on the tour was the Science & Technology Department, where Friends members explored all things food. Old and new cookbooks were on display including some with exquisite bindings, including Maria Parloa's *Miss Parloa's Kitchen Companion* published in 1887 by Clover Publishing and Mary Ronald's *Luncheons a Cook's Picture Book*, published in 1902 by The Century Co.

*See Also Garden Art Installation*

The third *See Also* artwork opened June 12<sup>th</sup> with Scott Stibitch's installation of *Figure/Ground*. The piece is composed of pink chairs and shades of pink translucent film on the windows of the Stokes and Main Library facing the garden. The concept of *Figure/Ground* emphasizes how each of us sees things differently,

especially if a space introduces a splash of color and its elements are moved around spontaneously. The event included opening statements by Cindy Lombardo and the artist; patrons enjoyed pink ice cream as well. The installation is part of the *Lockwood Thompson Dialogue series*, in partnership with LAND Studio.

#### *Joint Program with Carnegie West Branch*

Pam Eyerdam coordinated a program with Angela Guinther at the Carnegie West Branch on August 6<sup>th</sup>. Ron Taylor, author of *From Animal House to Our House*, spoke about the trials and tribulations of remodeling a historic townhouse in Baltimore. Fine Arts sent approximately 25 books on long term loan to Carnegie West dealing with historic preservation. There were 22 attendees for the program that included an audience of architects, historic home owners, and students in the Urban Renewal Program at Cleveland State University. After the program, Mr. Taylor interviewed the CSU students for his blog.

#### *Tour Leads to Article about Library*

Stacie Brisker gave Jacqueline Ruiz a tour of Special Collections which led to an article on Cleveland. Com (<http://welcometocle.com/clevelands-best-kept-secret-the-john-white-collection/>), posted in July. Ms. Ruiz was shown Persian Books, the Sanskrit writings on palm leaves from the Smith Agama Collection, and other treasures. Ms. Ruiz is the Founder and Project Director of the Asian Indian Heritage Project and is the Social Media Ambassador for *Global Cleveland*.

#### *Chinese Language Storytime*

Caroline Han held a series of Chinese language storytimes over the summer in the activity room in Youth Services. Storytimes were held on June 16 (13 children, 7 adults attended); July 21 (12 children and 7 adults); and August 25 (14 children, 8 adults attended).

#### *War of 1812 Bicentennial Program*

Dr. William H. Thiesen Atlantic Area Historian for the United States Coast Guard presented a program in the History and Geography Department on August 30. The program was titled, "They Did Their Duty 'as became American Sailors': The Revenue Cutter Service and the War of 1812."

#### *Cleveland Public Poetry*

The Literature Department & the Ohio Center for the Book hosted poet Ben Gulyas for the Cleveland Public Poetry Open Mic Poetry Reading on August 11. Nine enthusiastic poets and poetry

readers participating by reading personal favorites of poems they had crafted themselves. The event was planned by librarian Steve Capouzzo and it helped to further a community of learning around reading and poetry at the Library.

#### *Popular Book Clubs*

Popular Library hosted fifteen book clubs over the summer. The books were chosen to appeal to a wide range of reading tastes. Popular Library's Fall Mystery book clubs will highlight the authors Linda Fairstein and Karin Slaughter to coincide with their visit to the library.

#### *Non-Fiction Book Club*

The Social Sciences Department Non-Fiction Book Club discussion was facilitated by Ms. Travka. The book discussed this summer was *God Grew Tired of Us* by John Bul Dau. A documentary film on the "Lost Boys" was shown as well to compliment the book.

#### *When the Senate Was the NBA*

Local historian Ivan Williams presented a program on Cleveland sports history in the Sports Research Center on June 23. Mr. Williams, a former graduate of John Hay High School, shared his memories on the Senate Athletic League in the 1960s.

#### *Youth Services Class Visits, Tours, and Summer Reading Club, Summer Lunches*

- This summer, the Youth Services Department welcomed returning groups and new groups that have visited in the previous year. Annisha Jeffries and Eanas Salem provided a mini-tour to 15 volunteers from the Youth Opportunities Unlimited organization (Y.O.U)
- Annisha Jeffries conducted a tour and assistance with a scavenger hunt to 15 children ages 7-14 from Camp Culture Summer Camp. Staff pulled books for the children to do research on the history of Cleveland.
- Annisha Jeffries, Sandy Nosse and Elizabeth Saxton conducted a tour with songs and stories for 21 children from the Sterling Branch Summer Camp.
- Annisha Jeffries and Eanas Salem conducted a tour for 24 children from the East End Community Center. Jennifer Rhodes conducted story time for 11 children from the State Building.
- Christine Feczkanin conducted a story time to 38 children Friendly Inn.

- "Feed Your Mind READ!" Summer Reading Club programs were conducted weekly for eight weeks and each program involved stories, learning activities and a craft or activity related to the theme. During the eight-week session, 283 children and families enjoyed a variety of entertaining, hands on interactive programming conducted by all Youth Services Department Librarians and Library Assistants.
- Sponsored by the City of Cleveland Recreation Centers from June 18-August 3, 2012 from 11:30am- 12:30 p.m. Lunches were served to children ages 1-18 in the Youth Services Department story room. A total of 77 children received lunches.

### Outreach

The OPS department facilitated and/or staffed 27 outreach events during the months of June- August. Notable events were the Fairfax Arts & Heritage Celebration, the Glenville Festival, Parade at the Circle, Asian Festival, Dads, Books and Kids, and the CMSD Back-to-School Fair.

Assistant Director of Outreach and Programming Services Aaron Mason spoke to a group of 40 students in the NASA LERCIP summer internship program on the importance of creativity and critical thinking in the STEM subject areas.

Aaron Mason and Plain Dealer philanthropy reporter, Margaret Bernstein were interviewed on Fox 8 News to promote the Dads, Books and Kids event that took place on August 4.

### *Fine Arts Visits to Branches*

Bruce Biddle visited several branches to present a talk and draw participants at their Summer Reading Club finale. Mr. Biddle shared his drawing talents with patrons, shows examples of his illustration art and speaks about art careers, cartooning and caricatures and drew portraits of those attending. Mr. Biddle brought books from the Fine Arts Department to display and encouraged all to visit the Main Library and get check out books that are not available in the branches.

### Seeds of Literacy

Amy Dawson (Literature) attended two outreach sessions at Seeds of Literacy on W. 25<sup>th</sup> and Clark Avenue on August 21 and 23. Ms. Dawson presented material on essay writing and grammar. Ms. Dawson also presented an essay by Ernest Hemingway, "Hills like White Elephants" and discussed the essay with the students as well as offered in the 2012 Letters About Literature Awards booklets so students could read the winning letters.

### *Article in Edible Cleveland by Maureen Mullin*

An article written by Maureen Mullin (Science & Technology) was published in the Summer 2012 edition of *Edible Cleveland*. Food-related summer reading was the theme with descriptions of fun cookbooks including *Microgreens: How to Grow Nature's own Superfood*, by Fionna Hill, Jim Lahey's *My Pizza: The Easy No-Knead Way to Make Spectacular Pizza at Home*, and *Jelly Shot Test Kitchen: Jell-ing Classic Cocktails - One Drink at a Time*, by Michelle Palm. A reception for contributors was held at *Spice Kitchen + Bar*, a restaurant that specializes in local food.

### *Lutheran Ministries Men's Shelter, 2100 Lakeside*

On July 27, the Lutheran Ministries Men's Shelter at 2100 Lakeside was given four boxes of unsold books following the Friends' of CPL summer book sale. Annie Holden, a social worker at the shelter, was very appreciative of the Library's generosity in making reading material available at the shelter.

### *Chess Film Documentary*

In July 2012, Special Collections participated in a chess film documentary entitled, *The Men Who Were Inspired by His Queen*. The film explores the development of chess since the role of the queen changed from the least powerful piece to the most powerful 500 years ago. The film crew of Prodigius Cinema from Barcelona, Spain, interviewed staff members Kelly Ross Brown, Pam Eyerdam, and retiree Lissa Waite about John G. White Chess Collection. The crew had already filmed people from around the world, speaking in six languages, including current world chess champion Vishy Anand. A major focus of the film is in the mystery of the long-ago disappearance of a famous chess manuscript by Francesch Vicent which documents the change of the queen's role for the first time.

### *Additional Outreach Highlights*

- Sheba Marcus-Bey (BEL) met with Joshua Wineburg of the Hispanic Chamber of Commerce on July 16. The outreach effort was attended also by Madeline Corchado for the sake of outlining Business resources for the organization.
- Kelly Ross worked with the *World Chess Hall of Fame* (in St. Louis), assisting with research for their future exhibit on *Presidents and Chess*.
- Pam Eyerdam (Fine Arts) participated in an Orientation at the *Virginia Marti College of Art & Design* on July 7<sup>th</sup>. This included a library instruction session featuring CPL databases, promoting library cards and Tech Central.

- Foreign Literature staff processed a total of 9,374 Long Loan items to 17 requesting agencies. To promote collections and facilitate circulation staff forwarded 50 messages to 5,546 patrons informing users of new book lists on Bibliocommons, CPL holiday closings, library book sale schedule and related events.
- Literature Department sent nine boxes of bookmarks, brochures and give-aways—including items from the Ohioana Library Association and Choose to Read Ohio—to the National Book Festival office in August. The Ohio Center for the Book at CPL will participate in the 2012 National Book Festival at the National Mall in Washington, D.C., September 22 & 23,
- On June 26, Maureen Mullin attended a "Friendraiser" for Edwin's Leadership And Restaurant Institute, a non-profit culinary industry education program for formerly incarcerated men and women.
- On August 2, Maureen Mullin provided a training session on several CPL databases, including ReferenceUSA, to staff of University Circle, Inc.
- Annisha Jeffries (Youth Services) visited the State Building story time conducted a story time to 12 children

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#### *Government Documents Collection at Public Administration Library*

Robin Speigner spent time with Public Administration Library staff weeding the government documents collection. Brenda Robinson prepared a list of items to be weeded and Mrs. Speigner submitted it to the State Library for permission to discard. In the future Mrs. Speigner intends to review PALs selection profile and streamline it so that they receive only pertinent information in their collection

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- Barnhill collection of Cleveland Photographs, 1930s (65 photos and 5 maps) - Photograph Collection
- Lawrence Schreiber Collection (300 photographs of Cuyahoga River boats and bridges) - Photograph Collection
- Booklets on the Cleveland Motorcycle (1919) - Science & Technology
- Spencerian Commercial School (1898) - Business, Economics & Labor

#### *Cleveland Parks Plans Finding Aid*

A finding aid for the City of Cleveland Historical Park Plans Collection was formatted into encoded archival description (EAD), a standardized XML language, and uploaded to the OhioLink Finding Aid Repository by Map Collection staff. Being in the depository allows the Library to showcase the collection to interested researchers across Ohio and the United States.

#### *Yearbook Digitization*

Ann Olszewski, Preservation Manager, identified 35 high school yearbook volumes for the next round of the digitization of high school yearbooks. The next round includes yearbooks for Longwood, Max Hayes, John Marshall, and Lincoln West High School. The yearbooks were sent to the Presentation Department by Social Sciences department.

## Research That's Possible Only at Main Library

- RTA held a test for an electrician's position in the month of June. A patron asked Jim Bettinger, of the Science & Technology Department, about several textbooks related to the topic. On Monday [July 23](#), the patron came back to praise the library's holdings and the department's help. He relayed that he passed the test and got the job.
- Science & Technology received an email question from the Librarian/Archivist for the Shuttleworth Collection of Working Historic Aircraft and Motor Vehicles, at Old Warden Aerodrome, Biggleswade, United Kingdom. The request required use of the only copy available in the world of the title, *Dobbie-McInnes 'Farnboro' Electric Indicator*, published in Glasgow in 1940. CPL is the only recorded owner of this work in the world.
- Bill Chase (Fine Arts) was recognized in the Staff Newsletter for his role in the publication of *American Silent Horror, Science Fiction and Fantasy Feature Films, 1913-1929* (McFarland Books, 2012). Mr. Chase served as chief researcher for the book and utilized resources from various departments, mainly from the Periodical Center and Literature. Cleveland Public Library has a collection of vintage motion picture journals that rivals the top film research libraries in the country. Especially valuable with the research was the collection donated to CPL by Cleveland Plain Dealer critic, W. Ward Marsh.
- Sandy Witmer (Business) helped two patrons find materials for their senior theses on June 14. They needed advanced books on the Euro, the German financial system since 1950 and historical information on the U.S. financial system with an emphasis on Alexander Hamilton. Both patrons left with about 10 books each.
- Sales information on the new original equipment manufacturer (OEM) market, replacement market, commercial vehicles, and commercial replacement market for brakes. Information was found by Susan Mullee (Business) in ProQuest Statistical, Encyclopedia of American Industries, Business Source Premier, Business & Company Resource Center, and S&P NetAdvantage for the OEM brake aftermarket business.
- In June, a chess author from Arizona spent three days in Special Collections researching female chess grand master Vera Menchik.
- Two local chamber orchestras have contacted Fine Arts requesting to borrow orchestral parts sets for their

upcoming 2012-2013 seasons (Heights Chamber Orchestra and Suburban Symphony).

- Dr. Bill Robinson, Modern Art Curator at the Cleveland Museum of Art, requested several volumes on Picasso for his exhibition research.
- A researcher working on a documentary about post-Civil War life used *Frank Leslie's Illustrated Newspaper clippings* from Special Collections and issues of *Harpers* in Periodical Center.
- A patron brought in an Asian vase with an undetermined pottery mark. The patron was able to figure out the country of origin and expressed amazement at the extensive and in-depth collection of collectibles books.
- Staff assisted a professor from Contra Costa College in California with his Egypt research using items from the John G. White collection.
- A patron requested a digital copy of *Drafts of the land belonging to the Connecticut Land Company in the Connecticut Western Reserve*, a rare and important local history manuscript. The document was already in the process of being transcribed for the CPL Digital Gallery, where a digital facsimile is available.
- A PhD candidate from UC Berkley, needed information and reproductions of two early 20<sup>th</sup> century Indian manuscripts from Special Collections.
- Professor from San Antonio TX requested parts from the *Serenade Petite*, which is part of the Sam Fox Eyman Dance collection for his orchestra.
- A Rubaiyat collector from Colorado requested scans from various Rubaiyats in Special Collections, which holds the second largest collection of these works in the country.
- In August a patron used the Congressional Record in Government Documents, biographical dictionaries in Social Sciences, the Plain Dealer Historical and the Papers of Ulysses S. Grant. The patron was working on a family history and wanted more details on her ancestor's appointment as a federal judge by Grant.
- A Microform Center patron researched articles about the championship winning Cleveland East Tech basketball team from 1972.
- Two car enthusiasts are repairing a 1971 Chevy Impala. They called seeking wiring diagrams for its V8 engine. Jim Bettinger, of the Science & Technology Department, was able to locate MOTOR's Vacuum & Wiring Diagrams. The

information provided, for the cost of one copy, was exactly what they needed to proceed with the repair.

- The Science & Technology Department received a phone call from a patron who wanted information on an old wooden barrel. In an email, she sent pictures of it. Cleveland Public Library is one of only two libraries owning the title, *Wooden Barrels* by the Associated Cooperage Industries of America, St. Louis, Mo. c1931. Using that book we were able to help the woman with most of her questions about the barrel.
- A reference question from a patron in Michigan to the Science & Technology Department required use of the title *Towmotor Corporation: Facts about Towmotor the "One-Man Gang,"* Towmotor Corp. Cleveland, Ohio :, [1944?]. The Cleveland Public Library is the only recorded owner of this book.
- Mark Moore scanned materials on Jackie Robinson from the Martin Stone files for David Krell baseball author/researcher who is writing a book on the Brooklyn Dodgers.
- A patron has a collection of rifles, and was trying to identify them. The title, *The Stevens' Arms*, published by J. Stevens Arms and Tool Company of Chicopee Falls, Mass., c1900, helped him identify his guns. Cleveland Public Library is the only library owning a copy of this title, which was identified by Rose Mary Hoge of the Science & Technology Department.
- Jim Bettinger of the Science & Technology Department assisted a patron visiting from the Atlanta area. She requested two books, one from SCI and one from SOC, which were both at off-site storage. However, she was going to be in the area for only 2-3 more days. He advised her of the option to view the material at Memorial-Nottingham Branch. She accepted that route and was able to view the only recorded copy in the world of *Pesco Progress* from Borg-Warner Corp.
- Marilyn Nichols, of the ILL/Photoduplication service of the Science & Technology Department had an interesting exchange with a customer, Mr. Johnson from Oregon, who ordered two death notices from Plain Dealer and Cleveland Press. It turns out that he was looking for information on his Commanding Officer Colonel Kenneth A. Cool from WW II. Mr. Johnson stated he attributes his survival and that of his future family due to a decision made by Colonel Cool. The Colonel had Mr. Johnson, then 2nd Lt. Navigator Johnson, transferred from a troubled bomber crew, all of whom were

killed shortly after that transfer. Mr. Johnson wondered if we had any additional information. Ms. Nichols sent a photo page and article from the Historical Plain Dealer and a Flickr link. Mr. Johnson was pleased with the information and shared it with his 455th Bomber Group alumni organization and his family.

- Ms. Ronney scanned photos of Cuban baseball players, who played in the Negro League for two high school seniors

## Staff Development

### *SEIU 1199 Negotiations*

John Skrtic, Director of Public Services, and Carlos Latimer, Assistant Director of Public Services-Branches, served on the negotiating team on behalf of the library.

### *Training of New Substitutes*

Lending continued in its role as the lead trainer for newly hired substitutes in CPL's circulation procedures. Veda Caliman has been excellent in assisting in the training.

### *Readers' Advisory Training*

The Readers' Advisory Training group presented training for Main Manager and Clerks in June. Training for the Main Managers was held on June 13 and a presentation was offered to Cleveland Public Library Clerks on June 25-June 29.

Readers' Advisory training at the Cleveland Public Library was put together by the Readers' Advisory training team which consists of William Bradford, Manager of Langston Hughes and Hough Branches; Amy Dawson, Manager of the Literature Department and the Ohio Center for the Book; Sarah Flinn, Manager of the Popular Library; Tammy Houghton and April Lancaster, Genre Fiction Specialists in the Popular Library; Jaime Declet, Manager of South and Jefferson Branches; Sandy Nosse, Manager of Youth and Family Services; and Annisha Jeffries, Manager of Youth Services.

### *Project Management Workshop @ UCI on July 10 - 12, 2012.*

Amy Dawson, Maureen Mullin, Sheba Marcus-Bey and Annisha Jeffries attended a three-day Introduction to Project Management Workshop in July that was designed to teach participants the fundamental knowledge and skills required to lead and direct teams to deliver project results within the constraints of schedule, budget, and resources. The course was made up of key project management, leadership, and team development principles presented in a hands-on, interactive collaborative course.

The customized course was taught by an experienced project management professional, and was designed for small business owners, corporate and organizational executives, and individuals who have an interest in competing and winning in these challenging economic times by increasing their knowledge and ability to complete projects on time, within budget, and at a high quality level. After attending the workshop, Amy Dawson, Annisha Jeffries, Sheba Marcus-Bey, and Maureen Mullin gave a presentation about Project Management in a Public Library to Main Library managers on August 8.

#### *Lending Clerks Upgrade*

As of July 1, all Lending clerks who were at grade level "A" were reclassified to grade "B." This important change permits the scheduling of all AV-Lending clerks in the AV department, where previously they could only work in Lending. All staff in the department were given trained in Sirsi, placing holds, and searching the Catalog by TechCentral staff.

#### *Staff Development Day/CPL Wellness Committee*

On June 1, Joseph Parnell served as the Master of Ceremonies for CPL's Staff Development Day. Mr. Parnell also participated in the organization of the day through his role on the CPL Wellness Committee and its CPL F.I.T. (Feeling Incredible Together) initiative. Mr. Parnell also directed and wrote a "Star Trek" film parody based on CPL F.I.T.'s five points of wellness (Physical, Financial, Career, Community, & Social/Emotional). Titled *Wellness Trek*, the film engendered a true sense of community among the assembled staff, who discovered the hidden comedic talents among their colleagues who starred in the film. A copy of the film is available for viewing on the CPL Staff Intranet.

Kelly Brown (Fine Arts) attended the *Cleveland Wellness Symposium* on June 5, 2012. She also presented at Staff Day, and launched the *Wellness Trek's Race Around the World* using MovBands.

#### *Sheba Marcus-Bey elected to NEO-RLS Board*

Sheba Marcus-Bey, manager of Business, Economics and Labor, was elected as Vice President of the board of NEO-RLS (Northeast Ohio Regional Library System) at its July 24 meeting.

#### *CPL Dewey Dance Crew*

Three members of the Literature Department staff, Steve Capouzzo, Jean Collins, and Aja Russo, participated in the Dewey Dance Crew (DDC), with the Progressive Arts Alliance and ended up winners of the Corporate Cleveland's Best Dance Crew

contest at House of Blues on Saturday, August 11, 2012. View the video of their performance here: <http://youtu.be/vRbSMiNmFd0>

### *Corporate Challenge*

The Corporate Challenge committee led by Administrative Assistant, Yarimilka Beavers organized over ten summer events for staff members to compete in during the 2012 Cleveland Corporate Challenge tournament. Director Felton Thomas shared captain duties with Leslie Barrett and fielded a volleyball team that played at Battery Park. Ms. Beavers and Director of Public Services, John Skrtic led a CPL team through 99 degree heat to take fourth place in the kickball tournament held in the Cleveland Metroparks. Maps Librarian, Tom Edwards played and coached a CPL squad to an impressive showing in the basketball tournament. The team went deep into the tournament claiming third place overall.

### *MEETING ROOMS and SCHEDULING*

The OPS department accepted a total of 136 and meeting room requests and 114 AV requests for the months of June-August. In the month of July the Library was host to a film shoot for the Nurenberg Paris law firm. Governmental groups used the Library on 7 occasions.

### *EXHIBITS*

The Library was host to two exhibits in the Main library cases and the Louis Stokes Wing Auditorium: The CMSD All-City Art Exhibit and the Adoption Networks Moving Hearts Gallery.

### Other Main Library News

#### *Shipping Department Update*

The months of June, July and August were very productive months for the Shipping Department as close to 350% more boxes, bags and totes were sent to Cleveland Public Library branches and CLEVNET libraries than the 2011 period (5,452 vs. 24,458). The Staff Development Day on June 1 did not effect or slow down production and this is the fourth straight month without one day of backlogged materials.

#### *Shelf Division Update*

The month of July was very busy as two new Shelf Clerks were hired. Melissa Canan, formerly Sci-Tech Page and Alexander Leonard, formerly Shelf Page, respectively, began working in Shelf Division on July 16, 2012. In addition Shelf Division had two youth groups, Youth Opportunities Unlimited (Y.O.U.) and Esperanza, working during the summer at Cleveland Public Library. A total of 13 workers (seven from Y.O.U. and six from

Esperanza) spent their time completing basic Page duties which included breaking down book trucks, sorting department book truck, and working in Subject Departments pulling Send Item List requests off the shelves.

#### *Main Library Art Collection*

The Library's marble sculpture of General Ulysses S. Grant, carved by Franklin Simmons and given to the Library in 1926 by Mr. and Mrs. Oliver M. Stafford, was brought out of storage and placed in the lobby of the Main Building. For many years General Grant stood sentry in the west corridor on the second floor of the building, but had been put into storage when the building was renovated. After a patron inquired about the disposition of the sculpture, the Library decided to bring General Grant back to Main Library in commemoration of the 150<sup>th</sup> anniversary of the Civil War. The Intermuseum Conservation Association (ICA) cleaned and repaired the sculpture in August. Since the reopening of Main Building in May 1999, nearly all of its art works have received some form of conservation treatment through ICA.

During the month of August, a massive portrait of Andrew Carnegie was moved from the administrative floor to the Microform Center, where it can be viewed by the general public. At the same time, four exquisite optical-art paintings by noted local artist Julian Stanczak were hung in TechCentral.

#### *Twist Creative Venture*

At its June meeting, the Board of Trustees approved the administration's request to proceed with the development of an agreement with Twist Creative, a local design firm, to develop products for sale based on images from the Library's rich collection. Michael Ruffing had worked with Twist Creative in November 2011 on a pilot project that involved the production and sale of four posters based on public domain images in the Library's collection, including two 19<sup>th</sup> century maps, a 1909 poster advertising the Cleveland Industrial Exposition, and an advertisement featuring the slogan, "Cleveland Offers Most." The items were sold during the last holiday season at the Ohio Knitting Mills pop-up store at 1985 West 28<sup>th</sup> Street and resulted in \$2,000 in proceeds for CPL.

Based on the success of the pilot project, Twist Creative staff and business partner Steven Tatar, of the Ohio Knitting Mills, worked with Mr. Ruffing and Joyce Dodrill, CPL's Chief Legal Counsel, to develop a Memorandum of Understanding for a larger venture. Immediately following Board approval of the MOU, Twist



Creative visited the Library on a research mission. They reviewed a large sampling of unique items from the Library's collection of Cleveland materials, which had been selected by Main Library subject department staff. The goal of the MOU is to have products developed and manufactured for sale during the 2012 holiday season.

## BRANCHES

Branches were actively engaged during the summer months of 2012 in their role as community deficit fighters. The summer lunch program was successfully implemented for the fourth consecutive year. This success was enjoyed along with the implementation this year of the Y.O.U. summer volunteer program.

Team meetings continued throughout the summer and kept as their focus, providing a forum for discussion of new initiatives and ways to most effectively promote buy-in from branch staff while actively engaging staff in the implementation of the library's strategic plan.

Group and individual coaching sessions both were held with all branch managers to discuss strategies for strengthening the collective impact of the team as we move forward in our efforts to strengthen community partnerships.

Councilman T.J. Dow was the featured author at the Addison Branch book discussion "A New Chapter in June" discussing his book *Lessons in Leadership: Through Personal Experience*.

Collinwood Branch - Children from Community Child Care Center participated in the grant funded program, Spend, Save and Share with CPL and PNC Bank.

Garden Valley - On July 17, a representative from the Cleveland Clinic spoke to 31 adults about healthy eating.

Glenville - Senior Book Forum Book Club was held at John G. Glen. The book for July was *Silver Sparrow*.

Harvard Lee Branch youth participated in a program entitled "Stranger Danger" featuring Cleveland Police Officer Jeff Stanzyk.

Hough Branch Community Gardens Club was a featured program during the month of July at the Hough Branch.

Langston Hughes Book Club start up meeting was held during the month of June.

Martin Luther King Jr. Branch - In July patrons created Web Resumes to display talents, art and photography online.

Woodland Branch Manager Kathryn Feeley created displays about careers in preparation for students preparing to enter college.

Addison Branch Manager Magnolia Peters attended bi-weekly Ward meeting held at Fatima this summer.

East 131/Mt. Pleasant Manager Joyce Bowers attended the Mt. Pleasant Community Zone meeting in August.

Garden Valley/Woodland Branch Manager Kathryn Feeley worked with the Garden Valley Neighborhood House during the month of August to collaborate on a program to involve library patrons and poetry to increase reading skills and comprehension.

Glenville Branch staff participated in Brightside Academy's Back to School Community Event and Open House.

Harvard Lee Manager Harriette Parks and Library Assistant Lori Scurka hosted a booth at the Ward 1 Expo on August 25, 2012 sponsored by Councilman Terrell Pruitt.

Hough/Langston Hughes Manager William Bradford hosted a booth at the annual New Day in Hough event on August 4.

Martin Luther King Jr. Manager Toni Parker along with other branch staff and CPL staff participated in the 2012 Parade the Circle event in June with 75, 000 in attendance.

Rice Branch Manager Ali Boyd attended public meetings of the Buckeye Development Corporation.

During the month of June, the NTM West Manager, Robin Wood attended the Main Manager's Meeting, the CPL Board Meeting, and Branch Circulation Meeting and hosted the West Team Meeting at the Eastman Branch on June 28. She also met with Rollie Welch at the Lakeshore facility on June 15 for Collection Development Training and a tour of the facility.

Children's Librarians from the Brooklyn, Garden Valley, and Sterling Branches attended STEPS training at the Shaker Heights Library on June 7<sup>th</sup> and 8<sup>th</sup>. The STEPS program is sponsored by PNC, St. Luke's Foundation, and Mt. Sinai Foundation with

implementation through Beechbrook. This trial baby box program will be rolled out at three branches.

City Fresh, a community supported agriculture program, changed its pick up to Novak Park, the park surrounding the Carnegie West Branch, due, in part, to the more visible location and the availability of the Carnegie West basement to store their bins, tables, and tent. Their first two outings, an introduction and sign-up on June 7th, and the first day of actual produce pick up went off very well.

Eastman Branch Children's Librarian, Tracey Allen and Branch Clerk, Jeanmarie Gielty were awarded an Innovation Grant from CPL- entitled Mean Green Machine, We Run On Community Energy- both staff members were notified at Staff Development Day- the grant amount is \$5,000.

Fleet Branch Manager, Rekiat Olayiwola attended a dinner at the Polish Cultural Center in Slavic Village where she learned that PBS Cleveland was one of 12 broadcasting nations that won the grant award. As a result of this grant, Jennifer Schwelik of PBS delivered a Smartboard and a projector to Fleet Branch for use in interactive activities with children visiting the Branch and a NOOK Color.

Fulton Branch Manager, Cheryl Diamond hosted a series of 6 science experiments taught by Ms. Pat Kenzel, retired Beaumont High School Science teacher. The first experiment was about the nature of popcorn. All observations were recorded and discussed, modeling scientific behavior. Chrystal Carr Jeter, Lorain Branch Manager, participated in the Monthly Senior Book Club at Glenville Health Center supporting the Glenville Branch Manager.

South Brooklyn Children's Librarian, Luigi Russo was one of two judges for an art and writing contest held at Concord Reserve, a senior community in Westlake.

Kathleen Lefkowitz, Walz Branch Manager, volunteered at Parade the Circle where she performed 3 puppet shows, assisted with the prize wheel, popcorn and tissue flowers between shows. West Park Branch GED classes ended for the season on June 18. A special summer session will begin in July, with classes beginning a half-hour earlier. These classes have had steady attendance.

The Brooklyn Branch has been busy this summer with promotions in several neighborhood events including: Gardenwalk Cleveland, CPT STEP performance, Roberto Ocasio Latin Jazz concert at Riverside Cemetery and on-going preparation for the neighborhood bicentennial in August.

CPL Staff Salad Day was a big hit at the Brooklyn Branch thanks to the staff! Much of the produce was freshly harvested from Library Assistant, Cathy Hankins and Library Assistant, Jessica Bosco's gardens.

Carnegie West Branch Manager, Angela Guinther was invited to attend a meeting at the West Side Catholic Center (WSSC) on July 12th. The meeting, run by WSSC director Anita Cook, sought to gather neighborhood partnerships for a Back to School Fair to be held in Novak Park on August 17th. Guinther offered the use of the meeting room for two or three days so volunteers from WSSC can pack the 1,500 backpacks with school supplies that the WSSC intends to provide at the fair. They will also store the backpacks in the basement until the day of the event. Children's Librarian, Helen Zaluckyj will host a table outside at the event with back to school crafts and activities for the children.

Helen Zaluckyj, Carnegie West's Children's Librarian went above and beyond when she brought in samples of healthy, exotic fruits for her Smart Eating Jeopardy program. The children all received samples of dragon fruit, golden kiwi, donut peaches, papaya, and lychee fruit. Many of the children were so excited that they lined up for seconds!

The Eastman Branch is one of six learning centers in the Cleveland Public Library System that will be offering the following services:

- Read to the Beat-A music-based literacy program for preschool aged children facilitated by instructors from the Cleveland Music School Settlement.
- After School Tutoring-Two American Reads tutors per branch for 4 hours a day M-F from September-June.
- College Preparation Courses-One of three stand-alone college preparation courses provided by Greater Cleveland College Now. Classes offer anywhere from 8-16 hours of instruction.
- GED/ESOL classes-Standard GED/ESOL classes offered by local ABLE providers. As of right now only 4 of the six sites will have this program.

The Fleet Branch hosted a "Family Fun" literacy event in cooperation with PBS public broadcasting and WVIZ TV and the Girl Scouts of North East Ohio; this program was developed under a grant from the Department of Education, with special appearances by Curious George and the WVIZ Zebra; Smart Board literacy and math games were made available; Fine Arts Department Librarian Bruce Biddle did caricature portraits as well. The entire program was well-received.

The Central Tremont Block Club met on July 21, 2012 at the Jefferson Branch. Amongst the items on the agenda was discussing the success of the first neighborhood beautification project done this summer. This entailed cleanup of the flower beds next to Professor Market and planting some greenery.

The Sterling Branch has a daily creative play and reading time. The children engaged in self-directed, supervised play (puzzle solving, drawing and building projects). The children also have individual reading time with the Youth Services staff. The branch hosted 4 impromptu ice cream parties with activities for children.

The West Park Branch will continue to provide support for the popular Page Turner's Book Club which meets monthly at the branch. Former West Park Branch Manger Linda Jaeckel will remain the leader of this group, which has 16 regular members.

Branch Manager Angela Guinther, along with substitute scheduler Marina Marquez, worked at CPL's new Book Box which is located in Carnegie West's neighborhood at the new Market Square Park on August 11th and 25th. It was a great opportunity to meet potential new patrons and to visit with a few regular patrons. The Book Box was very well received by people of all ages and from various geographic locations.

Jefferson Branch Manager, Jaime Delet reports that The Night Out Against Crime 2012 for the Second District area took place on August 7 at the Steelyard Commons. This event continues to grow every year and the giveaways that the different organizations distribute seem to get better. The Second District commander thinks there were close to 8,000 people at the event.

The Walz Branch hosted a Youth Services-Reading Club finale on Ducks and Chickens with Library Assistant Donna Belles bringing in some of her flock as well as some eggs. The children really enjoyed the program as well as the cake and punch after everything was cleaned up.

Carnegie West Branch Manager, Angela Guinther visited Franklin Plaza, an assisted living and rehabilitation facility on June 19th. About twenty-five residents met to hear about the library and its services and products. Each received a packet full of CPL/Carnegie West information and they perused a small collection of large print, fiction, and non-fiction books brought from the branch. Guinther registered six new patrons, updated the privileges of several more, and checked out seven titles to patrons. They were very excited to have a visit from the library and suggested various items for the next visit including English and Spanish language magazines and movies.

Lorain Branch Manager, Chrystal Carr Jeter participated as a Spelling Bee Judge for the Detroit Shoreway School Age Competition.

Waltz Branch Manager Kathleen Lefkowitz, visited St. Augustine's Manor and the Algart Skilled Nursing Facility.

Fulton Branch Manager, Cheryl Diamond attended the Jones Home Historical District community meeting to discuss what the library can do for this important community committee. Broadway Branch Supervisor, Cynthia Coccaro visited several daycares to encourage their participation in the CPL Summer Reading Program.

Carnegie West Manager, Angela Guinther was invited for a tour of Providence House, a crisis nursery located in the neighborhood, and a meeting with Director Natalie Leek-Nelson. At the meeting on July 24th Guinther and Leek-Nelson discussed library services, including having Children's Librarian, Helen Zaluckyj host a regularly scheduled value added story time at the nursery, providing a Providence House library card, the upcoming Back to School Fair, obtaining books used for training their staff and volunteers, and their upcoming 'Every Child is Your Child' campaign.

Fulton Branch Manager, Cheryl Diamond, and Library Assistant, Rodney Lewallen met with Hans Holznagel, Chief Operating Officer, Near West Theatre and Emily and Sara (Summer Interns) to discuss ways the library and Near West Theatre can bring the theatre experience to our community. Several ideas were brought up; one idea is a "mobbing" where the actors mob the library and sing songs from the upcoming production (i.e. Hair Spray.)

Eastman Branch Children's Librarian, Diana DeVore, has contacted some of the area schools and day cares and will be making site visits to introduce herself to teachers.

Spanish American Committee: Nancy Caraballo, member of the Spanish American Committee working with Help Me Grow, asked Mr. Declat to visit one of the monthly meetings on August 28, 2012 for the Bright Beginnings Help Me Grow families.

Walz Branch Staff presented a program on Watermelon at St Augustine Nursing home. The residents made a small watermelon craft, did watermelon trivia and listened to poems on watermelons and two book club meetings were held at the Algart Nursing Home.

#### OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In June, OLBDP circulated 59,658 items directly to patrons. BARD users downloaded 9,506 items among 515 active users for June. OLBDP registered 156 new readers to the service.

OLBDP hosted its annual Volunteer Luncheon on Wednesday, June 6, 2012 at Bistro 185 in Cleveland. Fourteen volunteers attended the luncheon and included quite a few retired CPL staff that volunteer their time to OLBDP. Volunteers contributed 1,352 hours of service to OLBDP in Fiscal Year 2012.

On June 12, OLBDP Manager Will Reed met with Ben Guylas of the Cleveland Heights-University Heights (CH-UH) Public Library to discuss possible cooperative library programs and events for patrons who are deaf or hard of hearing. Ideas from the meeting have been shared with CPL Public Services.

On June 19<sup>th</sup>, OLBDP Manager Will Reed and CPL Assistant Marketing & Communications Administrator Cathy Poilpre met with North Water Partners to develop a statewide distribution strategy for radio and television advertisements. A synthesized strategy plan will be compiled for July.

On June 21, OLBDP Manager Will Reed met with VOICEcorps reading service staff in Columbus to finalize plans to resume recording and locally producing talking books of Ohio interest for OLBDP patrons. Six books are scheduled to be recorded, four of which are "Choose to Read Ohio" selections.

OLBDP Manager Will Reed and Tracy Grimm, Head of the State Library of Ohio Talking Book Program co-hosted a one day conference for machine lending agencies on June 28 at the State

Library of Ohio. OLBPD and SLO have over 60 machine lending agencies throughout Ohio, many of which are public libraries, and provide a valuable local service to OLBPD in terms of equipment maintenance, reader advisory, and outreach and promotions.

OLBPD staff Ken Redd and Michelle Makkos presented information about OLBPD services at the Cleveland Sight Center White Cane Walk on June 9; Veterans Administration (VA) Akron Blind and Low Vision Support Group on June 12; VA Parma Blind and Low Vision Support Group on June 14; Independence Low Vision Group on June 20; and Rocky River Seniors on June 29.

The OLBPD Cyber-Dialogue Book Discussion was held on June 14 where the group discussed "Mockingjay: Hunger Games Book 3" by Suzanne Collins.

In July, OLBPD circulated 61,581 items directly to patrons. BARD users downloaded 10,223 items among 563 active users for July. OLBPD registered 140 new readers to the service.

On July 18, the State Library of Ohio emailed public library directors across Ohio encouraging them to help promote OLBPD and its service by hosting a service display in their libraries. The letter was signed by both Beverly Cain and Felton Thomas. The following week, OLBPD mailed out over 400 packs of brochures and table-top displays to all of Ohio's public libraries. Public libraries have also been in contact with OLBPD regarding additional display options. This endeavor was part of the co-promotional efforts to promote OLBPD between CPL and the State Library of Ohio.

On July 26, OLBPD Manager Will Reed and CPL Assistant Marketing & Communications Administrator Cathy Poilpre met with North Water Partners. OLBPD will contract North Water Partners to execute the distribution plan developed in June for the public service announcement.

OLBPD Librarian Michelle Makkos presented information about OLBPD services at the Veterans Administration (VA) Cleveland/Wade Park Blind and Low Vision Support Group on July 5; and the Fairfax Arts and Heritage Festival on July 21.

The OLBPD Cyber-Dialogue Book Discussion was held on July 12 where the group discussed "Innocent Man" by John Grisham.



In August, OLBDP circulated 69,626 books directly to patrons. BARD users downloaded 9,632 items among 544 active users for August. OLBDP registered 152 new readers to the service.

OLBDP will be working with Cleveland Heights-University Heights (CH-UH) Library to host a library services to deaf and hard of hearing focus group. OLBDP is also working with CPL Marketing and Communications to conduct an online survey. CPL and CH-UH hope to gather information from the deaf and hard hearing community about library services of interest, accessibility, and usability of the library.

OLBDP received a great response from Ohio public libraries following the letters that were sent to Directors asking them to host an OLBDP display. Not only has OLBDP been receiving requests from libraries for additional promotional items and materials, but OLBDP has also been receiving requests for applications from potential new readers or from people who know someone who could use the service and saw the display at their local public library.

OLBDP is pleased to share that two adaptive workstations have been set up in Tech Central and are now available for use. The workstations feature hardware and software to aid patrons who are blind or visually impaired, featuring JAWS and ZoomText, as well as a Braille printer. OLBDP provides training for both staff and patrons on the use of any of the adaptive workstations.

OLBDP submitted its FY 2014 - 2015 Biennial Budget Request to the State Library of Ohio. OLBDP is requesting funding at the same level as FY2012 - 2013 as directed by SLO.

In 2013, OLBDP will host two extra Family Fun and Learning Day events in addition to the annual Family Fun and Learning Day event here in Cleveland to build stronger connections with patrons residing outside the Cleveland area. On July 10, OLBDP will host its first Family Fun and Learning Day event at Clovernook Center for the Blind and Visually Impaired in Cincinnati. On August 14, OLBDP and State Library of Ohio will host our first Family Fun and Learning Day at the State Library in Columbus.

The OLBDP Cyber-Dialogue Book Discussion was held on August 9th where the group discussed "The Egg and I" by Betty MacDonald.

## TECH CENTRAL

### *VIP and Community Opening Events*

Both the VIP Opening on Thursday, June 14 and the Community Opening on June 16 were well attended by both CPL staff and the Cleveland community. TechCentral Staff was on-hand for both events to provide demonstrations on the various aspects of TechCentral, including the SMARTBoard, eReaders and Tablets in the Tech ToyBox, the MyCloud service, as well as providing tours of TechCentral and providing information about various parts of the space. MakerGear, the manufacturer of our 3D Printer, was also on-hand providing demonstrations of 3D printing technology. Prizes including mouse pads, messenger bags, eReader sleeves, USB drives, and more were given out throughout the Community Opening on Saturday.

### *Tech ToyBox*

The Tech ToyBox service launched during the Community Opening on June 16. 24 devices were available to checkout during the Community Opening festivities to patrons who attended sessions about each of the eReaders and Tablets. Devices include the Apple iPad 3, Amazon Kindle Fire, Amazon Kindle Touch, Barnes & Noble NOOK Color, Barnes & Noble NOOK Tablet, and the Samsung Galaxy Tab 10.2. The devices have been a huge hit with patrons who have used the devices in various ways, including recording the 4<sup>th</sup> of July festivities on the Samsung Galaxy Tablet, reading books on the Kindle Touch and NOOK devices, 'trying out' devices before making a purchasing decision, and simply having the opportunity to experience the devices for the first time. Since opening, the Tech ToyBox devices have circulated a total of 198 times.

### *myCloud*

The MyCloud service launched on Wednesday, June 27, after some final details were worked out with IT/CLEVNET regarding creating and managing myCloud accounts. A total of 21 myCloud orientation classes have been offered, with 26 people attending. The myCloud devices have been used a total of 119 times. Uses of the myCloud service so far include installation of OverDrive Media Console for downloading eMedia, installation of iTunes for syncing music and files with iPhones and iPads, along with general computer and Internet use outside of TechCentral.

### *3D Printer*

TechCentral's 3D Printer arrived in TechCentral in early August. Adam Jaenke was the initial TechCentral staff member trained on the unit and has been working with the other staff members to

train them on its use. Until a pricing model is set for the printer, we have been offering to print 3D models for patron as demonstration prints, and also providing a copy of the printed model to the patron.

#### *Multi-Function Devices*

TechCentral has played a pivotal role in the deployment, use, and improvement of the MFD system. The TechCentral staff has been the first line of support for MFD use throughout the system, troubleshooting issues and escalating programs on a regular basis. Caroline Hill from Xerox worked with TechCentral staff and patrons on a total of 7 dates and 14 hours in July and August in an effort to experience some of the issues first-hand in order to make recommendations for improving the system.

#### *Tours and Media Coverage of TechCentral*

Since TechCentral's opening, there have been a number of individuals and groups that have asked for tours of our space and services. We have scheduled tours with well over 70 people including but not limited the following:

- A branch manager from the Denver Public Library
- IT Staff from the Euclid Public Library
- Staff from the Case Western Reserve Friedman Center
- Mark Angles from HP
- The CLEVNET PC Techs Special Interest Group
- Staff and Librarians from the Lorain County Community College
- IT and Electronic Services Staff from the Akron Summit County Public Library
- Travis Good, a former AOL executive currently interested in learning about the Maker movement.
- Director of the Dover Public Library

#### *Personnel and Staffing*

TechCentral initially opened with eleven total staff, including the manager, TechCentral Coordinator, seven full-time Library Assistants, Computer Emphasis and two part-time regular Library Assistants, Computer Emphasis. Interviews were held in August for one additional full-time Library Assistant, Computer Emphasis and initial phone interviews were held for two part-time regular Library Assistants, Computer Emphasis

#### *Computer Classes and One-on-One Sessions*

In June, new TechCentral staff members shadowed existing Computer Learning Connection trainers and began to teach their first classes at both the main library and in the branches. In

July, TechCentral staff began teaching all of the *Computer Basics, Gmail, and Microsoft Office* classes using Windows 7 and Office 2010. The *Buying and Selling on the Internet* class was introduced in June, and the *Your Digital Footprints* class was developed for introduction in October. In June, July and August, a total of 80 classes were taught at the Main Library and 125 classes were taught in 24 branches. Attendance was 480 students at the Main Library and 500 Students at the branches. Additionally, in August, TechCentral staff held three classes for Main Library AV and Lending staff on the use of Sirsi Workflows and Bibliocommons.

In addition to the computer classes offered by TechCentral instructors, a total of 28 scheduled one-on-one sessions were held on topics including:

- Applying for jobs
- Applying for unemployment
- Computer basics and setting up an e-mail accounts
- Adding and removing applications
- eMedia assistance
- Tablet and eReader usage
- Updating device drivers
- Transferring and moving files and photos
- Uploading and deleting pictures from Facebook
- Creating a PhotoCD

#### BOOKMOBILE/ON THE ROAD TO READING

During the months of June- August the bookmobile served 152 stops and 4 community outreach events: Dads, Books, and Kids, Fairfax Arts & Heritage Festival, Asian Festival, and the Summer Reading Club Finale at the Cleveland Metroparks Zoo.

Due to a decline in use, on August 1 it was decided to replace the current stops of Karamu House and Mount Sinai with the East End Neighborhood House and Broadway Place Apartments. Service to these two new sites will begin in September.

On August 21 there was one service interruption; due to mechanical issues the bookmobile was unable to make the Scranton Castle stop.

"On the Road to Reading" visited Pediatric and WIC sites 75 times during the months of June - August. In the month of June, PNC Mobile store and PNC branch programs totaled 15 with 207

persons in attendance. In July and August PNC branch programs totaled 3 with a total of 41 people in attendance.

Drivers Tristan Wheeler, Bob Turowski, and Denise Dameron received bookmobile driver training during the months of June-August. All 3 will be released to be regular drivers by September 4 when training will be completed.

Youth & Family Services manager, Sandra Nosse, attended "Why Early Childhood Matters" training. The training, which took place over 3 days, was provided by Dr. Jill Stamm and Beechbrook in preparation for the implementation of the STEPS program in neighborhood branches. Ms. Nosse was also selected as a judge for the Ohio Library Council James Cook Book Award.

### **TECHNICAL SERVICES**

All Technical Services Managers and staff attended Staff Development Day on June 1. Most staff members participated in the MOV Band Wellness Trek throughout the summer and almost all Technical Services Teams were in the top half of the standings. Two Teams, Catalog A-P and Catalog S-Z & Preservation, were in the top quarter by the end of August. Andrea Johnson, Catalog Manager, and Technical Services Librarian Muzhgan Nazarova organized a Salad Day potluck for Technical Services that was attended by a number of enthusiastic staff.

Technical Services hosted a visit from librarians working at the Public Library in Erie, PA. They enjoyed seeing all the Technical Services departments at work and were particularly interested in observing the High Demand Department processes for fast and efficient ordering, receiving, and invoicing. Patricia Lowrey, Director of Technical Services, Amy Pawlowski from Information Technology and Cathy Poilpre from Marketing and Communication hosted a visit from Anne Xu from the National Library of Australia. She came to Cleveland as part of her investigation of eBooks.

Ms. Lowrey served on an interview panel for the Technical Services Librarian (Spanish Language Emphasis) in the Catalog Department and one for the Information Technology Department's Library Systems and Application Specialist vacancy. She and Stephen Wohl, Lake Shore Shelf/Shipping Supervisor, worked with the Page Recruitment Committee throughout the summer.

Ms. Lowrey and most Technical Services Managers met with John Skrtic, Carlos Latimer and Michael Ruffing from Public Services

to discuss a variety of issues. She and several Technical Services Managers met with Bob Carterette, Ann Palomo, Hilary Prisbylla and Jim Benson from the Information Technology Department to discuss a number of ongoing projects. Ms. Lowrey and Ann Olszewski attended the Digital Projects Committee and Ms Lowrey attended the Time & Attendance Committee meeting in July. She served on the Negotiation Team for the healthcare issues and 1-year extension of the collective bargaining agreement with SEIU 1199.

Collection Management: The big projects for the summer were the annual Branch Periodicals renewal and the selection of materials for the new Tri-C collection. Rollie Welch, Collection Manager, worked with several staff to revise the lists of magazines. Nancy Mocsiran, Technical Services Assistant, organized the subscription lists and completed the processing of branch selections. Nate Infante of the Acquisitions Department worked closely with the vendors to place the orders. Mr. Welch selected the new materials for Tri-C and worked with Collection Management and Popular Library staff to transfer some older titles to Tri-C. Staff from Acquisitions and Materials Processing were instrumental in obtaining all the materials and getting them ready in time.

Collection Management staff trained members of the Public Service staff on discretionary ordering procedures. Mr. Welch met with Robin Wood, the new West Neighborhood Team Manager and Andrew Harrant, the new West Park Manager. Mr. Welch and Laura Mommers trained Branch managers for Collinwood (Caroline Peak) and Martin Luther King, Jr. (Toni Parker) on using Ingram iPage and Midwest databases to order adult books, CDs, and DVDs. Bonnie Bolton trained Walz's new Youth Services librarian (Jeanmarie Gielty) in BWI use for juvenile discretionary book ordering. Information about discretionary ordering was presented to Youth Services staff at their July meeting by Mr. Welch who was assisted by Lisa Kowalczyk from the Acquisitions Department.

Mr. Welch attended the American Library Association Annual Convention in Anaheim. He presented a four-hour workshop on what young adult books will be read in the future and he moderated a speakers' panel. Mr. Welch's column about library services for teenage males appeared in the June issue of VOYA (*Voice of Youth Advocates*). Mr. Welch's monthly *Library Journal* street lit review column appeared throughout the summer. He also published several book reviews in the Plain Dealer.

High Demand: Over the summer the Department ordered 5,530 titles and 53,569 items. The staff added 2,473 titles and 48,352 items to the online catalog. They processed 1,826 invoices for a total value of \$ 629,119.70.

Dale Dickerson, High Demand Librarian, spent time training Summer Salem, the newest Technical Services Associate, on DVD and CD copy cataloging. He also began to handle the copy cataloging for the BluRay combo packs, which will be added onto separate DVD and BluRay records.

High Demand staff successfully experimented with a streamlining initiative involving routing slips for branches. Much staff time has already been saved and the fully implemented change has resulted in less printing and paper waste. Staff members have used the extra time to help out other departments. Mya Warner found time to process 200 items for the Acquisitions Department. Mr. Dickerson volunteered to work in the Shipping Department for a half day. Ms. Salem used her ability to read Arabic to help move Arabic language materials through the Catalog Department more quickly. Steven Best processed some items for Materials Processing.

Carole Brachna, High Demand Manager, worked tenaciously to resolve protracted service problems with MidWest Tape and Ingram Library Services.

Materials Processing: During June, July, and August the Associates cataloged 4,670 titles for CPL and 4,328 titles for CLEVNET. The Associates and Senior Clerks added 19,754 items. The Technicians processed 79,793 items.

The Materials Processing Technicians continue to scan all materials going through the department. Elizabeth Hegstrom, Materials Processing Manager, is printing a report once a week for items that were scanned on a particular day to see what materials are popular and how many are going to fill CLEVNET holds. Ms. Hegstrom worked with Sarah Flinn in POP to improve the workflow for periodicals being sent to the bindery. The entire department made a concerted effort to get out materials for the new Tri-C library.

Acquisitions: The annual Periodical and Microfilm renewals kept the staff department busy throughout the summer. The Librarians updated the comprehensive lists of current periodical and microfilm subscriptions with the expected costs for the 2013 subscription year. The lists were reviewed by Collection

Management and Main Library Subject Department Managers who made renewal decisions for the upcoming year. Sandy Jelar Elwell, Acquisitions Manger, worked with Rollie Welch and Michael Ruffing to finalize the renewals and cancellations. The completed 2013 subscription renewals were then submitted to the vendors to be processed.

Alicia Naab, Acquisitions Coordinator, and Carol Brachna, High Demand Manager, worked together for several months to resolve ongoing issues with MidWest Tape and Baker & Taylor. Lisa Kowalczyk, Technical Services Librarian, along with Mr. Welch attended the monthly Youth Services meeting where they reviewed the instructions for creating Branch discretionary lists in Book Wholesalers, Inc.'s (BWI) website.

Ms. Jelar Elwell, Ms. Naab, Ms. Kowalczyk, and Tonya Jenkins, Technical Services Librarian, participated in the CPL FIT Technical Services Salad Day. Ms. Naab attended the Staff Development Wrap, a follow-up meeting for the Staff Development Day Committee; she also agreed to serve on the Committee for another year. Ms. Kowalczyk was elected to the SEIU District 1199 Negotiating Team.

During the summer, staff members ordered a total of 22,075 titles and 39,713 items. They received 40,219 items, and processed a total of 5,285 invoices. They received 5,656 periodicals and 1,423 serials, added 1,505 periodical items, 648 serial items and 2,012 paperbacks. They processed 207 periodical and serial claims and modified 293 serial controls.

Preservation: Interest in the Digital Gallery continues to grow. By August, the average number of visits rose to 8,864 per day and the average number of pages viewed per day was 163,510.

Selected High School Student Newspapers have been added to the Yearbook collection and a subject guide to the historic Cleveland Picture Collection was scanned and added. Almost 500 images were added to "Gallery of Cleveland Photos," including portraits from the Standiford collection of prominent Clevelanders and photos of Clevelanders Elliot Ness, Jimmy Bivins, and Jesse Owens. Industrial scenes from J&L Steel, Richman Brothers, and Cleveland breweries were also added. Photos of Euclid Beach Park and Pearl Road were added along with pictures of Dr. Martin Luther King Jr. in Cleveland and Cuyahoga River fires. High Resolution files were copied to the digital storage archive.



Ann Olszewski, Preservation Manager, oversaw restoration and relocation of several works of art including the General Grant bust in the Main Library lobby, three Julian Stanczak paintings in Tech Central, the Andrew Carnegie portrait in the Microform Center, and 12 views of Brookside Park and the Brooklyn Centre neighborhood in the Fulton Branch.

Senior Preservation Technician Elizabeth Bardossy treated 66 technical drawings from PAL for the Parks Collection, as well as many historic railroad maps. Gloria Massey processed files of East High School Yearbooks, scanned of biographies for the Standiford portrait collection, and added CPL Annual Reports. Renee Pride matted an original art panel from *Harvey Pekar's Cleveland*. Preservation Assistant Laura Wallencheck prepared *Scene* magazine and *Gay Peoples Chronicle* and the 1993 *Criss Cross Directory* for microfilming.

The Technicians gave demonstrations and answered questions from staff visiting from Erie Public Library and Cleveland Museum of Art Library, and for Sheba Marcus Bey, Manager of Business and Economics and Labor.

Shelf/Shipping: Over the summer, the staff of the Lake Shore Shelf/Shipping Department sent 5,120 items to the Main Library for requests and to fill holds. A total of 6,045 telescopes of newly processed materials were sent to Public Service agencies. The Technicians unpacked 77,234 new items; they checked them and placed them on book trucks for the Acquisitions and High Demand Departments. The department staff provided a great deal of assistance to the Government Documents Department by retrieving, packing, and shipping several thousand items to them.

The department is testing large wooden bins, provided by Corvus Recycling, for cardboard recycling and different receptacles for beverage container recycling. In addition, three new recycle bins for have been installed for paper.

Stephen Wohl, Shelf/Shipping Supervisor served on the Page Recruitment Committee. He assisted in the assessment and interviewing of page candidates. The committee assessed over 300 applicants, interviewed 61 candidates, and hired 36 new pages for the Main Library and Branches. Mr. Wohl also attended a webinar presented by Cleveland Public Library newest Neighborhood Team Manager, Robin Wood, titled "HR stuff that every Supervisor should know".

Catalog: The Librarians cataloged 16,371 titles including thousands of eMedia titles and they added 12,241 items to the online catalog.

Michael Monaco, Senior Catalog Librarian, attended the 2012 Library Leadership Institute, an intensive seminar that covered topics such as recognizing and exploiting strengths in oneself and others, marketing and branding libraries, fundraising, and negotiating. The participants were also assigned to committees to work on continuing projects. Mr. Monaco's committee is investigating alternative sources of funding for libraries. He and Kristen Schmidt of Woodland Branch reported their Library Leadership experiences to the Library Administrators. Mr. Monaco was also re-elected to the Ohio Library Council Technical Services Division Action Council.

Dawn Grattino created catalog records for several unusual items: original artwork appearing in the book *Harvey Pekar's Cleveland*, a painting by Frank N. Wilcox called "Cuyahoga River 1842," and two collections of photographs. Regina Houseman and Barbara Satow significantly reduced the number of retrospective items waiting to be corrected or added to bibliographic records. Ms. Satow began peer review of original and upgraded OCLC records. . Larisa Povitsky worked with some previously uncataloged Belorussian, Greek, Hebrew and Hungarian materials.

Andrea Johnson participated in two webinars: an introduction to SirsiDynix plans for implementing RDA, and a time management session conducted by NEO-RLS.

## **MARKETING & COMMUNICATIONS**

Media coverage for the months of June, July, and August included 100 print and online publications, as well as TV and radio. The full report, available in the Marketing department, shows ad values of \$160,469.48 for the 3 month period with a news circulation audience of 29,732,768 people. Online media outlets that featured CPL events and programs during this time period received 54,353,601 unique visitors. Full report in the Marketing Department.

Ads to promote Summer Reading Club appeared in *Campus Observer*, *Collinwood Observer Scoop on Summer*, and *The Tremonster*. Dream, Create, Grow ad promoting genealogy appeared in the *One World Day* program. TechCentral was promoted in *Cleveland Magazine*, *The Universe Bulletin*, *Call & Post*, *Kaleidoscope Magazine*, *Cleve +U*,

*Campus Observer*, *The Plain Dealer* and *Cleveland.com* mobile app. Sports Research Center ad was published in *The Cleveland Browns Yearbook*.

Search Engine Marketing with *cleveland.com* resulted in a weekly average of 264 clicks to website per week and 168 clicks to the website from TechCentral mobil ad. eBlasts promoting the Figure/Ground Exhibit were distributed through CPL.

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; OPS manager; and Web Applications manager
- Library Card Sign-up Team meetings
- Youth Services monthly meeting
- New Library card/application planning

Marketing Plan for 2012/2013 was presented to the Board of Trustees at the August meeting.

#### GRAPHICS

Graphics staff designed, printed, and distributed 248 printed pieces June-August, including graphics for the library website, digital presentations and 13 staff newsletters.

New library cards were designed for CPL including a youth and educator card. Promotional pieces included: *MyBranch* program fliers; *UpNext* September program booklet; Writers & Readers print and web; Music at Main Cleveland Clinic Concert Band and Shuai Wang; New Borrowing Policy brochure; Fall Bookmobile schedule; Signage for Tower City Friends pop-up Book Sale; Friends Annual Fundraiser print and web; Bookmarks and poster promoting *Mama Mia!* to be displayed at PlayhouseSquare.

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

Twitter followers are up from 2,758 in June 2011 to 3,990 in June 2012. Facebook fans are up from 3,269 in June 2011 to 4,218 in June 2012. Downloads of books in an electronic format (eBooks) were up from 35,696 in June 2011 to 61,151 in June 2012.

Library News on the [www.cpl.org](http://www.cpl.org) homepage featured the following items for June: Cleveland Public Library Board of Trustees Meeting.

During the month of June, the following events, programs, and information were promoted on [www.cpl.org](http://www.cpl.org): My Place 2 Dream, Create, Grow: Milena Streen; Tech Central: Now Open; Figure/Ground: Eastman Reading Garden Exhibit and Opening Reception; 2011 Annual Report; Brown Bag Book Clubs; Featured Resource: Gale Legal Forms; Celebrating 90 Years at PlayhouseSquare!; My Tunes; Feed Your Mind - Read! CPL 2012 Summer Reading Club; Downloadable eMedia; Storytime; Celebrate with Books; Muzzy Online: Language Courses for Children; TumbleBook Library: eBooks for eKids; Homework Help; My Tunes featured artist Kelly Clarkson; Downloadable eMedia; Hot Summer Reads for Teens; Hungry for more Hunger Games?; Curl up with a good book; and Connecting to the community (Seniors site: Find Services).

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

A booklist was built for the PlayhouseSquare play "Mama Mia!" and it was added to the Theater Popular Topic's PlayhouseSquare page.

The eleventh "Off the Shelf" was sent out on June 7th to a distribution list of 2,289. The issue featured: The Library of the Future is Here: TechCentral Opens to the Public; Summer Reading Club; Figure/Ground an Exhibit; New Arrivals. The following events were also featured: NASA in your Neighborhood; Patent Searching; and Harvard-Lee Firehouse. Printed copies as well as a PDF of the newsletter were provided to Ann Marie Wieland in the CPL Archives.

Webware worked with the Graphics/Marketing department to create an email invite and info page on [www.cpl.org](http://www.cpl.org) for the opening of TechCentral.

A new subject department page was created for TechCentral with the assistance of CJ Lyce, TechCentral Manager. It includes a general description of what patrons can do in TechCentral, lists TechCentral events & classes and will soon feature TechCentral's Twitter feed.

In coordination with the Graphics department, an eBlast was sent out on June 8th to select email contacts of people who work in

the downtown area to promote the June 12 opening of Figure/Ground in the Eastman Reading Garden.

The online Bookmobile Schedule page was updated. Stops were added and deleted and the Google map of stop locations was updated to reflect changes.

Webware worked with Falls Communications to post the 2011 Annual Report. Both an interactive version and a PDF were posted and linked to from the Annual Reports page. Also, the Comprehensive Annual Financial Report was linked to in the footer of the interactive version of the Annual Report as well as on the Annual Reports page of [www.cpl.org](http://www.cpl.org).

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

Twitter followers are up from 2,816 in July 2011 to 4,102 in July 2012. Facebook fans are up from 3,327 in July 2011 to 4,340 in July 2012. Downloads of books in an electronic format (eBooks) were up from 38,015 in July 2011 to 66,151 in July 2012.

Library News on the [www.cpl.org](http://www.cpl.org) homepage featured the following items for July: Cleveland Public Library Introduces BookBox to Ohio City's Market Square Park; Introducing TechCentral Manager CJ Lynce; Robert Carterette Retires from the Library; and Cleveland Public Library Wellness Trek: Race Around the World.

During the month of July, the following events, programs, and information were promoted on [www.cpl.org](http://www.cpl.org): Tech Central: Now Open; Figure/Ground: Eastman Reading Garden Exhibit; 2011 Annual Report; Brown Bag Book Clubs; Featured Resource: Gale Legal Forms; Celebrating 90 Years of PlayhouseSquare!; My Tunes; Feed Your Mind - Read! CPL 2012 Summer Reading Club; Downloadable eMedia; Storytime; Celebrate with Books; Muzzy Online: Language Courses for Children; TumbleBook Library: eBooks for eKids; Homework Help; My Tunes featured artist Kelly Clarkson; Downloadable eMedia; Hot Summer Reads for Teens; Hungry for more Hunger Games?; Curl up with a good book; and Connecting to the Community (Seniors site: Find Services).

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

A booklist was built for the Cleveland Play House play "One Night with Janis Joplin" and it was added to the Theater Popular Topic's PlayhouseSquare page.

The twelfth "Off the Shelf" was sent out on July 23rd to a distribution list of 2,331. The issue featured: Introducing TechCentral Manager CJ Lynce; MyTunes App; New Arrivals. The following events were also featured: Friends Summer Used Book Sale; Create a Web Resume; and Art on Wheels: Color Power.

A Readers' Advisory Training section was built and added to the Staff Center, it is linked under Help Documents & Resources.

The National Geographic Archive, 1888-1994, database was added to the list of CPL's research databases.

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

Twitter followers are up from 2,895 in August 2011 to 4,221 in August 2012. Facebook fans are up from 3,405 in August 2011 to 4,447 in August 2012. Downloads of books in an electronic format (eBooks) were up from 39,205 in August 2011 to 68,224 in August 2012.

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

August Special Board of Trustees Meeting; Honoring the bicentennial of the War of 1812 Program; Free Screening of "The Contradictions of Fair Hope" & an Interactive Discussion with Co-directors S. Epatha Merkerson & Rockell Metcalf; Science, fashion, and make-up: Memories, laughs, and fun with Science & Technology Manager Maureen Mullin.

During the month of August, the following events, programs, and information were promoted on [www.cpl.org](http://www.cpl.org): Tech Central: Now Open; Figure/Ground: Eastman Reading Garden Exhibit; 2011 Annual Report; Writers & ReadersSE Cup/Jodi Kantor Program; Brown Bag Book Clubs; Featured Resource: National Geographic Archives; Celebrating 90 Years of PlayhouseSquare!; My Tunes; Feed Your Mind - Read! CPL 2012 Summer Reading Club; Downloadable eMedia; Storytime; Celebrate with Books; Muzzy Online: Language Courses for Children; TumbleBook Library: eBooks for eKids; Homework Help; My Tunes featured artist Kelly Clarkson; Downloadable eMedia; Hot Summer Reads for Teens; Hungry for more Hunger Games?; Curl up with a good book; and Connecting to the Community (Seniors site: Find Services).

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

The thirteenth "Off the Shelf" was sent out on August 23rd to a distribution list of 2,343. The issue featured: The Cleveland Public Library BookBox and Science, fashion, and make-up? Memories, laughs, and fun with Science & Technology Manager Maureen Mullin. The following events were also featured: Free Screening of "The Contradictions of Fair Hope" & an Interactive Discussion with Co-directors S. Epatha Merkerson & Rockell Metcalf; Honoring the bicentennial of the War of 1812; Cleveland Public Library Board of Trustees Meeting; Memorial-Nottingham Summer Used Book Sale; Poetry 4 Free in the Eastman Reading Garden; and a session on eBooks & eReaders at the Eastman Branch.

The 2012-2013 Writers and Readers micro-site was built and added to cpl.org. We moved in a new direction with the micro-site, incorporating a bit more design work resulting in a sleeker, more professional presentation of the series. The Graphics Department helped greatly with wonderful graphic work for this project.

Amy Pawlowski worked with Sandra Nosse to compile the final numbers of the 2012 Summer Reading program.

Internally, information about the health care provider switch to Medical Mutual was added to the staff site along with a presentation on the library's FMLA procedures.

### **PROPERTY MANAGEMENT**

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We have several projects that we have been working on and will be moving forward with them. They are Jefferson's parking lot, Main lighting retrofit, and the temporary relocation for the South branch.

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. The water fountains were repaired at Eastman, Mobile Services, Jefferson, and Sterling. A new window A/C unit was installed at Broadway. The public toilets at Brooklyn were replaced. Numerous light ballasts were replaced at Eastman and Harvard-Lee. We worked with the power company to identify and correct the problem that was causing the Chiller to fail at Lakeshore. The fan belts were replaced and the bearings greased on return fans #20 - #24 at

Main. The filters were changed in the rooftop unit and the VAV boxes under the floor at Rice. Two new rest room exhaust fans were installed at Eastman. The domestic hot water tank was replaced at Jefferson. A data wire was run to the front entrance of P.A.L. to allow the signal from the wireless router to go into the rotunda for people to be able to log on wirelessly.

The Carpenters and Painters made and installed end panels for the CD shelving in Main. A total of 28 Lego tables and 84 chairs were assembled and delivered to the branches. Shelving was installed in the Pop up Box at West 25<sup>th</sup> Street. Shelving was constructed and installed in the staff room at Union. Cedar frames were installed for herb gardens at Hough, Lorain, Rice and Woodland.

The Garage serviced vehicles 1, 6, 9, 12, 15, 16, 20, and 24. Bed liner was applied to trucks 8, 17, and 21. Computer stands were installed in all security cars. The book shelves were refinished, a new A/C unit and a new generator was installed in the Bookmobile.

**SAFETY & PROTECTIVE SERVICES**

Activity

Month	Total calls	Average per day	Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents
June 2012	1771	59	36	31	562	21
July 2012	2060	71	24	28	536	57
August 2012	5282	170	16	23	414	72

June Special Attention Carnegie West and Fleet

July Special Attention: Carnegie West and summer kick off events.

August Special Attention: Main 2 and Rockport Branches

Security Systems

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



#### Communications Center

- Repairs have been completed to the communications center due to fire safety concerns. Repairs were made eliminating the fire safety issue as well as a premature DVR equipment failure.

#### Contract Security

- Safety & Protective Services has been advised that overall hours have decreased for G4S due to staffing issues.
- We continue to work with G4S to address radio performance issues with the branches.

#### **INCIDENTS**

- Investigated theft of DVDs at Fulton Branch and provided report to management.
- Patron who exposed himself to Juvenile on Main 2 Literature was detained by Safety & Protective Services on July 31<sup>st</sup>, subsequently arrested by Cleveland Police, and charged with a felony.
- Assisted Cuyahoga County Probation officers with apprehension of serial sexual predator that violated parole by engaging children on computers.

#### **SPECIAL EVENTS SUPPORT**

- African American Policy Forum 05/31/2012
- Rockport Branch 06/02/2012
- LSW Auditorium STEPS Program 06/07/2012
- Reading club kick off Woodland Branch 06/08/2012
- TechCentral opening and subsequent operation. 06/14/2012
- Film Shoot Main Library 07/25/2012
- Cleveland Leadership Center workshop 08/14/2012

#### **RECORDS AND EQUIPMENT MANAGEMENT**

- Personal directories for officers to store records currently stored on external media have been completed. We are working with Automation to resolve login issues.

#### **ADMINISTRATION**

- The training is complete for two Supervisors and two officers that have started work.
- We are currently waiting for the hiring of one additional replacement officer.
- New schedule for Local 244 was implemented on 07/01/2012 providing better coverage for closing and more effective scheduling.

- Negotiations to extend contract for one year incorporating medical benefits change for Local 244 concluded on 08/31/2012.
- Working with Knowledge office on Electronic Records capturing system.

## **INFORMATION TECHNOLOGY & CLEVNET**

On July 20, 2012, Robert (Bob) Carterette retired after 25 years of service and leadership to the Cleveland Public Library and to CLEVNET. Recruited in 1987 by CPL interim director Marian A. Huttner and deputy director Norman Holman to the post of Head of Automation Services, Mr. Carterette inherited a fledgling and struggling computer system and CLEVNET consortium, and transformed them into a stable, continually-cutting edge system, one of the most envied library resource sharing groups in the country and a fine example of regional cooperation. Under his management, CPL and CLEVNET implemented many "firsts" in library networking technology: the first urban library to offer dial-up access to the catalog, the use of the fledgling internet to provide regional access to library resources outside of CPL/CLEVNET with The Cleveland Public Electronic Library, and the first 24 x 7 online interactive reference service KnowItNow which later became a statewide service. These are just a few of his achievements. Mr. Carterette said his goal was to prove that public libraries had a place in a networked world, and he retired with the satisfaction of having achieved that goal.

### Cleveland Public Library Projects

#### *Tech Central*

The IT/CLEVNET staff was kept busy in June with their heavy involvement in the opening of Tech Central. A total of 78 PCs, 5 Macs and 2 Linux PCs, along with 4 Staff PCs were installed in Tech Central to prepare for the grand opening. Phones were configured and installed for staff.

Significant tasks were completed to effect CPL's virtualization environment, MyCloud. Fifty Windows workstations and 7 virtual workstations were created and installed for public use. The Active Directory Account Delegation program was installed so that Tech Central staff will be able to create Windows user accounts for MyCloud users. IT staff performed extensive re-work on the Citrix Virtual Desktop Solution to enable more efficient use of computer resources and future scalability of the MyCloud infrastructure.

A number of workstation upgrades and replacements were also done. Thirty laptop computers used for training by Tech Central were updated to Office 2010 to provide better customer service to the Public. An additional 30 laptop computers were delivered to Tech Central to allow for more training.

The Software team assisted in the opening of Tech Central primarily through configuration of the SirsiDynix ILS. A location code for Tech Central was added as were new item types codes for the types of items in the Tech Toy Box, along with circulation rules. They assisted the Tech Central staff in entering items into the database in time for the opening, providing advice on an entry method that included the physical inventory tag number. This allows the fixed asset inventory system to be updated if any Toy Box items go missing.

Webware worked with the Graphics/Marketing department to create an email an invite to the grand opening. They also created a new info page on [www.cpl.org](http://www.cpl.org) for the opening of Tech Central with information regarding services, classes and other tech programs.

In August, twenty additional virtual desktops were created for Tech Central in order to provide more available My Cloud devices for the public.

#### *Staffing Changes*

Two staffing vacancies in IT/CLEVNET were filled over the summer. Mr. Andy Busch was hired into an eight-month vacancy as a PC and Networking Technician in July. In late August, Ms. Marlene Pelyhes was hired as a Library Systems and Applications Specialist, filling a three-year vacancy.

#### *Other CPL Projects*

Software staff did several extractions of large data sets for Improve Consulting for their analysis and evaluation of the Shipping and Lending departments. Ann Palomo worked with the Improve Consulting representative to identify what data would be most useful for their analysis.

All branches received a productivity boost when a custom print program was installed on all circulation workstations. Instead of staff needing to handwrite a transit slip for every book they handle, the program automatically prints a slip with the destination library in large type, eliminating handwriting time and improving legibility and accuracy.

Web staff worked with Falls Communications to post the 2011 Annual Report. Both an interactive version and a PDF were posted and linked to from the Annual Reports page. Also, the Comprehensive Annual Financial Report was linked to in the footer of the interactive version of the Annual Report as well as on the Annual Reports page of [www.cpl.org](http://www.cpl.org).

Web staff worked with the Programming and Outreach Services department and the Graphics department to design and configure the 2012 Summer Reading website. The site was set live and linked on the library's homepage on Tuesday, May 22 and encourages participants to register early for the program which begins on Monday, June 11.

Submission programs to Unique Management were revised to assess a \$15.00 referral fee per the Board of Trustees' decision.

Software staff worked with the Knowledge Office to identify benchmarks for the September Amnesty program. They will script these and take some pre-amnesty benchmarks and periodic post-amnesty benchmarks to help evaluate the efficacy of the program. They also helped with circulation rules and the user profile for the new Educator card that debuts in September.

The 2012-2013 Writers and Readers micro-site was built and added to [cpl.org](http://cpl.org). We moved in a new direction with the micro-site, incorporating a bit more design work resulting in a sleeker, more professional presentation of the series. The Graphics Department helped greatly with wonderful graphic work for this project.

Bandwidth for each branch was upgraded from 10mb to 20mb in anticipation of increasing the number of public computers available and the planned reconfiguration of security cameras.

Several repairs and upgrades to back-end equipment were made. Two domain controller servers had to be repaired when they experienced errors due to a power failure. Domain controllers enable proper domain replication information and maintain a healthy active directory. The newest server blade chassis was connected to the network for the purpose of consolidating and replacing aging servers and adding new ones. This will reduce power consumption and promote easier future server and application deployments. Lastly, the aging tape backup unit at Lakeshore was retired and replaced with a high capacity tape robot to ensure reliable user and server data backups.

With assistance from Xerox, a temporary work around for the PaperCut negative balance problem was implemented in PaperCut server software. CPL's IT department deployed this software on the PaperCut server in mid-August. By checking a user's balance in their account on a more frequent basis, Xerox multi-function devices will now log people out of the MFD if they don't have the funds for another transaction. A long-term fix is still being developed.

### CLEVNET Projects

Software team joined the SirsiDynix Strategic Partner Program (SPP). This will allow direct interaction with the SirsiDynix Development, Software Test, and Product Management teams. As strategic partners, we will have direct input into the product design process and provide feedback throughout product implementation. It differs from beta testing in that we have input before the code is essentially written, while changes are still possible.

Materials to help CLEVNET libraries' celebration of the 30th anniversary of CLEVNET were posted on the CLEVNET Member's site. The Official celebration will take place across the month of September.

Software received a testing environment for online payment from Bibliocommons. Financial Services arranged for a PayPal Merchant account to support online payment. At the end of summer, testing was progressing. Software continues to work with Financial Services on a transfer of payment data from SirsiDynix to Munis so that online payments for CLEVNET fines can be disbursed to the member libraries.

The cataloging webforms for CLEVNET required an SQL upgrade. Designed several years ago, these are a productivity and accuracy boosting tool for all technical services departments throughout CLEVNET including CPL's Catalog Department. Data entered by users is written to a SQL database, uploaded overnight to the Symphony server, with subsequent reporting to CPL Catalog the next morning regarding duplicate records, merges, and other bibliographic maintenance needed. When the Microsoft SQL server needed to be upgraded to SQL 2008, it was found that the software used to transfer the records overnight was not supported in that version. The entire process had to be migrated to SQL Server Integration Services (SSIS). This was a great collaborative effort between Software, Network and Web Services teams.

Google Analytics was added to the CLEVNET eMedia Collection site to aide in clarifying how our patrons are interacting and using the eMedia website and how it impacts checking out and downloading of materials.

The wireless access points at Hudson were upgraded as part of their implementation of VoIP. Initial programming of the Call Manager was added for Shaker Heights Public Library which will migrate to VoIP in the near future.

HP inspected the power and grounding for the computer room and will be making some adjustments in the following weeks to keep up with newer standards.

#### KnowItNow

In July, KnowItNow transitioned from live 24x7 chat reference service to chat being available from 7:00am to 1:00am, 7 days a week. Patrons continue to be able to leave an email or text message for follow-up during times when live chat is not available. The KnowItNow Website Coordinator, Don Boozer, accomplished the new routing seamlessly, and the Statewide Coordinator posted a number of announcements to inform librarians and the public of the change. KnowItNow has contracted to reallocate those early mornings hours to noon to 3:00 pm during the school year to increase coverage during those times.

On July 17, Mr. Boozer presented "Ohio's Online Reference Service: Helping Students K through 12 and Beyond..." at the Preparing 21st Century Learners Workshop held at Muskingum University in New Concord, Ohio. He also took the opportunity to stop by several area public libraries en route to speak with staff and distribute KnowItNow promotional items.

In August, KnowItNow completed development of their applications (commonly referred to as apps) for Apple and Android mobile devices. Links to the apps in both the iTunes store for Apple devices and Google Play for Android devices are now prominently displayed on the KnowItNow.org homepage for patrons to download them. The KnowItNow Website Coordinator worked with SourceN to develop the apps, and this project also addresses one of the goals of the State Library of Ohio's LSTA Five-Year Plan.

#### MEETINGS

CLEVNET has seen an influx of several new library directors in the past year. To help them understand CLEVNET, a special meeting was held in the Treasure Room at Cleveland Public

Library. Topics covered included the contract, pricing, the Members' Site and how to communicate with the IT/CLEVNET central office. The directors of East Cleveland, Clyde, Wickliffe, and Orrville attended. Elyria and Norwalk were unable to attend and they felt that prior personal meetings with them sufficed. Ann Palomo, Larry Finnegan, Bob Carterette and Amy Pawlowski represented IT/CLEVNET.

In August, Ann Palomo and Larry Finnegan met with directors of six libraries in Ashtabula county considering CLEVNET membership. They also met with Jim Gill, director of Dover Public Library, regarding CLEVNET membership.

On August 23, IT/CLEVNET hosted some of the faculty of Lorain County Community College for their annual outing. The operations of IT/CLEVNET were covered as well as KnowItNow. Tim Diamond then provided a tour of the Main Library and TechCentral. The attendees expressed gratitude for the experience, leaving with renewed respect and appreciation for the Cleveland Public Library.

The KnowItNow Statewide Coordinator participated in the American Library Association Annual Conference 2012 in Anaheim, CA, in June. He currently serves as the Reference Services Section Chair of the Virtual Reference Services Committee and participated in a number of meetings in this capacity but also attended programming and spoke with exhibitors and colleagues. The Coordinator also shared information from the conference with Ohio's librarians by posting his experiences and discoveries (with over fifty website links) to the KnowItNow24x7 Provider Site.

Amy Pawlowski attended ALA Anaheim in June and participated on a panel discussion titled "Why Can't an Ebook Be More Like Print?", sponsored by ALA's Booklist. The panel discussed several different eBook hot topics and answered questions from the audience.

Brian Leszcz attended a workshop on ArcGIS (a system for managing geographic data) at Cleveland State University. The knowledge acquired can be directly applied to provide graphic visualizations of statistical data collected by KnowItNow24x7.

All members of the Software team attended the CLEVNET Circulation SIG meeting at the Hudson library. Some of the topics of discussion were the use of transit and hold slips,

delivery labels and the changes in statewide delivery, and self-pickup of holds.

**STATISTICS**

<b>EMEDIA</b>	<b>Summer 2011</b>	<b>Summer 2012</b>
<b>OverDrive Downloads</b>	112,916	204,109
<b>Twitter Followers</b>	2,895	4,221
<b>Facebook Fans</b>	3,405	4,447

<b>Hardware</b>	<b>June-Aug 2012</b>			
	<b># Cases Opened</b>	<b># Cases Closed</b>	<b>Site Visits</b>	<b>TOTAL</b>
<b>CPL Main</b>	275	20	117	412
<b>CPL Branch</b>	308	27	90	425
<b>CPL Lake Shore</b>	123	64	19	206
<b>CPL TOTAL</b>	706	111	226	1043
<b>CLEVNET</b>	65	55	45	165
<b>PUBLIC</b>				0
<b>GRAND TOTAL</b>	771	166	271	1208

<b>Software</b>	<b>June-Aug 2012</b>			
	<b># Cases Opened</b>	<b># Cases Closed</b>	<b>Site Visits</b>	<b>TOTAL</b>
<b>CPL Main</b>	59	58		117
<b>CPL Branch</b>	41	41	1	83
<b>CPL Lake Shore</b>	23	23		46
<b>CPL TOTAL</b>	123	122	1	246
<b>CLEVNET</b>	177	177		354
<b>PUBLIC</b>	300	300		600
<b>GRAND TOTAL</b>	600	599	1	1200



Webware	June-Aug 2012			
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
CPL Main	20	20	7	47
CPL Branch	16	16		32
CPL Lake Shore	8	8		16
<b>CPL TOTAL</b>	<b>44</b>	<b>44</b>	<b>7</b>	<b>95</b>
CLEVNET	17	17		34
PUBLIC	456	456		912
<b>GRAND TOTAL</b>	<b>517</b>	<b>517</b>	<b>7</b>	<b>1041</b>

KnowItNow	June-Aug 2012		
	# Cases Opened	# Cases Closed	TOTAL
CPL Main	19	14	33
CPL Branch	18	5	23
CPL Lake Shore			0
CLEVNET	6	5	11
PUBLIC			0
KIN Library	13	12	25
OHIOLINK	16	16	32
After Dark	1	1	2
<b>GRAND TOTAL</b>	<b>73</b>	<b>53</b>	<b>126</b>

Automation Summary	June-Aug 2012			
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
CPL Main	354	98	124	576
CPL Branch	365	84	91	540
CPL Lake Shore	154	95	19	268
<b>CPL TOTAL</b>	<b>873</b>	<b>277</b>	<b>234</b>	<b>1384</b>
CLEVNET	259	249	45	553
PUBLIC	756	756	0	1512
<b>GRAND TOTAL</b>	<b>1888</b>	<b>1282</b>	<b>279</b>	<b>3449</b>