

DIRECTOR'S REPORT

December 20, 2012

Monthly Statistics

Circulation for the month of November was 560,037. This was a decrease of 3% from last year's November circulation of 578,895. The circulation activity for e-media has increased tremendously from last year and provides us with an ongoing opportunity to reach our community users virtually. E-media circulation continues to be a bright spot and is up over 38% for 2012.

The number of computer sessions for November was up from 2011 levels. There were 92,201 sessions this year in comparison to last year's 72,968. Not surprisingly, the number of hours in use for our computers increased from 63,382 in 2012 from 49,400 in 2011. This was an increase of 22%. With the addition of TechCentral, the numbers of computers throughout CPL has increased the number of sessions and the numbers of hours in use.

Attendance for the month of November was 272,116. This is a decrease of almost 8% from last year's attendance number of 295,369. The Main library reported a 2% decrease in attendance. The branch attendance decreased by 9%.

Programming / Outreach

November was another great month for CPL programming and outreach. The OPS team coordinated activities for the Winter Fest Wonderland program on Saturday, November 24, 2012. Two hundred people attended the three hour long program of crafts, stories and holiday merriment. The story room was transformed into a "Wonderland of Snow" palace. Ms. **Christine Feczkanin** dressed up as the character "Gingy", a Gingerbread Man from the movie Shrek, to the delight of the children attending. Science & Technology participated in Winterfest by helping secure three popular model railroad displays and providing books and other materials for a display.

An Afternoon with Dan Coughlin

Dan Coughlin, legendary Cleveland Sports Journalist, was interviewed by Ben Holbert, Emmy Award Winning Journalist, in a public program on November 15. The lively and witty interview was enjoyed by all who attended. **Mark Moore, Peter Elwell** and **Tracey Allen** coordinated the Sports Research Center program,

photographs of which were posted on Cleveland Public Library's Facebook account. There were 30 participants.

Sports Icon Oral History Project

Joe Tait, a former sports broadcaster for the Cleveland Cavaliers of the NBA, was interviewed by Dan Coughlin on November 29, 2012 at 12:00 noon, as part of the Sports Research Center's Sports Icon Oral History Project. Department manager Ms. **Darlene Ronney** coordinated the interview. Joe Tait autographed his book, *Joe Tait: It's been a Real*, for the Sports Research Center.

Public Services

On October 18th, the Board of Trustees of Cleveland Public Library (CPL) passed a resolution to close the Broadway Branch and merge the Broadway and Fleet service areas. This decision came after extensive internal analysis, widely publicized neighborhood meetings, and a thorough evaluation of community needs. Our conversations with residents and stakeholders continued after the resolution passed to determine how CPL could effectively continue to serve them following the merger.

The branch was closed on Saturday, November 17th, and an Open House was held at the Fleet branch the same day to welcome the new patrons. Since the closing, a number of steps have been taken to continue are outreach to North Broadway. Visits and story hours at: Tia's Childcare, Villa Montessori and Academy Childcare. Relationship developed with Willow elementary school, and meetings with University Settlement and the P-16 initiative. Staff member **Carlos Latimer** will report throughout the year to me on the outreach efforts.

Strategic Plan

Our Mission:

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

Our Strategic Priorities:

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

Meetings and Activities

- The Board President **Tom Corrigan** and I met with the Board President and Vice-President of the East Cleveland Public Library.
- I provided the welcome to the "An Afternoon with Dan Coughlin: Pass the Nuts" which was held in the Social Sciences department.
- I met with Ohio's State Librarian, Beverly Cain to discuss opportunities for our institutions to collaborate.
- I was joined by **Trustee Corrigan** and leadership of the Friends of the Cleveland Public Library to discuss the nomination of individuals for a Friends Foundation.

CLEVNET

November's total OverDrive CLEVNET eMedia collection circulation was 67,715, significantly up from last year's total of 44,829. CPL has 4639 total followers on Twitter and the Facebook page currently has 4,712 fans.

GRANTS & DEVELOPMENT

Neighborhood Progress Inc. (NPI)

Submitted final report on the 2012 tutoring services offered at the Rice Branch. These funds will not be available again in 2013, however tutoring (and other Learning Center services) will continue at Rice during 2013.

Cleveland Foundation

There is an opportunity to get additional funds for 2013 Learning Center activities. We will work with our Program Officer at the Foundation to address the additional needs of the Learning Centers in the upcoming year.

Wellness @ Work Award

2013 is the fifth year these awards are being offered by the Cleveland Museum of Natural History, honoring Northeast Ohio's best companies working for wellness—providing the healthiest work environments for their employees and incorporating sustainable practices into the workplace. CPL will be submitting an application for their Dec. 17 deadline.

Friends of CPL

- Held first meeting of the Nominating Committee (Felton Thomas, Thomas Corrigan, Allison Wallace, Bob Pincus). Discussed structure of the new Friends Foundation Board of Directors. The next meeting will be held on 12/12/12 to review the structures of other Library Foundation's.
- Submitted Director's reports to Friends detailing 2012 activities (how Friends funds were spent).
- Submitted Director's 2013 request to Friends.

Letters to newly elected officials

Sent congratulatory letters (from the Director and Board President) to all newly elected (or re-elected) officials who have districts or offices in the City.

PUBLIC SERVICES

Programs, Services & Exhibits

During the month of November the Library hosted a total of 98 programs and 140 story times. Educational programming and services, not included in the above totals, accounted for approximately 876 hours of adult education, foreign language instruction, after-school tutoring, and early-childhood literacy programming. After school snacks were served daily at 9 branch locations to over 400 children.

Total programming/educational services related expenditures for November totaled \$87,545.66; \$32,200 of which was Cleveland Foundation grant funds earmarked for Learning Center educational services. An additional \$15,431 taken from the OPS department Professional Services fund for the continuation of tutoring services at the Rice Branch in 2013/14. A portion of the remaining balance was devoted to the beginning of the *I'm Ready to Read* school outreach program, and a 12-month contract with Legal Aid Society of Cleveland to provide law clinics in neighborhood branches in the year 2013. Spending on educational programming and services for the 2013/14 school year accounted for a total of 61% of the OPS department spending in the month of November.

November saw the completion of the first 10-week session of the *Read to the Beat* program facilitated by the Cleveland Music School Settlement. Settlement instructors held weekly early-

childhood literacy programs at 4 neighborhood branches¹ with an average class size of 17 children.

The Rice Branch, on November 7, hosted a Legal Aid clinic from 6:00 PM - 8:00 PM; approximately 45 people received services from a team of 4 attorneys and 6 Legal Aid staff members.

November 16 was the beginning of a concerted effort on behalf of the OPS department to engage Cleveland senior citizens in Library activities. In partnership with the Collinwood Recreation Center, the Library arranged for a day of interactive activities for a group of approximately 18 seniors. The group attended programs in TechCentral, Literature Department, Special Collections, the Sports Research Center and the History Department. Unlike the traditional Library tours the group was given a menu of activities to select from prior to their visit. Each department crafted unique experiences for the group and kept them engaged for the duration of their visit.

On Saturday, November 17 in the Louis Stokes Wing auditorium hosted a performance by the FiveOne Experimental Orchestra entitled Sonic Cinema; a showcase of video compositions set to live musical accompaniment.

See Also 2013 Eastman Reading Garden Competition

The 2013 See Also Garden Jury Members met on Nov. 29th to select the spring installation. The winning design was a submission titled "The Reading Nest" by Mark Reigelman II, a 2006 graduate of the Cleveland Institute of Art and former Cleveland resident who now lives and works in New York. Reigelman earned acclaim in 2009 when Americans for the Arts named his installation *Wood-Pile* as one of the top 40 public art projects in the United States. "The Reading Nest" will be a giant bird's nest made of recycled materials assembled from throughout Cleveland over a two-week period. Jury members include: Donald Black (local artist & 2011 See Also winner), David Jurca (Cleveland Urban Design Collaborative), Liz Maugens (Executive Director of Zygote Press), Derek Maxfield (local artist and owner of BuckBuck gallery & co-op style workspace), Dan Moulthrop (of The Civic Commons), Daniel Bickerstaff, II (architect), Elmer Turner Sr., Michael Ruffing, Pam Eyerdam, and Myron Scruggs representing CPL.

¹ Sterling, Collinwood, Fulton and Langston-Hughes

Winterfest 2012

Youth Services Department Manager Annisha Jeffries and Library Assistant Christine Feczkanin coordinated activities for the Winter Fest Wonderland program on Saturday, November 24, 2012. Two hundred people attended the three hour long program of crafts, stories and holiday merriment. The story room was transformed into a "Wonderland of Snow" palace. Ms. Feczkanin dressed up as the character "Gingy", a Gingerbread Man from the movie Shrek, to the delight of the children attending. Science & Technology participated in Winterfest by helping secure three popular model railroad displays and providing books and other materials for a display.

Best Practices for Consultants

On Wednesday, November 14 the Business, Economics and Labor Department hosted a program for Small Business and Entrepreneurship: "Best Practices for Consultants", with Starlyn Priest, MBA. Joseph Parnell gave a brief introduction to start the session. A group of 21 attended the late afternoon program. The well-received event focused on strategies for starting a consulting practice.

Music at Main

November 3: CIM (Cleveland Institute of Music) with student Jinjoo Cho (violin) and CIM alumnus HysunSoo Kim (piano). Cho is the First Grand Prize and People's Choice Award winner of the 2006 Montreal International Musical Competition. She has appeared as soloist with The Cleveland Orchestra. HyunSoo Kim, piano, is a native of South Korea and began to play piano at the age of eight. They performed selections by Beethoven and Strauss. 20 people attended.

November 16: Di Tsvey Ensemble performed Klezmer music that included selections from Gas Nign, Lemisch Sher, Tsigayner Zhok, and Dobranotsh. Klezmer is a form of traditional Eastern European Jewish music consisting mainly of dance tunes and other forms of instrumental celebration. This was a special Friday afternoon (lunchtime) performance and was attended by an extremely appreciative crowd which contained many CPL employees on their lunch break as well as many patrons who came in and out of the performance during the hour-long concert.

Downtown Russian Book Club

Victoria Kabo initiated new downtown bi-monthly Russian Book Club meeting on Saturday, November 12. Although attendance was sparse, the event managed to draw other family members of the

attendees to browse department collections while their spouses participated in the Book Club meeting. This new initiative is attempting to engage Russian-speaking patrons in a CPL sponsored community of learning event in Main Library.

Open Mic Poetry at CPL

On November 3, Steve Capouzzo hosted Cleveland Public Poetry open mic poetry which attracted an audience of eighteen people, eight of whom read a selection of their poetry. Many attendees stayed after the reading and networked.

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Bookmaking for Collinwood Seniors

Amy Dawson and Art Books Cleveland Book Artist Melissa O'Grady offered a photobook making workshop for seniors from the Collinwood Senior Center. The seniors were a great group to work with and very enthusiastic about their project.

Brown Bag Non-Fiction Book Club at Main

The Social Sciences Non-Fiction Book Club was held on November 8. This book discussed was *90 Minutes in Heaven: A True Story of Death and Life* by Don Piper with Cecil Murphey. Lakeisha Winstead and Helena Travka were the facilitators. There were 5 participants.

Outreach

Book Bundles

Youth Services manager Annisha Jeffries continued to talk to educators about the collection and services of the department.

Ms. Jeffries visited a new daycare in the Old Stone Church to promote Book Bundles—groupings of recommended books, selected by age level and theme, which are tied into small bundles. On a quick trip to the Library, busy patrons can pick up a Book Bundle and know that all of the books in it are among the best in the collection.

Neighborhood Connections Book Group

Sheba Marcus-Bey, BEL Department Manager was invited by Neighborhood Connections to lead a book discussion group (a community of learning) on the book *The Abundant Community*. The book is being read simultaneously by three other community groups in anticipation of a visit by the author, Peter Bloch, in February 2013.

Cleveland Chamber Music Society Brochure

At the Cleveland Chamber Music Society's second concert an announcement was made to the 300 people in attendance about the new chamber music brochure created by CPL. The brochure lists all of the society's concert dates as well as a listing of resources, including print resources and recordings, so that audience members can learn more about the music being performed. The response from the Society was extremely positive and the brochure will likely be an ongoing collaboration. The brochure was created by Michael Dalby and Kent State University Practicum student Bryan Silver.

Around Noon Interview

Michael Dalby was interviewed by Dee Perry on "Around Noon: Music Monday", on 90.3 WCPN Ideastream, on November 19th, along with guests from the Rock Hall of Fame and Scene Magazine. Host Dee Perry mentioned CPL several times throughout the program.

Foreign Literature Long Loans

During the month, staff processed a total of 1,985 Long Loan items from 5 requesting CLEVNET agencies. Department's Long Loan activities allows for the formation of communities of learning by increasing the accessibility of foreign language reading materials beyond the confines of downtown and into diverse neighborhoods and outlying communities. To promote new materials and encourage greater usage of library resources and participation in CPL sponsored events, staff forwarded 14 distinct mailings/emails to over 2,477 patrons informing them of new material arrivals and CPL programming notes.

Collinwood Recreation Center Visit

Senior citizens from the Collinwood Recreation Center visited the Social Sciences Department on November 16. The seniors toured the department and were shown a 30 minute film entitled, *Only the Ball was White: an Inspirational Documentary about the Forgotten Athletes of Baseball Negro League*, narrated by Paul Winfield. There were 20 participants.

Special Announcement: Mergent Archives

On Friday, November 2, Cleveland Public Library went live with patron access to the Mergent Archives database for all of CLEVNET. The quiet, yet momentous, debut of this rich archival business resource was the result of a collaborative effort between Mergent, a leading provider of information on global publicly listed companies, and Cleveland Public Library. This type of project clearly illustrates the importance of retaining paper collections as the basis for valuable collaborative projects that benefit Cleveland taxpayers who have paid to build and sustain CPL's research level collections. These projects also position CPL to be a national leader in the digital evolution of content.

A total of 89,122 reports from CPL's collection were scanned as a part of this project. This translates into an astounding 1,812,000 scanned images. As agreed with Mergent, the Library received a copy of all of these images, as well as a master index. The Library plans to load these images onto a long-term storage server to further insure their long-term survival. Mergent is continuously adding to the Mergent Archives database and recently announced plans to digitize large collections in Canada and the United Kingdom-- content that will be *free* to CLEVNET libraries *forever*.

At the end of the month, Michael Ruffing worked on an agreement with Mergent to digitize the Library's historical collection of the Dun & Bradstreet (D&B) Million Dollar Directory, which includes information on America's leading corporations. Once again, all work will be completed at Mergent's expense with free, lifetime access for all CLEVNET libraries. The Library has a near-complete set of the directories dating to 1959. Even Dun and Bradstreet did not have a set of their own directory.

Collection Development

Johann H. Beck Collection

Kent State University graduate student Bryan Silver completed his practicum in Fine Arts & Special Collections in November.

His culminating project was the creation of an electronic finding aid for the music manuscripts of the Johann H. Beck collection of music scores. Beck was a noted conductor, composer, teacher, and violinist who was born in Cleveland and completed his musical education in Europe at the Leipzig Conservatory (1879-82), where he premiered his own String Quartet in C Minor at the Gewandhaus. The collection is housed in Special Collections.

Schweinfurth Collection

The last quarterly Schweinfurth Committee meeting was held November 9th. The committee approved several items for purchase and finalized revised *Collection Development Guidelines for the Schweinfurth Trust Fund*. This document was signed by Director Thomas and supersedes the previous agreement.

ASTM Standards moved from PAL to Science & Technology

Public Administration Library's 2011 and 2012 volumes of the *Annual Book of ASTM (American Society for Testing and Materials) Standards* was transferred to Science and Technology so all standards owned by CPL will be together in a single place, available six days a week. The move was made in response to a patron who had visited the Library on a Saturday to see the set, only to learn that it was only available at PAL. Until recently, the Library had subscribed to two sets of this expensive set of standards, one for PAL and one for Science & Technology. Budget reductions necessitated the cancellation of one set.

Research That's Possible Only at Main Library

- A professor in Paris inquired about a 1606 French title, *Histoire de Hvon de Bovrdeavx pair de France, & duc de Guyenne*. CPL is the only owner listed in the WorldCat bibliographic database.
- *Boiler Operations Questions and Answers* by P. Chattopadhyay, New York, 1995, and *Boiler Operation Engineering*, by the same author.
- A patron visited the library to use a 2010 ASTM Standard. The standard was found in the 2011 **Annual Book of ASTM Standards**.
- *Lectures on the Results of the Exhibition, delivered before The Society of Arts, Manufactures, and Commerce at the suggestion of H.R.H. Prince Albert on the Progress of Art & Science*, published in London in 1852.

- *Tallis's History and Description of the Crystal Palace and the Exhibition of the World's Industry in 1851*, published in London and New York in 1852.
- Los Angeles Public Library asked for copies from an [April 1918](#) edition of *Pictorial Review*, a dressmaking periodical, published in New York by the Pictorial Review Company.
- The University of Nevada requested copies from an older edition of *American Society for Testing Materials Standard - ASTM: C 998 - 1983, Method for Sampling Surface Soils for Radionuclide*. We provided a research copy for their review.

Staff Development

Kenyatta Abrams became the permanent AV/Lending Supervisor on November 5, 2012. Ms. Abrams' long experience at the Library and her commitment to public service will serve the Library well.

Manager, Annisha Jeffries, attended the Widen the Lens two day conference hosted by Ohio Library Council on Tuesday and Wednesday, November 13-14, 2012, in Columbus, Ohio.

Stacie Brisker & Kelly Brown attended the *OhioLINK Finding Aid Creation Took workshop* at Case Western Reserve on November 8th. The workshop was given by Cara Gilgenbach of Kent State Special Collections and Rhonda Rhineheart of Akron University. The finding aid is based upon DACS, how to use the OhioLINK EAD tool and they helped to clarify the difference between Scope, Content and Biography in the DACS (*Describing Archives: A Content Standard*) description.

Stacie Brisker attended the workshop "*The Next Chapter: Rare Books in Modern Times*." Nov. 13-14th in Philadelphia, This conference was presented by the CCAHA (Conservation Center for Art and Historic Archives) with the goal of encouraging the profession to look at the role of the book in the age of digitalization. There was much discussion on the "book as object", and that is what will keep our patrons interested in what we have

History & Geography Subject Department Clerk Nick Durda has successfully completed the Photoshop course via Ed2Go, the new database of free instructor-led courses.

Tammy Houghton, Judy Daniels, and Sarah Flinn attended the NEO-RLS Workshop Back to the Book. They learned how Cuyahoga County Public Library connects with their readers by using Facebook and Twitter to recommend and discuss books. Their Night Owls service on Facebook attracts many patrons to discuss what they are currently reading.

Maureen Mullin attended a webinar on: The Elusive Library Non-User, presented by PLA.

Lakeisha Winstead and Helena Travka attended a NEO-RLS workshop titled, "Back to the Book XIII:50 Shades, Snow White and Facebook...Oh My" on November 1, 2012 in Twinsburg, Ohio.

Other Main Library News

ARLIS Ohio Valley Chapter Meeting Nov. 1-2, 2012

Pam Eyerdam & Bruce Biddle attended the regional Ohio Valley chapter meeting of the Art Libraries of North American meeting in Cleveland. This tri-state meeting was held at the Cleveland Museum of Art, Ingalls Library on Nov. 1st and Pam Eyerdam hosted the presentations & business meeting at CPL on Nov. 2nd.

Attendees listened to presentations about transitioning a Slide Library (U. of Cincinnati) and moving an art museum library (Cleveland Museum of Art). Michael Dalby presented information about selecting eBooks (focusing on art). Guests also were able to tour the TechCentral, Special Collections & Octavofest exhibits, and the Photograph collection. Pam Eyerdam was appointed at a Committee Member of the 2013 Nominating Committee for the Ohio Valley Chapter.

Shipping Department Update

November was a productive month for the Shipping Department as 7611 (boxes, bags, and totes) were sent throughout Cleveland Public Library and CLEVNET system, as opposed to 4849 items sent last November 2011. There were three times during the month of November that the Shipping Department experienced a materials backlog of one day. The positive aspect is that the backlogs were contained, eliminated quickly and did not grow into multiple days.

Shelf Division Update

Shelf Division welcomed Ms. Cynthia Coccaro as the new Assistant Shelf Supervisor on November 19, 2011. Ms. Coccaro transferred from the Broadway Branch where she was the Branch Supervisor.

Branches

Garden Valley/Woodland Manager Kathryn Feeley met with Katrice Williams, Community and Family Support AmeriCorps VISTA, to prepare for the presentation for the Job Fair at Anton Grdina titled "Social Media and Branding." The fair will be December 11, 2012.

Glenville Branch Manager Sharon Jefferson attended the Senior Forum Book club at J. Glen Center. The youth services staff presented two story times to Citizens Academy Eastside.

Union Branch Youth Services Librarian Donna Willingham visited Mather Child Care and Oakfield Day Care for story times. She also visited seven classes in three schools to promote the library and library cards.

Eastman's Adult book club met on the 28th of November and discussed the book Whiskey Island by Les Roberts.

Read-to-the-Beat, a program conducted by the Music Settlement House at the Fulton Branch has been a wonderful opportunity for pre-school Humble Hearts.

Youth Opportunity Unlimited provides career and life skill sessions to teens in the neighborhood. Y.O.U. conducted a community open house for students and their parents at the Fleet Branch. The Councilman of Ward 12, Anthony Brancatelli, attended the open house.

The Rockport Branch has been hosting a "Kids Café" that started at the beginning of the school year and is geared towards children for after school snacking. Snacks and drinks are offered by the Cleveland Food Bank.

The South Branch hosted patrons of all ages at their Día de los Muertos. This program involves decorating sugar skulls with brightly colored royal icing and sequins. These skulls are traditionally made for Day of the Dead in Mexico to celebrate and remember deceased friends and family.

The Snack Program collaboration with the Cleveland Foodbank is feeding more than 40+ youth per day after school at the Sterling Branch, with a total to-date registration of 108 youth. An increase in the number of snacks delivered has been requested.

At the West Park Branch, Realeyes removed their interactive display promoting healthy vision that was in the Children's Area, myCloud service began on November 5th, and Fairview Hospital continued to offer free health screenings to patrons on the third Tuesday of the month.

Eastman Children's Librarian Diana DeVore did a preschool story time at Wilbur Wright School for 35 students.

Fleet Branch Manager, Reki Olayiwola attended the Broadway P-16 meeting, Slavic village neighborhood collaboration meeting, and Neighborhood Leadership Annual Dinner Party. In Branch Manager, Olayiwola and new Branch Clerk Betty Hollowell, visited three daycare centers in northern Broadway. Ms. Olayiwola introduced herself to the Directors and teachers and collected information on how the new merger of Fleet and Broadway Branches would provide uninterrupted services to Centers.

Fulton Branch Manager, Cheryl Diamond partnered with hands on Northeastern Ohio for National Family volunteer day; family volunteers made blankets for new moms, decorated picture frames for seniors at Eliza Jennings home; made snack packs for local police and soldiers.

Branch Clerk Betty Hollowell transferred to the Fleet Branch on November 19th. Branch volunteer, Chartary McCall, worked her last day at the Broadway Branch in November. The staff presented her with a thank you card and gift.

Carnegie West Branch Clerk Vaughn McCarter transferred to the Brooklyn Branch effective November 5th.

A Part Time Library Assistant, Emma Gyurkey has been hired for Eastman Branch and will start on December 3rd.

Jennifer Moncayo a Branch Page at the Jefferson Branch since 2004 was promoted to Library Assistant Computer Emphasis. She will start in her new capacity on December 3rd.

Rockport Manager Lydia Pryszlak retired effective November 30th, 2012. The Children's Librarian position at Rockport had been open since September and has been given to Cassandra Feliciano effective November 18th. Ms. Feliciano was promoted from the position of Rockport Library Assistant Youth.

TechCentral

myCloud Branch Pilot Program

Beginning November 5, the Harvard-Lee and West Park branches became the first two locations outside of Main Library to offer myCloud to their patrons. A total of 9 myCloud orientation classes were held at the two branches, in addition to the orientations offered at TechCentral. Each location has ten myCloud Thin-Clients available for checkout. In December, computer aides for both branches will be trained to offer the

orientation class to patrons, allowing expanded availability of access for first-time myCloud users.

TechCentral Visits and Tours

TechCentral hosted several tours from individuals and groups in November, including, but not limited to:

- Librarian from the Health Sciences Library of The Ohio State University
- Art Librarians from the Ohio Valley/ARLIS Conference
- Seniors Group from the Collinwood Recreation Center
- 3D Printer demonstration for a local tech-centric group of individuals.
- IT Administrator of the Dayton Metro Library

Computer Classes and One-on-One Sessions

In November, TechCentral staff conducted a total of 18 classes at Main Library, 51 classes in 12 branches, and 19 scheduled myCloud orientations. Attendance was 73 students at the Main Library and 158 students at the branches.

Paystation Support and MFDS

In November, Xerox began to provide support for the Pay stations throughout the Library system. Since pay stations were new for the Xerox help-desk, TechCentral acted as a go-between while the training for Xerox personnel was held. In late November, support stickers were placed on each pay station with the contact and necessary information for placing support calls. Additionally the "Who to call for your Xerox technology" document on the staff intranet was updated to reflect new support procedures.

ALA Makerspaces Webinar

On November 19, Director Felton Thomas, TechCentral Manager CJ Lynce, and TechCentral Coordinator Olivia Hoge presented an ALA TechSource webinar on TechCentral as a MakerSpace. Well over 400 were in attendance for the second of four total webinars presented by various libraries.

MakerLabs and MakerKits

TechCentral has been hard at work putting together several MakerLabs (1-2 hours programs on 'maker' topics) and MakerKits (electronic and tech-central kits for use in house) to offer within TechCentral. The first MakerLab, the *3D Cookie Cutter Lab*, will be held on December 15th. A panoramic photo-making lab as well as DVD and Font making labs are scheduled for the beginning of 2013.

The new MakerKits consist of electronic, music, and building kits that patrons will be able to checkout for use within TechCentral. The kits are being finalized and should be ready for in-house circulation in the next couple of week.

OLBPD

In November, OLBPD circulated 55,526 books and magazines directly to patrons. OLBPD registered 118 new readers to the service. BARD statistics were not available at the time the report was written.

On November 5th, OLBPD received a major upgrade to the Keystone automated circulation software. New features include electronic patron transfers to participating libraries and new contact information fields for social media addresses.

Hard copies of the OLBPD PSA were distributed to all of the major television/radio stations in the state who should be running it in their rotations. The PSA was also distributed to some of the major health systems in Ohio and North Water Partners is waiting for their approval to include the content in their closed-circuit broadcasts. North Water Partners is continuing to gain traction with some of the student-run college radio stations in Ohio and following up with contacts from other visually-impaired service centers (i.e. Clovernook in Cincinnati) to include on their websites and social media. Cathy Poilpre is working on CPL and possibly CLEVNET distribution.

On November 8th, OLBPD Manager Will Reed met with teachers from Cuyahoga East Vocational Education Consortium (CEVEC) and Euclid City Schools about hosting a high school student as part of a vocational education experience program. OLBPD is working with Human Resources and CPL's Chief Legal Officer on placing the student at OLBPD for the 2012-2013 school year.

OLBPD Manager Will Reed met with Ed Harder from LEAP (Linking Employment, Abilities, and Potential) about placing students at OLBPD for vocational education experience. OLBPD is working with Human Resources and CPL's Chief Legal Officer on details for establishing a long term agreement to partner with LEAP on vocational education experiences for LEAP students.

On November 15th, OLBPD Manager Will Reed met with Stephen Flannery of Cuyahoga County Employment and Family Services on volunteer work experience opportunities at OLBPD for Ohio Works First participants. OLBPD is working with Human Resources and CPL's Chief Legal Officer on details for setting up a

partnership with Cuyahoga County Employment and Family Services on a work experience program.

OLBPD Librarian Michelle Makkos provided information and talks about the service to the Hudson Low Vision Support Group on November 14th; Seniors Day Out, Beachwood Community Center on November 15th; Braeview Manor on November 20th; and Fairfax Healthcare Center on November 30th.

The OLBPD Cyber-Dialogue Book Discussion was held on November 8th where the group discussed "11/22/63" by Stephen King.

TECHNICAL SERVICES

The Lake Shore Facility lost power on Friday, November 2, as an aftereffect of Hurricane Sandy. Most Technical Services staff members took the day as a day of vacation but several elected to work at the Main Library or a Branch. Angela Guinther, Manager of the Carnegie West Branch, spent November 5 in Technical Services learning about the work done in the different departments.

Patricia Lowrey, Director of Technical Services, attended the Open House at Fleet Branch on Saturday, November 17. Ms. Lowrey and a team of Technical Services volunteers removed the DVDs and CDs from the Broadway Branch on November 19.

Ms. Lowrey worked with the Technical Services Managers throughout the month on the 2013 Operational Plan and the Open Purchase Orders Report. Ms. Lowrey and most Technical Services Managers met with Ann Palomo and the Software team to discuss projects and issues on November 9. Ms. Lowrey and most Technical Services Managers met with John Skrtic, Carlos Latimer, Michael Ruffing, and Sarah Flinn to discuss projects and issues relating to Public Services.

Carole Brachna, Ann Olszewski, and Andrea Olson attended the Mental Health First Aid Training sessions. Ms. Lowrey spoke about eBooks at the Northern Ohio Technical Services Librarians Fall Meeting at Kent State University on November 30.

Collection Management: Bonnie Bolton, Nancy Mocsiran, Laura Mommers and Rollie Welch all participated in the staff wellness screenings on November 13 and 14. Ms. Mommers and Ms. Mocsiran volunteered to assist in loading up Broadway's DVDs, CDs and

Books on CD in preparation of transferring the items to the Fleet Branch. Ms. Mommers volunteered to assist the Materials Preparation department with the physical processing of items.

During November Ms. Mommers ordered 161 new DVD titles for the Branches and the AV Department accumulating in 252 items totaling \$6,319 for the Branch collections and 513 items totaling \$13,626 for the AV Department. Ms. Mommers ordered 323 new CD titles for the Branches and the Popular Library accumulating in 1670 CDs totaling \$20,396 for the Branch collections and 313 CDs totaling \$3,965 for the Popular Library. Ms. Bolton selected 309 new titles for Main Library and Branch juvenile collections for the month of November accumulating with 3,389 items submitted to High Demand or Acquisitions with a total amount of \$39,779.

Mr. Welch presented a program at the YA Lit Symposium sponsored by YALSA (Young Adult Library Services Association) in St. Louis. The presentation was well received by the over 200 librarians attending the session. An article outlining the presentation appeared in the November 8 online version of *School Library Journal*. Mr. Welch's top Street Lit picks for 2012 appeared in *Library Journal's* online review source on November 15.

High Demand: During slower times in the department Technical Services Senior Associates processed items for the Materials Processing Department. Steven Best processed 622 and Mya Warner processed 317.

Carole Brachna, High Demand Manager, worked with Jim Benson of IT/Clevnet and Sandy Jelar-Elwell, Acquisitions Manager, to refine the process for paperless invoicing. She also spent time closing out any remaining BWI orders, since that vendor is no longer serving the public library market.

Materials Processing: The Associates cataloged 1,267 titles for CPL and 1,528 titles for CLEVNET. The Associates and Senior Clerks added 5,206 items. The Technicians processed 24,923 items.

Shirley Jones assisted in packing up CDs and DVDs at Broadway. Elizabeth Hegstrom, with assistance from Nancy Mocsiran, worked with vendors to resolve long open purchase orders for Materials Processing.

Shelf/Shipping: Stephen Wohl volunteered to help bring the DVD's and CD's from the Broadway Branch to Collection Management to relocate the items. Mr. Wohl visited the Main library to help streamline the way in which maps are shipped out.

The staff of the Lake Shore Shelf/Shipping Department sent 578 items to the Main Library for requests (160 for Government Documents) and 109 items to fill holds. Main Library received 631 telescopes, the Branches received 1,020 telescopes, CLEVNET received 141 telescopes, CASE received 4 telescopes and CSU received 7 telescopes and Tri-C received 1 telescope for a total of 1,804 telescopes shipped out. The Technicians sent 20,887 new items to the Acquisitions and High Demand Departments.

Acquisitions: Sandy Jelar Elwell, Acquisitions Manager, met with Rollie Welch, Collection Manager, and Carole Brachna, High Demand Manager, to discuss revising the distribution formulas used when ordering multiple copies of library materials.

Several different projects were handled by staff in the Acquisitions Department. Alicia Naab handled the ordering and receiving of materials for a senior book club at the Glenville Branch. Lisa Kowalczyk met with staff from the Science and Technology Department to review and provide additional training on the ordering of standards. Leslie Pultorak, Acquisitions Librarian, continued to work on placing orders for Asian language DVDs to ensure delivery in time for the 2013 Lunar New Year. In the process of doing so, two new vendors were also located by Mr. Welch that could supply Asian language materials to the Cleveland Public Library.

Ms. Naab, Nathaniel Infante and Anarie Lanton, Technical Services Associates, and Angelina Bueno, Technical Services Senior Clerk, volunteered to help pack up CDs and DVDs at the Broadway Branch after the November 16th closing. These materials were then transported by staff to the Lake Shore facility.

Ms. Jelar Elwell was selected to participate in the Leadership Academy, sponsored by the Maxine Goodman Levin College of Urban Affairs. Ms. Jelar Elwell also attended the Fall, 2012 Meeting of the Northern Ohio Technical Services Librarians (NOTSL).

Monthly Department Statistics:

- Ordered a total of 4,791 titles and 8,046 items
- Received 12,232 items, 1,260 periodicals, and 449 serials
- Added 306 periodical items, 165 serial items, 744

paperbacks, and 115 comics

- Processed a total of 1,918 invoices and 55 periodical and serial claims
- Modified 70 serial controls.

Catalog: Librarians added 3,385 titles and 3,059 items for Cleveland Public Library. Dawn Grattino suggested that Catalogers meetings again include regular presentations by the department's librarians, and delivered the first presentation. She described the process of copy cataloging the complete run of a publication called Pan (ocm01443181) for Special Collections as part of the Lockwood Thompson Collection. Pan was published in Berlin from 1895 to 1900. It was an influential periodical that helped define and popularize Art Nouveau throughout Europe.

Amei Hu looked through 2 Chinese DVD lists for Acquisitions Department this month. Larisa Povitsky helped Acquisitions with the records for chess books in Slavic languages ordered for the J. G. White collection. Jintao Huang and Barbara Satow helped transport DVDs and CDs from the Broadway Branch to the Lake Shore Facility.

Andrea Johnson conducted phone interviews to begin screening external applicants for a Technical Services Librarian position (Spanish emphasis). Madeline Corchado and Dawntae Jackson, Human Resources Department, provided valuable assistance with the phone screenings. Michael Monaco attended the Ohio Library Council's Leadership Conference, the first meeting of the CPL150 Team, and the first meeting of OLC's 2013 Convention and Expo Programming Committee.

Preservation: Digital Gallery usage counts for Cleveland High School Yearbooks-Student Newspapers (39,518 item views) and Gallery of Cleveland Photographs (27,528 item views) increased to the highest counts for these two collections for the year.

Gloria Massey edited page images from the Barnhill notebook *Byways of Cleveland* to expand the Digital Gallery edition of this title and she processed files for the Lincoln West yearbooks of 1975 and 1977. Ms Massey processed volume 26 of the *Ohio Architect, Engineer, and Builder*. A total of 122 portraits from the Edmondson collection were added to the Digital Gallery. Twelve volumes of the Cleveland Blue Book, spanning the period 1885-1929, were added to the Digital Gallery. These volumes document information on prominent Clevelanders with portraits in the Edmondson collection.

Preservation Manager Ann Olszewski met with Elaine Herroon of PAL and Patrice Hamiter of Photograph Collection to review photographs for the Cleveland African American History digital project. Elizabeth Bardossy treated 20 technical drawings from the Cleveland Parks Collection. Laura Wallencheck prepared an inventory of 254 Bridge Photos from the Cleveland Picture Collection and she collated the 1996-1997 *Criss-Cross Directory* for microfilming. Renee Pride digitized Annual Reports and historic correspondence relating to the Public Administration Library in preparation for the upcoming centennial celebration. Lyla Chilcutt, in addition to making phase boxes and performing repairs, prepared two shipments of Foreign Literature books for the digicover rebinding process, and stamped two large groups of miscellaneous acquisitions sent by the Science and Technology Department.

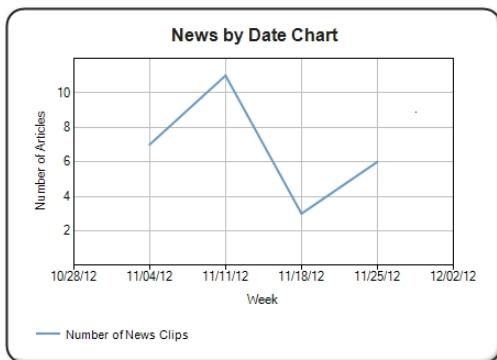
Preservation Statistics:

Total items treated: 228
Total digital gallery items added: 203
Phase boxes made: 21
Books treated-- Simple repair 74 Complex treatment 49
Paper objects treated--Complex treatment: 20
Encapsulated pages: 19
Facsimile copies received: 12 titles
Items boxed in pre-made portfolios and fliptop boxes: 33

Digital Gallery Statistics:

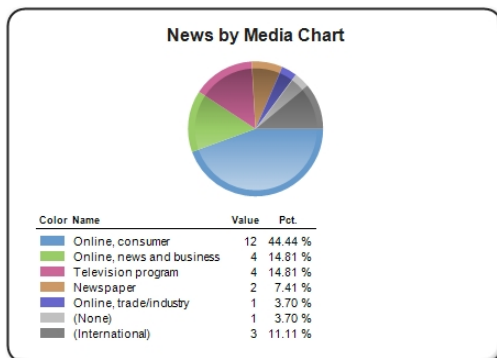
Total items in Digital gallery: 36,181
Total digital gallery pages viewed: 4,686,894
Average number of pages viewed per day: 156,229
Average number of visits per day: 8,172

MARKETING & COMMUNICATIONS



Media coverage for the month of November included 27 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$24,016.51 with a news circulation audience of 670,786 people. In November, the online media outlets that featured CPL events and programs

received 14,137,797 unique visitors. Full report in the Marketing Department.



An ad to promote ed2go appeared in the *Campus Observer* and *Kaleidoscope Magazine*. CPL Winterfest activities were promoted in *Cleveland Magazine* and in the *Winterfest* stand alone insert. The *Cleveland Visitor's Guide 2013* has been published with an ad promoting CPL, listing, and map location marker.

Other media highlights include the *Today* show mentioning CPL having Movbands; Buffy Hamilton's interview for *School Library Journal*, and the Channel 3 interview with Annisha Jeffries and Andrew Harant regarding CPL's mental health training.

Search Engine Marketing with cleveland.com resulted in CPL ad being viewed 32,220 on average per week, which resulted in an average of 549 clicks to website per week.

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

- Board meeting
- Regular Leadership Team meetings
- Regular meetings with director and marketing team consisting of public relations consultant Erika McLaughlin; OPS manager; and Web Applications manager
- Monthly Branch and Main Manager's meetings

GRAPHICS

Graphics staff designed, printed, and distributed 132 printed pieces in October, in addition to graphics for the library website, and 5 staff newsletters.

Promotional pieces included: *UpNext*-December, *MyBranch* fliers-Dec.-Jan; Statler Arms window display featuring Library Gift Shop; Calendar *Birds Nests and Eggs of Ohio*; Friends newsletter; Homebound Services catalogue.

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 3,157 in 2011 to 4,639 currently. Facebook fans are up from 3,603 in 2011 to 4,712 currently.

Downloads of books in an electronic format (eBooks) were up from 44,829 in 2011 to 67,715 currently.

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

FiveOne Experimental Orchestra's "Sonic Cinema"; Cleveland Public Library Board of Trustees Meeting; Winterfest 2012 at the Library; Broadway and Fleet Branches Merge; Cleveland Public Library Announces Hiring of Two Staff Members - New positions focused on education and literacy; Nests and Eggs of the Birds of Ohio 2013 Calendar.

During the month of November, the following events, programs, and information were promoted on www.cpl.org: Pekar Card; Ed2Go; Exhibits (Bouchercon, Mini-Books); Winterfest; Nests and Eggs of the Birds of Ohio Calendar; Music@Main (CIM students, Di Tsvey); Naxos; Genealogy Clinics; Sonic Cinema; Octavofest; Warm-up Cleveland; Rockin' the 216; My Tunes; CultureGrams; Homework Help; Muzzy Online; Tumble Book Library; Celebrate with Books; 100 Sizzling Titles; Opposing Viewpoints; National Geographic (database); Curl Up With a Good Book; Connecting with the Community; and Brown Bag Book Clubs.

16 Popular Topic pages were updated with new book lists in November.

The sixteenth "Off the Shelf" was sent out on November 14th to a distribution list of 2,459. This issue featured: Winterfest magic returns to Downtown Cleveland; and Brown Bag Book Clubs at Main Library. The following events were also featured: Sonic Cinema with the FiveOne Experimental Orchestra; Microsoft Publisher 2010 I; and Re-useable Arts Workshop Series. We also featured the following new arrivals: Cleveland's Short Vincent: the Theatrical Grill and its notorious neighbors; The walking dead compendium two; and Hungry girl to the max : the ultimate guilt-free cookbook.

The Disney's Beauty and the Beast - November 6-18, 2012 - PlayhouseSquare booklist was built for the Theater Popular Topic.

Three new author pages were built and a new account was added for a new Literature Department staff member for the Ohio Center for the Book website.

PROPERTY MANAGEMENT

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We participated in the Art review for the Eastman Garden exhibit for 2013. A per bid meeting was held for the construction of the temporary South Branch.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. New power and data lines were installed for new computers at Brooklyn and Harvard-Lee. Adjustments were made to the HVAC controls to resolve the overheating problem at Fulton. The vav boxes were serviced and a fan motor was replaced at Glenville. The man hole were the water meter for the branch had to be pump out to see if the meter was leaking on the libraries side or the cities side so that it could be repaired at Harvard-Lee. The hot water tank was replaced at Lakeshore. The Liebert units in Automation were serviced. Several leaking pipes in the walls between the public rest rooms in the lower level of LSW were repaired. The rooftop units filter rack and controls were serviced at Rice.

The Carpenters and Painters worked to remove all Library property from the Broadway branch which has been closed to the public and will be vacated by the library at the end of December. Old computer tables, furniture, and shelving have been removed from Brooklyn, Jefferson, South Brooklyn, and Sterling to accommodate the new computers and tables. A new restroom door and mirror was installed at Carnegie west. Repairs and painting were made at South Brooklyn. The wall paper was removed and the walls were painted in meeting room of MLK.

The Garage serviced vehicles #2, #3, #6, and #11. New tires were installed and front end work was completed on #14, and #15. The gear box and new power steering hoses were installed on #20 and #24. Lawnmowers were removed and replaced with snow blowers and salt has been restocked at the branches.

SAFETY & PROTECTIVE SERVICES

PROTECTIVE SERVICES

Activity

Month	Total calls	Average per day	Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents
	3093	115	41	31	311	88

Special Attention, Special Events, and Significant Incidents

11/06/2012 East and West Side Branches Election Day
11/07/2012 Rice Branch : Legal Aid Society
11/09/2012 LSW: EMS Contacted for women who fell in restroom.
11/09/2012 LSW: CPD contacted for subject detained by CPL SPS in connection with purse theft and cell phone theft at two of our branches.
11/13/2012 Fulton Branch: youth stabbing outside of branch.
11/13/2012 LSW: EMS Contacted for male with chest pain.
11/16/2012 Rice Branch: Large crowd of juveniles broken up.
11/16/2012 Fulton Branch: Suicidal male apprehended by Cleveland Police
11/20/2012 Eastman Branch: NewsChannel 5 Town Hall Meeting
11/24/2012 Main and LSW: Winterfest events
11/26/2012 Garden Valley: Branch Patrol closed branch per Public Service after branch lost power
11/29/2012 NewsChannel 5 Town Hall Meeting Eastman

Security Systems

- Will develop schedule concerning upgrades to access control.
- Obtain schedule for implementation of CCTV system work
- Will obtain estimate for upgrade for Fire System at LSW/Main

Communications Center

- The communications center is being staffed and processes are being developed to engage in active surveillance of CPL properties. Safety & Protective Services is also continuing to refine communications procedures to meet streamlined communications processes and increase efficiency of response.

Contract Security

- Safety & Protective Services has been advised that overall hours have remained constant for G4S. SPS has instituted a call in process by which CPL SPS contacts the branch to verify the contracted guard is on site performing duties.

RECORDS AND EQUIPMENT MANAGEMENT

- Updated continue to be made to CPL SPS inventory.

ADMINISTRATION

- Working with Knowledge Office on Electronic Records capturing system.

INFORMATION TECHNOLOGY & CLEVNET

Online Payment

A new patron self-service feature went live on November 14. Through the Bibliocommons catalog, patrons may choose to pay their own fines and fees with a credit card. Software Team staff worked with Bibliocommons, Inc. to test and release this service. Fees for all CLEVNET libraries will be collected. CPL's Financial Services Office will handle disbursement of the collected fees. Even before a formal marketing push, patrons found this service and began using it. It closes a long-needed gap in patron self-service. Thanks for the Software team for many hours of testing and scripting to make this possible.

CPL Projects

IT/CLEVNET staff coordinated with Public Services, Technical Services and Property Management in the closing of the Broadway Branch. The Hardware and Network staffs handled the removal of the workstations, printers and other equipment as well as modifying the network access and data lines to the building. The Software team worked to update the public catalog, make appropriate changes to the Symphony data for item records and hold records, and put in place scripts to take care of any stragglers in the data that may arise. The Web Services staff removed all references to Broadway from the public and staff websites.

The patrons of CPL gained even more increased computer access this month. Union (21), Walz (10), South Brooklyn (10) Jefferson (7) and Harvard-Lee (10) all received new Windows 7 PCs for the public.

Cleveland Public Library's Active Directory Domain was upgraded from Windows 2000 native mode to Windows 2003 native mode. This allows more functionality and stability with Active Directory features and begins to position IT for development of more features and tools in 2013.

As part of a project initiated by Cleveland Public Library's Technical Services Department to streamline the processing of invoices and reduce paper, Software staff began testing with Acquisitions, High Demand and Financial services, a script that will automatically pay invoices created through EDI X12 invoicing.

Software staff created new SirsiDynix Symphony configurations for TechCentral's maker kits.

www.cpl.org and other CPL sites:

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CLEVNET Projects

Twinsburg and Wayne County libraries contracted with CollectionHQ for statistical data. Software staff worked with the libraries and Collection Hq to complete scripts that automatically extract data and deliver it CollectionHQ.

Milan-Berlin library expressed interest in doing a physical collection inventory as part of their construction project. This is providing the Software staff with the opportunity to try re-scripting the delivered Sirsi-Dynix inventory process which is not at all optimal in a consortial setting. The process is working well so far and the library is providing good feedback.

Software staff assisted Bellevue library in setting up 9xx ordering, a process which greatly expedites the acquisitions ordering process and saves staff time.

The Hardware and Networking staff made several planning visits around CLEVNET this month. They met with Willoughby Eastlake Public Library to discuss cleanup and updates to their servers. At McKinley Memorial Library and Newton Falls Library the discussion centered on adding them to Clevnet VOIP. At Shaker Library, Mr. Finnegan assisted with reviewing the technology staffing plans.

Technology staff from Euclid Public Library visited IT to review their remodeling plans and discuss technology issues.

Networking staff upgraded the network infrastructure at Medina's Brunswick branch, replaced a faulty access point at Medina Library and tested the new wireless vlan for their signage project. They also replaced a faulty access point at Bellevue.

Know-ItNow

The KnowItNow Statewide Coordinator attended the North Coast Council (NCC) Users Meeting on November 8. NCC provides technology and support to K-12 schools in the greater Cleveland area. The Coordinator was able to share information about KnowItNow and also distribute promotional materials to the school librarians in attendance.

The KnowItNow Statewide Coordinator also participated in the Ohio Library Council's Widen the Lens Conference as a member of the conference planning committee this month, serving as room monitor for a breakout session and facilitating discussions at the closing brainstorming session.

An all-day KnowItNow training event was held at the Public Library of Cincinnati and Hamilton County on November 15. The KnowItNow Statewide Coordinator instructed attendees in both basic hands-on use of KnowItNow software as well as virtual reference customer service skills.

In light of a number of developments, KnowItNow and Answerland (Oregon's statewide virtual reference service) mutually decided this month that it was time to separate and for each service to maintain its own servers and software beginning March 1, 2013. The KnowItNow Website Coordinator has begun to compile necessary documentation to share with Oregon and Answerland's Coordinator has begun to make arrangements to facilitate this process as well.

The KnowItNow Website Coordinator developed an online application to allow access to KnowItNow transcripts for emergency purposes (such as follow-up on prank sessions or crisis calls).

The KnowItNow Website Coordinator also updated a number of Drupal modules this month to keep the KnowItNow Provider site current.

Meetings and Professional Development

Ann Palomo and Hilary Prisbylla attended the annual meeting of the Consortia division of the SirsiDynix Users' Group. This small, working meeting was held in Detroit and attended by representatives of approximately 30 consortia. The meeting consisted of discussions and presentations on different configurations of the SD software and structure of consortia,

and listing needs of consortia that the software does not yet meet. Representatives from SirsiDynix were in attendance to discuss the needs and present the current state of product development.

IT/CLEVNET Statistics	Nov-12			
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
Hardware				
CPL Main	92	63	9	164
CPL Branch	105	93	21	219
CPL Lake Shore	24	17	3	44
CLEVNET	20	8	1	29
PUBLIC				0
HARDWARE TOTAL	241	181	34	456
Software				
CPL Main	73	73		146
CPL Branch	15	15		30
CPL Lake Shore	9	9		18
CLEVNET	103	103		206
PUBLIC	200	200		400
SOFTWARE TOTAL	400	400	0	800
Webware				
CPL Main	7	7	1	15
CPL Branch	3	3		6
CPL Lake Shore	4	4		8
CLEVNET	5	5		10
PUBLIC	267	267		534
WEBWARE TOTAL	286	286	1	573
KnowItNow				
CPL Main	1	1		2
CPL Branch	0	0		0
CLEVNET	0	0		0
PUBLIC	0	0		0
KIN Library	21	21		42
OHIOLINK	18	17		35
After Dark	0	0		0
KNOWITNOW TOTAL	40	39	0	79
GRAND TOTAL	967	906	35	1908