

DIRECTOR'S REPORT

March 21, 2013

Monthly Statistics

Circulation for the month of February was 528,235. This was a decrease of less than 3% from last year's February circulation of 544,009. The circulation activity for eMedia has increased tremendously from last year and provides us with an ongoing opportunity to reach our community users virtually. eMedia circulation continues to be a bright spot and is up over 35% from February of 2012.

The number of computer sessions for February was up from 2012 levels. There were 91,064 sessions this year in comparison to last year's total of 65,016. Not surprisingly, the number of hours in use for our computers increased from 43,408 in February of 2012 to 62,649 in 2013. This was an increase of 31 %. 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 February was 266,250. This is a 5% decrease from last year's attendance number of 278,898. The Main library reported a 3% increase in attendance. Main library's attendance continues to grow, however, the campus continues to show large drops in circulation.

Programming / Outreach

African American History Month

In celebration of African American History month the Library focused on education related topics. Over the course of the month the Library hosted six featured programs and coordinated 59 programs that were offered to neighborhood branches; branch programs focused on poetry, art history, African American quilting, and drum making.

World Peace and Other 4th Grade Achievements

The featured programs began with a visit from internationally renowned educator, John Hunter. On February 1, Hunter the subject of the documentary *World Peace and Other 4th Grade Achievements*, spoke to a group of CPL staff members about his experiences as an educator. The public screening of the film on February 2 was followed by a question and answer session with both Hunter and the film director, Chris Farina.

Dr. Howard Fuller Visit

On February 5, in partnership with the Black Alliance for Educational Outcomes the Library hosted a lecture by Marquette University professor, Dr. Howard Fuller. Fuller spoke about the history of educational reform in the African American community to an audience of 60 members of the public.

RAMM Program

On February 9, in the Louis Stokes Wing Auditorium, Edward "Phatty" Banks of the Reading RAMM program showcased various digital projects that were created by CPL patrons that were made in the past year. In attendance were students from the Cleveland Metropolitan School District and library patrons that were featured in the video and music projects.

Jazz Performance

At the Rice Branch on February 15, musicians Ralph Miles Jones of Oberlin College and Issa Abramaleem of Detroit, Michigan performed before an audience of roughly 100 people. The performance culminated with a participatory musical experience where the audience was given percussion instruments to play as a group.

EXHIBITS

Centuries of Childhood Exhibit

The Centuries of Childhood Exhibit opened on February 14th. During Saturday public hours a total of 45 children and caregivers toured the exhibit. Due to inclement weather the 4 class visits scheduled in February were cancelled and reschedule. To assist with staffing during the public viewing hours, the Library employed the use of three volunteers provided by Youth Opportunities Unlimited. The volunteers were given training by the Youth Services department and assisted Library staff with ushering young people through the exhibit.

Labor & New Deal Art exhibit

The opening of the *Labor & New Deal Art exhibit* was on February 19. The exhibit is a traveling print exhibition of Depression-era prints organized by the Massillon Museum and Youngstown State University to commemorate the 75th Anniversary of The Little Steel Strike. The exhibit includes works of art from the collections of the Columbus Museum of Art, Massillon Museum, and Butler Institute of American Art, in partnership with the Ohio Humanities Council and Cuyahoga Arts and Culture.

To coincide with the exhibit opening was a reception on the 3rd floor of Main Library that featured a gallery talk by Intermuseum Conservation Association conservators Andrea Chevalier and Wendy Partridge about the history and conservation of Cleveland Public Library's three famous 1933-1934 WPA murals: Ora Coltman's *The Dominance of the City*, William Sommer's *The City in 1833*, and Donald Bayard's *Early Transportation (Cleveland's Waterfront About 1835)*.

Science and Technology Exhibits

Exhibits in the Science and Technology department include those related to Temple Grandin's visit, Lunar New Year-Year of the Snake, and Valentine's Day. For Lunar New Year, Chinese food, arts & crafts, gardens, bridges, and dogs are on display. Some specific titles include *China's Threatened Wildlife*, by Liz and Keith Laidler, *On Their Own Terms: Science in China, 1550-1900*, by Benjamin A. Elman, *Snakes of the Southeast*, by Whit Gibbons and Mike Dorcas, and *Boas and Pythons of the World*, by Mark O'Shea.

Strategic Plan

Our Mission:

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

Our Strategic Priorities:

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

Meetings and Activities

- I presented to the Cleveland Bridge Builders Breakfast Series.
- I met with the Cuyahoga County Library Directors to discuss possible collaborations and funding issues.
- I spoke to the Park Synagogue Sisterhood on the history of the Cleveland Public Library.
- I attended a reception for Jose Antonio Vargas as a guest of Margaret Wong.

CLEVNET

February's total OverDrive CLEVNET eMedia collection circulation was 77,270, significantly up from last year's total of 59,674. CPL has 5,217 total followers on Twitter and the Facebook page currently has 4,987 fans.

GRANTS & DEVELOPMENT

Starting Point/MyCom - Submitted request for \$90,000 for MyCom funds to continue after school tutoring at CPL branches

Alcoa - Submitted request for \$15,000 to purchase solar-powered trash compactors for Eastman Reading Garden.

Friends of CPL

- Held fourth meeting of the Friends/Foundation Nominating Committee.
- Created materials for and held the first meeting of the Implementation Committee; discussed Friends involvement in programming. Worked on materials for second meeting.
- Prepared Director's report to Friends on 2012 spending.
- Submitted 'Letter from the Director' for Friends April newsletter.

PUBLIC SERVICES

Outreach & Programming Services

During the month of February the Library hosted a total of 87 programs. Educational programming and services, not included in the above totals, accounted for approximately 168 adult education classes, 927 hours of after-school tutoring was delivered to a total of 495 children at 7 locations, and 90 hours of high-school ACT preparation and digital arts programming. After school snacks were served 5 days a week at 9 branch locations during the month to 3257 children. Twenty Chinese language classes were held throughout the month at five locations. Total programming/educational services related expenditures for February totaled \$5177.45.

African-American History month

In celebration of African-American History month the Library focused on education related topics. Over the course of the month the Library hosted six featured programs and coordinated

59 "canned" programs that were offered to neighborhood branches; branch programs focused on poetry, art history, African-American quilting, and drum making.

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Natural Love Train

On February 16, Monica Green, author of the book *Natural Love Train* and a panel of experts spoke on hair and health issues in the Louis Stokes Wing auditorium.

Push: Madison vs Madison

The final program of the month was a screening of the documentary *Push: Madison vs Madison* at the Martin Luther King Jr. branch. In attendance for the screening were film director Rudy Hypolite and Coach Dennis Wilson of Madison Park Vocational High School.

Legal Aid Clinic

On February 9 the Eastman Branch hosted the first Legal Aid @ Your Library, the second of a yearlong series of brief advice and referral in neighborhood branches. Thirty-nine attendees received free consultations on civil legal matters from a team of approximately four Legal Aid attorneys, 2 high-school student volunteers and 14 volunteer attorneys from the Cleveland Metropolitan Bar Association, Women in Law section.

Tax Preparation Clinics

Tax Preparation assistance programs began in the month of February. Over 20 clinics were held at 7 branch locations throughout the system.

Cleveland Shambhala Buddhist Group

Ms. Eyerdam gave a tour for a group of 6 people from a Cleveland Shambhala Buddhist group who wanted to see materials from the JGW collection of Orientalia. Another tour of Special Collections was given to 3 staff members from the State Library. They were shown items that represented the collections of chess, Orientalia, folklore, Lockwood Thompson, and Schweinfurth.

Cleveland Public Poetry: Poetry of Love Edition

The Ohio Center for the Book @ Cleveland Public Library hosted a poetry reading on February 14. Steve Capuzzo hosted the event and prepared a book display to coordinate with the reading that featured books of love poetry and love letters. The event featured thirty-two people reading poems with forty-five people in attendance.

Sports Icon Oral History Series

Larry Chernauskas, a Hall of Fame basketball coach with 508 wins in a career that spanned 37 years as both a boys and girls head coach was interviewed by Dan Coughlin on February 25. Larry Chernauskas coached at the following schools: West Tech, Gilmour Academy, and Magnificat. Peter Elwell and D. Ronney coordinated the Icon program. In attendance were Director of Public Services, John Skrtic, Assistant Head of Branches, Carlos Latimer, Milos Markovic, Foreign Literature Manager, and Social Sciences Department staff.

MEETING ROOMS and SCHEDULING

In February a total of 286 meeting room requests (64 staff requests and 222 patron requests) were processed by the OPS department, with a total of 5896 estimated number of attendees. This number includes reservations placed for meeting room space

in each of the 27 branches, Main Library and Technical Services. Thirty-six AV requested were filled for both Branches and Main Library.

EXHIBITS

Centuries of Childhood Exhibit

The Centuries of Childhood Exhibit continued during Saturday public hours in February. During Saturday public hours a total of 79 children and caregivers toured the exhibit. To assist with public-viewing the library employed the use of one volunteer provided by Youth Opportunities Unlimited.

Labor & New Deal Art Exhibit

As a part of the *Labor & New Deal Art exhibit* the Library hosted the Laborfest forum, a daylong celebration of music, theater and featured speakers. The program included an on-stage adaptation of "Capitalization," a short play performed by members of the Cleveland Public Theater and live music from the New Deal Era performed by members of Local 4 of the Cleveland Federation of Musicians. Three speakers, Prof. Ahmed White, Colorado School of Law; Prof. Patricia Hills, Boston University; and Dr. M. Melissa Wolfe, Curator of American Art at the Columbus Museum of Art spoke on various topics related to the history Labor movement in the United States. Also in attendance was Ohio Senator, Sherrod Brown.

Science and Technology Exhibits

Exhibits in the Science and Technology department include those related to Temple Grandin's visit, to the Chinese New Year - Year of the Snake, and to Valentine's Day. For Chinese New Year, Chinese food, arts & crafts, gardens, bridges, and dogs are on display. Some specific titles include "China's Threatened Wildlife," by Liz and Keith Laidler, "On Their Own Terms : Science in China, 1550-1900," by Benjamin A. Elman, "Snakes of the Southeast," by Whit Gibbons and Mike Dorcas, and "Boas and Pythons of the World," by Mark O'Shea

OUTREACH

On February 18, Caroline Han co-hosted with Youth Services Department Chinese New Year Stories and Traditions program to 47 students and teachers from Laurel School. Following the program students were given tour by manager Annisha Jefferies. The program's objective was to familiarize students with the vast educational resources of CPL and to expose them to Asian culture and traditions.

Foreign Literature Librarian Mary Torres conducted bilingual story time at Puritas Head Start for 60 students. Spanish and English language books were highlighted with hand puppets and interactive instructional techniques. Program's objectives were to expose students to bilingual approach to learning and to stimulate their desire to read on their own.

Over Fifty books from Science & Technology, and a few other departments, were sent to the Greater Cleveland Aquarium in support of their exhibit: Sea Monsters: Truth or Tale. Manager, Annisha Jeffries is conducting Storytime every Monday to, 3-5 year olds at the YMCA Preschool located in the Old Stone Church. This month Christine Feczkanin and Eanas Salem assisted Jeffries with storytime.

OPS department supported 6 outreach events in the month of February. On February 28, Aaron Mason, Assistant Director of Outreach & Programming spoke to the board of St. Paul AME Church about Library Services available in the Rockport neighborhood.

Literacy & Education Coordinator Sherri Jones represented the Library at 5 outreach events in February. She attended the Buckeye-Union Collaborative Meeting and presented information regarding Library programs and services; the Mt. Pleasant Zone to engage neighborhood residents and stakeholders in a discussion about the Library's educational services; the P-16 collaborative meeting; John Adams OGT Parent/Student Night at which she hosted a Literacy and Education resource table for community, took library-card applications, and networked with various community stakeholders.

On Tuesday, February 12, 2013 BEL hosted the Entrepreneurship Primer in which patrons explored their ideas for establishing their own small businesses. Patrons were instructed how to incorporate databases such as Reference USA, D&B Million Dollar Database, and Gale Legal Forms in their business decision making activities.

On February 21, Maureen Mullin presented *What Your Public Library Can Do For You: Premium Online Market Research and More*, to the Uptown Business Association, an association of businesses located in Cleveland's Uptown neighborhoods of Buckeye-Shaker, Fairfax, Glenville, Hough, Little Italy and University Circle. Twenty members of the community attended, including bankers, entrepreneurs, consultants, and members of the hospitality industry. The audience was very appreciative of the information

available to them with a library card, including on-line classes, music downloads, primary resources, mailing lists, business research, and e-media.

Mr. Biddle attended *Young Audiences* artist recruitment meeting at their Shaker Square offices. They are currently expanding their artist in residence staff. He also began studying various approaches to digital arts to explore ways that our art outreach can provide support for CMSD during their cutbacks on art education and a possible opportunity to network with Youth Services iPad outreach project. Fine Arts pulled books for Science & Technology to be shipped to the Aquarium for their display. The article about Special Collections was printed in the February issue of *Currents Magazine*.

Michael Dalby attended a Classical Revolution Cleveland lunchtime performance at the Happy Dog after which the library's *Music at Main* series received a nice plug to the capacity crowd; he also finalized MLA Midwest Chapter (which will be held in Cleveland this October) plans with OPS.

Mark Moore completed an email interview with Austin Eilbeck for the Sports Rules Forever Blog. The interview was posted on January 7th.

Ms. Ronney met with Bob Zimmer, CEO of the Baseball Heritage Museum to revisit topics and ideas discussed last year. Ms. Ronney created a plan to revise the former periodical room into a Sports Icon Meeting room. Ms. Ronney and Mark Moore met to discuss a special collection of sports icon materials, similar to the special collection.

Mark Moore met with John Skrtic on February 14 about an article featuring the Cleveland Public Library Sports Research Center, and prepared a draft outline.

Research That's Possible Only at Main Library

Two Universities have been sending requests through ILL/Photoduplication for our older issues of Sport and Baseball digest. Most of the years requested range from the 1950's to the 1960's. It is interesting to find that some of our past patrons have made their own clipping files. Many of the color pictures, of the featured sports players, were carefully clipped from these older issues.

BEL Librarian, Sandy Witmer worked with Susan Mullee to answer a reference question on historical mutual fund prices February 12 and 13. The patron needed the prices in a different format than the department's print sources use, so they downloaded the prices from yahoo.com/finance into a spreadsheet to sort them for the patron.

On February 26, Witmer researched Timcor, Inc. a Cleveland company from around 1950. The patron was interested in the company's history. She used microfilm from the Cleveland Corporations file, the Historical Plain Dealer database and city directories.

One researcher requested information in regards to the Nickel Plate Superintendent Albert William Johnston to see who may have his letters and papers. He is writing a book about the wreck of an excursion train on the Nickel Plate Railroad on June 21, 1891 at what is now Bay Village.

Fine Arts scanned information for the Curatorial Research Assistant at the Whitney Museum of American Art in New York working on the exhibition catalogue for the upcoming Jeff Koons Retrospective. She needed bibliographic and content information scanned from *A Passion for Art Collectors and Their Houses* Gludowacz, Irene.

Chess researcher from Ireland requested scans from *Een tiental schaakpartijen tegelijk en uit het geheugen gespeeld* (1879) for an article.

Researcher from England is writing essay for publication in an edited volume called "*Power and Justice in Medieval French Culture: Textual and Visual Representations.*" She is referencing our copy of the mediaeval text *Songe du Vieil Pelerin* (c.1400).

Mother and daughter patrons came in to look for information on Jan Metzliger, an African-American inventor. They had gone to several suburban libraries, incl. Maple Heights to locate biographical info and copies of his patents to no avail.

Successful research in assisting Mr. John Meurs, Switzerland in finding descendants of Cleveland native Second Lieutenant John W. Turocy, a bomber navigator during World War II. Mr. Meur is working on a history of the April 29, 1944 mission of the 8th USAAF. One of the B-17's, not Lieutenant Toucy's bomber, was

shot down and was assisted by Mr. Meur's brother-in-law who was a member of the Dutch underground.

Collections

Manager, Annisha Jeffries continues shelf reading and looking at the picture books and jfiction in stacks in order to make a final decision what books need weeding.

Library Assistant, Eanas Salem, scanned 15 Shelf Division stack carts that needed to be shelved. Salem discharged items that were marked missing and removed items that were not in catalog or did not belong to department. Salem also sorted 20 Stack carts this month and shelved a few stack carts.

Helena Travka shifted the United Nations microfiche collection. The Social Sciences Department received the arrival of complete run of the 2003 microfiche.

Mark Moore worked on the rare book inventory for the Sports Research Center, and updated the want-lists for SRC collection development. Mr. Moore continues to take lead on the collection development coordination.

The Sheltie Dog Collection is now in SIRSI thanks to Jim Bettinger. The Cleveland Shetland Sheepdog Club has donated \$100 to the library to be used as needed.

Maureen Mullin arranged a meeting with Felton Thomas, Cindy Lombardo, and Tim Diamond, of CPL, with Andre Bryan and James Morrow of APB & Associates to discuss ways to better market CPL's environmental books. The meeting was held on February 12. The increasing need for companies of all sizes to be compliant with federal and international laws and regulations relating to the environment and labor and how the library can assist them was the main point of discussion.

Cleveland Public Library is now a FamilySearch Affiliate Library. CPL joins numerous libraries across the United States in providing patrons local access to thousands of genealogical records on microfilm held by Family History Library in Salt Lake City, Utah.

Ten copies of the *Federal Art in Cleveland* book were sent to bindery. Mr. Biddle continues to sort and process numerous gift books from MOCA and others, many of which are new additions to

the collection. Some are also going to Better World Books and to other departments.

Special Collections

Preservation sent the 1921 Kokoon Invite Poster that had conservation work done by ICA.

Ms. Brown is processing the *George Koltanowski Chess Collection*, he was a chess master, president of American Chess Federation and famous for his blindfold chess and simultaneous chess tournaments. He was also the editor of the column for the *San Francisco Chronicle* for over 50 years. Koltanowski died in 2000 and his family donated his collection of papers shortly after his death. This archive was selected for processing because of a patron request. The collection was very disheveled and unorganized and had to be given a new arrangement. The collection also includes over 100 photographs.

Ms. Eyerdam contacted Preservation to consider re-digitizing the Charles Chesnutt photos at a higher resolution for publication requests. She also delivered the Chesnutt manuscript on Frederick Douglass (25 pages) to be encapsulated - the manuscript was beginning to chip and crack. An Automation request was submitted to run a list of Special Collection titles that were still stored at Lake Shore. Some of these titles were found at Main Library and corrected in Sirsi.

Schweinfurth: The Schweinfurth Committee met for its first quarterly meeting. The group reviewed approval books from Bernett and made selections from Bookpress and Jordan Books (trade catalogs). The meeting focused on planning the Schweinfurth exhibit in conjunction with the Cleveland Artists Foundation. Dates were set to review various items from Special Collections, Maps, and the Photo departments for the exhibit. In the meantime, Ms. Eyerdam is contacting outside sources for materials such as Trinity Cathedral, CWRU, and Five Oaks in Massillon OH.

Staff Development

Ms. Eyerdam, Ms. Brown, and Ms. Brisker attended a workshop called "*The Care of Objects*" , dealing with handling objects in a special collection. This was presented by the ICA at Akron University, Feb. 14^t- where they learned about different types of gloves to wear depending on the object. Best practice is to have clean hands and wear gloves when handling metal objects and photographs. Never hold objects by handles - always hold the

base of an item. Do not wrap objects with newspaper because the ink and acid from the paper will stain the objects over time. The best thing to do for objects is to keep them in a room with a constant temperature and humidity level.

Female staff member in the Literature Department attended a three day RAD Self-Defense workshop to learn security techniques.

Marilyn Nichols attended a webinar on February 28 to prepare for the migration to the new OCLC WorldShare™ Interlibrary Loan service that will replace WorldCat Resource Sharing this year. The migration will take place over several months and by November, 2013 the WorldCat Resource Sharing will become obsolete.

Staff Development

Manager, Annisha Jeffries attended a program on Thursday, February 28, at Memorial- Nottingham program featuring author and educator, Dr. Candy Dawson Boyd. Dr. Boyd also gave another presentation at Ideasteam Center where she discussed Common Core Standards which was sponsor by A Cultural Exchange.

Annisha Jeffries, Sarah Flinn, and Amy Dawson are working with the Siegel and Shuster Society to plan a celebration of the 75th anniversary of Superman.

BRANCHES

The month of February for Harvard-Lee Branch began with Mrs. Parks attending the OPS Private Education Reception for John Hunter. With approval from Mrs. Tyus, Mrs. Parks was named to the Legislative Day Committee and the FIT Team Committee. Harvard-Lee team members have been encouraged to gain continued education throughout their careers. Four team members have signed up to take ed2go courses this month. Rockin 216 Parent Session had a wonderful turn out as the students gave parents a preview of what they have been working on. Mrs. Scurka attended and participated in an African American Reading at JFK. Additionally, she attended a workshop orchestrated by the YS Department.

The highlights for this month at MLK include the African-American Artist Reception in collaboration with Sankofa. Local and national artist were present to give inspiring words about their work and network among other patrons. There were 55 patrons in attendance for the reception.

The month was a busy month for the Memorial Nottingham Branch community. There were eight GED classes and each class averaged about 20 per class. Staff members have hosted a number of winter programs: The History of the first Black Communities Program on 2/13/2013; Self-defense Class on 2/9/2013; Metroparks Naturalist on 2/5/2013 and has hosted several class visits from the local schools. Ms. Estrella hosted The Talking Drum Program on 2/4/2013 and the Escape on the Underground Railroad Program on 2/22/2013. She has conducted a Growing Readers Story Hour and has hosted several class visits from the local schools. The CLC held computer classes on every Thursday of the month teaching the local community new computer techniques.

Excitement was in the air during the month of February on the West Team as anticipation of the New South Branch continued to build. Branch Manager Jaime DeClet reported that the Branch received a number of visitors coming in to reminisce about their younger days as South Branch patrons. Other West Team staff members kept things exciting in February by offering some incredible and well attended programs. The Fulton Branch delighted 35 children from the Salvation Army's After School Program with an "Art on my block" activity. This collage making activity based on African-American artist, Romare Bearden was a big hit. A similar program at the South Brooklyn Branch delighted 18 children. Twelve addition children made and played drums at the Talking Drums program also held at the South Brooklyn Branch.

An African Spurred Tortoise made it's way into the Walz Branch along with it's owner Jack to answer questions about Tortoises/turtles and keeping exotic pets. Along with great children's programming and activities, there were program opportunities for adults as well. 25 patrons learned about couponing at the Fulton Branch through a program conducted by the Stockyard Clark Fulton Brooklyn CDO. Annual tax clinics at West Team Branches continue to be very well attended and for the first time, a Legal Aid Clinic was held at the Eastman Branch. On February 9, 37 people received a free legal consultation from a licensed attorney at their local Cleveland Public Library Branch.

Opportunities for learning and development continue to bring patrons into the West Team Branches. The Eastman Branch has three new tutors, 4 days per week and the Fulton Branch reports that many children that attended the first quarter session of

after school tutoring are returning for the second quarter. In addition, she reports that they saw a record number of 15 students in one day in February.

The Sterling Branch reports success with their Chinese language classes and the Brooklyn Branch hosted an instructor from Tech Central every Thursday afternoon to teach Word programs. In an effort to continue the theme of learning and development, The Rockport Branch is hosting a student volunteer. High School Senior volunteer Nada Sabry from Lincoln West High School will be completing her 40 hrs volunteer work at The Rockport Branch. Nada has been helping in preparing crafts for Children's Librarian Cassandra Feliciano and other library related tasks.

Promotion of the Library and the great services available to the community continued into February. West Park Branch Manager Andrew Harant spoke at a meeting of West Park Kiwanis Club about the upcoming 85th anniversary of the Branch, library services and programs and about the partnerships with neighborhood organizations.

Assistant Director Public Services, Carlos Latimer, presided over the North Broadway Services Advisory Committee's meeting. In attendance were Fleet Manager, Rekiat Olayiwola and Fleet Branch Clerk, Betty Hollowell. Carnegie West Branch Manager Angela Guinther attended the Lorain Avenue Stakeholders and Ohio City Stakeholders meetings and Sterling Branch Manager Cal Zunt attended a Ward 5 Community Meeting and the Marion-Sterling Partnership Meeting. Outreach services to the North Broadway community continue to be strong with visits to seven daycares and presentation of story hour's to 179 children.

TechCentral Visits and Outreach

TechCentral presented at the First Friday MIX Event at the Cleveland Museum of Art on February 1. Eight staff members were in attendance to give visitors an opportunity to see and learn about 3D printing technologies and how they might relate to art and design. The event was a rousing success, with the display proving busy throughout the event. It was estimated that nearly 1000 people were in attendance at the MIX event that evening.

Several staff members from the Kent State University Libraries visited TechCentral on February 6 in order to gather information on similar endeavors at the University. Visitors were given a tour of TechCentral, as well as an overview of the 3D Printer, myCloud, and TechToyBox services.

Two staff members and a practicum student from the State Library of Ohio visited TechCentral on February 15. The visits were given a tour and overview of TechCentral, as well as a tour of the Main Library Campus, led by Pam Eyerdam.

Meetings and Professional Development

The TechCentral staff participated in evacuation training on February 4 with the Safety and Protective Services Manager and Supervisor. Staff learned the proper procedures for leaving the TechCentral area in the event of an emergency, multiple escape routes, as well as how to direct patrons during an emergency. A copy of the evacuation routes has been posted in the TechCentral offices.

Staffing Changes

Interviews for the TechCentral Coordinator Position were held in early February. Several candidates, both internal and external, were interviewed for the position. The successful candidate for the position will likely start in late March.

Forrest Lykins transferred laterally to the role of Library Assistant, Youth Emphasis at the Rockport Branch on February 10, 2013.

Robert Carroll's last day with the Cleveland Public Library was February 16, 2013. Robert has accepted a position with another organization.

Computer Classes, One-on-One Sessions, and Maker Labs

In January, TechCentral staff conducted a total of 19 classes at Main Library and 44 classes in 11 branches. Attendance was 126 students at the Main Library and 141 students at the branches.

In addition to these computer classes, TechCentral staff held 11 scheduled one-on-one sessions on the following topics:

- Amazon.com
- Backups
- eBooks & eReaders
- Excel Charts
- File Management
- Gmail
- LinkedIn
- PayPal
- Resume

Jon (Yehia) Alhibshi-Devore presented the *Making Your Own Font MakerLab* on February 15. Due to technical difficulties with the myCloud system, only the presentation portion of the lab was given. The MakerLab will be rescheduled in order to allow patrons to experience the entire lab, including the hands-on portion.

Karmar Clifton presented the *Video Slideshow MakerLab* on February 25th. The lab showed participants how to create a video slideshow using still images, as well as how to share the video online via services like Facebook and YouTube.

Beginning in March, myCloud orientations will be offered on-demand and via schedule one-on-one appointments. This change will allow more easy access to the orientation at times convenient for the patron. Additionally, changes to the orientation class as well as the myCloud service are being investigated in order to increase demand for and access to the myCloud service.

Beginning in March, TechCentral Computer classes will be shorted by ½ hour to 1.5 hours in length in order to allow for improved logistics in scheduling, travel, and personnel aspects. The reduced length of classes will allow the use of CPL Cars for traveling to and from branches, allow for staff to more easily transport teaching supplies and small equipment, as well as reducing the number of mileage reimbursement requests made each month. Additionally, the reduced time better allows for staff to schedule break and lunches times, which was challenging with the longer class times.

TechCentral staff began making the necessary preparations for these changes in February, including examining and altering class handouts reflect to reflect the shorted class times, as well as performing logistical tasks related to using CPL cars for travel.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In February, OLBDP circulated 52,186 books and magazines directly to patrons. OLBDP registered 149 new readers to the service. Approximately 597 active BARD users downloaded 12,565 braille and audio materials for February.

The National Library Service will begin distribution of audio magazines on digital cartridges beginning in March. Patrons will receive customized digital cartridges bundled with their

magazines subscriptions. As NLS begins this transition, patrons will continue to receive their magazines on cassette for short period of time through the transition, but magazines on cassette will stop by the end of the year.

The National Library Service will be conducting a survey of patrons and potential patrons in 2013. NLS plans to begin the survey in March, and patrons and participants will have options to complete the survey via the Internet or telephone.

OLBPD is pleased to announce that it will host two NLS narrators as speakers for Family Fun and Learning Day events in 2013. NLS narrator Michael Kramer will speak at the Cincinnati Family Fun and Learning Day on Wednesday, July 10, 2013 at the Clovernook Center for the Blind and Visually Impaired. NLS narrator Laura Giannarelli will speak at the Columbus Family Fun and Learning Day on Wednesday, August 14, 2013 at the State Library of Ohio in Columbus as well as the Cleveland Family Fun and Learning Day on Wednesday, September 11, 2013 at OLBPD.

On February 19, OLBPD welcomed Cuyahoga East Vocational Education Consortium student Ciara Bell. Ciara will spend ten hours a week through the rest of the school year learning valuable vocational skills in OLBPD's patron services, shipping department, and duplication services.

OLBPD Manager Will Reed met with Greater Cleveland Volunteers Janet Vectirelis on February 20th to arrange volunteer support for Family Fun and Learning Day as well as discuss volunteer recruitment for OLBPD.

The OLBPD Cyber-Dialogue Book Discussion was held on February 14th where the group discussed "Dead Until Dark" by Charlaine Harris.

OLBPD Librarian Michelle Makkos provided information and talks about the service at the Healthy Solon Health Fair on February 9th.

TECHNICAL SERVICES

Patricia Lowrey and the Technical Services Managers all attended Labor Management Training offered by the Federal Mediation and Conciliation Service. Ms. Lowrey presented a workshop on selecting eBooks to a group of librarians from the Upper Hudson Library System in upstate New York on February 7.

Ms. Lowrey attended several meetings about the relocation of the South Branch to a temporary location including an evening meeting with the public on February 27. She attended the Board of Trustees work session on Saturday, February 23. Ms. Lowrey led the Revenue Enhancement Task Force meeting on February 28.

Collection Management: Collection Management, along with the Acquisitions department, organized a detailed training session for Branch personnel on claiming undelivered periodicals. Representatives from eleven Branches attended. Nathaniel Infante of Acquisition's staff prepared helpful instructions and Nancy Mocsiran and Rollie Welch assisted. Staff left the training with a much clearer understanding about checking-in and claiming procedures. On site training on using Ingram for discretionary ordering continued with visits to the Mobile Library and East 131 Branch. Laura Mommers also offered hints on using Midwest's website for ordering DVDs to staff at East 131.

During February Bonnie Bolton selected a total of 2,556 books for Main Library and Branch children's collections. Ms. Mommers ordered 3,607 DVD titles for the Branches and the AV Department. Ms. Mommers also ordered 2,401 CDs for the Branches and the Popular Library. Collection Management staff relocated thirty-seven telescopes of print and non-print items to the Branches, book sale, or college collections held at Cleveland State, Case Western Reserve University and Cuyahoga Community College-Metro Campus.

Mr. Welch continued to represent Cleveland Public Library this month with his byline associated with a young adult review in *The Plain Dealer*, an online column with *Library Journal* and a column co-authored in the February issue of *VOYA (Voice of Youth Advocates)*.

Materials Processing: The Associates cataloged 1,038 titles for the Cleveland Public Library, added 1,696 records for the CLEVNET libraries. The Associates and Senior Clerks added 5,643 items. The Technicians worked on 21,209 items.

Elizabeth Hegstrom provided basic RDA training for the Technical Service Associates and Sr. Clerks in Materials Processing. Regina Houseman from the Catalog Department assisted in training Christon Hicks on copy cataloging books, serials and DVDs. Paula Stout and Shirley Jones helped Acquisitions by adding comic books for the branches into Sirsi.

Acquisitions: Sandy Jelar Elwell, Acquisitions Manager, created instructions detailing the new procedures for the handling of automatically paid invoices in the Acquisitions and High Demand Departments. Ms. Jelar Elwell worked with Carole Brachna, High Demand Manager, and Alicia Naab, Acquisitions Coordinator, to get feedback and make any needed revisions. Ms. Naab began handling the processing of automatically paid invoices on a daily basis and also cross-trained the other Librarians in the Department on the procedures. These procedures have now been incorporated into the workflow of daily tasks for all the Librarians in the Acquisitions Department.

Ms. Naab participated in cross-training with Ann Olszewski, Preservation Manager, to learn about some of the basic tasks and responsibilities in the Preservation Department and about ongoing digitization and conservation projects. Ms. Naab continued to work with Rollie Welch, Collection Manager, to resolve some issues related to the logins used for accessing the Ingram website.

Nathaniel Infante, Technical Services Associate, assisted Mr. Welch and Nancy Mocsiran, Technical Services Assistant, Collection Management, with the group training session for Branch staff on using the Wolper website and claiming periodicals.

Staff ordered a total of 6,590 titles and 9,691 items (includes serial standing orders); they received 13,096 items, 1,790 periodicals, and 369 serials. They added 610 periodical items, 167 serial items, 281 paperbacks, and 3,021 comics. They processed a total of 1,710 invoices and 65 periodical and serial claims.

High Demand: Staff cataloged 677 new titles, and added 13,185 items. They ordered 1,134 titles and 12,510 items. The paperless invoicing project is moving along. About 25% of the High Demand invoices were handled with the auto-paid process this month.

The Manager, Carole Brachna, met with other Technical Services Managers to come up with a plan to keep High Demand staff productive during slower times. Tasks were found for each person without a clearly defined backup projects. These tasks are generally ones that other departments had a difficult time keeping up with, so staff time will be well spent.

Dale Dickerson, High Demand Librarian, began to work through the RDA training as suggested by the Catalog Department. He continued to add descriptive data about baseball and football photographs to the Digital Gallery. Summer Salem, Technical Services Associate, selected about 30 Arabic language titles to be added to branch collections. These included cookbooks, health, children's titles and some popular fiction. She continued to do some copy cataloging of Arabic language materials for the Catalog Department.

Rosalyn Easley, Technical Services Associate, received 243 items for Acquisitions and changed the owning location on 175 DVDs. Mya Warner, Technical Services Senior Clerk, helped add 104 comic books to the collection. She also changed the owning location on 73 DVDs. She received 116 items for Acquisitions. Steven Best received 219 items for Acquisitions. Mr. Dickerson, Mr. Best, and Ms. Brachna volunteered to help cover breaks and lunches for Shipping Dept. one day. Ms. Brachna got price quotations for tote bags for Patricia Lowrey's Revenue Enhancement Task Force.

Preservation: More than 1,000 objects were added to the Digital gallery, including 279 Cleveland photos. For the Public Affairs Library's "History of African Americans in Cleveland" project, 11 monographs and 71 photographs were added. From the Standiford Collection, the "G" section (21 portraits) and "H" section (47 portraits) were added. From the Edmondson collection, the 57 Hanna family portraits were added. For the Photograph Collection "Brooklyn Centre" project, 26 photographs were loaded.

Gloria Massey learned the workflow for the CONTENTdm project client, loading digital objects to the OCLC hosted-server. She loaded digital editions for John Marshall yearbooks, the 2012 Cleveland City Record, and added metadata for historic photographs of Public Square. Dale Dickerson added metadata for 72 baseball photos and 9 football photos.

Renee Pride prepared the 1995 City Directory for scanning by removing the text block from the case and dividing it into three sections. Lyla Chilkcutt prepared two outgoing digicovers shipments of Russian books. Gloria Massey completed scanning the glass plate negatives of the Hanna family portraits from the Edmondson collection. She combined weekly City Record PDF files into a single file for each month. Elizabeth Bardossy treated 24 park plans and two chess photographs from the White Collection. Laura Wallencheck completed the inventory of historic American railroad annual reports. The collection covers

38 railroads, comprises 13 linear feet, and spans the years 1851 to 1976. Ann Olszewski worked with Acquisitions Coordinator Alicia Naab, introducing her to the Preservation operations.

Catalog: Amei Hu, John Parsons, and Barbara Satow completed the self-training process for Research Description and Access (RDA). Michael Monaco began creating name authority records according to the RDA rules. His records were reviewed by Paul Frank of the Library of Congress, who granted Mr. Monaco and the Library independence in NACO for RDA records. Regina Houseman, Mr. Parsons, and Larisa Povitsky read extra RDA material. Ms. Satow watched a webcast in addition to the required training.

Diana Olivares joined the department as a Technical Services Librarian. She previously worked at the Arizona State Museum Library and Archives. Mr. Monaco began training Ms. Olivares. Regina Houseman and Mr. Monaco trained a new Technical Services Associate in Materials Processing to copy catalog books, serials, and DVDs. Andrea Johnson trained Ms. Hu and Ms. Satow to review items and labels.

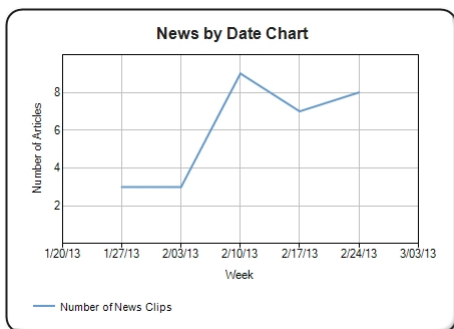
Catalogers added 2,604 titles and 2,137 items for Cleveland Public Library. Dawn Grattino cataloged a set of etchings of the construction of Terminal Tower by Louis Conrad Rosenberg (ocn826370709) for Special Collections. The set features 19 prints of various phases of the clearing of the construction site, the building process, and views of the completed edifice.

Mr. Monaco continued to create catalog records for Overdrive titles, adding 659 brief records using MarcEdit and 515 full OCLC records. Mr. Monaco is also using MarcEdit to edit records for titles for Gale ebook collections the Library has purchased. Mr. Monaco loaded 30,960 records in February and will continue to add batches so that large collections of titles are made accessible in the catalog. These collections include "*Eighteenth Century Collections Online, Part I and Part II,*" "*Nineteenth Century British Library Newspapers,*" and "*Slavery and anti-slavery: a transactional archive.*" Mr. Monaco took part in a CPL150 Team meeting at Woodland Branch and a meeting of the Ohio Library Council 2013 Convention & Expo Programming Committee. Ms. Grattino attended the first of three labor-management relations training sessions.

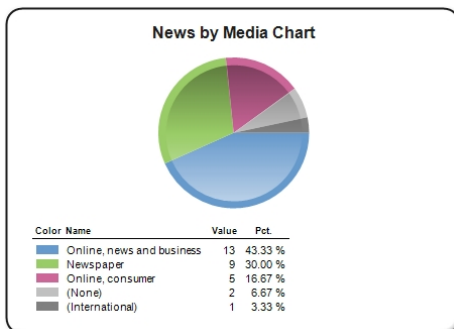
Shelf/Shipping: Stephen Wohl assisted the Page New Hire committee in interviewing over 40 applicants over a 4 day span to fill the page vacancies at the Main library and our branches.

The staff of the Lake Shore Shelf/Shipping Department sent 146 items to the Main Library for requests and 129 items to fill holds. Main Library received 501 telescopes of new materials and the Branches received 968 telescopes. CASE received 4 telescopes of new materials, CSU received 3 telescopes, and Tri-C received 4 telescopes. Over 100 telescopes of new CPL titles were sent to CLEVNET to fill holds. The Technicians unpacked 20,740 new items and sent them to the Acquisitions and High Demand Departments.

MARKETING & COMMUNICATIONS



Media coverage for the month of February included 30 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$37,662.07 with a news circulation audience of 2,577,645 people. In February, the online print media outlets that featured CPL events and programs received 1,589,374 unique visitors. Full report in the Marketing Department.



Ads to promote ed2go appeared in *Kaleidoscope Magazine*. Ads to promote African American History Month programs appeared in *Campus Observer*, *Call & Post*, *Plain Dealer*, *La Prensa*, *Ohio Live News*, *Freshwater*, and *cleveland.com*. Events were also posted in *CoolCleveland.com* and the UCI online newsletter. An eblast to promote the Writers & Readers series was sent out

by Positively Cleveland. South Branch new location was promoted in *La Prensa*. Radio ads for African American History Month aired on Radio 1, 93.1 FM and 90.3 FM WCPN.

Online news and business and newspaper were the media most featuring Cleveland Public Library in February.

Search Engine Marketing with *cleveland.com* resulted in the CPL ad being viewed 23,961 on average per week, which resulted in an average of 626 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
- Meeting with vendors to discuss advertising plans for 2013

GRAPHICS

Graphics staff designed, printed, and distributed 117 printed pieces in February, in addition to graphics for the library website, and 4 staff newsletters.

Promotional pieces included: *UpNext*-March; *MyBranch* March events fliers; New shelf signage for Sterling and Main Shipping; Harvest for Hunger promotional material and barrel covering; Lunar New Year promotional material; ads for various print and online publications; Computer class schedule March/April; Booklist for Cleveland Play House *Sister Act*; RTA Busboard graphics for the MyPlace, MyCard campaign.

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 3,487 in 2012 to 5,217 currently. Facebook fans are up from 3,779 in 2012 to 4,987 currently. Downloads of books in an electronic format (eBooks) were up from 59,674 in 2012 to 77,270 currently.

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

Opening of Temporary South Branch; Legal Aid Partners with Public Libraries to Enhance Understanding of the Law - Upcoming Free Legal Advice Clinics; Cleveland Public Library Board of Trustees Meeting; and Lunar New Year: Year of the Snake.

During the month of February, the following events, programs, and information were promoted on www.cpl.org: African American History Month; Ed2Go; Writers & Readers: Temple Grandin; Lunar New Year; Exhibits (Labor & New Deal Art, and Centuries of Childhood); Read in the CLE featuring Connie Schulz; Download eMedia; AHA; Legal Aid Clinics; CultureGrams; Sesame Street eBooks; Tumble Book Library; Centuries of Childhood (exhibit); Rockin' the 216; Testing & Education Reference Center; 100

Sizzling Titles; Homework Help; Opposing Viewpoints; Curl up with a Good Book (Seniors' Read It!); and Connecting to the Community (Seniors' Find Services).

8 Popular Topic pages were updated with new book lists in February.

The eighteenth "Off the Shelf" was sent out on [February 3rd](#) to a distribution list of 4,535. This issue featured African American History Month: A Message from the Director; and programs: World Peace and Other 4th Grade Achievements; Dr. Howard Fuller; The Youth Renaissance: Utilizing Pop Culture to Re-engage At-Risk Youth; The Seekers of Truth Revolutionary Ensemble; Natural Hair and Fitness Movement; and PUSH: Madison vs. Madison.

The Collection Highlights section of the "Books, Movies, and More" page was updated to feature the Fine Arts Blog post "Federal Art in Cleveland."

A "forgot your password" page was created and linked on [cpl.org](#) under "Using the Library" and on the CPL database remote user log-in page. The page allows patrons to enter their library card number and upon submittal (using the email account listed in their account), will email the patron their password. The "forgot your password" tool was also used to create pages on [www.clevnet.org](#) so CLEVNET libraries have access to the same tool without having to direct patrons to the CPL website.

A new section of the website titled "Read in the CLE" was launched on February 4. Read in the CLE is the library's new online reader's advisory and book discussion group. With just a click, patrons can check out book recommendations, chat with librarians and patrons about what they are reading, or get the inside scoop on what some of their favorite Clevelanders are reading.

Six CPL librarians are participating in the initial launch and are sharing their own books. They are Jaime Declet, Sarah Flinn, Angela Guinther, Annisha Jeffries, April Lancaster, and Rollie Welch. In addition, each month we will have a new "featured reader" from the community. Our first featured reader was Pulitzer Prize-winning author, Connie Schultz. She shares her insight on the book she is currently reading: Richard Russo's *Elsewhere*.

March's featured reader is Amelia Sawyer, wife of Jonathan Sawyer, owner of Greenhouse Tavern and Noodle Cat, and is known in the blogosphere as "Chef's Widow".

The "Research" section of www.cpl.org was changed to "Research & Learning" to accommodate the growth of learning resources the Library has recently purchased. Examples of learning resources include Ed2Go and Tutor.com.

PROPERTY MANAGEMENT

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We are attending weekly construction meetings for the temporary South branch.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. The heating valve actuator for the multipurpose room heating unit was replaced at Fulton. All pre filters on all air handling units were changed and a defective sheave was replaced at Lakeshore. All pre filters on all units were changed and Cat. 6 cables were run for the new Card Access system for LSW and Main.

The Carpenters and Painters made repairs to the front steps at Brooklyn. Drywall was removed from the staff room to repair a broken pipe in the wall at Fulton. Repairs were made to door locks and door closers at Fleet, Lorain, Rockport, South Brooklyn, and Woodland. The parking lot fence at Sterling was repaired. A new opening at the circulation desk was installed at Walz. Painting was completed at South Brooklyn and the Shipping department at Main.

The Garage serviced vehicles #1, #5, #9, #13, #15, #24, and #25. The oil was changed and the oil and fuel filters were replaced on the Book Mobile.

SAFETY & PROTECTIVE SERVICES

PROTECTIVE SERVICES

Activity

Month	Total calls	Average per day	Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents
February 2013	3090	134	35	35	472	140

Special Attention, Special Events, and Significant Incidents

- Centuries of Childhood Exhibit Main 341. The exhibit is open every Saturday through April 2013 for four hours per day.
- MLK Branch PUSH program.
- Cuyahoga County Board of Revision Meeting.
- South Branch Fire Watch for heating issue.
- Rice Branch Juvenile activity branch support.
- Two separate weapons events involving juveniles at East 131st Branch.
- Dignitary protection coordination with Ohio State Patrol and the FBI for US Security of Transportation Ray LaHood and two US Coast Guard Admirals.
- Met with Public Services concerning increased DVD thefts from LSW.

Security Systems

- Will develop schedule concerning upgrades to access control.
- ID access card design is complete.

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 staffing fire watch at staff South Branch. G4S is unable to staff the South Branch.
- G4S is not able to staff contract guards are awaiting background checks from G4S before being able to be staffed.

Records and Equipment Management

- No activity.

Administration

- Three new hires have completed training are now regular staff of the Agency.

INFORMATION TECHNOLOGY & CLEVNET

CPL Projects

CPL's new online readers' advisory and book discussion group, "Read in the CLE" was launched on February 4. With just a click, patrons can check out book recommendations, chat with librarians and patrons about what they are reading, or get the inside scoop on what some of their favorite Clevelanders are reading. Six CPL librarians are participating in the initial launch and are sharing their own books: Jaime Declet, Sarah Flinn, Angela Guinther, Annisha Jeffries, April Lancaster, and Rollie Welch. In addition, each month the site will have a new "featured reader" from the community. The first featured reader was Pulitzer Prize-winning author, Connie Schultz., sharing her insight on Richard Russo's Elsewhere.

In preparation for the implementation of the new RDA cataloging standard, Software ran a script to update the cataloging formats in SirsiDynix Symphony configuration to include the new RDA bibliographic and authority record standards. RDA (Resource Description and Access) will replace the Anglo-American Cataloging Rules. The Library of Congress intends to fully implement RDA by the end of March.

Xerox deployed barcode scanners to all CPL branches, which simplifies the patron experience with the multi-function devices. Patrons no longer need to key in their card number. A self-service password recovery tool for patrons was developed for patrons and linked to cpl.org and clevnet.org. With the masking of passwords implemented in the ILS at the beginning of the year, staff is no longer able to assist patrons with password recovery. Patrons can use this tool, and similar to password

recovery for other online situations, the password will be emailed to the address in their library account.

Microsoft System Center Configuration Manager (one of CPL's core remote desktop management tools) has been updated to Service Pack 1 (bug fixes and system enhancements) in order to support Windows Server 2012 and Windows 8.

IT/CLEVNET staff installed a new network switch on the 1st and 10th floor of the Louis Stokes Wing to accommodate a new card reader system for Safety and Protective Services.

An additional Wi-Fi access point was installed at Harvard Lee branch to allow more wireless access.

Statistics collection on PC usage for the Knowledge Office was implemented and will take place between March 1 and May 1.

Adjustments were made to Cleveland Public Library's version of the Daily Fine Report to make checking nightly cash register totals for CPL agencies easier for the Finance staff.

Software created report of the 200 most-circulated book titles in the past 6 months at the Lorain Branch, as well as eight additional weeding reports for Collection Management.

Updates to www.cpl.org and other CPL sites:

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CLEVNET Projects

Six independent public libraries in Ashtabula County finalized their contracts for CLEVNET membership: Andover, Conneaut, Harbor-Topkey, Henderson, Kingsville and Rock Creek. IT staff will begin the assessments of their network infrastructure and system data in order to develop an implementation timeline.

The first rollout of the Xerox multi-function devices in CLEVNET was started with Hudson and Hubbard libraries. Since this was the first CLEVNET deployment, new and unexpected issues were encountered. All issues were resolved.

IT/CLEVNET staff continued to assist Milan-Berlin with the library's major renovation. Staff met with Time Warner to plan the cutover of Milan Public Library's fiber T1 to their Berlin Heights branch and their phone system to the new wiring closet. Software staff shadowed large sections of the collection since the library is working with limited space due to the building project.

Three readers' advisory tools from Novelist were implemented for all CLEVNET libraries. Novelist Plus and Novelist K-8 Plus, are for adults and children respectively. Users can use these resources to find author read-a-likes, book discussion guides, and "Grab and Go" book lists. The Web and Software teams worked together to implement Novelist Select, which links Novelist reading recommendations to records in the Bibliocommons catalog. Patrons that select to view the recommendations will be taken to

a new page of items within the CLEVNET collection that are similar in nature.

Software staff worked with Shaker Heights to implement copy processing with Ingram (like the vendor loads already done for Cleveland Heights) and also developed data extracts to help implement CollectionHQ.

Software staff created a holdings extract for the Cleveland Law Library which will allow them to display their holdings in the shared catalog for the regional law library consortium. This will be updated on an annual basis.

Birchard Public Library's DHCP (Dynamic Host Control Protocol for automatically assigning Internet Protocol addresses to PCs and devices) server was moved off of their Windows 2000 server onto a newer Windows 2003 Server for reliability.

A virtual domain controller and child domain were created for McKinley Public Library so they can move forward with the Xerox printing solution and for compatibility with CPL's Active Directory infrastructure design.

Software on WiFi Access Points at Cleveland Heights and Shaker Heights was upgraded for VoIP projects.

Bristol Library's connection to CPL was upgraded from 1.5MB to 5MB.

IT/CLEVNET staff migrated the email service for Cleveland Heights-University Heights Public Library from Exchange 2010 to CLEVNET's Zimbra collaboration suite.

There were 33 CLEVNET reports requested and delivered in February and seven item types added for Euclid Public Library. IT/CLEVNET staff met with Wayne County Public Library to assist in planning their migration to virtual servers utilizing SAN storage.

Know-It-Now

On February 13, the KnowItNow Statewide Coordinator and Website Coordinator spoke with an upcoming practicum student from Kent State University School of Library and Information Science who will be starting with KnowItNow in March. As part of her practicum project, she will be evaluating the KnowItNow Provider Site and suggesting revisions to make the site more user-friendly.

Answerland, Oregon's statewide virtual reference service, initiated its own server for the SparkRef/Openfire software in mid-February. Up until then, KnowItNow and Answerland were sharing a server housed at Cleveland Public Library. This separation of servers will allow each service to customize the software and hardware to their own requirements and to experiment with enhancements to address their local needs. Answerland and KnowItNow will continue to constitute a "SparkRef user group" and to collaborate on any software development.

On February 5, the KnowItNow Statewide Coordinator and Website Coordinator had a phone conference with several administrators of OCLC QuestionPoint which will be handling after-hours sessions for KnowItNow beginning July 1. The KnowItNow Website Coordinator has also begun investigating methods for importing transcripts from OCLC into the current session database.

The KnowItNow Statewide Coordinator presented an all-day KnowItNow training session at the State Library of Ohio on February 28.

The KnowItNow Website Coordinator began a conversation with Mosio Text-a-Librarian to investigate methods for importing text messages into the KnowItNow transcript database to provide easier access for quality control and searching.

Meetings and Professional Development

Larry Finnegan and Darren Novak were judges for Ohio Qualifier of the Collegiate Cyber Defense Competition (CCDC). This competition specifically focuses on the operational aspect of managing and protecting an existing "commercial" network infrastructure. Not only do students get a chance to test their knowledge in an operational environment, they also get a chance to network with industry professionals who are always on the lookout for up and coming engineers. CCDC provides a unique opportunity for students and industry professionals to interact and discuss many of the security and operational challenges the students will soon face as they enter the job market. It speaks well for the professionalism of the IT staff and for CPL and CLEVNET that Mr. Finnegan and Mr. Novak were invited to judge this event.

Amy Pawlowski attended the CLEVNET Training SIG meeting at Cleveland Heights - University Heights library on February 12.

Statistics

IT/CLEVNET Statistics	Feb-13			
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
Hardware				
CPL Main	85	74	34	193
CPL Branch	97	89	24	210
CPL Lake Shore	26	18	5	49
CLEVNET	22	13	23	58
PUBLIC				0
HARDWARE TOTAL	22	13	23	58
Software				
CPL Main	17	16		33
CPL Branch	22	22	0	44
CPL Lake Shore	70	70		140
CLEVNET	145	139		284
PUBLIC	132	131		263
SOFTWARE TOTAL	386	378	0	764
Webware				
CPL Main	8	8	2	18
CPL Branch	7	7		14
CPL Lake Shore	3	3		6
CLEVNET	2	2		4
PUBLIC	396	396		792
WEBWARE TOTAL	416	416	2	834
KnowItNow				
CPL Main	4	4		8
CPL Branch	0	0		0
CLEVNET	0	0		0
PUBLIC	0	0		0
KIN Library	13	12		25
OHIOLINK	2	2		4
After Dark	0	0		0
KNOWITNOW TOTAL	19	18	0	37
GRAND TOTAL	843	825	25	1693

