

DIRECTOR'S REPORT

April 18, 2013

Monthly Statistics

Circulation for the month of March was 569,987. This was a decrease of nearly 3% from last year's March circulation of 584,964. 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 nearly 33% from March of 2012. However, we will keep a watchful eye on the 2% dip in circulation over the first four months of 2013.

The number of computer sessions for March was up from 2012 levels. There were 101,163 sessions this year in comparison to last year's total of 76,943. Not surprisingly, the number of hours in use for our computers increased from 50,832 in March of 2012 to 69,529 in 2013. This was an increase of 37%. 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 March was 292,420. This is a decrease of almost 6% from last year's attendance number of 309,873. The Main library reported a 7% decrease in attendance. The Branch attendance decreased by 5%. We know that the closing of the South branch affected the attendance numbers for the branches, but are unsure of the cause for the drop of attendance at the Main campus.

Programming / Outreach

March was another great month for CPL programming and outreach. On Saturday March 16, the Library hosted its annual Lunar New Year celebration. An estimated 700 children and their caregivers attended this program. Milos Markovic, Annisha Jefferies, Doris Yee and OPS hosted annual Lunar New Year Program events in both YS Department and LSW Auditorium. Attendance was recorded at 700 visitors for Main Event in LSW over 100 visitors toured YS Department to view crafts and scheduled event which included "Jungle Terry" demonstration, "Flower the Clown" balloon twisting and Kelly Liang playing the Chinese Zither for attendees. LSW Main Event hosted dancers, martial arts demonstrations, calligraphy, origami, US Postal Service, "Our Zoo to You" exhibit, refreshments and related entertainment.

Patrons were also encouraged to participate in a Library-wide Treasure Hunt. Prizes were awarded to two contestants drawn randomly from returned entry forms. Lunar New Year program encourages attendees to cultivate a global perspective and to gain a greater appreciation of Asian culture and traditions.

On Saturday March 23, the Library hosted the celebration for the unveiling of the Col. Robert Jim Price Musicarnival Audio Archives; approximately 250 people attended this program.

The Library hosted 604 children from CMSD for the *Progress with Chess* event. There were also about 30 teachers and 37 Library staff volunteers who assisted. Children competed for scholarship money sponsored by the Cleveland Patrolman's Black Shield. Fine Arts staff prepared 600 goodie bags, set up games, ordered supplies, and set up 600 chess boards.

Writers & Readers

On Saturday March 9, as a part of the Writers & Readers series, the Library hosted a lecture by author Temple Grandin; approximately 900 people were in attendance. Ms. Grandin captivated a crowd that was evenly divided to speak about the issues of animal cruelty and autism.

EXHIBITS

Staff prepared an auxiliary exhibit in Special Collections featuring memorabilia and the Audio recordings from Musicarnival, its dedication program was held on March 23. The audio archives will be housed in Special Collections; patrons will be able to listen to recordings of musicals performed at Musicarnival. Policies and procedures were put into place on how to handle and distribute the material. Staff assisted Amy Dawson in preparing the exhibit on Vergil in the JGW Exhibit Corridor.

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 led a community meeting to discuss the temporary closing of the South Branch.
- I spoke to the leadership team of CPL's SEIU 1199.
- I was joined by the directors of all the Cuyahoga County Library systems in a discussion on PLF funding.
- I was joined by Trustee Corrigan at the Annual OLC Legislative Day held in Columbus.

CLEVNET

March's total OverDrive CLEVNET eMedia collection circulation was 88,528, a significant increase from last year's 61,120. CPL has 5,414 total followers on Twitter and the Facebook page currently has 5,081 fans.

GRANTS & DEVELOPMENT

Awarded Grants

Starting Point - \$90,000 in support of after school tutoring at CPL branches this fall

Overdrive, Inc. - \$20,000 in support of the I'm Ready to Read initiative

Submitted Grants

Nord Family Foundation - \$5,000 in support of the Literary Lots project

Urban Libraries Council - 2013 Innovations Award for MyCloud

Hershey Foundation - submitted a letter of inquiry for the Chess is Life after-school chess club at MLK Branch (*they are not interested in receiving a full proposal*)

Pending Grants

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

Friends of CPL

- Attended Friends Board of Directors meeting on behalf of Director Thomas to present the Library's 2013 request to the Friends.
- Held the second meeting of the Implementation Committee
- Created chart of grant prospects for capacity-building projects

Other

- Attended Revenue Enhancement Task Force meetings
 - prepared document on seeking sponsorships and offering naming rights for Library projects
 - Working with Amy and Cathy to expand year-end giving campaign and to explore getting the Raiser's Edge database for the Library

PUBLIC SERVICES

PROGRAMS

During the month of March the Library hosted a total of 182 programs. Educational programming and services, not included in the above totals, accounted for approximately 197 adult education classes, 336 hours of after-school tutoring was delivered to a total of 423 children at 7 locations. After school snacks were served 5 days a week at 9 branch locations during the month. Twenty Chinese language classes were held throughout the month at 5 locations; March 23 was the final class of this quarter's Learn Chinese program. On March 6, students from the Fulton neighborhood visited Baldwin Wallace College as a part of that Branch's Learning Center programming. On March 22, students from the Langston-Hughes neighborhood visited Kenyon College as a part of that Branch's Learning Center programming.

Twenty-three tax clinics were held throughout the month of March, as well as 1 Legal Aid clinic at the Hough Branch.

Total programming/educational services related expenditures for March totaled \$5993.14.

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program. On Saturday March 23, the Library hosted the celebration for the unveiling of the Col. Robert Jim Price Musicarnival Audio Archives; approximately 250 people attended this program.

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Caroline Han hosted Chinese language New Year Stories and Learn Chinese program in YS story room. 13 students attended and explored Chinese language development and cultural enrichment. Program encourages young patrons to read and use library materials.

Mary Torres hosted Bilingual Story Time at Puritas Head Start. 60 students from five classes participated in program which she used hand puppets to introduce youngsters to music and reading through interactive participation. Program's objectives were to expose students to bilingual approach to learning and to stimulate their desire to read on their own.

Annisha Jefferies and Milos Markovic co-hosted 15 visiting students from Westside Community Center. Students were given career guidance and social responsibility tips and suggestions. Visit was arranged to expose students to career-prep and thoughts and ideas of how to interact in a professional work environment.

Annisha Jefferies and Milos Markovic provided library-wide tours to 45 students from CMSD Jane Adams High School. Students were shown library resources and encouraged to use facilities for their school work. Objective of tour was to encourage a community of learning for participants and to demonstrate importance of reading and the ability to effectively use library assets.

Milos Markovic, Annisha Jefferies, Doris Yee and OPS hosted annual Lunar New Year Program events in both YS Department and LSW Auditorium. Attendance was recorded at 700 visitors for Main Event in LSW over 100 visitors toured YS Department to view crafts and scheduled event which included "Jungle Terry" demonstration, "Flower the Clown" balloon twisting and Kelly Liang playing the Chinese Zither for attendees. LSW Main Event

hosted dancers, martial arts demonstrations, calligraphy, origami, US Postal Service, "Our Zoo to You" exhibit, refreshments and related entertainment. Patrons were also encouraged to participate in library-wide Treasure Hunt. Prizes were awarded to two contestants drawn randomly from returned entry forms. Lunar New Year program encourages attendees to cultivate a global perspective and to gain a greater appreciation of Asian culture and traditions.

Mary Torres hosted Bilingual Story Time at Puritas Head Start. 60 students from five classes participated in program which focused on colors using books and music and concluded with an Easter egg hunt. Program's objectives were to expose students to bilingual approach to learning and to stimulate their desire to read on their own.

Caroline Han hosted Chinese language story time and Learn Chinese lessons in YS story room. Eleven students attended and explored Chinese language development and cultural enrichment. Program encourages young patrons to read and use library materials

MEETING ROOMS and SCHEDULING

In March a total of 294 meeting room requests were processed by the OPS department, with a total of 6644 estimated number of attendees. This number includes reservations placed for meeting room space in each of the 27 branches, Main Library and Technical Services. Forty-two AV requested were filled for both Branches and Main Library.

OUTREACH

Manager, Annisha Jeffries is conducting Storytime every Monday to 8, 3-5 year olds at the YMCA Preschool located in the Old Stone Church. Library Assistant, Christine Feczkanin observed. This month the children had The Cat in the Hat read Dr. Seuss to them celebrating Read across America Day.

Manager, Annisha Jeffries conducted a tour to 45 students from Jane Adams High School. Foreign Literature Department Head, Milos Markovic assisted with the tour. Manager, Annisha Jeffries conducted a Lunar New Year Program with the Foreign Literature Department, about 100 attended the event.

Lakeisha Winstead participated in OLC Legislative Day in Columbus, on March 6. Ms. Winstead spoke with State Representatives about the value Cleveland Public Library presents to the community.

Homebound Services staffed a table at a senior's event on April 19th at Alexia Manor, in the Broadway neighborhood. Reba Clardy staffed the event along with a staff member from OLBPH. She saw 22 people and passed out information about Homebound Services.

Michael Dalby and Andy Leach (Rock Hall Library) had a conference call with Director Thomas and requested sponsorship from the library for the MLA Midwest Chapter (which will be held in Cleveland this October). CPL will be hosting most of the sessions between 341/LSW auditorium/218 and the library has waived its fee as well as committed to sponsoring coffee breaks.

Former Fine Arts Page, Rebecca Barrett and Daybreak TV Productions filmed part of a documentary she is working on in Special Collections. She had done research at CPL on the Cleveland architect Emile Ulrich - the documentary is called *Building a Basilica*.

Pam Eyerdam attended a meeting (on behalf of the Director) with librarians from the Botanical Gardens, Holden Arboretum, and the Natural History Museum to discuss ways of outreach and assessing its progress.

Victoria Kabo provided a tour of department and Special Collections to group of twenty Russian-speaking seniors from Adult Wellness Center. The tour was conducted by Ms. Kabo to expose visitors of the depth and scope of the Russian language collection and to encourage reading among attendees.

During the month, staff processed a total of 2,200 Long Loan items from seven requesting 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 21 distinct mailings/emails to over 3,380 patrons informing them of new material arrivals, book sale, and CPL programming notes. Staff added six new lists to Bibliocommons for patrons to view newest arrivals in various languages

BOOKMOBILE/ON THE ROAD TO READING

The bookmobile conducted 65 stops, served 604 patrons and processed 13 new library-card applications.

OTRR staff visited 85 classrooms with a total attendance of 1162, and visited 12 Pediatric and WIC sites. Forty-five deposit collections were circulated to classrooms with a total of 1058 items.

Exhibits

Staff prepared an auxiliary exhibit in Special Collections featuring memorabilia and the Audio recordings from *Musicarnival*, its dedication program was held on March 23. The audio archives will be housed in Special Collections; patrons will be able to listen to recordings of musicals performed at *Musicarnival*. Policies and procedures were put into place on how to handle and distribute the material. Staff assisted Amy Dawson in preparing the exhibit on Vergil in the JGW Exhibit Corridor.

MAIN LIBRARY

Collection Development

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

Mark Moore submitted a proposal for digitization of the Martin Stone Jackie Robinson files to the Preservation Department. The copyright issues are being evaluated by Mrs. Dodrill, Library Attorney.

The Cooley Farms plans were scanned by Tom Edwards and sent to Ann Olszewski in Preservation to be added to the digital gallery. The PAL digital collection projects started last year is now completed.

On the 20th, Ann Marie Wieland, Ann Olszewski, Alicia Naab and Elaine Herroon met on the 7th floor of Main and weeded some plans. Several Ernest Bowditch architect plans were found as well as a plan showing a wheelway—an early bicycle path. Some plans were in good enough condition to be sent to Map Collection without any treatment.

Map Collection Librarian Tom Edwards and Library Assistant, Danilo Milich continued packing USGS topographical maps in boxes to be eventually weighed and measured so to be shipped to their new home with Breitling Energy in Texas. This process is expected to continue for several months.

Government Document continues to weed hard copy items that are now digitized. All weeded items must first be offered to the State Library of Ohio. The State library of Ohio requested about 95 percent of our November Offers list. More than 200 books were boxed and shipped via US Cargo.

Special Collections Librarian, Kelly Brown ordered chess books from Caissa Editions (Dale Brandreth). Special Collections received exhibit brochures from the *World Chess Hall of Fame* past exhibits. JGW collection will have a collection level record for these brochures and continue to add to them as new exhibits are created.

Suzanne Goulet, daughter of Robert S. Goulet, 1923-2002, Los Angeles, California, USCF Chess member, Chess player and coach is donating to the JGW Collection 9 items from her father's personal library. Ms. Brown gave her the contact information of 4 chess dealers in the USA who may be interested in purchasing the remaining items in her father's library from her.

Fine Arts accepted the donation of a parlor-size baby grand piano from a couple in Chagrin Falls. This piano, once tuned and regulated, will replace the aging Baldwin currently in use (which was a donation from the Cleveland Music School Settlement over five years ago).

Pam Eyerdam coordinated Schweinfurth site visits for Chair, Tony Hiti. These visits are for curating purposes for the exhibit at the Beck Center this Fall. Sites visited included Trinity Cathedral, Cleveland State University (Mather Mansion), CWRU Archives and Special Collections, Five Oaks Historical Home (Massillon, Ohio), and the WRHS.

BEL manager, Sheba Marcus-Bey, instructed the Entrepreneurship Primer on March 12. 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.

Research That's Possible Only at Main Library

Sandy Witmer answered an email reference question on March 13 about the Central Union Telephone company. A processing specialist at George Mason University was trying to identify locations for any number of photographs of the company's locations from the early 1900's. She found a history of the company and some online image collections from other libraries for the patron. The question had also been forwarded to CPL's Photograph Collection.

A patron requested the *Siete Obras Para Piano* score by Cecilia Ariti that is only available in England and Cleveland Public Library.

Film historian and writer Michael G. Ankerich sent an email asking for assistance deciphering passages from the handwritten diary of silent film star, Barbara La Marr (PN2287.L125 A3 1916-Special Collections). He had earlier asked for a scan of the entire diary. He is doing research for a proposed biography of La Marr.

Writer, Julia Bricklin requested a scan of an original music score of "Glory Hallelujah" purportedly written by T. Brigham Bishop in an article from the *Civil War Times*. She believed it to be part of Leo Weidenthal Collection donated to Cleveland Public Library after Weidenthal's death in 1967. Documents in the library's archives indicated that Fine Arts had a "photostat copy of the original version of Glory Hallelujah" The copy could not be located, but found were clippings from local newspapers indicating Bishop was the uncle to one-time opera singer and Cleveland resident Mrs. F.A. Brodhead, Jr. (a friend of Weidenthal.)

MLIS Student (and former CPL page) is creating a bibliography of Viktor Schreckengost material in the Cleveland area libraries. Staff researched and pulled Schreckengost material for her that included the Schreckengost clipping files in SpC.

The World Chess Hall of Fame is putting together an exhibit of Chess Masters and is trying to locate a photograph of each player. Staff scanned an image of Kenneth Harkness from *Chess Life* 1972 for them and is currently trying to locate images of Mona May Karff, Elizaveta Bykova, and Mikhail Chigorin for them.

Pam Eyerdam and Archivist Ann Marie Weiland are working with the Ancient Arts Educator from the Cleveland Museum of Art (David Smart) and former curator from the Metropolitan Museum of Art

(Andrew Oliver) on a project related to Napoleon's publication of *Description de l'Égypte* (1809-30). This is for a publication that documents the location and provenance of these editions. There are about 54 or so editions that exist (the Cairo copy was destroyed in the Dec. 2011 uprising).

A patron calling from Miami requested information on zero coupon bonds from the 1990 Internal Revenue Tax law. The library was able to provide him with the requested law, but unable to find any reference to the type of bonds he requested. Staff suggested he contact the Federal Reserve Bank in his area. The patron noted that he always calls the Cleveland Public Library with his reference questions because we provide the best and most accurate service.

A couple was looking for information on fixing the brakes on a 1936 Fire Truck. The Science & Technology Department has a nice selection of books on mechanical brakes including: *Brake Work Manual*, by Truman G. Dell, Frank E. Howard, and George E. Stevenson; published in Albany, New York in 1948 by Delmar Publishing; *Brakes* 9th edition, published in Philadelphia Pa. by Chilton Company, in 1936; and *Brakes* by Paul Dumas, published in Philadelphia Pa. by Chilton Company, in 1929.

An Interlibrary Loan request from the University of Dayton was looking for a very old ASTM (American Society for Testing Materials) Proceeding from 1928. Science & Technology owns the Fifty Year Index, covering technical papers and reports from 1898 to 1950. The article citation, by author name, was found and further checking located the shelf card listing and call number for the microfilm.

The Shipping Department hired three new staff members: Former Temporary Shipping Clerks Carmine Fortson and James Clardy and Kiera Mckissic, formerly Shelf/Shipping Page at Lake Shore. During the month of March the Shipping Department sent out 7,676 boxes, bags and totes.

BRANCHES

Addison

Branch Manager, Magnolia Peters attended the Ward 7 Community Meeting to distribute March's *what's next* program Booklets, Computer Classes Schedules, and Harvest for Hunger donation notices.

Harvard Lee

The Harvard - Lee Branch team checked out 36 out of 40 Cleveland Playhouse Tickets for the show entitled "Good People." Two classes from the Louis Stokes Daycare were treated to the Cleveland Playhouse production of Margie and Mike, here at Harvard-Lee Branch. There were 22 children in attendance.

Mt. Pleasant

Brightside Academy Daycare attended the Read to the Beat program with students from the Music School Settlement. Margaret Bernstein, reporter, from The Plain Dealer Newspaper attended the program. Ms. Bernstein will be writing an article for the newspaper. The students were told about our local newspaper (The Plain Dealer) and introduced to Ms. Bernstein as a writer for the newspaper. They were also able to express what career they would like to have when they grow up. It was a great experience for the students. They also enjoyed the Read to The Beat Program and were not ready for it to end.

Memorial Nottingham

The month of March, was a busy month for the Memorial Nottingham Branch community. There were eight (8) GED classes and each class averages about 10 per class. Mr. Daniels has hosted a number of programs: Self-defense Class; Metroparks Naturalist and has hosted several class visits from the local schools. Ms. Estrella hosted The Dr. Seuss Storytime at Hannah Gibbons Elementary School and the Salvation Army Storytime. She has conducted a Growing Readers Story Hour and has hosted several class visits from the local schools. The Northeast Ohio Sewer District held a community meeting on 3/19 to listen to resident's concerns.

Temporary South Opening

The highlight for the month was the grand opening of the temporary South Branch. The South Branch temporarily closed on March 9th, where branch staff moved and prepared the temporary location for a March 16th, noon opening at the new location. A small celebration took place as happy and excited patrons begin to flow into the using the library's services and resources.

Carrnegie West

Angela Guinther helped to organize and attended OLC's Legislative Day in Columbus March 6th. Helen Zaluckyj held two Saint Patrick's Day programs attended by 35 children. The children made leprechaun crafts, heard Saint Patrick stories, and sampled Irish soda bread. The children's room and the toy

room have new lights installed! Thanks to buildings engineers Gene Kmiec, P.J. Patton, and Carnegie's custodian Antonio Jackson.

Fleet

Fifty-one children from Loving Cup Academy participated in Read to the Beat program presented by two staff members of Music Settlement. One reads to the children while the second plays music.

Fulton

Mrs. Diamond, Rodney Lewallen met with Cuyahoga Valley National Park Rangers Brady Bourquin and Daniel Calloway about the possibilities of programming for the branch during the snack program and/or Summer Lunch Program.

Rockport

Cassandra Feliciano helped Forrest Lykins on his first class visit with pre-k class from Artemus Ward. Staff helped create a book display in the branch main entry area. All staff participated in contributing books, CD's and DVD's to "Rockport staff hotpicks." Many items have already been charged out by interested patrons!

Sterling

The Sterling Branch conducted AmericaReads Tutoring, Learn Chinese classes, TechCentral classes, Head Start visits, and daily Snack and Youth Literacy activities. Outreach included Ward 5 Community Meeting, Marion-Sterling Partnership, and Campus District, AmericaReads, West Team, and Youth Services meetings attended. Staff developed a worksheet to assist in promoting the Director's Initiatives.

West Park

On March 16, Maria Isabella, West Park resident and author of *In the Kitchen with Cleveland's Favorite Chefs*, spoke about her book and demonstrated the Tuscan White Bean Dip recipe, which attendees enjoyed sampling.

TechCentral

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

In March, TechCentral staff conducted a total of 26 classes at Main Library and 51 classes in 12 branches. Attendance was 113 students at the Main Library and 230 students at the branches.

In addition to these computer classes, TechCentral staff held 19 scheduled one-on-one sessions on the following topics:

- Adobe Photoshop
- Amazon Kindle
- Computer Basics
- Cover Letters
- Create and Share PDFs
- eBooks and eMedia
- Email Password Recovery
- Internet Searching
- Job Searching
- Library Catalog
- Microsoft Excel
- Microsoft Word
- myCloud
- Picture Editing and Cropping
- Resumes
- Setting up a Website
- Task Manager
- Windows Preferences

Matthew Sucre presented the *Through the Kaleidoscope: Digital Abstract Art MakerLab* on March 25. Over 15 people were in attendance to learn how to create digital Kaleidoscope Art using free online applications. Mr. Sucre also met with staff from Outreach and Programming in order to discuss the possible adaptation of his MakerLab for the Summer Reading Club.

TechCentral offered a special computer class series for students of the GED program at Main Library, held immediately after GED classes on Monday mornings in March. Six students attended the class series on Computer and Internet Basics. TechCentral will offer another special class series in May for GED students.

TechCentral staff begin utilizing CPL Cars in order to travel to branches for computer classes in March. Staff report to Main Library each day and, as needed, will pick up a CPL car to travel to their assigned branch. This change has reduced the number of mileage reimbursement requests made and decreased the time staff is traveling between branches by eliminating the need to walk to/from personal vehicles. Additionally, class durations were shorted by 30 minutes to allow for better coordination of breaks and lunches, and to accommodate for paid travel time to/from Main Library at the beginning and end of the work day.

TechToyBox Changes

Since the TechToyBox changes introduced in January 2013, TechCentral has continued to experience loss of items by patrons who have checked out and failed to return devices. Although the additional security measures and checkout process improvements did slow the rate of loss, they did not eliminate it. Due to this fact, the TechToyBox service was suspended as of March 27, pending an investigation and revamp of the service.

This summer, the TechToyBox will re-launch with new devices, and will focus on primarily in-house use of the TechToyBox devices. A revised at-home circulation service is being investigated that will create a tiered checkout system in which patrons will be allowed to check out certain devices and work-up to more advanced devices once they have successfully checked out and returned lower tiers of devices.

TechCentral Visits and Outreach

CJ Lynce attended the OLC Legislative Day in Columbus on March 6. Mr. Lynce joined Director, Felton Thomas, and Carlos Latimer in meeting with two state legislators, House Minority Leader Armond Budish and Senator Michael Skindell.

Several staff members from the University Libraries and IT departments of The University of Akron visited Cleveland Public Library on March 13 in order to tour TechCentral and to learn more about the Library's 3D Printer.

Sam Tripodis provided a short tutorial on the use of TechCentral's Adaptive Technology Stations for two groups of Cleveland State University Physical Therapy/Occupational Therapy students on March 13.

CJ Lynce attending the grand opening of the temporary location for the South Branch Library on March 16.

CJ Lynce spoke with the Program manager of Tri-C East's Women-in-Transition Program regarding the possibility of students using Ed2Go Online courses to supplement the in-person computer training that is currently being provided.

TechCentral was invited to setup a booth at the TEDxCLE After-party in order to demonstrate the Library's 3D Printer and 3D printing technologies. Five TechCentral staff members were in attendance in order to provide demonstrations and information for TEDxCLE conference attendees.

CJ Lynce was interviewed on March 21 for an upcoming article in Freshwater Cleveland regarding the various MakerSpaces in Cleveland.

CJ Lynce participated in a research interview held by Abigail Sackmann from the Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign regarding a case-study of the TechCentral department and space.

Meetings and Professional Development

CJ Lynce attended the Lab Management Training for Effective Communication on March 11.

CJ Lynce, Curtis Flowers, Alan Majors, Matthew Sucre, and Sam Tripodis attending the Violent Intruder Response Strategies workshop offered by NEO-RLS at the Lakeshore Facility on March 19.

CJ Lynce and Sam Tripodis met with Felton Thomas, John Skrtic, and Joyce Dodrill on March 28 in order to discuss the current status of the TechToyBox service in light of the loss of nearly all of the devices being circulated.

Staffing Changes

Stamatis (Sam) Tripodis was the successful candidate for the position of TechCentral Coordinator. Mr. Tripodis began in his new role on March 10, 2013.

Interviews for two Permanent Full-Time Library Assistants, Computer Emphasis were held on March 19 and March 22, with additional interviews scheduled for the beginning of April. The successful candidates will likely begin near the end of April.

Denise Williams-Riseng was selected as the new Library Assistant, Computer Emphasis, PTR in TechCentral. Ms. Williams-Riseng is currently a Library Assistant, Substitute for CPL and will begin in her new role in TechCentral on April 7.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In March, OLBPD circulated 51,228 books and magazines directly to patrons. OLBPD registered 155 new readers to the service. OLBPD distributed 12,827 audio, braille, and large print copies of our Dimensions newsletter. Approximately 608 active BARD users downloaded 13,908 braille and audio items in March.

The Library of Congress National Library Service for the Blind and Physically Handicapped (NLS) is conducting a survey to understand how to better serve the needs of readers of audio/talking books and braille. Information about the survey and a link to the survey is available on the OLBPD web page. The survey is open until May 10, 2013.

OLBPD submitted it's responses to the NLS Network Library Consultant Visit from September 24-25, 2012. The NLS consultant commended CPL and OLBPD for filling vacant positions in an effort to meet the staffing complements of the Standards and Guidelines for Service as well as reconnecting with our institutions hosting deposit collections of our materials. The consultant recommended that OLBPD continue exploring the establishment of a Friends Group, promote internships for students pursuing a Masters Degree in Library and Information Science, and continue expanding our collection of locally produced books of Ohio interest.

On March 19th, OLBPD Manager Will Reed attended the State Library of Ohio Consumer Advisory Meeting in Columbus. Consumers were updated on the status of the development of the BARD app for Apple iPads and iPhones, the release of magazines on cartridge, changes with the Unified English Braille code, Kids and Teens reading clubs, and locally produced books and magazines including Choose to Read Ohio selections.

The OLBPD Cyber-Dialogue Book Discussion was held on March 14th where the group discussed "Catch Me" by Lisa Gardner.

OLBPD Librarian Michelle Makkos and OLBPD Library Assistant Ken Redd provided information and talks about the service at the Warrensville Heights Health Fair on March 16th; Alexia and Lourexis Manor on March 19th; Parma Community Fair on March 26th.

TECHNICAL SERVICES

Patricia Lowrey attended a community meeting about the relocation of the South Branch on March 2 and the opening of the new location on March 16. She attended the Temple Grandin program in the "Writers & Readers" Series.

Ms. Lowrey and Anastasia Diamond-Ortiz traveled to Columbus to meet with representatives from OPLIN, Toledo Public Library and Cincinnati-Hamilton County Public Library to discuss a possible grant application for digital projects. Ms. Lowrey and most

Technical Services managers met with Ann Palomo and the software group from the IT/CLEVNET department to discuss a variety of issues. Ms. Lowrey met with the Revenue Enhancement Task Force on March 28. All Technical Service Managers attended the 2nd Labor/Management Training workshop.

The Technical Services Harvest for Hunger campaign was an unqualified success. Under the capable direction of Carole Brachna, High Demand Manager, the division raised \$2,212.83. Fundraising efforts included a cookie, fruit & coffee sale, a doughnut and coffee sale, a pizza sale, cash & online donations, raffles for donations, and a spare change coin jar. Technical Services managers contributed food and cash and helped collect money from the staff at the Lake Shore Facility.

Acquisitions: Sandy Jelar Elwell, Acquisitions Manager, worked with staff on changes to improve the handling of standing order materials. Tonya Jenkins, Technical Services Librarian, worked with Ms. Jelar Elwell to compile an updated, comprehensive list of current standing orders with the costs for the 2011 and 2012 fiscal years. Nathaniel Infante, Technical Services Associate, and Angelina Bueno, Technical Services Senior Clerk, reviewed periodical and standing order renewal invoices and verified that the renewals and cancellations were processed correctly.

Alicia Naab, Acquisitions Coordinator, continued to participate in cross-training with Ann Olszewski, Preservation Manager. Ms. Naab worked with Michael Dalby, Subject Department Librarian in Fine Arts & Special Collections, to streamline the ordering of sheet music and with Steven Capuozzo, Subject Department Librarian in the Literature Department, to acquire items needed for a program. Ms. Naab also attended the first meeting of the Staff Development Day committee.

The Acquisitions and High Demand Departments continued to move forward with the automatic payment of Electronic Data Interchange (EDI) invoices. Baker & Taylor invoices were added to the workflow at the beginning of the month and Ms. Jelar Elwell has been working with Jim Benson from Information Technology to resolve problems.

Monthly Department Statistics:

- Ordered a total of 8,280 titles and 11,663 items (includes serial standing orders)
- Received 14,472 items, 1,829 periodicals, and 557 serials
- Added 807 periodical items, 171 serial items, 406

paperbacks, and 2,029 comics

- Processed a total of 1,938 invoices and 46 periodical and serial claims
- Created 8 and modified 142 serial controls

Collection Management: Bonnie Bolton selected 1,943 children's books for the Main Library and Branches during March. Laura Mommers selected 4,382 DVDs and 2,492 CDs. On March 4th, Ms. Mommers trained Woodland employees Kristen Schmidt and Leslie Barrett on non-print discretionary ordering in absence of a Branch Manager.

Collection Management staff relocated seventy-five 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 contribute to his online column with *Library Journal*.

Catalog: Staff began creating original records for most English language books under the new cataloging standards, Resource Description and Access (RDA). Dawn Grattino, Regina Houseman, Jintao Huang, Mike Monaco, and Diana Olivares completed the required self-training process for RDA. Mr. Huang gave a presentation about cataloging serial records using RDA rules during the regular Catalogers meeting.

Librarians also began meeting in workgroups to help implement RDA cataloging, in part by considering local practices. Ms. Houseman, Amei Hu, Diana Olivares, and Dale Dickerson, High Demand Librarian, created a MARC field-by-field training document for original cataloging with explanations and references to specific RDA rules and Library of Congress Program for Cooperative Cataloging Policy Statements. Ms. Olivares then incorporated and reformatted the group MARC field discussions into columns in a Microsoft Word document, and incorporated information garnered from other group sessions. Ms. Houseman presented the document to the Catalog Department's weekly RDA group meeting.

Yeshen Dugarova-Montgomery joined the department as a Technical Services Librarian. Librarians cataloged 3,333 titles and added 2,834 items for Cleveland Public Library.

Michael Monaco presented "If you know more, you'll find more: tips and tricks from insiders for finding almost anything in

your catalog," with Christine Burroughs of Shaker Heights Public Library at the Ohio Library Council Northeast Chapter Conference. Mr. Monaco also attended a CPL150 Team meeting. Barbara Satow helped to launch CPL's revamped Employee Recognition Program. Ms. Grattino attended the second of three labor-management relations training sessions.

High Demand: Staff cataloged 691 new titles, and added 13,262 items. They ordered 1,294 titles and 13,711 items. The paperless invoicing project continues to move along. Baker and Taylor invoices were added to the auto-pay process this month. As a result, over 50% of the High Demand invoices were handled with the auto-pay process this month.

All High Demand staff spent time on their extra projects this month. Several have volunteered to help out other departments on a regular basis each week. Dale Dickerson, High Demand Librarian, added descriptive metadata for 69 History of Cleveland and baseball photographs.

Summer Salem, Technical Services Associate, selected a number of Arabic language DVD and CD titles to be added to branch collections. Rosalyn Easley, Technical Services Associate, received 316 items for Acquisitions and began to help with the backlog of Set/Cancel Holdings for the Catalog Department. Mya Warner, Technical Services Senior Clerk, was trained on the Bindery process and began to help in the Materials Processing Department a few hours each week, preparing materials to be sent to the bindery and checking them in when returned. Steven Best, Technical Services Senior Clerk, received 218 items for Acquisitions.

Materials Processing: The Associates cataloged 1,568 titles for the Cleveland Public Library, added 1,584 records for the CLEVNET libraries. The Associates and Sr. Clerks added 5,885 items. The Technicians worked on 21,348 items. Brenda McIntyre, Cathy Jo Graves, and Paula Stout attended the Violent Intruder/Response Strategies training.

Karima Ward has started doing peer review of Vivian Grayson's work on CDs. Ms. Graves, Ms. Grayson, Criston Hicks, Ms. Ward, Shirley Jones and Ms. Stout met with Elizabeth Hegstrom, Materials Processing Manager, to discuss changes in cataloging serials and labels for certain fiction authors.

Preservation: The Digital Gallery was increased by 1,389 objects, with major additions to the Cleveland photos and the High School yearbooks/newspaper collections. The Gallery of

Cleveland Photographs grew by 748 images to 5,342. Photos of the Cooley Farms, Public Square, and Cleveland bridges were added from the Cleveland Picture Collection. Dale Dickerson added metadata for 78 photos from the Cleveland African-American history project.

Gloria Massey processed files and loaded digital editions for seven volumes of John Marshall High School's *Vanguard* yearbook. Ten volumes of high school newspaper the *Glenville Torch* were also added. Ten years of the Cleveland Public Library Board minutes for the years 2002-2012 were uploaded as text-searchable PDF files. Five volumes of the John G. White fishing trip diaries were added. A software bug with CONTENTdm version 6 has disabled the monthly usage reports since February 1.

Renee Pride prepared the 1940 City Directory for scanning by removing the text block from the case and dividing it into three sections. Elizabeth Bardossy treated and mended damaged pages from the front of the volume. Ms. Bardossy treated 28 park plans. Lyla Chilcutt prepared a digicovers shipment of 40 Russian books. Laura Wallencheck prepared the 2012 Plain Press, Daily Legal News, and two Criss Cross directories for microfilming.

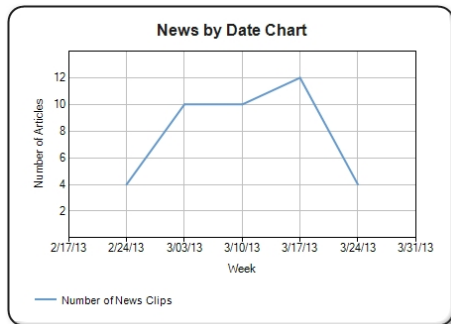
Ann Olszewski worked with Acquisitions Coordinator Alicia Naab and Technical Services Assistant Nancy Mocsiran on using CONTENTdm. Ms Naab worked with Ohio City and Euclid Avenue photos scanned for patrons and also with the Standiford collection. Ms Mocsiran added metadata for folk arts objects to the Art Collection. Ms Olszewski and Ms Naab met with Archivist Ann Marie Wieland and Public Administration librarian Elaine Herroon on March 20 to identify materials from the Parks Collection for preservation treatment. Seven nineteenth-century plans by notable landscape architect Ernest W. Bowditch were discovered.

Lake Shore Shelf Shipping: Stephen Wohl participated in Legislative Day on March 6. Board President Tom Corrigan and Stephen met with Senator Tom Patton and Representative Mike Foley to talk about CPL's positive impact on the community and to thank them for their continued support of our public library systems

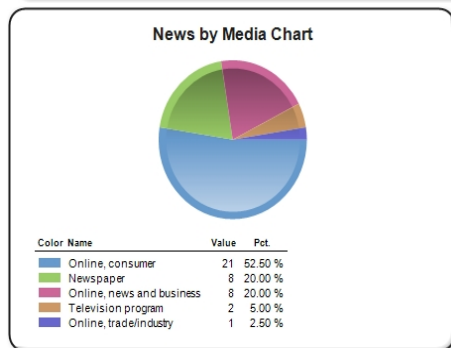
The staff of the Lake Shore Shelf/Shipping Department sent 295 items to the Main Library for requests and 115 items to fill holds. A total of 1,657 telescopes of new materials were shipped out to the Main Library, Branches, CLEVNET, CWRU, CSU,

and Tri-C. The Technicians unpacked 22,271 new items and sent them to the Acquisitions and High Demand Departments to be received.

MARKETING & COMMUNICATIONS



Media coverage for the month of March included 40 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$50,466.85 with a news circulation audience of 2,124,660 people. In March, the online print media outlets that featured CPL events and programs received 2,987,271 unique visitors. Full report in the Marketing Department.



Ad to promote MiniMaker Faire appeared in *Scene Magazine*. Ads to promote Temple Grandin and RZA appeared in the *Plain Dealer*, Temple Grandin in *La Prensa*, *Campus Observer*, *cleveland.com*, *Freshwater* and *90.3 WCPN*. Library

awareness campaign began with RTA bus boards promoting eBooks, music, online classes and "I'm Ready to Read". Advertisements will run through August. Ad to promote "I'm Ready to Read" appeared in *Achieve Magazine*. Library events were also posted in *CoolCleveland.com* and the UCI online newsletter and *Collinwood Observer*. Editorial was published for Food for Fines appeared in *Campus Observer* and *La Presna*.

Online consumer was the media that most featured Cleveland Public Library in March.

Search Engine Marketing with *cleveland.com* resulted in the CPL ad being viewed 27,583 on average per week, which resulted in an average of 611 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
- Natural History Museum regarding joint project
- North Water Partners regarding CPL video

GRAPHICS

Graphics staff designed, printed, and distributed 136 printed pieces in March, in addition to graphics for the library website, and 4 staff newsletters.

Promotional and printed pieces included: *UpNext*-April/May; *MyBranch* April/May events fliers; Branding for Ohio Poem in Your Pocket; Friends Membership Brochure and various collateral; Window graphics for the new South Branch location; OLBPD Newsletter; Literature packets for Legislative Day; Billboard, bookmobile, and web graphics for the MyPlace, MyCard campaign; Booklist for Cleveland Play House *Rich Girl* and PlayhouseSquare *War Horse*; RTA. 30,000 routing slips; created staff video to explain MyPlace, MyCard campaign; printed strategic plan for each staff member; branding to promote CPL mobile app.

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 3,620 in 2012 to 5,414 currently. Facebook fans are up from 3,843 in 2012 to 5,081 currently. Downloads of books in an electronic format (eBooks) were up from 61,120 in 2012 to 88,528 currently.

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

Premiere of the Musicarnival Recordings Collection; Cleveland Public Library Board of Trustees Meeting; Cleveland MiniMaker Faire; Cleveland Public Library Supports Harvest for Hunger Campaign with Food for Fines Promotion: A Win-Win for Patrons and Community; and Lockwood Thompson Dialogue - Who We Are: Comedy, Tragedy, & Cleveland.

During the month of March, the following events, programs, and information were promoted on www.cpl.org: Writers & Readers: Temple Grandin; Writers & Readers: RZA; Lunar New Year; Ed2Go; Exhibits (Labor & New Deal Art, and Centuries of Childhood); Read in the CLE featuring Amelia Sawyer; Musicarnival; MiniMaker Faire; Download eMedia; MyTunes; Genealogy Clinics; Legal Aid Clinics; CultureGrams; Sesame Street eBooks; Tumble Book

Library; BookFlix; 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!); Connecting to the Community (Seniors' Find Services); and MyPlace: My eBooks are Free.

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

The nineteenth "Off the Shelf" was sent out on March 6, 2013. This issue featured Writers & Readers Returns: Temple Grandin; its Not Too Late to Celebrate Lunar New Year; and The Magic of Musicarnival. The following new releases were featured: Better than good hair: the curly girl guide to healthy, gorgeous natural hair!; Clockwork Princess; and Francona: the Red Sox years. The following programs were featured: South Branch Opening; Got Coupons?; and Cleveland Metroparks NatureTracks: Animal Adaptations.

Pages were created for the mobile site to promote Writers & Readers: Temple Grandin and the Cleveland MiniMaker Faire.

The Ohio Benefits Bank page was built and added to the site.

Booklists were created in the Theater Popular Topic for the plays *Good People* at Cleveland Play House and *War Horse* at Playhouse Square.

Ohio author Ted Schwartz was added to the Ohio Center for the Book site.

A PDF of Pocket Poems was created for the Ohio Center for the Book site.

Staff Recognition material was posted to the HR section of the Staff Center.

A page was created for Printing to the Library's Multi-Function Devices for Tech Central, for information - including an FAQ - on printing to CPL MFDs from personal computers and laptops from both onsite and remote locations such as users at home.

PROPERTY MANAGEMENT

The Property Management office completed numerous branch inspections and continues to monitor utility bills. The South branch was closed and service to the public was suspended for a week to remove materials that would be transported to the temporary South branch, which opened to the delight of the public and staff. Old South branch will be closed until a decision is made on how to go forward. Contact has been made with an architectural firm that has experience in historical buildings to help in our decision. Request for uniform bids were sent out to six vendors for a new three year contract. Staff attended labor management training (Effective Communication).

The Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. T12 light bulbs and ballast were replaced with new T8 bulbs and ballast in the children's area sky light at Carnegie West. Also, replaced the recessed light fixture bulbs with new LED bulbs. A new combustion fan assembly for the boiler was installed at Fleet. The PRV water regulating valve for the boiler in air handler #10 was replaced at Lake shore. One of the VFD control panels were replaced and work was started to remove the old humidifiers from air handling unit #1 to make room for the new equipment for the steam conversation. Cleaned out electrical vaults that were involved in the flood in LSW. Batteries were replaced in all clocks and water sensors. Pre filters were changed in air handling units 1-28. A leaking pump for the hot water heater was replaced at Mt. Pleasant. Light bulbs and ballasts were changed in the high ceiling of the Garage.

The Carpenters and Painters completed the painting at South Brooklyn and repaired the wall paper in the childrens area at Eastman. Doors and locks were repaired at Sterling, Rockport, Union, Fleet, and Jefferson. Shelving was removed in the youth services department in Main and a new childrens computer work station was installed. The mens public restroom on the third floor of Main stall door was reinstalled due to damage.

The Garage serviced vehicles #1, #8, #9, #11, #15, #16, #17, and #23. Lawn mowers, leaf blowers, and weed whips were serviced to prepare to send out to the branch custodians for lawn care.

SAFETY & PROTECTIVE SERVICES

PROTECTIVE SERVICES

Activity

Month	Total calls	Average per day	Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents
March 2013	3,791	145	25	40	564	188
Feb 2013	3,090	134	35	35	472	140

Special Attention, Special Events, and Significant Incidents

- Progress for Chess Event March 27 and 28.
- Music Carnival Event March 23.
- Lunar New Year March 16.
- Temple Grandin Writers and Readers Event March 9.
- Centuries of Childhood Exhibit Main 341. The exhibit is open every Saturday through April 2013 for four hours per day.
- South Branch Fire Watch for heating issue.
- Rice Branch Juvenile activity branch support.
- Opening of New South Branch

Perimeter Protective Systems

- Met to develop overview schedule concerning upgrades to access control.
- Alarm system and access control system is installed at South Branch.

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 completed fire watch at the Old South Branch. G4S was unable to staff the Old South Branch for fire watch.

Records and Equipment Management

- No activity.

Administration

- Will be obtaining quotations from consultants with respect to developing specifications for camera system CPL facilities.
- As of March, Forty-one percent of cameras are not reporting back to the communications center.

INFORMATION TECHNOLOGY & CLEVNET

On March 25, the CLEVNET Mobile app was publically launched. The app was designed by Bibliocommons, the company that provides the public catalog and is now available for both Android and iPhone. The public response has been overwhelmingly positive with more than 100 downloads in just the first two days. People can use the app to search the entire CLEVNET collection, place holds, and renew items. The app includes the ability to scan isbn barcodes on the back cover of books to search the catalog, and provides a scannable barcode of one's library card number, allowing patrons to check out with their phone instead of their library card. The app includes all the building locations in CLEVNET with hours and phone numbers. Information on available copies allows a patron to map the nearest library with an available copy and get mapping and GPS directions to that location.

In conjunction with the mobile app, there is also a mobile browser version of the web catalog. It provides a less-cluttered display that is easier to read on smaller screens. To facilitate the mapping functionality of the app, the Webware team did extensive work on an XML file with all information about the CLEVNET member libraries for display in the app, such as contact information, hours of operation, and holiday closures. They also created an online form for CLEVNET libraries to enter their summer hours for submission to Webware so that hours in the app can be kept accurate.

CPL Projects

A new monthly report was created for the Knowledge Office that reports the distribution of ages for CPL juvenile patrons.

To continue the extensive work he has done to clean up volume information in the catalog (which provides a better catalog

experience for the public), Jim Benson developed a monthly report for the CPL Catalog department that helps them follow the new volume information entered by all CLEVNET libraries. The goal is to continue to educate all the libraries on the style sheet for volume entry and help them do the best work to support the public catalog experience.

IT/CLEVNET staff assisted in the opening of the new temporary South Branch. A new domain controller server was prepared and installed replacing an older one and providing more reliability. In addition 30 new Public PCs and 5 new Staff PCs were imaged and installed to provide expanded computer usage and better customer service.

PaperCut support provided an upgrade to their server software which resolved a printing issue for the public and the Photo Duplication department in which phantom printouts would print in Photo Duplication.

One of CPL's oldest Active Directory DNS and Domain Controllers for the "CLEVNET" forest was retired and replaced with a more efficient Virtual Domain Controller to increase system uptime, reduce power consumption and to give more flexibility in remote server management.

www.cpl.org and other CPL sites:

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CLEVNET Projects

The six ICAN libraries in Ashtabula County received LSTA grants to help the costs of their migration to CLEVNET. Their contracts finalized. The Software Team requested and received and dump of their Koha data from PTFS/Liblime and began evaluating it for migration purposes. Hardware/Network staff visited Harbor-Topky Memorial, Kingsville, Conneaut, Rock Creek, Henderson and Andover libraries to assess their networks and plan for migration to CLEVNET.

Hardware staff deployed the Xerox multi-function print/copy/fax solution at Wickliffe Public Library. Wickliffe joins Hudson and Hubbard as the CLEVNET libraries using this product so far.

Mr. Benson's work on a weekly script that checks the bibliographic indexing in the browse index was tested and

finalized. It was put into production and scheduled to avoid conflict with other indexing jobs.

Hilary Prisbylla assisted Hubbard Public Library with a complete physical inventory of their collection via the SirsiDynix Symphony software.

A new item type (TABLET) and associated circulation map entries were done for McKinley library. Twenty-nine informational or weeding reports were done for CLEVNET and 6 for Cleveland Public Library.

Hardware staff met with Wayne County Public Library to assess their migration to CLEVNET VoIP.

Birchard Public Library's oldest domain controller was retired and their Active Directory Domain functionality was increased in order to bring them to a Microsoft supported version level.

Network staff configured and installed: a new access point for Madison Library; a new switch for the upcoming Cleveland Heights VoIP project; Iprism web filters at Barberton, Perry and Madison libraries. They also configured and installed two switches and added an additional access point at Wayne County for a SAN project.

The Berlin Heights Library was upgraded from a T1 to a 10mb fiber connection.

Know-It-Now

During March, the KnowItNow24x7 Statewide Coordinator presented two all-day trainings: At Dayton Metro Library on March 1 and at Cleveland Public Library's Lakeshore Facility on March 14. In all, over 30 people were trained on software procedures and virtual reference customer service skills during those sessions.

On March 20, the KnowItNow24x7 Statewide Coordinator and Website Coordinator hosted a visit from Alyssa Darden, the Kent State University School of Library and Information Science (KSU SLIS) student doing her practicum with KnowItNow24x7 this semester. Ms. Darden is finishing her degree at KSU SLIS and currently works at OCLC and Ohio Dominican University Library. In addition to staffing KnowItNow24x7 and other duties, Ms. Darden will be evaluating the KnowItNow24x7 Provider Site and making suggestions to make it more user-friendly and informative for librarians staffing the service.

On March 21, the KnowItNow24x7 Statewide Coordinator participated in a joint phone conference with Cleveland Public Library's Chief Legal Officer and a lawyer with Benesch Friedlander to discuss Cleveland Public Library's renewal of the KnowItNow24x7 trademark.

The KnowItNow24x7 Statewide Coordinator presented a program ("Googling, Tweeting, and Wikifying: Utilizing (and Participating in) the Internet's Most Popular Sites") at the Ohio Library Council (OLC) Northeast Chapter Conference in Kent. The presentation will also be given at OLC's Northwest and North Chapter Conferences held in Toledo and Independence, respectively.

During this month, the KnowItNow24x7 Website Coordinator began collaborating with OCLC to put necessary changes into place in anticipation of OCLC QuestionPoint staffing KnowItNow24x7 after-hours starting on July 1 including setting up the SFTP server and importing OCLC's public keys to be able to automate import of transcripts as well as finalizing the look of OCLC transcripts.

The KnowItNow24x7 Website Coordinator also set up a database for software and imported Ashtabula data. He also set up MySQL accounts for the software to be able to access the data.

With the impending demise of Google Reader, the KnowItNow24x7 Website Coordinator installed an RSS aggregator (specifically, tt-rss or tiny tiny rss) on the KnowItNow24x7 Provider Site and started testing it. The plan is to experiment with this as a way to provide vetted RSS feeds for the use of librarians staffing the statewide service.

Meetings and Professional Development

Larry Finnegan was a judge for the Midwest Regional Collegiate Cyber Defense Competition (CCDC) on March 22nd and 23rd. The other judges were from Navy Spawar Group, Discover Financial Services, Experian, and Dell SecureWorks. This follows on his good work as judge for the state CCDC in February.

Mr. Lenzer and Mr. Finnegan had a voice conference with San Diego Library regarding their possible migration to the Xerox multi-function print solution.

Ann Palomo and Hilary Prisbylla provided ICAN staff information about CLEVNET and the upcoming migration during their Staff day at Conneaut Public Library on March 15.

Marlene Pelyhes "attended" her first SirsiDynix API training course via SirsiDynix Mentor online training. All managers in IT/CLEVNET attended the Labor Management training on Effective Communication. Amy Pawlowski and David Reynolds attended the NEOUPA (North East Ohio Usability Professional Association) event at the American Greetings World Headquarters on March 21, 2013.

Statistics

	Mar-12	Mar-13
OverDrive Downloads	61,120	88,528
Twitter Followers	3,620	5,414
Facebook Fans	3,843	5,081

IT/CLEVNET Statistics	Mar-13			
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
Hardware				
CPL Main	66	63	14	143
CPL Branch	101	87	19	207
CPL Lake Shore	31	25	2	58
CLEVNET	30	35	2	67
PUBLIC				0
HARDWARE TOTAL	30	35	2	67
Software				
CPL Main	21	21		42
CPL Branch	11	11		22
CPL Lake Shore	29	29	1	59
CLEVNET	151	150	1	302
PUBLIC	127	127		254
SOFTWARE TOTAL	339	338	2	679
Webware				
CPL Main	6	6	2	14
CPL Branch	2	2		4
CPL Lake Shore	2	2		4
CLEVNET	5	5		10
PUBLIC	266	266		532
WEBWARE TOTAL	281	281	2	564
KnowItNow				
CPL Main	14	7		21
CPL Branch	15	10		25
CLEVNET	20	7		27
PUBLIC				0
KIN Library	29	29		58
OHIOLINK	2	22		24
After Dark				0
KNOWITNOW TOTAL	80	75	0	155
GRAND TOTAL	730	729	6	1465