

## **DIRECTOR'S REPORT**

September 19, 2013

### **Monthly Statistics**

#### **PROGRAMS**

During the months of June - August the Library's Outreach and Programming Services department focused on three system-wide initiatives: Summer Lunch Program, Summer Reading Club, and the Memorial-Nottingham Branch Summer Camp.

The Summer Lunch Program conducted in partnership with the City of Cleveland and the Children's Hunger Alliance was hosted at 28 locations throughout the library system. A total of 15,072 lunches were served, a 23.7% increase from 2012.

The Library's Summer Reading Club (SRC), *Make it a Great Summer!* was in keeping with the Library's shift towards project-based programming. Children were encouraged to participate in weekly hands-on "maker" themed programs in addition to the traditional reading club activity of reading books for various incentives. Children who read ten or more books received a free pass to the Cleveland Metroparks Zoo on August 17. The primary partners for this year's summer reading club were: NASA Glen Research Center, the Cleveland Metropolitan School District, Friends of the Cleveland Public Library, and the Cleveland Metroparks Zoo.

Just as last year the Library hosted two SRC kick-off events intended to engage the community and promote reading club registration. The events, held at the Walz and Garden Valley branches both had attendance that exceeded 250 parents and children. OPS and Branch staff enrolled approximately 450 children at these two events. Notable community partners that participated in these events were the Cleveland Fire Department, the Kiwanis Club of Cleveland, NASA, Spring Mist Farms, Our Zoo to You, and Gatherings Kitchen.

The OPS department facilitated approximately 184 SRC programs, produced 180 program "kits". Total spending on SRC 2013 programming and support supplies was \$24,372.87. The largest share of this spending was on incentives given to children for meeting reading benchmarks throughout the summer.

Following is a summary of the key participation statistics for this year's SRC: 10,286 registered 5,484 completions. In 2013 the Library saw an approximate increase of 50% in both registrations and completions. This increase can be attributed

to the hard work of Branch staff and children's high level of interest in the program's content. The Reading Club Finale which was held on August 17, at the Cleveland Metroparks Zoo had 2,207 library patrons in attendance; NASA Educational Outreach staff was also in attendance at this event.

The Memorial Nottingham Branch's *Jumpstart to Fitness & Literacy Summer Camp*, also funded in part by funds donated by the Friends of the Cleveland Public Library, was a five-week program that targeted children grades 2-5. The fitness portion of the 5-day a week camp included fitness activities such as exercise, foot races, modern dance, and team sports. Academic enrichment sessions held inside the Library ranged from Spanish lessons, math tutoring, reading activities, and journaling. The camp culminated in a graduation ceremony where participants performed for an audience of their peers and parents/caregivers. This program was overseen by OPS Literacy & Education Coordinator Sherri Jones. Daily activities were facilitated by a staff of 4 adults employed by Braxton Educational & Technology Consulting, LLC.

Lastly, on August 3<sup>rd</sup> the Library celebrated the Sterling Branch Centennial in the Sterling Neighborhood. Over 300 children and parents enjoyed an afternoon of games, photo taking, and food provided by King Kennedy Kitchen and Gatherings Kitchen, and music by the Revolutionary Brass Band. Councilwoman Phyllis Cleveland and CPL Board President, Thomas Corrigan were also in attendance.

### **Cultivating a Global Perspective**

Learn Chinese was offered at Addison, Fleet, Hough and Woodland. Each of the branches partnered with an area summer camp; average class size was 20 children.

Also, during the month of June the Library hosted two arts presentations made possible by the Cleveland Foundation's Creative Fusion grants. In partnership with the Cleveland Public Theater (CPT) Anna Paula Jones a Brazilian CPT Residency artist presented *Roots of Tradition: Brazilian Living Expressions* in which she shared the cultural traditions of her homeland through music, photography, and storytelling.

In the end of the month South Korean artist Yun Sabi, an Ingenuity Cleveland residency artist, created an art installation in the southwest corner of the Government Documents department. The installation entitled *Abandoned Room* which

focused on the needs of the homeless and his relationship to his father, who worked as an advocate for the Ragpicker's Community in Gangnam, one of Seoul richest districts.

On June 6 in the Louis Stokes Wing Auditorium, Antaeus Dance and Akros Percussion Collective performed AudioKentic, a live music and dance collaboration that premiered at the Idea Center at Playhouse Square in June. This performance was made possible, in part, by the Launch artist residency program at Playhouse Square.

In July the Library, in partnership with the Jewish Secular Society of Cleveland hosted a lecture by Rabbi Adam Chalom of the Kol Hadash Humanistic Congregation in suburban Chicago. Chalom, editor of *A Provocative People: a Secular History of the Jews* is the North American Dean of the International Institute for Secular Humanistic Judaism and serves on both the Executive Committee of the Association of Humanistic Rabbis and the editorial board of the quarterly journal *Humanistic Judaism*.

#### **Music at Main**

The *Cleveland Clinic Concert Band* presented their 5<sup>th</sup> annual concert of patriotic and American music in the Eastman Reading Garden. The St. Edward High School *Trash Talkers* performed in the Eastman Garden on July 10<sup>th</sup> (over 100 people attended).

#### **Russian Poetry Month**

Victoria Kabo hosted a night of Russian poetry at Memorial-Nottingham Branch. Russian literary personality, Georgy Urushadzes and poet, Maxim Amelin, visited CPL during the day and presented the "Big Book Award" program at Memorial-Nottingham Branch during the evening. Over 50 enthusiastic patrons attended this Russian-language program which featured poetry reading by Maxim Amelin.

#### **Puritas Head Start Bilingual Story Time**

Librarian Mary Torres hosted a bilingual Story Time program at Puritas Head Start. Thirty students attended event. The focus of the program was to promote communities of learning at CPL for our patrons and their children.

#### **Research That's Possible Only at Main Library**

Olimpiu G. Urcan, chess researcher from Singapore had found out that Rueben Fine had worked on a revised edition of Lasker's Manual for Chess and it appeared in 1942. The Cleveland Public Library owns some material of Rueben Fine's and in it is a copy of Fine's draft of this revised edition. Staff scanned 10 pages

out of this document and sent it to Olimpiu. He then informed a fellow researcher named Edward Winter from Switzerland who has a chess research blog and he documented the discovery on it <http://www.chesshistory.com/winter/index.html>

## **Strategic Plan**

### **Our Mission:**

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

Our Strategic Priorities:

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

### **Meetings and Activities**

- I attended the first meeting of the Aspen Institute's Task Force on the Internet and Learning.
- I was interviewed by Q104 for their Cleveland Connection radio show.
- I attended the Slovenian Statehood Day Reception.
- I attended and presented at ALA's annual conference in Chicago.
- I attended and spoke at the Ward 2 Family Unity in the Park Festival at Luke Easter Park.
- I attended the Ward 8 Glenville Festival.
- I attended the Ward 1 Harvard Lee Festival.

### **CLEVNET**

May's total OverDrive CLEVNET eMedia collection circulation was 95,580, significantly up from last year's total of 69,714. CPL has 6,682 total followers on Twitter and the Facebook page currently has 5,614 fans.

### **GRANTS & DEVELOPMENT**

#### *Grants & Awards*

*Books Under the Sun* - Received two grants (Saint Luke's Foundation \$2,500 and PNC \$1,000) for this event in partnership with the Community Endeavors Foundation, the parent organization for the Healthy Fathering Collaborative.

*Urban Libraries Council* - received 2013 Innovations Honorable Mention Award for MyCloud

*Pending Grants*

*Alcoa Foundation* - \$15,000 pending for solar-powered trash compactors for Eastman Reading Garden

*Library of Congress American Prize and David M. Rubenstein Awards* - pending for Ohio Center for the Book programs

*Plain Dealer* - submitted request for \$100,000 to support digital literacy, specifically for two digital literacy labs, six Tech Toolboxes for the Mobile Services Department and six SmartBoards.

*Cuyahoga Arts & Culture*

- Submitted Eligibility Check for a 2014 Project Support grant.
- Met with Aaron and James Krouse at Ingenuity to discuss the 2014 Maker Faire, which will be the project we apply for.
- Met with Terry Bishop from Dominion to ask for support of the 2014 Maker Faire as a match to the CAC grant.

*Cleveland Foundation*

Submitted report on Learning Centers grant.

*Literary Lots*

Working with Strategic Urban Solutions to develop this new program at the Library's Carnegie West Branch this summer. This included:

- Coordinated with the Branch staff on logistics, with the Library's programming dep't on film licensing and the Youth Services dep't on use of books as well as consulting with their interns on fundraising for the Lot.
- Acted as consultant to intern on fundraising issues, i.e. proposal writing, prospect research
- Submitted requests to the Nord Family Foundation and Cavs for Lot support (both declined due to cost and length of project)
  - Coordinated the printing and distribution of flyers for this program to our branches.
  - Worked with Joyce to secure legal contracts (liability release) for the construction of hands-on pieces.

- Interviewed with Cleveland Magazine and Channel 3 news for Lot publicity.
- Worked with Helen Z. (Children's Librarian at Carnegie West) to secure books and DVD's for Lot use as well as use of Library space for inclement weather days.

#### *Friends*

- Submit and track monthly reimbursement requests.

#### *Letters of Support*

- To CMHA in support of their Dep't. of Edu. Proposal for services at Mt. Pleasant Branch
- To CMHA in support of their Choice Neighborhood Implementation Grant for services at Sterling Branch
- To Neighborhood Connections in support of Keepin It Wild in EcoVillage - Lorain Branch partnership
- To Cleveland Chapter of the Nat'l Organization of Chinese Americans in support of their kiosk project
- To Senator Eric Kearney in support of Senate Bill 84 to create an Ohio Poet Laureate
- To Drexel Univ (Philadelphia) in support of IMLS research project on urban poor accessing information - Cle. To be a research site

#### *Dance Programs*

Worked with Marina Marquez to host a flash dance mob in the Reading Garden on Tuesday, June 4 and potentially other dance programs.

### **PUBLIC SERVICES**

Programs, Services & Exhibits

#### PROGRAMS

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With funds generously donated by the Friends of the Cleveland Public Library the Library was able to host 2, 4-day video production camps at the Woodland and Walz Branches. From July 15-26 approximately 35 children aged 10-17 from the Walz and Woodland neighborhoods formed their own film production teams and learned to storyboard, script, film, and edit their films. The groups edited their films using Final Cut Pro, a professional grade video editing software application, and received additional training on audio equipment and set lighting. A total of 5 short films were produced by the children. This program was facilitated by the Progressive Arts Alliance, a contemporary arts organization that promotes high quality arts education and training to area children.

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In an effort to combat summer learning loss the Library continued to fund, both directly and with grant funding its traditional educational services through the summer of 2013. *Read to the Beat*, a music based literacy program facilitated by the Music School Settlement was offered at 4 sites: Rice, East 131, Walz and the Youth Services Department at the Main Library. Each site partnered with an area daycare required to attend the full 10-week session and participate in both pre and post testing. The branch to daycare pairing was: Rice - Shaker Blvd Ed. Ctr, E. 131<sup>st</sup> - Chapleside Academy, Walz-Apple of My Eye Daycare and Main FedKids & Old Stone Preschool and FedKids. Average class size for this program was 18 children.

Learn Chinese was offered at Addison, Fleet, Hough and Woodland. Each of the branches partnered with an area summer camp; average class size was 20 children.

The Summer Tutoring program was offered at six locations: Garden Valley, Mt. Pleasant, Rockport, Sterling, Walz and Woodland. The program, funded by a Starting Point grant, differs from past tutoring initiatives in that it was staffed by education professionals and used assessments tests to determine need and to develop individual lesson plans for participating children. Unlike the Library's America Reads tutoring program, Summer Tutoring required parental consent for children to participate. The program, initially funded for May-September of 2013, has been approved for continuation and will continue through September of 2014.



Other educational programs such as ACT preparation and GED/ESOL classes also continued throughout the summer. The Rockin' the 216 program facilitated by Greater Cleveland College Now also held a summer session at the downtown Main Library. The summer session had the highest attendance of the 2012-13 seasons serving approximately 40 9-12 graders both from within the City of Cleveland and its neighboring suburbs.

Legal Aid at the Library, brief advice clinics offered by the Legal Aid Society of Cleveland, was offered at the Fleet, Rice, and Fulton Branches from June-August. An average of 40 people per clinic came to the Library to receive consultations and referrals. Legal Aid also presented a workshop on child support at the Carnegie-West branch. The Library's partnership with the Legal Aid Society was prominently featured at the Society's Annual Luncheon at the Renaissance Hotel in downtown Cleveland.

The Library also hosted a variety of notable programs during the summer months that would not have been possible without the participation of various community partners.

On June 8, in partnership with Diabetes Partnership of Cleveland and the MetroHealth Medical Center, the library hosted a lecture by New York City Ballet soloist, author of *The Sugarless Plum* (2009), and diabetes health advocate Zippora Karz.

Also, during the month of June the Library hosted two artist presentations made possible by the Cleveland Foundation's Creative Fusion grants. In partnership with the Cleveland Public Theater (CPT) Anna Paula Jones a Brazilian CPT Residency artist presented *Roots of Tradition: Brazilian Living Expressions* in which she shared the cultural traditions of her homeland through music, photography, and storytelling.

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Playhouse Square in June. This performance was made possible, in part, by the Launch artist residency program at Playhouse Square.

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#### *Cleveland Public Poetry*

The Ohio Center for the Book at Cleveland Public Library was pleased to welcome Dave Lucas as our featured poet at Cleveland Public Poetry on Saturday, June 15. The reading began at noon in the beautiful Eastman Reading Garden at the Main Library. After Mr. Lucas read, there was an open mic. Dave Lucas is the author of *Weather* (Georgia, 2011), which received the 2012 Ohioana Book Award for Poetry, and is a co-founder and curator of the Brews + Prose literary series at Market Garden Brewery.

#### *Artists Club*

Bruce Biddle's Artists Club now meets twice per month starting in June 2013 (second Saturday morning 10-12 and third Thursday afternoon 4-6); and did a Summer Reading club activity at Addison branch sharing Fine Arts books and drawing caricatures for finale event (25 children attended).

#### *Music at Main*

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#### *Puritas Head Start Bilingual Story Time*

Librarian Mary Torres hosted a bilingual Story Time program at Puritas Head Start. 30 students attended event. The focus of the program was to promote communities of learning at CPL for our patrons and their children.

#### *ESOL*

Librarian Caroline Han hosted regular ESOL and computer literacy programs at Goodrich-Gannett Senior Center. A total of 11 patrons participated in this program and this outreach fits CPL's strategic efforts to serve elderly patrons and fight community deficits by improving computer skills and language proficiency.

#### *Government Documents*

On display colorful posters commemorating 100 years of registered trademarks in the United States Patent and Trademark Office. The posters give a brief history of the trademarked products; ivory soap, Arm and Hammer baking soda, and Campbell's soup.

#### *Siegel and Shuster Society*

Sarah Flinn and Annisha Jeffries partnered with the Siegel and Shuster Society to have Family Fun Day at the Glenville Branch to celebrate the 75<sup>th</sup> Anniversary of the creation of Superman. The children enjoyed making their own masks and capes, meeting DC comic book artists, and running an obstacle course.

#### EXHIBITS

##### *Superman Exhibit*

The Literature Department and the Ohio Center for the Book hosted the opening reception for the exhibit Superman: From Cleveland to the World in a Single Bound: The 75<sup>th</sup> Anniversary of the Man of Steel on Friday, June 14, 4:00 p.m. The exhibit showcases the wonderful collection of Superman realia, memorabilia, photographs, and sundry paraphernalia from Mike Olszewski, president of the Siegel and Shuster Society. These treasures will be complemented by the Library's collection of Superman books and materials, including graphic novels, nonfiction works, photographs and collectibles. Outreach for

the exhibit includes take-aways such as a Superman pop-up, Superman trivia/crossword puzzle and our Show Us Your Superman contest.

## OUTREACH

### *Euclid Beach Carousel Society*

The Cleveland Euclid Beach Park Carousel Society loaned one carousel horse that was exhibited in the Youth Services Department. On the opening day of the exhibit program participants learned about the history of Euclid Beach and the carousel restoration project that is currently ongoing. Following a brief presentation, children had an opportunity to play various carnival games and enjoy Euclid Beach saltwater taffy.

### *Golden Opportunities*

Pam Eyerdam appeared on the show Golden Opportunities on July 21 promoting the Reading Nest and the Library.

### *World Title Checker Match*

The *World Title Checker* match between Alex Moiseyev and Michele Borghetti of Italy took place in Italy. The players plan to donate to Cleveland Public Library the checkerboard used for the match, along with a set of the three-move restriction cards signed by the players.

### *Barbara Byrd Bennett Center*

Youth Services Manager, Annisha Jeffries attended the end of the school year meeting for educators at the Barbara Byrd Bennett center to speak to 100 educators about the upcoming Summer Reading Club and tutoring at the learning centers.

### *Cleveland Foundation Center*

On June 5, Joseph Parnell assisted in the presentation of the *Become Your Own Boss, The Complete Idiot's Guide to Starting Your Own Business* with Author Ed Paulson as host/speaker.

Joseph Parnell gave a talk on June 18, at the Cleveland Foundation Center Library on research databases that are available through the CPL website in order to research local companies.

### *Global Issues Resource Center*

Maureen Mullin visited the Global Issues Resource Center. This CLEVNET partner is located at Cuyahoga Community College Eastern Campus, and focuses on topics related to conflict resolution,

social justice, poverty, climate and environmental issues. This visit resulted in the librarian, Sandra Geringer, and her colleague, Ty Olsen, visiting CPL on August 22.

#### *Little Free Library*

Travis Leonard and Evone Jeffries continue to visit Little Free Libraries on Fridays, checking for maintenance issues and delivering books. Cleveland enjoyed a visit from the founders of the Little Free Library movement this weekend. Rick Brooks and Todd Bols of the Little Free Library community movement in the United States and worldwide visited sites throughout Cleveland this Friday and Saturday and donated several Little Free Library structures.

The idea was popularized in Hudson, Wisconsin when Todd Bol mounted a wooden container designed to look like a school house on a post on his lawn as a tribute to his mother, who was a book lover and school teacher. Bol shared his idea with his partner Rick Brooks who found many efficient ways to spread the word, and the idea spread rapidly. Library owners can create their own library box, usually about the size of a doll house, or purchase one from the website. Libraries may be registered for a fee and assigned a number at the organization's website. Libraries can be found through their GPS coordinates. Owners receive a sign that reads "Little Free Library". They often have the phrase, "Take a Book. Leave a Book." On Friday, August 31<sup>st</sup>, OCFB started to visit two new LFLs, one at the Lonnie Burten Splash Park and one at the Marion Sterling School.

#### *Octavofest Facebook*

Amy Dawson met with Marsha Miles of the Michael Schwartz Library at Cleveland State University to discuss the shared duties of posting notices of Octavofest events on social media sites. Ms. Dawson and Ms. Miles agreed on "best practices" for posting events and Ms. Dawson made Ms. Miles and administrator on Octavofest social media accounts.

#### *Large Print Books to Seniors*

Amy Dawson and Timothy Phillips met with Rhonda Fulton of the Mobile Services unit to discuss the procedures for creating circulating book set as an outreach tool to seniors. After discussing this project with Director of Public Services, John Skrtic it was decided that the Literature Department would contact two seniors communities and try to do outreach twice per month.

### *Burning River Fest*

The Ohio Center for the Book @ Cleveland Public Library is an eco-partner at the 2013 Burning River Fest on Cleveland's Whiskey Island. Intended to raise awareness of environmental issues affecting the Great Lakes region and Cuyahoga River ecosystem, the annual Burning River Fest features educational exhibits from area environmental groups, fresh food from local farms and eateries, and live music

### *Brews+Prose*

Amy Dawson and Steve Capuozzo attended the Brews + Prose event on July 2, to join in the celebration of their first anniversary. They welcomed celebrated food writer and home chef Michael Ruhlman and Pulitzer Prize-winning journalist and author Connie Schultz. That night, Brews + Prose announced their very first fundraising effort to ensure that they can continue bringing great writers to our city, and show off Cleveland's appetite for literature

### *Collection Development*

Jean Collins worked with Evone Jeffries and Eric Odum to move materials and make room for reference fiction which should be completed soon. Ms. Collins also ordered Anisfield Wolf, Dublin, and OCFB book sets to start the process for Literature of collecting book sets for book clubs and others. She set up and attended an August meeting with Automation, Catalog, & Laura McShane to determine cataloging & marketing of Book Sets and made sure all OCFB titles were added to the new OCFB designation.

A 1921 copy of *Public Hall*, Cleveland Chamber of Commerce (Cleveland, Ohio) Convention Board (one copy listed in World Cat) was transferred to Special Collections.

### *Special Collections*

The *Köpfe berühmter Schachmeister* received preservation treatment and has been cataloged. Cathy Poilpre advertised the collection in the *Cleveland Jewish News* on August 11.

Several hundred volumes from the John G. White Collection that were stored on the 5<sup>th</sup> floor Literature stacks since 2001 are temporarily shelved in the Fine Arts Periodical stacks area until more room is available in the vault.

Ms. Eyerdam met with rare book dealer Peter Bernett and made selections for the Lockwood Thompson fund and approval books for the Schweinfurth Committee in August.

The copy of Audubon's *Quadrupeds of North America* and a print of the *Blue Jay* (from the Bien edition) was sent to Preservation and Catalog for repair and cataloging.

#### *Research That's Possible Only at Main Library*

Vlastimil Fiala, PhD., of the Czech Republic, editor of the *Quarterly for Chess History*, came to the Cleveland Public Library to do chess research from July 15-20. Dr. Fiala spent most of his time with the 19<sup>th</sup> century collections of chess columns that JGW assembled.

A professor from Toronto was seeking information on Cleveland's Walden String Quartet (1934-1946). A short history was found in Grossman's book "A History of Music in Cleveland, as well as several articles found in the Cleveland Plain Dealer Archives.

Researchers from the west coast came in to listen to the Musicarnival recordings. They were set up in the Treasure Room and were able to listen to the music without disturbing anyone and had an enjoyable experience.

Olimpiu G. Urcan, chess researcher from Singapore had found out that Rueben Fine had worked on a revised edition of Lasker's Manual for Chess and it appeared in 1942. The Cleveland Public Library owns some material of Rueben Fine's and in it is a copy of Fine's draft of this revised edition. Staff scanned 10 pages out of this document and sent it to Olimpiu. He then informed a fellow researcher named Edward Winter from Switzerland who has a chess research blog and he documented the discovery on it <http://www.chesshistory.com/winter/index.html>

The new curator of the Asian Collection at the Cleveland Museum of Art studied our copy of a Cambodian Temple text for an exhibit (only 2 libraries in the US own this text).

Staff has been assisting Tony Hiti and the rest of the Cleveland Artists Foundation with curating the Schweinfurth exhibit that opens at the Beck Center on September 6. Staff has been pulling numerous volumes from the original Schweinfurth Library collection bequeathed to CPL in 1925 as well as items purchased from the Trust. Also assisting is Tom Edwards (Maps), Alisha Naab (Preservation), and Margaret Baughman (Photo Collection) with providing images for the exhibition catalog.

Someone using a metal detector in Winchester, N.H. found some old medals won by a dog at a Philadelphia dog show in 1926. Science & Technology Department staff members were able to use the Percy Roberts collection, the American Kennel Club Gazettes, and a journal called American Field to identify the dog.

There has been recent news of increased funding for demolition of foreclosed housing. Science & Technology Department handled requests for razing structures, the tools necessary for demolition, and standards required for completing the task.

The owners of a bakery in Medina recently made a special visit into Science & Technology Department to view the title *Lambeth Method of Cake Decoration and Practical Pastries: Published Expressly for the Progressive Baker, Confectioner, Pastry Cook, and Cake Decorator* by Joseph A. Lambeth, 1960.

A tailor came in to Science & Technology Department to request a title from storage. He needed *Alteration of Men's Clothing*, by David Carlin, 1947.

Jean Collins assisted Alexander Gaya, a student at the University of Durham, U.K., who is currently completing a master's degree in Victorian literature. He required information from a work on Lewis Carroll: *'Lewis Carroll's Left Hand; or, The Religious Symbolism of Alice's Adventures in Wonderland'* by W. Chave McCracken, Washington, D.C. : St. Peter's Press, 1959. McCracken was the Rector of St. Peter's Episcopal Church in Lakewood, Ohio. His book was based on research done for a paper for The College of Preachers, Washington, D.C., Fall Term 1959.

A professor of ethnomusicology visited the Literature Department in August to access the Musicarnival Collection Archives for her upcoming book on Beverly Sills. Sills began her career as a performer in Musicarnival.

Joseph Parnell is researching information for a patron in California seeking information on Cleveland manufacturers of electric cars, (specifically, "The Torpedo") which was produced in the early 1900's. The patron stated that sources in California informed him that Cleveland Public Library is the "best source" for this information.

Cleveland Law Library needed a few pages of current information from the CCH Business Franchise Guide for a patron. Antoinette Allen copied and emailed information to them for the patron.



Susan Mullee assisted a patron in finding a book on organizational psychology, and more specifically on the effects of shifts on workers. Patron requested the book, located at our off-site storage collection titled: *Shift Work: The Social, Psychological, and Physical Consequences* by Paul Mott, published in 1965.

Joseph Parnell assisted an employee of the Cleveland Federal Reserve Bank in the research needed to identify past Boards of Directors of the bank in preparation for the Fed's upcoming Centennial celebration. The employee revealed that the Fed's library was not as extensive as the Business Departments' resources. Our archival information went back further and had more information she could use.

### *Staff Development*

Library Assistant Doris Yee transferred to OLBDP on July 15. Staff member Ardella Primm retired on August 31, 2013. New Children's Librarian Maria Estrella began her new position as Subject Department Librarian at the Youth Services Department on July 29. Children's Librarian Jennifer Rhodes resigned effective September 27. Senior Subject Department Librarian, Chris Wood retired from the History Department on August 31 after 41 years of service to Cleveland Public Library.

The Library hired Ms. Nichole Shabazz, Youth Outreach & Programming Coordinator on July 1. Ms. Shabazz holds a Master of Arts degree in Curriculum & Instruction from the Master of Urban Secondary Teaching (MUST) program at Cleveland State University, an Education Specialist degree (Ed.S) in Instructional Leadership with a focus on Brain-Based Learning from Nova Southeastern University and is currently pursuing her Ph.D. in Instructional Design for Online Learning (IDOL) at Capella University. She returned to Cleveland to work at CPL after serving for over a decade as an educator and media specialist in Atlanta, Georgia.

### BRANCHES

A wide variety of programs and events were presented for all ages at the East Team branch libraries this summer. Summer Reading Club kick-off programs were held at Garden Valley and the Rice Branch.

The branch programs for children during the summer included story times, art programs music programs, book discussions, Learn Chinese classes, and a menu of programs centered on the summer reading club theme. Each East Team branch library hosted programs and events that helped to make the summer of 2013 a memorable one for patrons in their respective communities.

East Team managers and their staff worked hard to represent the library out in the community as well. The library had a strong presence at the many Ward festivals held surrounding neighborhoods. Youth Services staff members were invited to present story programs at area camps and daycares. It has been a summer full of excitement and enrichment on the West Team beginning with the Summer Reading Club kick off at the Walz Branch on Friday, May 31.

Carnegie West Children's Librarian Helen Zaluckyj helped coordinate the Literary Lots program that brought storybooks to life in Novak Park and Eastman Children's Librarian Diana Devore arranged for Ronald McDonald to visit the Eastman Branch on August 6.

Branch Manager Cheryl Diamond and her staff partnered with the Cuyahoga Valley National Park and presented the "Get up, Get Out and Go!" program which drew crowds of over 60 people to each session! This two day program led by Park Rangers Dan and Brady included a scavenger hunt at the Garfield Reservation, fishing lessons on the Ohio & Erie Canal, crafts, games, and a performance by HeartBEAT Afrika.

The Rockport Branch arranged for professional dance instructor Ellen Tolliver from the Praise Dance Academy to teach three dance classes in June. Ms. Tolliver instructed families on the basics of Hip-Hop, Modern, Praise, Ballet, and African dance.

Staff members at the Brooklyn and South Branches used technology to keep things exciting. Brooklyn staff members presented a Thinkfinity session to talk about music and have children "meet the instruments" and staff members at the South Branch created a Digital Graffiti Wall where participants took turns using a laser stylus to create images to add to the graffiti wall.

At the Lorain Branch, **21** children attended the "We Love Our Teddies!" program to celebrate Teddy Bear Picnic Day coordinated by Children's Librarian Crystal Tancak.

Opportunities for enrichment and learning went well beyond our children's and teen summer reading program and were available for patrons of all ages at the West Team Branches. Led by Branch Manager Olivia Hoge, the Lorain Branch embarked on several new initiatives including installing a vegetable garden in the back lawn to help develop interest in gardening and healthy eating, purchasing two sewing machines to begin the process of developing maker labs, and coordinating a seed lending program that is available at several other branches as well.

The Walz Branch hosted its first program under the Innovation Grant received by Library Assistant Traci Hlafka. The program was called Book 'n Beer which highlighted home brewing. Traci's initiative, "Urban Pioneers: cultivating community by instilling a green initiative." is targeting an underserved population in the Walz Branch service area.

Every West Team Branch welcomed student volunteers from Y.O.U (Youth Opportunities Unlimited) into our branches for the summer. These students worked alongside staff members assisting them with our summer reading and summer lunch programs and with the everyday tasks associated with operating our branches.

The South Branch, in partnership with the Hispanic Business Center, participated in the Financial Fiesta Event on June 28th and also in the Steel Yard National Night Out that took place on August 6th where 713 people visited the library table and received library information. In addition, the South Branch also participated in the Back 2 School Celebration organized by Esperanza where over 500 people visited the library table.

The Carnegie West Branch staff helped organize and participated in the second annual Back to School Fair at Novak Park. Organized by the West Side Catholic Center, this event gave away 800 backpacks filled with school supplies to neighborhood children on August 9.

Sterling Branch Manager Cal Zunt participated in the "Central Neighborhood Back 2 School Rally" and Town Hall Meeting sponsored by the Cleveland Municipal School District and Promise Neighborhood at the Friendly Inn. Over 500 central families attended this event.

Fleet Branch staff members attended the North Broadway Family Literacy Day at Broadway United Methodist Church on June 22, and South Brooklyn Branch Manager Susan Martin represented CPL at

Pop Up Pearl, a street festival along Pearl Road from the Cleveland Metroparks Zoo to State Road. Approximately 2,000 people attended this event.

#### BOOKMOBILE/ON THE ROAD TO READING

During the months of June- August the Mobile Services staff and vehicles served 169 stops and 6 community outreach events: Scranton Financial Fiesta, Books Under the Sun, Glenville Festival, Family Unity Festival in Luke Easter Park Asian Festival, and the Summer Reading Club Finale at the Cleveland Metroparks Zoo.

"On the Road to Reading" visited Pediatric and WIC sites 67 times during the months of June - August. The Spend, Save and Share Children's Festival was held at the Cleveland Metroparks Zoo on July 13th. The event was well attended over with over ticket 1200 being redeemed for zoo tickets on the day of the event. PNC Bank, the funder of the Grow Up Great grant of which the festival was a part, provided 16 volunteers to help staff the event.

#### TechCentral

##### *TechCentral Anniversary*

June 14 marked TechCentral's one-year anniversary since its grand opening. Staff celebrated the event with a short break-time party, as well as an after-hours outing to see the Cleveland Indians play the Washington Nationals.

Digital Literacy Workshops presented by The Plain Dealer The Northeast Ohio Media Group partnered with the Cleveland Public Library and TechCentral in order to provide twenty-three Digital Literacy Workshops during August at six Cleveland Public Library locations. These workshops provided basic computer instruction to patrons interested in accessing digital media and news sources on the Internet. This workshop also provided assistance for people interested in learning about The Plain Dealer's new e-Edition that debuted in August.

##### *3D Printer Demonstrations*

TechCentral offered assistance to the Cleveland Heights-University Heights Library on June 6 in providing one of our 3D printers for demonstration during a 3D printer program offered for patrons at the Lee Road library. The organization that was originally scheduled to provide the 3D printer was unable to attend due to an unforeseen emergency.

### *Professional Development and Staff Training*

All TechCentral staff members were in attendance for Staff Development Day on June 7 at the Lake Shore Facility. CJ Lynce and Sam Tripodis participated in the *Marketing: It's Everyone's Job* session, presenting information on CPL's online course and music offerings.

Karmar Clifton attended the Ohio Benefits Bank Training at the Akron Summit County Public Library on July 23. The training covered the Ohio Benefits Bank Self-service Internet program that helps connect families to tax credits and an array of benefit services.

CJ Lynce and Suzi Perez attended the Detroit Maker Faire at The Henry Ford on July 27.

The Software Committee, consisting of CJ Lynce, Bill Bradford, Jessica Breslin, Bill Wood, and Rod Houpe, met on July 31. This was the first meeting for the Committee since January 2011. The Committee has been reconvened to begin the process of selecting software for inclusion in a 'base image' for public and staff PCs. The Committee discussed the possibility of expanding the charge of the committee to include compiling and maintaining lists of web-based applications for distribution to patrons and staff.

CJ Lynce arranged for and attended a demonstration of a laser engraver unit that the library is considering purchasing for the TechCentral MakerSpace. Several Library administrators were in attendance for the demonstration, and some TechCentral staff members also had the opportunity to see the unit in action.

### OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In June, OLBDP circulated 60,990 items directly to patrons. BARD users downloaded 9,327 items among 582 active users for June. OLBDP registered 121 new readers to the service.

OLBDP hosted its annual Volunteer Luncheon on Wednesday, June 3, 2013 at Bistro 185 in Cleveland. Sixteen volunteers attended the luncheon and included quite a few retired CPL staff that volunteer their time to OLBDP. Volunteers contributed 1,307 hours of service to OLBDP in Fiscal Year 2013.

OLBDP Manager Will Reed and Tracy Grimm, Head of the State Library of Ohio Talking Book Program co-hosted a one day

conference for machine lending agencies on June 5<sup>th</sup> at the State Library of Ohio. OLBPD and SLO have over 60 machine lending agencies throughout Ohio, many of which are public libraries, and provide a valuable local service to OLBPD in terms of equipment maintenance, reader advisory, and outreach and promotions. OLBPD Library Assistant Ken Redd presented outreach and promotion strategies to assist and help support machine lending agencies to market our service in their respective areas.

OLBPD Manager Will Reed attended the National Library Service Braille Summit 2013 at the Perkins School for the Blind in Boston, MA from June 19<sup>th</sup> - 21<sup>st</sup>. This three day summit was a brainstorming of ideas and strategies on the direction of braille book service. In attendance were more than 150 people representing consumer groups like the National Federation of the Blind, the American Council of the Blind, braille producers such American Printing House and The Braille Press, as well as consumers and NLS network staff and regional librarians.

OLBPD staff Ken Redd and Michelle Makkos presented information about OLBPD services at the Brecksville/Broadview Heights Health Fair on June 1<sup>st</sup>; Orange Low Vision Group on June 11<sup>th</sup>; Ward 5 Health Fair on June 20<sup>th</sup>.

The OLBPD Cyber-Dialogue Book Discussion was held on June 13<sup>th</sup> where the group discussed "Blood Meridian" by Cormac McCarthy.

In July, OLBPD circulated 58,545 items directly to patrons. BARD users downloaded 10,849 items among 605 active users for July. OLBPD registered 153 new readers to the service.

On July 7, OLBPD Manager Will Reed spoke at the American Council of the Blind National Convention in Columbus, Ohio during the Library Users of America meeting and staffed the National Library Service table in the exhibits hall.

On July 10, OLBPD hosted its first ever Family Fun and Learning Day event in Cincinnati, Ohio at the Clovernook Center for the Blind and Visually Impaired. More than 150 guests were in attendance to hear keynote speaker and NLS narrator Michael Kramer, as well as other speakers, programs, announcements and updates about the Ohio braille and talking book service. OLBPD received a lot of positive feedback from participants who expressed a sincere hope that OLBPD consider coming back again for another Family Fun and Learning Day event.

On July 25, OLBDP Manager Will Reed attended the Ohio Braille and Talking Book Program Consumer Advisory Committee meeting at the State Library of Ohio. Consumers were provided updates about the service, including apps for BARD available soon on Apple and Android devices.

OLBDP Manager Will Reed and Head of the State Library of Ohio Talking Book Program Tracy Grimm finalized planning for the OLBDP Family Fun and Learning Day event in Columbus. OLBDP will host its first ever Family Fun and Learning Day event at the State Library of Ohio on Wednesday, August 14<sup>th</sup>.

The OLBDP Cyber-Dialogue Book Discussion was held on July 11<sup>th</sup> where the group discussed "The Fault in Our Stars" by John Green.

In August, OLBDP circulated 56,488 items directly to patrons. BARD users downloaded 10,508 items among 600 active users for August. OLBDP registered 133 new readers to the service.

On Thursday, August 8, OLBDP hosted Missy Lodge, Associate State Librarian for Library Development at the State Library of Ohio and Mr. James Lonergan, IMLS Program Officer. Mr. Lonergan was particularly interested in the Ohio Braille and Talking Book program and he visited the State Library Talking Book program and Tracy Grimm on the 6<sup>th</sup>. Mr. Lonergan was quite impressed with the entire program and our operations.

On August 14<sup>th</sup>, OLBDP hosted its first ever Family Fun and Learning Day event in Columbus, Ohio at the State Library of Ohio. More than 60 guests were in attendance to hear keynote speaker and NLS narrator Giannarelli, as well as other speakers, programs, announcements and updates about the Ohio braille and talking book service. OLBDP received a lot of positive feedback from participants who expressed a sincere hope that OLBDP consider coming back again for another Family Fun and Learning Day event.

The OLBDP Kids and Teens Reading Club web pages were completed. Invitation letters to join the reading clubs were mailed to more than 500 OLBDP patrons eighteen years old and younger. Announcements about the reading clubs were also made to teachers and school media specialist for the beginning of the school year and initiation of their book service for the upcoming school year.

The National Library Service has released to network libraries a preview of the new Apple iOS BARD app that will be released in

the fall of 2013. Network libraries are beta testing the app and submitting feedback to NLS. The BARD app will allow patrons to search, download, and listen to books and magazines available through NLS on Apple devices such as iPhone and iPad.

OLBPD staff Ken Redd and Michelle Makkos presented information about OLBPD services at the Puerto Rican Festival on August 3<sup>rd</sup>, Glenville Festival on August 10<sup>th</sup>, McCafferty Health Fair on August 17<sup>th</sup>, and the Ward 1 Expo on August 24<sup>th</sup>.

The OLBPD Cyber-Dialogue Book Discussion was held on August 8th where the group discussed "Truman's Excellent Adventure" by Matthew Algeo.

### **TECHNICAL SERVICES**

All Technical Services Managers and staff attended Staff Development Day on June 7. Mya Warner, Technical Services Senior Clerk in the High Demand Department, received special recognition for having earned the Library's first Cornerstone Award. As a member of the Staff Development Day Committee, Acquisitions Coordinator Alicia Naab worked with the rest of the committee members to help with the setup and to make sure that all the activities for the day ran smoothly.

Temporary adjustments were made to the work schedules of some staff living on Cleveland's west side in response to the traffic problems caused by the closure of the Shoreway. This accommodation continued until the filming was completed in mid-June.

Ms. Naab, Acquisitions Coordinator, was appointed Acting Preservation Manager in July.

Senior Catalog Librarian Michael Monaco offered several Sirsi/Dynix Searching Refresher workshops to Technical Services staff members. Shelf/Shipping Supervisor Stephen Wohl and Collection Development Librarian Laura Mommers organized a CPL Fit Salad Lunch that was well attended.

Carole Brachna, High Demand Manager and Sandy Jelar-Elwell, Acquisitions Manager, continued to work with Carrie Krenicky, Chief Financial Officer, members of the Financial Services staff, and Ann Palomo, Library Systems & Applications Manager, to expand the paperless invoicing project to include Ingram, the final major vendor. Some Ingram invoices will still be paid



manually due to processing and shipping charges in excess of the acceptable percentage, but the majority of the Ingram invoices will be auto-paid.

Patricia Lowrey chaired monthly Revenue Enhancement meetings throughout the summer. Several Technical Services Managers met with Ms. Palomo, Hilary Prisbylla and Marlene Pelyhes of the IT/CLEVNET Department on July 11 and on July 18 they met with John Skrtic and Carlos Latimer from Public Services; the meetings were to discuss a variety of projects and concerns. Ms. Lowrey and Ms. Naab met with the Digital Projects Committee in August to discuss proposals for new projects. In August, Ms Lowrey & the Technical Services Managers prepared a progress report on the division's Operational Plan which was shared with the Deputy Director and the Leadership Team.

Ms. Lowrey worked in the Audio-Visual Department for a half day on July 9. She enjoyed interacting with the patrons and staff in that busy department. On July 19, Ms. Lowrey and Andrea Johnson, Catalog Manager, attended a meeting of the Metro Libraries Technical Services Heads in Toledo. In early August, Ms. Lowrey and Collection Manager Rollie Welch attended Digipaloosa, the OverDrive users meeting, where they learned about upcoming developments and enhancements.

Acquisitions: Departmental staff members ordered 22,871 titles and 51,167 items over the summer. They received 48,220 items and 6,148 periodicals and serials. The staff added 6,469 comics, 1,537 paperbacks, and 3,042 periodicals and serials. They processed 4,859 invoices.

Alicia Naab, Acquisitions Coordinator, was selected for the Temporary Acting Preservation Manager position and began working in the Preservation Department on July 15th. Tonya Jenkins, Technical Services Librarian, and Nathaniel Infante, Technical Services Associate, participated in an online EBSCONET renewals training and support session to assist them with entering and submitting the 2014 subscription renewals.

Sandy Jelar Elwell, Acquisitions Manger, worked with John Skrtic, Director of Public Services, and Rollie Welch, Collection Manager, to coordinate the 2014 subscription renewals and cancellations for Main Library and Branch periodicals and Main Library microfilm. Ms. Jelar Elwell attended the CLEVNET Online Resources Committee (CORC) meeting in August to learn more about how the committee handles selecting electronic resources for CLEVNET.

Lisa Kowalczyk, Technical Services Librarian, met with staff from Fine Arts and Special Collections to review and provide additional training on submitting selections. Ms. Jelar Elwell met with staff to review and discuss the Cleveland Public Library's Strategic Plan for 2012-2014 and she met with departmental librarians to discuss and assign the handling of the various tasks that had previously been handled by Ms. Naab.

Catalog: In June, staff at the Library of Congress, Stanford University Libraries, and the University of Chicago began to review original RDA bibliographic records contributed by Catalog Department staff to the national Program for Cooperative Cataloging. Senior Cataloger Michael Monaco is coordinating the review. Yeshen Dugarova-Montgomery, Amei Hu, Jintao Huang, Diana Olivares, John Parsons, Larisa Povitsky and Barbara Satow began creating name authority records according to the new RDA rules. Most staff attended the BiblioCommons webinar "Technical Services Update: BiblioCore Catalog Enhanced with RDA, FRBR, ONIX, and More."

Mr. Monaco presented several Sirsi/Dynix training workshops on effective search techniques to Technical Services staff over the summer and he attended monthly CPL 150 meetings. He also attended a meeting of the Ohio Library Council's Technical Services Division Action Council on August 28<sup>th</sup>. Regina Houseman attended a North American Serials Interest Group (NASIG) pre-conference "RDA & Serials transitioning to RDA within a MARC 21 format. Ms. Satow gave a presentation to the Catalog Department about graphic novels on June 18 and she attended an Employee Recognition Committee meeting.

In July, Catalog Manager Andrea Johnson streamlined the departmental process for checking trucks of finished books. She spent half a day in June at Ohio Library for the Blind & Physically Disabled, learning about the records in their catalog. In August, Ms. Johnson implemented a new workflow for checking the quality and turnaround time of books with original cataloging. She reviewed the importance of CPL's Strategic Plan with the department staff.

Over the summer, a total of 13,501 titles and 10,408 items were added.

Collection Management: Laura Mommers, working with Christine Colnar of the Graphics Department, produced a lovely brochure promoting the Library's collection of exercise and wellness

DVDs. The document, "Body Mind Soul: DVDs for Health and Wellness" contained fifty annotated titles that were selected by Mrs. Mommers.

Over the summer, Bonnie Bolton selected a total of 851 titles and 11,006 items for Main Library and Branch juvenile book collections. Mrs. Mommers ordered 1,447 DVD titles and 18,748 items for the Branches and the Audio-Visual (AV) Department. She also selected 1,416 CD titles and 11,661 items for Branch collections and totaling the Popular Library.

Nancy Mocsiran and Collection Management staff processed 271 telescopes of print and non-print items by relocating items to Branches, book sale, or college collections housed at Cleveland State, Case Western Reserve and Cuyahoga Community College-Metro (CSU, CWRU, CCC).

Mr. Welch's online review column of African American books for Library Journal continued to be published throughout the summer at [lj.libraryjournal.com](http://lj.libraryjournal.com). He spent the afternoon of July 3 working at Rockport assisting at the circulation desk and helped with weeding tasks.

High Demand: Over the summer, staff members ordered 4,505 new titles and 53,378 items; they cataloged 2,763 new titles and added 51,780 new items.

The staff found time to receive 1412 items for the Acquisitions Department, help with bindery orders, work on set/cancel reports in OCLC, help in Preservation, and process over 200 music CDs for the Materials Processing Department. The Department took over the weekly Received Items with Holds List for DVDs, in order to speed these items through Technical Services. Steven Best volunteered to spend several hours each week in the Preservation Department making phase boxes and Dale Dickerson, High Demand Librarian, processed 27 photos as part of the Preservation Department's digital photo project.

Carole Brachna, High Demand Manager, spent time considerable time working on Ingram invoicing issues. She attended the program "Innovation in Public Libraries: a conversation with Holly Carroll, Executive Director of Poudre River Public Library District."

Materials Processing: Over the summer the Associates cataloged 4,345 new titles for the Cleveland Public Library and 5,125 titles for the CLEVNET libraries. The Associates and Sr. Clerks

added 22,992 items to the Sirsi/Dynix database. The Technicians worked on 82,566 items.

Elizabeth Hegstrom, Materials Processing Manager, met with the Associates to discuss the local practices developed by the Catalog Department for RDA cataloging of books. Ms. Hegstrom participated in a webinar presented by BiblioCommons called 'Technical Services Update: BiblioCore Catalog Enhanced with RDA, FRBR, ONIX, and More'. She met with each of the fourteen member of Materials Processing to explain the Library's Strategic Plan.

Jasrielle Blade left Materials Processing to become a branch clerk at Garden Valley. Shirley Jones and Christon Hicks added hundreds of items to the database for the "On the Road to Reading" collection. Cathy Jo Graves, Paula Stout, Doug Huston and Michael Reynolds worked together to catalog, add item and process several Playaways in time for a promotional event. Shawn Wolford processed several books that will be used for book discussion kits for Literature. Karima Ward and Shirley Jones volunteered to help Acquisitions receive non-book materials.

Preservation: Preservation Manager Ann Olszewski retired in May and Alicia Naab was appointed Acting Preservation Manager in July. In August, Ms. Naab attended Preservation Boot Camp and a workshop on legal employment practices. Ms. Naab spent time in August meeting with departmental staff to discuss the Library's strategic plan.

A total of 2,415 images were added to the Digital Gallery over the summer bringing the total to 44,675 objects.

Gloria Massey processed files and loaded digital editions for several City Directories, a dozen volumes of John Marshall High School's *Vanguard* yearbook, 132 Edmonson portraits from glass slides, eight Collinwood High School yearbooks, and several Cooley Farms and Mears baseball items. Elizabeth Bardossy treated special park plans and trained Steven Best of High Demand in making phase boxes. Laura Wallencheck has taken over responsibilities for preparing digicovers for the Foreign Literature materials and she has been trained in entering metadata in ContentDM. Ms. Wallencheck also reviewed microfilm for the 2012 Plain Press and Daily Legal News.

Shelf/Shipping: Stephen Wohl, Shelf/Shipping Supervisor worked with the New Page Committee to assess, interview, and select applicants for a number of Page vacancies throughout the library

over the summer. Three pages, Imane Blaine, Cayla Napoleon and Trisha Roberts were selected to join the department on July 17<sup>th</sup>. Page Aaron Gordon, resigned on July 16<sup>th</sup>. Mr. Wohl attended Employment Law training on August 15<sup>th</sup>.

The staff of the Lake Shore Shelf/Shipping Department sent 610 items to the Main Library for requests and holds over the summer. A total of 5,157 telescopes of new materials were shipped out the Main Library, Branches, College Collections and CLEVNET libraries. The Technicians unpacked and sent 77,934 new items to the Acquisitions and High Demand Departments.

### **MARKETING & COMMUNICATIONS**

Media coverage for the months of June, July, and August included 158 print and online publications, as well as TV and radio. The full report, available in the Marketing department, shows ad values of \$150,357.74 for the 3 month period with a news circulation audience of 13,424,408 people. Media outlets that featured CPL events and programs during this time period received 26,909,551 unique visitors. Full report in the Marketing Department.

Ads to promote Summer Reading Club appeared in *Campus Observer*, *Collinwood Observer Scoop on Summer*, *Ohio Life News*, *Call & Post*, *Universe Bulletin*, and *La Prensa*. Awareness campaign ads to promote free Library services were placed in *Campus Observer*, *La Prensa*, *Kaleidoscope*. Bus boards and bill boards for the awareness campaign concluded at the end of August and June respectively. Ad promoting genealogy appeared in the *One World Day* program. Friends booksale at West Park was promoted in *Kamm's Corners Magazine*. Library card sign-up ads ran in *The Universe Bulletin* back to school issue and *Gay People's Chronicle*. David Friedmann lithographs were advertised in the Maltz Museum Jewish Food & Cultural Festival program; Rabbi Chalom in the *Cleveland Jewish News*. General ads for the Library ran in fall sports calendars for East Tech, Collinwood and JFK high schools, and in the Tremont West Development's *Visitor's Guide*.

Radio and TV ads included Free Tutoring and Spend, Share, Save zoo tickets on Radio 1, Zippora on NPR and WVIZ IdeaStream.

Search Engine Marketing with cleveland.com resulted in a weekly average of 776 clicks to website per week as opposed to 264 for the same 3 month period in 2012. Popular key words clicked on were "public library" and "free music downloads".

## GRAPHICS

Graphics staff designed and/or printed and distributed 438 pieces June-August, including graphics for the library website, program guides, digital presentations, exhibits, fliers, signs, and 13 staff newsletters. A vehicle wrap with "I'm Ready to Read" was designed and executed. Graphics staff designed and printed all materials for Staff Development Day. Community engagement give-aways and collateral were designed and printed. One hundred and ninety thousand routing slips were printed.

## JUNE-SOCIAL MEDIA

The top 5 more clicked on tweets/Facebook posts were as follows:

1. Jun 24, 2013 If you consider yourself a cat person, this funny tale is for you (Read in the CLE link)
2. Jun 10, 2013 Book recommendations from our savvy librarians (Read in the CLE link)
3. Jun 6, 2013 Cleveland Public Library now home to giant 'reading nest' (WKYC link)
4. Jun 13, 2013 "Big weekend for Superman in Cleveland" (Plain Dealer link)
5. Jun 7, 2013 Superman is flying into the library next Friday (Superman exhibit link)

The content with the most "reach" on Facebook:

1. June 23rd: Gardening program at Lorain Branch
2. June 6th: Library closure notice for Staff Development Day
3. June 24th: Read in the CLE link to Angela's page
4. June 6th: Reading Nest photo/post
5. June 18th: Reading Nest post from [Designboom.com](http://Designboom.com)

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

Twitter followers were up from 3,990 in June 2012 to 6,197 in June 2013. Facebook fans were up from 4,218 in June 2012 to 5,396 in June 2013. Downloads of books in an electronic format (eBooks) were up from 61,151 in June 2012 to 88,254 in June 2013.

Library News on the [www.cpl.org](http://www.cpl.org) homepage featured the following items for June: Video Production Camp; FREE Tutoring; Learn Chinese for Kids; Superman Flies in for a Special Exhibit: Celebrating 75 years of the Man of Steel; Cleveland Public Library Board of Trustees Meeting; SPEND, SHARE AND SAVE!; and CMSD Board Seeks Applicant to Fill Vacancy.

During the month of June, the following events, programs, and information were promoted on [www.cpl.org](http://www.cpl.org): CLEVNET Mobile App; MyPlace/MyCard: My Music is Free; Summer Reading Club; Read in the CLE featuring Margaret Bernstein; OverDrive: The Big Read; Author/Dancer Visit: Former New York City Ballet soloist and diabetes health advocate: Zippora Karz; Events at Main; Eastman Reading Garden is Open; Exhibits at Main; MyTunes featuring Alicia Keys; Exhibits at Main; Free Tutoring; Learn Chinese; BookFlix; 100 Sizzling Titles; Video Production Camp; 100 Sizzling Titles; Homework Help; Opposing Viewpoints; Senior Day; Boost Your Knowledge with Computer Classes; Ed2Go; and MyPlace/MyCard: My eBooks are Free.

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

The 22nd "Off the Shelf" was sent out on June 5, 2013 to a distribution list of 3,710. This issue featured: Make it a Great Summer with Summer Reading Club; The Sugarless Plum: Zippora Karz's Dance with Diabetes; Red, White & Blueprints: Documentary Film Screening at Main Library; and Read in the CLE Featured Author Margaret Bernstein. The following new releases were featured: Doctor Who: character encyclopedia by Jason Loborik, Annabel Gibson & Moray Laing; NOS4A2: a novel by Joe Hill with illustrations by Gabriel Rodriguez; A house divided by Kimberly Lawson Roby. The following news stories were featured: FREE Tutoring; and Video Production Camp. The following programs were featured: Roots of Tradition: Brazilian Living Expressions at Main Library; Superman Family Day at the Glenville Branch Library at Glenville Branch; and Featured Exhibits at Main Library.

Margaret Bernstein, *Plain Dealer* Metro columnist was added as the Read in the CLE's Featured Reader. Thorough documentation was also created for adding future Featured Readers.

#### JULY-SOCIAL MEDIA

The top 5 more clicked on tweets/Facebook posts were as follows:

1. July 26, 2013 Check out the Friends of CPL Book Sale this weekend, \$5 of items from the sale buys you a shot at prizes! (Included photo of the Duck pond game)
2. July 9, 2013 A witch living in Cincinnati? Hmm...we are intrigued. (Jaime's Read in the CLE page)
3. July 17, 2013 Have you downloaded the CLEVNET app yet? What are you waiting for? (Link to app page)
4. July 22, 2013 Check out our latest featured reader, Mark

Kosower (Read in the CLE)

5 July 23, 2013 Join us this Saturday for "A Taste of Euclid Beach" for a day full of fun memories, games, popcorn balls & more.

The content with the most "reach" on Facebook:

1. July 13th: Stop by our BookBox today if you are shopping at the West Side Market or just enjoying a day in Ohio City. Open until 1:00 p.m. today!
2. July 26th: Check out the Friends of CPL Book Sale this weekend, \$5 of items from the sale buys you a duck and a shot at prizes! See you at the sale!
3. July 13th: Think you can master the art of brewing your own beer? Join us at Walz Branch on Tuesday at 6 p.m. for a Brews & Books with Little Mountain Brewing Company. Guests will receive coupons for brewing supplies at Rozi's.
4. July 29th: What are you reading this week?
5. July 17th: Have you downloaded the CLEVNET app yet? What are you waiting for?

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

Twitter followers are up from 4,102 in July 2012 to 6,427 in July 2013. Facebook fans are up from 4,340 in July 2012 to 5,502 in July 2013. Downloads of books in an electronic format (eBooks) were up from 69,714 in July 2012 to 95,580 in July 2013.

Library News on the [www.cpl.org](http://www.cpl.org) homepage featured the following items for July: National Senior Games come to Cleveland; Sterling Branch Celebrates 100 Years of Service; and Friends Used Book Sales.

During the month of July, the following events, programs, and information were promoted on [www.cpl.org](http://www.cpl.org): CLEVNET Mobile App; Summer Reading Club; Author Visit: Rabbi Chalom; Friends Used Book Sale; Read in the CLE featuring Mark Kosower; OverDrive: MyTunes Featured Artist: Pitbull; Eastman Reading Garden is Open; Music at Main; Sterling Branch: 100 Years; Exhibits at Main; Welcome to Cleveland: National Senior Games 2013; MyPlace MyCard: My Music is Free; 3D Printing; Free Tutoring; Learn Chinese; BookFlix; 100 Sizzling Titles; Video Production Camp; 100 Sizzling Titles; Homework Help; MyPlace MyCard My eBooks are Free; and Ed2Go.

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



The 23rd "Off the Shelf" (the July issue) was sent out on July 2, 2013, to a distribution list of 3,710. This issue featured: A Carousel of Memories; Author Visit: Rabbi Adam Chalom; and It's a Musical July in Eastman Reading Garden. The following new releases were featured: Plan D: how to lose weight and beat diabetes (even if you don't have it) by Sherri Shepherd, with Billie Fitzpatrick; Revenge wears Prada: the devil returns by Lauren Weisberge; and Beautiful day: a novel by Elin Hilderbrand. The following programs were featured: Friends Used Book Sale at Main Library; 3D Printing Basics at Main Library's TechCentral; MakerLab: Making Tunes at Main Library's TechCentral; and Video Production Camp at Woodland Branch and Walz Branch.

A 3D Printing page was created with a detailed information about 3D printing, descriptions of classes we currently offer in 3D printing, and a real-time schedule of upcoming 3D printing classes. A link to this page was added to the Events & Classes menu of the website.

The "Community Deficit Fighters" video was uploaded to our YouTube channel.

Mark Kosower, Principal Cello of the Cleveland Orchestra, was added as Read in the CLE's Featured Reader, reviewing "The Violin Hunter". A new book *The Ocean at the End of the Lane* was added for Rollie Welch's staff reader page.

An admin. account was set up for the Knowledge Office for the Bibliocommons Summer Sites (Summer Reading Club) so they can track usage statistics.

A graphic was posted to the homepage to inform patrons of the Drive-Up Window closure, August 2<sup>nd</sup> and 3<sup>rd</sup>, due to the OverDrive Digital Bookmobile on Rockwell Ave.

#### AUGUST-SOCIAL MEDIA

The most clicked on links from Twitter/Facebook in August include the following:

1. August 1st: "literary lots will bring characters to life in an underused ohio city park" (FreshWater Cleveland story about Literary Lots)
2. August 16th: Have you met some of our library's superheroes? Yes, we have them. Check out our video (Link to CPL video)
3. August 6th: Curious about what a world class musician from

@CleveOrchestra is reading? (Link to Read in the CLE page)

4. August 13th: Looking forward to Karen Long helping us kick off our Brown Bag Book Club (Link to page)

5. August 5th: Check out what Cleveland is reading. (Link to what Cleveland is reading page)

The posts with the most "reach" on Facebook included:

1. August 15th: Promotion of the Jellies & Jam program at Walz Branch

2. August 9th: Book Lovers Day-What is your favorite book?

3. August 18th: Promotion of 3D printing workshop at TechCentral

4. August 17th: Summer Book Club finale

5. August 13th: Tuesday Trivia about CPL

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

Twitter followers are up from 4,221 in August 2012 to 6,682 in August 2013. Facebook fans are up from 4,447 in August 2012 to 5,614 in August 2013. Downloads of books in an electronic format (eBooks) were up from 68,224 in August 2012 to 94,145 in August 2013.

Library News on the [www.cpl.org](http://www.cpl.org) homepage featured the following items for August: Learn How to View The Plain Dealer e-edition (Digital Literacy Workshops); Brown Bag Book Club's Kick-Off Event with Karen Long; Brown Bag Book Clubs at Main Library; Free Affordable Care Act Health Insurance Marketplace Information Sessions; and September is Library Card Sign-Up Month.

During the month of August, the following events, programs, and information were promoted on [www.cpl.org](http://www.cpl.org): Summer Reading Club; Karen Long; Welcome Ashtabula County Libraries to CLEVNET; Prepare Our Children, Protect Our Future (Support our Library campaign); Read in the CLE Featured Reader Mark Kasower; Read in the CLE Featured Reader Karen Long; Report to the Community (2012 Annual Report); Sterling Branch's 100 Year Celebration; National Geographic Kids; Exhibits at Main Library; MyTunes Featured Artist: Pitbull; MyTunes Featured Artist: Avril Lavigne; Right School Right Now; Eastman Reading Garden is Open; Learn How to View The Plain Dealer e-edition: Digital Literacy Workshops; Free Tutoring; Learn Chinese; BookFlix; MyPlace MyCard: My Music is Free; 100 Sizzling Titles; Sorenson Video Relay; and 3D Printing Classes.

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

The 24rd "Off the Shelf" (the August issue) was sent out on July 30, 2013, to a distribution list of 3,720. This issue featured: Sterling Branch Celebrates 100 Years of Lifelong Learning; Karen Long Kicks Off Brown Bag Book Club with Discussion of Anisfield-Wolf Winners; and Friends of CPL Host Lunchtime Author Series with Calvin Rydbom and Tom Kubat. The following new releases were featured: Weelicious Lunches: Think Outside the Lunchbox with more than 180 Happier Meals by Catherine McCord; Hotshot by Julie Garwood; and Night Film: a Novel by Marisha Pessl. The following programs/events/exhibits were featured: The Schweinfurth Architectural Collection; OverDrive's Digital Bookmobile; Kardiak Kids Flashback; Friends Used Book Sale; 3D Printing Basics; and Maker Lab: Making Code.

All 2010 Board Meeting minutes, Finance Committee Meeting minutes, and Joint Finance, Human Resources and Community Services Committee Meeting minutes were added to the Board of Trustees' Board Meeting Minutes page, per the request of Joyce Dodrill, Chief Legal Officer.

The Oxford Reference Online database was removed from [www.cpl.org](http://www.cpl.org) and [www.clevnet.org](http://www.clevnet.org) Research Database lists. It is no longer available from OPLIN.

The Plain Dealer e-edition was added to CPL and CLEVNET Research Database lists.

A link was added to our "regular" eMedia Support form to point mobile users to our Mobile eMedia Support form.

A booklist was created for "Woody Sez: The Life & Music of Woody Guthrie" and added to the Theatre Popular Topic for the Literature Department.

TechCentral was given access and trained to update and maintain the Computer Aide Corner sections of the Staff Center.

Working with Will Reed, Manager of Ohio Library for the Blind and Physically Disabled, Kids & Teens Reading Clubs sections of the OLBDP presence on [cpl.org](http://cpl.org) were created. Both sections were built to include: Club Introduction pages, Reading Recommendations pages, and Frequently Asked Questions pages.

Working with Rhonda Fulton, Manager of Mobile Services, the Bookmobile Schedule page was prepared for update for the autumn schedule and a new stop, Sunbeam School, was added.

A page was created for Karen Long, this month's Read in the CLE Featured Reader. Rollie Welch's Read in the CLE page was updated to include his latest read, "The Highway."

The 2013-2014 Writers & Readers Series pages were built for seven events, both on the "regular" site and the mobile site.

The Labor Day closure graphic was posted to the site.

### **PROPERTY MANAGEMENT**

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We continue to meet with and monitor the work of the contractors working on the gas conversation project for LSW and Main. We have worked with the architect to develop bidding documents for the South branch in order to maintain the building from any further exterior and interior damage. The access control system is installed and working at LSW and Main, and it is about 97% completed. Work is ongoing to fine tune the programming. Work to install the access control system at Lakeshore has begun and should be completed by the end of September. The Lakeshore chiller was repaired and reinstalled.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. All condenser coils and A/C units were cleaned and serviced at all locations. Data lines were run to new locations for the access control system in LSW, Main, and Lakeshore. The main hot water pumps for Lakeshore were sent out for repair and have been reinstalled and the two boilers were opened for the state boiler inspector to do his inspection. A new motor/pump assembly for the domestic water syncroflo pump system was installed for the Main building. Emergency exit signs were repaired or replaced as needed at South Brooklyn. The handicap door opener at the front entrance of Rice was repaired due to vandalism. Staff continues work with the Swisslogic mechanic to resolve the main problems with the Translogic system.

The Carpenters and Painters installed carpeting, wall panels and also painted an area on the 7<sup>th</sup> floor of LSW so that CPL Fit would have a place to work out. Fallen trees and branches which

were either touching the building or hanging on the roofs were removed at Glenville, Lorain, Jefferson, Sterling, West Park, and Walz. The ground was tiled and a fence was installed around the garden at Lorain. Carpenters have replaced or installed new locking mechanisms on doors to accommodate the new access system at LSW and Main. The fence at Sterling was removed and a new fence was installed. Painting was completed at Union, Lorain, Fleet, Lakeshore, Langston Hughes, and Woodland.

The Garage replaced the front breaks, rotors, drive belt, and changed the oil in truck #15. The battery was replaced and the wheel chair lift was repaired on the Kids mobile. Head gaskets and belts were replaced on van #2. Truck #6 had its oil, oil filter, and battery replaced and the drive shaft was repaired. Vehicles #1, #10, #12, 13 were all serviced. The Book Mobile's rear brakes were replaced along with the oil, oil filter, and air filter. Lawn mowers and leaf blowers were repaired as needed.

**SAFETY & PROTECTIVE SERVICES**

Protective Services

Activity

Month	Total Dispatch Activities	Average per day	Total Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents	Incident Reports Generated	CPL ID Photos Taken
August 2013	7,134	264	263	23	265	216	37	242
July 2013	6,264	241	149	21	239	167	67	198
June 2013	5,671	236	38	49	224	180	52	340
May 2013	5,474	211	42	25	377	257	59	N/A
April 2013	4,525	185	36	30	466	297	71	N/A
March 2013	3,791	145	25	40	564	188	52	N/A
Feb 2013	3,090	134	35	35	472	140	59	N/A
January 2013	2,732	109	13	18	303	102	39	N/A

## Special Attention, Special Events, and Significant Incidents

### June, July and August 2013

- Cleveland Leadership Council graduation at LSW
- CPL Discovery Day with the Renaissance Hotel
- Corporate Challenge Events at Eastman and Woodland
- Garden Valley Branch Summer Reading Club Kick Off
- BMW Sales meeting event
- TechCentral Event
- Sterling branch anniversary

### Protective and Fire Systems

- Obtained three quotations for the replacement of fire system at the Lake Shore Facility.
- Checking on discounts available for checking on fire system and upgrades at branches.
- The access control system is continuing to be installed. The Downtown Campus is complete with the exception of the elevators, and the Technical Services is complete.
- Employee picture capturing is nearly complete system-wide with the recent Eastside and Westside facilities booth taking place in August.
- A comprehensive engineering camera system study is scheduled for September, 2013.

### Communications Center

- The communications center is being staffed and processes are being developed to engage in active surveillance of CPL properties.
- The Multi-Agency Radio Communication System (MARCS) radios have been programmed and Safety & Protective Services is continuing to use them this month with very good results. Transmissions are clearer and more consistent across the city.

### Contract Security

- Met with G4S to discuss some performance issues.

### Administration

- Classified advertisements have been placed for Safety & Protective Services Officer and Supervisor for replacements for one retirement and one transfer.

## INFORMATION TECHNOLOGY & CLEVNET

### *Opportunities*

Change as a process is always disruptive and occurs whenever organizations decide to improve or enhance business processes. Based on my observations from April 2013 - June 2013, the Cleveland Public Library could benefit significantly from integration of new technology solutions and alignment of IT resources.

### *Expected Outcomes*

By identifying IT functions that offer significant cost-savings, and utilizing the concepts of federation and smart consolidation from an enterprise view, smart consolidation will deliver high-quality, cost effective services by:

- Incorporating initiatives and goals into the overall planning process
- Applying commonly accepted performance analysis and improvement techniques
- Enhancing communication techniques designed to disseminate organizational goals to staff
- Involving staff in problem investigation and problem solving activities
- Conducting skills analysis and training needs assessment
- Enhancing and expanding services to the CLEVNET consortium

### Cleveland Public Library Projects

Planned Accomplishments This Period:

#### KnowItNow24x7:

- Conduct KIN24x7 trainings at Barberton PL, Fairview Park Branch (CCPL), Mayfield Branch (CCPL)
- Continue implementing inclusion of OCLC QuestionPoint into regular workflow of KIN24x7
- Implement Alert system for possible issues with KIN24x7 service technology

#### Converged Technologies Group:

- IT staff attended a Citrix training session to extend knowledge of our MyCloud project

#### Virtualization and Desktop Support:

- Diagnose Cleveland Public Library's Domain controllers for errors
- Update the Virtual Desktop (VDI) Windows 7 base image to the latest Windows Updates and support programs

#### Webware:

- Send out "Off the Shelf" eNewsletter July and August Editions
- Post new featured reader for Read in the CLE
- Update and post the Writers & Readers 2013-14 Season microsite and mobile pages
- Secure delivery of two OverDrive Media Stations from OverDrive first week of August

#### Actual Accomplishments This Period:

##### KnowITNow24x7:

- Statewide Coordinator Trained over 40 librarians at 3 locations
- Statewide Coordinator sent out or delivered boxes of KIN24x7 promotional materials to seven Institutions
- Developed a solution to send OCLC QuestionPoint sessions coded as "Follow-up by local library" directly to Answers@knowitnow.org email inbox for follow-up by KIN24x7 email librarians. The uploading of OCLC QuestionPoint after-hours transcripts to the KIN24x7 provider site. These are now included in the random transcripts reviewed by the Quality Assurance Committee
- Linked OCLC QuestionPoint sessions to existing KIN24x7 Patron survey. Same survey now used for both Ohio sessions and After-hours sessions. Can also read comments left by patrons

##### Converged Technologies Group:

- Citrix training gave IT staff an introductory overview of the system that hosts MyCloud and suggested some new directions for public and staff computing systems

##### Virtualization and Desktop Support:

- Completed diagnostics for domain controllers and resolved errors identified from diagnostics
- Updated the Virtual Desktop (VDI) Windows 7 base image to the latest Windows Updates and support programs which will provide a scalable MyCloud implementation in the future

##### Webware

- Sent out "Off the Shelf" eNewsletter; July Issue to a distribution list of 3,710. This issue featured: A Carousel of Memories; author visit: Rabbi Adam Chalom; and It's a Musical July in Eastman Reading Garden. August issue to a distribution list of 3,720. This issue featured: Sterling Branch Celebrates 100 Years of Lifelong Learning; Karen



Long kicked off brown bag book club with Discussion of Anisfield-Wolf Winners; and Friends of CPL hosted lunchtime author series with Calvin Rydbom and Tom Kubat.

- Posted new featured readers and books for Read in the CLE
  - July featured reader: Mark Kosower, Principal Cello of the Cleveland Orchestra, reviewing "The Violin Hunter".
  - July - A new book "The Ocean at the End of the Lane" was added for Rollie Welch's staff reader page.
  - August featured reader: Karen Long, reviewing "Far from the Tree: Parents, Children, and the Search for Identity".
- A book list was created for "Maestro: Leonard Bernstein" at Playhouse Square for the Literature Department's Theater Popular Topic.
- The following authors were added to the Ohio Authors page of the Ohio Center for the Book website: William H. Gass of Warren, Ohio, and Stanley Schmidt of Cincinnati, Ohio.
- 3D Printing page was created for cpl.org with detailed information about 3D printing, descriptions of classes we currently offer in 3D printing, and a real-time schedule of upcoming 3D printing classes. A link to this page was added to the Events & Classes menu of the website.
- The "Community Deficit Fighters" video was uploaded to the CPL YouTube channel.
  - The Bookmobile schedule page was prepared for update for the autumn schedule and a new stop, Sunbeam School, was added.
- The web team worked with Ronelle Miller-Hood and Larry Novotny of HR to reorganize the Human Resources section of the staff intranet. New documents for 2013 open enrollment and information about the Bravo Wellness program were posted under the new "Benefits & Open Enrollment" page.
  - A page was created for cpl.org that includes information on CPL resources for information about the Affordable Care Act's Health Insurance Marketplace
- Amy Pawlowski worked with OverDrive for the delivery of two beta OverDrive Media Stations for Main Library and the Kelvin Smith Library at Case Western Reserve. These stations will allow patrons to download and enjoy eBooks and audiobooks from the CPL collection at the satellite locations
- All 2010 Board Meeting minutes, Finance Committee Meeting minutes, and Joint Finance, Human Resources and Community Services Committee Meeting minutes were added to the Board of Trustees' Board Meeting Minutes page on CPL.ORG

- Webware and Public Services (Tech Central) set-up in-library access to Cleveland Plain Dealer e-Edition. The access link is available at CPL.ORG and CLEVNET.ORG.

#### Library Systems & Applications Group:

- Updated all item records in Ohio Center for the Book to use the correct location code in the Symphony software. This saves the OCFTB staff time by
  - Removing need to enter an item note on each item indicating location. Location codes can be changed simply by scanning barcodes, not typing.
  - Pull lists for OCTFB will be separated from pull lists for Literature so that staff can find and fill hold requests more quickly.
- Began work with Financial Services to find a way to handle all public service payments in Symphony and import that data into Munis.
- Added vendor Ingram to the "paperless invoicing" process for Acquisitions and Financial Services.
- Modified the monthly pull list fill rate report for the Knowledge Office.

#### *Staffing changes*

The IT organization has been restructured to be a collaborative, functionally aligned, team designed to leverage newer technologies focusing on resource redundancy, standardization, and best practices. We have developed two new cross functional teams within our same resources to focus on virtualization and converging technologies. Technology is both a driver and an enabler of change. The IT organization hardware and software teams will collaborate to introduce strategic enterprise-wide solutions rather than library-specific solutions. The adoption of standards and process re-engineering will allow for optimization of technology resources. As an organization, we should strive to standardization software systems, desktop and server operating systems, and usage of virtualization (i.e. Microsoft Office, Windows 7, Microsoft HyperV, etc.).

#### Other CPL Projects

- Communication and execution of the IT Operational Work Plan focused on:
  - Increase operational efficiency, effectiveness, and accountability
  - Improve customer service (internal and external)
  - Maintain safe and secure facilities and practices
-

#### KnowItNow24x7:

- Development of the pre-recorded webinar on the Affordable Care Act for State Library of Ohio - Completed as of 9/3/2013 and delivered to State Library

#### Virtualization and Desktop Support:

- Evaluation of current server hardware

#### CLEVNET Planned Accomplishments This Period

##### Converged Technologies Group:

- Evaluation of keeping SirsiDynix Symphony on premises or moving to Sirsi's cloud based software as a service (SaaS) solution. Development of a high-level strategy to accomplish a migration over a 12 month period.

##### Virtualization and Desktop Support:

- Routine maintenance and upgrades of supporting infrastructure hardware/software
- Active Directory (AD) health check and migration preparation for role based accountability

##### Library Systems & Applications Group:

- Migrated six libraries in Ashtabula County from the local open-source (Koha) system to CLEVNET SirsiDynix Symphony in June.
- Ann Palomo assigned to lead the discussions with Flowan Software on the best process for a complete overhaul and reconfiguration of the Help Desk software.

##### Network/Operations:

- Upgrade CLEVNETs OPLIIN connection to 1GB
- Firewall Analysis Phase II. The analysis is to ensure that all assets are secure from potential vulnerabilities.
- Select CLEVNET member libraries migration to voice over internet protocol (VoIP) telephony solution
- Upgrade CLEVNET member (Birchard libraries) to fiber connected network
- Larry Finnegan assigned to lead the development of a documented DR plan for CLEVNET/CPL data center

#### Actual Accomplishments This Period:

##### Virtualization and Desktop Support:

- A comprehensive Active Directory (AD) health check of several member libraries was performed. The results allowed the team to replace, and resolve system errors; retire

systems and implement systems to enhance system interoperability.

#### Library Systems & Applications Group:

- Migrated six libraries in Ashtabula County from the local open-source Koha system to CLEVNET SirsiDynix Symphony in June. The libraries are Andover, Conneaut, Harbor-Topky, Henderson, Kingsville and Rock Creek. Migration activities include the data extraction from old software, mapping that data to the correct format for the new software, testing and tweaking the data migration, meeting with each library to confirm mapping, training staff at all libraries, being present on first day of circulation, follow-up communications and reports.
  - Special recognition to Jim Benson, Marlene Pelyhes and Hilary Prisbylla for their talents in scripting, training and leadership to these libraries during the migration period.
- Assisted Elyria Public Library by batch discarding any remaining books on tape at the West River Branch. Also batch edited juvenile call numbers in order to standardize them, saving many hours of local staff time.
- Madison Public Library implemented a massive reorganization of their entire collection with new location codes throughout. Location codes were batch edited from old codes to new, saving hundreds of hours of staff time.
- Milan-Berlin Public Library reopened after a major building project. Parts of their collection which had been moved to storage and had records shadowed from public view, were set back to the correct locations and unshadow.
- Cleveland Heights installed a new iPad vending machine. SIP connections were configured and Symphony circulation configuration was input to support this.
- Initiated and implemented a project with Unique Management to receive all change of address files from CLEVNET customers each month. Scripting was developed to write the new address information to the appropriate patron accounts in Symphony, thus improving the accuracy of the patron database.
- Ann Palomo began discussions with Flowan Software on the best process for a complete overhaul and reconfiguration of the Help Desk software.

#### Network/Operations:

- The OPLIN connection for CLEVNET was upgraded from 500mb to 1GB which gives us additional bandwidth capacity to handle

newer technologies. There was no additional cost to operating budget for this upgrade.

- Firewall Analysis Phase II completed of a 3 phases process. The analysis revealed various vulnerabilities, however none that would be considered mission critical for resolution. Phase 3 consists of the prioritization and implementation of remedies to strengthen our network
- Assisted CLEVNET member library (Shaker Heights) in hiring a new technician
- Upgraded wireless at two CPL branches (Walz and Union)
- Completed the fiber upgrade for Birchard Main and branches

Key Items in Progress This Period:

Library Systems & Applications Group:

- A series of visioning meetings for CLEVNET directors began in late July and concluded early September. The meetings were held regionally. The goal for these meetings is develop a CLEVNET strategic plan that will focus on the needs of the member libraries that will be a compliment of their individual library strategic plans.
- VoIP migration
- Zinio database selection process
- Upgrade of SirsiDynix considerations
- DR Planning
- Help Desk software re-engineering and implementation
- Active Directory (AD) health check

KnowItNow (Donald Boozer):

- Automate statistics for inclusion of OCLC QuestionPoint in regular reporting
- Speaking engagements for Statewide Coordinator
- Exploration of alternative software platform for KIN24x7
- Conduct KIN24x7 trainings at Barberton PL, Fairview Park Branch (CCPL), Mayfield Branch (CCPL)
- Distribute KIN24x7 promotional materials
- Look at re-routing "Pranks" on KIN24x7 to alleviate unnecessary traffic to librarians
- Continue implementing inclusion of OCLC QuestionPoint into regular workflow of KIN24x7
- Investigating the possible implementation of an alert system for possible issues with KIN24x7 service technology

## MEETINGS

- Professional Development: Amy Pawlowski attended OverDrive's User Group meeting from August 2-4, 2014 in Cleveland, Ohio.
- Visioning sessions have been insightful; similar topics and concerns communicated at the regional meetings. There seems to be a desire for more centrally offered services that will allow Directors to manage their libraries day to day operation while also giving way to "some" standardization.

Issues or Barriers to Success:

### Network/Operations:

Our VoIP project has been delayed significantly due to AT&T and CLEVNET engineering problems resulting in poor voice quality at Shaker Heights. We are in the process of resolving all engineering related issues and expect to re-engage the project November 2013. This delay has pushed our project timeline out 7 - 8 months from our original completion date. We are working with AT&T executives to receive proper compensation for the adverse impact related to the engineering problems experienced during this project.