

DIRECTOR'S REPORT

December 19, 2013

Monthly Statistics

Circulation for the month of November was 557,685. This is a decrease of less than 1% from last year's November circulation of 560,037. The circulation activity for eMedia has increased tremendously from last year and provides us with an ongoing opportunity to reach our community users virtually. However, we have seen a trend of declining circulation numbers throughout 2013. The increase in eMedia numbers has not been able to counter the trend of declining print and media circulation.

The number of computer sessions for November was up from 2012 levels. There were 102,593 sessions this year in comparison to last year's total of 92,201. Not surprisingly, the number of hours in use for our computers increased from 63,382 in November of 2012 to 70,123 in 2013. This was an increase of 10%. With the addition of TechCentral, the numbers of computers throughout CPL has increased the number of sessions and the numbers of hours in use.

Attendance for the month of November was 272,418. This is less than a 1% decrease from last year's attendance number of 273,510. While not a huge jump, the 2% increase in attendance throughout 2013 has countered a multi-year trend of declining attendance in both the Main building and the branches.

Programming / Outreach

Winterfest

On November 30th the Library hosted its annual Winterfest celebration in partnership with the Downtown Cleveland Alliance. Approximately 1,000 people visited the downtown Library to view model train displays and attend one of the many programs that were held throughout the day. During the day the Library hosted a presentation by author Laura Taxel, author of *Cleveland's West Side Market: 100 Years and Still Cooking*, musical performances by the River Valley Ringers bell choir, Re-Sounding Joy Tibetan bowls, a theatrical reading of *A Christmas Carol* by a Greater Lakes Theater Company actress. Also as a part of our partnership with Greater Lakes Theater Company the Library held *A Christmas Carol* coloring contest in which children were asked to draw their favorite scene from the story. Johnny Washington & Destiny Hubbard of the Woodland Branch were each awarded at the

Winterfest celebration a family 4-pack of tickets to see Great Lakes Theater's production of *A Christmas Carol* which runs Nov. 30 - Dec. 22 at the Ohio Theater in PlayhouseSquare.

Affordable Care Act

The Library continued to expand its Affordable Care Act services for Library patrons by hosting enrollment assistance sessions at 6 locations for 25 days in November. In the coming months additional enrollment support will be offered due to new agreements with the Free Medical Clinic of Greater Cleveland and Enroll America. In the coming months patrons will receive hands-on help enrolling in both Medicaid and the Health Insurance Marketplace. On Nov. 9th the Library participated in the Affordable Care for a Healthy Cleveland Expo at Public Hall, an event organized by City Hall to raise awareness of ACA and to promote enrollment.

TechCentral MakerSpace Development

TechCentral staff have been hard at work in preparation of the MakerSpace opening on January 11, 2014. TechCentral staff have been split up into three groups, each tasked with a different set of responsibilities relating to the MakerSpace:

- Marketing - tasked with developing literature and materials for the MakerSpace and promoting the grand opening on January 11 to the general public and key community contacts.
- Logistics and Procedures - tasked with discussing and developing staff procedures needed for smooth operation of the MakerSpace and readying all equipment and tools needed in the MakerSpace
- Training - development of the patron manuals to be used in the MakerSpace.

Staff members had the opportunity to choose which group they wished to participate in. Each group will be meeting 1-2 times every other week to check on the status of various projects. Reception by the staff to this division of labor has been very positive.

All equipment for the MakerSpace has arrived, save for the sewing and embroidery machine, which is not expected to be operational at the MakerSpace opening.

Staff member have begun training on the large pieces of equipment that will be located in the MakerSpace. Training on the Laser Engraver was held on November 22 for a core group of five staff members, who will in-turn, train the remainder of the staff. Training on software, audio-video equipment, and the Vinyl cutter will conclude in December.

CJ Lynce and Sam Tripodis met with Cathy Poilpre, Marketing & Communications Administrator, on November 7 regarding the branding and marketing of the TechCentral MakerSpace.

Research That's Possible Only at Main Library

A visitor came from Oakland, California to Cleveland Public Library to view *Vision for the Blind, 1956-1965* by Lloyd W. Sahley. CPL has the only copy listed in WorldCat. The visitor relayed the following: He never knew who his father was until he turned 18 years of age. He never pursued a face-to-face meeting, or any personal or professional knowledge of him. The father died recently, 18 years after the son first knew of his father's name. After the death of his mother, he came across some information about his father. The father wrote the above book on electro-neurotherapy. Unbeknownst to the visitor, he works in the same field today as his father did. Reading the book was a monumental event for him.

Strategic Plan

Our Mission:

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

Our Strategic Priorities:

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

Meetings and Activities

- I presented to the Cleveland Bridge Builders Breakfast Series.
- I met with the Cuyahoga County Library Directors to discuss possible collaborations and funding issues.
- I spoke to the Park Synagogue Sisterhood on the history of the Cleveland Public Library.

- I attended a reception for Jose Antonio Vargas as a guest of Margaret Wong.

CLEVNET

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

GRANTS & DEVELOPMENT

Awarded Grants

Awarded \$13,551 from Cuyahoga Arts & Culture (CAC) for the 2014 Mini Maker Faire.

Submitted Grants

Applied for ALA's Office for Information Technology Policy (OITP) Cutting-Edge Technology in Library Services Award for Tech Central.

Projects in Development

- Dominion - preparing application for Mini Maker Faire 2014 - to be used as a match to the CAC grant funds.
- Alcoa Foundation grant for Big Belly Trash Compactors - continued work with Tim, Myron and Cathy to get graphics designed for trash compactors and to get order placed.
- NEOMG - Worked with Tech Central staff and NEOMG on grant terms - confirming the list of items to be purchased, how NEOMG will be acknowledged for the gift, language for the press release issued by NEOMG, and the transfer of responsibility for the digital literacy workshops.
- Early Literacy Kits - Began conversations and preparation with Youth Services, Mobile Services and the Friends for CPL to create early literacy kits that can be distributed to new parents.
- Cleveland Foundation - continued work on development of full proposal for Learning Centers.

Other

- Letter of support for University Settlement to serve as the lead agency for the Broadway Collaborative in the Family to Family / Systems of Care Initiative.
- Letter of support for Waterloo Arts' State Capital Appropriation application.

PUBLIC SERVICES

PROGRAMS

During the month of November the Library hosted a total of 97 programs. Educational programming and services, not included in the above totals, accounted for approximately 105 adult education classes, and 582 hours of after-school tutoring; 162 hours of intensive reading instruction for grades K-3 and 420 hours of homework help for grades K-8. Sixteen Learn Chinese language classes were held throughout the month at 4 locations. After-school snacks were served at 14 branch locations.

On November 2 the Fleet Branch hosted its second Legal Aid @ Your Library workshop of the year where 34 patrons received legal consultations from a team of volunteer attorneys and Legal Aid staff. The Library also entered into an agreement to continue the Legal Aid partnership in 2014, monthly advice clinic will be offered at Branch locations.

The Library continued to expand its Affordable Care Act services for Library patrons by hosting enrollment assistance sessions at 6 locations for 25 days in November. In the coming months additional enrollment support will be offered due to new agreements with the Free Medical Clinic of Greater Cleveland and Enroll America. In the coming months patrons will receive hands-on help enrolling in both Medicaid and the Health Insurance Marketplace. On Nov. 9th the Library participated in the Affordable Care for a Healthy Cleveland Expo at Public Hall, an event organized by City Hall to raise awareness of ACA and to promote enrollment.

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tickets to see Great Lakes Theater's production of "A Christmas Carol" which runs Nov. 30 - Dec. 22 at the Ohio Theater in PlayhouseSquare.

November 30th was the official beginning of the Library's Cleveland Chamber Music Society's (CCMS) borrow-a-ticket program. The program which runs through April 29 makes CCMS tickets available for check-out at two CPL location: Rice Branch and Main Library.

Total programming/educational services related expenditures for November totaled \$4862.05. An additional \$124,640 was encumbered for 2014 programming services, \$94,640 of which is funds generously provided to support the Library's after-school tutoring program.

MEETING ROOMS and SCHEDULING

In November a total of 273 meeting room requests were processed by the OPS department, with a total of 5358 estimated number of attendees. This number includes reservations placed for meeting room space in each of the 27 branches, Main Library and Technical Services. Thirty-eight AV requested were filled for both Branches and Main Library.

EXHIBITS

As a part of the Library's partnership with the Great Lakes Theater Company an exhibit of props, costumes, photographs, and paybills was installed in the Literature Department, the exhibit will run from November 30 through December 31.

OUTREACH

Below is a chronological list of outreach events staffed by OPS during the month of November:

CMSD Parent University
John Adams High School
Saturday, November 2, 2013

Closing the Achievement Gap (CTAG) 3rd Annual Hispanic Symposium
Thomas Jefferson 9th Grade Academy
Monday, November 4, 2013 from 5:00 PM - 7:30 PM

Aspen Institute Focus Group on Internet Safety with Teens
CPL Main, Teen Room
Friday, November 8, 2013 from 3:00 PM - 6:00 PM

5th Annual Youth Summit at Cleveland State University
CSU Main Classroom
Saturday, November 9, 2013 from 9:00 AM - 4:00 PM

Northeast Reintegration Center's GED Ceremony
Northeast Pre-Release Center
Wednesday, November 13, 2013

St. Martin DePorres Foster Parent Meeting
St. Martin DePorres School
Wednesday, November 13, 2013

Higher Education Compact Learning Circle 1st Meeting
Employment Connection
Thursday, November 14, 2013 from 8:00 AM-9:30 AM

Historically Black Colleges & University's (HBCU) College Fair
Warrensville Heights High School, Warrensville, Ohio
Saturday, November 16, 2013 from 8:00 AM - 4:00 PM

BOOKMOBILE/ON THE ROAD TO READING

In keeping with upcoming changes to the MOB service schedule Doris V Jones, Harbor Light, Holy Redeemer Apartments, Ivy Plaza Apartments, Phyllis Wheatley Association, St. Martin de Porres, Cornerstone Senior Apartment Homes, Eliza Jennings, and Rae Ann Center were notified by phone and by mail that the Bookmobile would no longer be coming to their sites starting in January 2014 however the residents are encourage to take advantage of CPL's Homebound Services.

Schweinfurth Committee

The Schweinfurth Committee sponsored a panel discussion about the work of Charles Schweinfurth - there were 20 participants (mostly architects) that attended. The panel also talked about the Schweinfurth library collection donated by the widow Anna in 1925, she also set up a trust to purchase rare architectural materials Ms. Eyerdam met with ArtNeo curator, Lauren Hansgen, Tony Hiti, Nina and Jim Gibans to discuss possible plans to have the Schweinfurth exhibit travel to institutions in 2014.

Improve Your Job Search Class

Business Librarian, Susan Mullee taught the *Improve Your Job Search* class at the Rockport branch on November 1st and at the Main Library on November 5th. Susan Mullee taught the *Entrepreneurship Primer* class on November 19th at the Main Library. Ms. Mullee taught the GED classes on November 4th and November 25th.

Social Sciences Book Club

Lakeisha Winstead and Helena Travka started the fall Social Sciences Book Club discussion group. The discussion was about *The Tipping Point* by Malcolm Gladwell.

Music at Main

Krystin O'Mara performed classical guitar for the CIM program on November 2nd. She played selections by Guiliani, Cuong, and Ian Krouse. On Nov. 16th, Emily Cornelius (violin) was accompanied by Shuai Wang on piano playing selections by Beethoven, Mark O'Connor, Stravinsky, and Aaron Copland.

Dublin Award Brown Bag Book Club

Amy Dawson and Jean Collins attended the Dublin Award Brown Bag Book Club book talks: *Buddha in the Attic*, *Tragedy of Arthur*, and *From the Mouth of the Whale*. Jean Collins hosted *Swamplandia* book talk, November 20.

Cleveland Play House Exhibits

Jean Collins maintained *Venus in Fur* exhibit through its end-of-November run at the Allen Theatre, CPH. On November 29 she replaced *Venus in Fur* exhibit with additional material on *A Christmas Story*, to be displayed throughout its production, Nov. 29 - Dec. 22, 2013.

Great Lakes Theater Festival

Jean Collins and Steve Capuozzo worked on an exhibit of *A Christmas Carol* was mounted by OPS in conjunction with Great Lakes Theater, Special Collections, and the Literature Department. Ms. Collins mounted selected pieces from Literature's earlier Dickens display onto 3 blue boards obtained from OPS. This display will remain up through December 31.

National Novel Writing Month Kickoff

Evone Jeffries offered a one hour program supporting participants of Novel Writing Month. Participants met to discuss their work and get information about the month-long event. Giveaways were assembled with writing tools and novel writing

resources to inform and inspire their writing experience. Also included were resources to track their progress.

Cleveland Public Poetry

Steve Capuozzo hosted the Cleveland Public Poetry open mic poetry reading on Saturday, November 2, 2013. Susan Grimm was our featured poet. Thirty-two people attended the event and 10 poets read during the open mic session. Mr. Capuozzo secured poet Kazim Ali for the April 5, 2014, open mic poetry reading. Ali is a professor at Oberlin College.

Little Free Library

Evone Jeffries selected and delivered books to the eight little free libraries with Cleveland Central Promise Neighborhood staff member from the Friendly Inn Settlement in attendance November 15 and 22. Condition of each library was observed and reported.

Great Lakes Theater A Christmas Carol

Steve Capuozzo worked with Melanie McCarter in OPS and Chris Fornadel from Great Lakes Theater to approve the final version of the Christmas Carol bookmark that we created. The bookmark was distributed to Main agencies and to branches the week of November 18th.

River of Words

Mr. Capuozzo continued working to promote the River of Words poetry/art contest. Cynthia Larsen from local non-profit Lake Erie Ink informed me that she went to several fourth grade classrooms in Cleveland Heights to introduce the contest.

Popular Department Book Club

The Popular department hosted two book clubs in the month of November. The Literary book club discussed *Life After Life* by Kate Atkinson. *Who Asked You?* by Terry McMillan was the selection for the African American Book Club.

ESOL Classes

Caroline Han hosted regular ESOL and computer literacy program at Goodrich-Gannett Senior Center. For both programs a total of 11 patrons participated in program and requested 16 items. This outreach fits CPL's strategic efforts to serve elderly patrons and fight community deficits by improving computer skills and language proficiency.

Caroline Han hosted regular ESOL and computer literacy program at Asian Evergreen Senior Center. Total of five patrons participated in program and requested 19 items. This outreach

fits CPL's strategic efforts to serve elderly patrons and fight community deficits by improving computer skills and language proficiency.

On-Demand Chinese Lessons

Caroline Han hosted On-Demand Chinese lessons for adults. Total of nine adults participated in lessons and charged-out four recommended titles following event.

Regional Chapter Meeting of Art Libraries

Fine Arts and Special Collections Manager, Pam Eyerdam attended the Regional Chapter meeting of the Art Libraries of the Ohio Valley at Denison University, Nov. 1st. The theme focused on Artists books, visual resources (digital), and a presentation about the Kent State Fashion and Performing Arts libraries.

Exhibits

Kelly Ross- Brown set up an exhibit about the *Characters of Charles Dickens' Christmas Carol* in the Literature department for the Winterfest Celebration on November 30.

Collections

Director of Public Services, John Skrtic, Danielle Graham, Ann Marie Wieland, Pamela Eyerdam, Carmen Messina, Natasha Brandt, Shari Cloud, Kate Morgenstern, Chatham Ewing and Elaine Herroon met at PAL to discuss various topics involving exhibiting selected artwork inside PAL.

The Cleveland Artists Foundation gave permission to digitize the catalog "*Cleveland Goes Modern*" which was posted in the Digital Gallery in November 2013. Cleveland Public Library was a partner to publish this catalog.

During December the library purchased various works; Jesse Owens of the German 1936 Olympics; Harvey Pekar comic books, Rowfant books, Anisfield Wolf Award books, books designed by Jan Sabota and type books by Bruce Rogers, children books by Akron Saalfield. Baseball Digest signed by Bob Feller, first edition of Babe Ruth's Big Book on Baseball. A limited edition *Rubaiyat* published by Roycrofters was sent to Preservation (no.152 of 1000 copies). A book by Aesop was found at Lake Shore and transferred to Special Collections.

Research That's Possible Only at Main Library

The Literature Department utilized several prints (a 1905 title *The Boss of Little Arcady* by Harry Leon Wilson) and online

resources, including *Celebrity Black Book*, *J.R.R. Tolkien, A Descriptive Bibliography*, as well as several authoritative books on quotations (via telephone and e-mail) to answer reference questions.

A visitor came from Oakland, CA to Cleveland Public Library to view *Vision for the Blind*, 1956-1965 by Lloyd W. Sahley. CPL has the only copy listed in WorldCat. The visitor relayed the following: He never knew who his father was until he turned 18 years of age. He never pursued a face-to-face meeting, or any personal or professional knowledge of him. The father died recently, 18 years after the son first knew of his father's name. After the death of his mother, he came across some information about his father. The father wrote the above book on electro-neurotherapy. Unbeknownst to the visitor, he works in the same field today as his father did. Reading the book was a monumental event for him.

A library from Long Island, New York called looking for E. L. James *Fifty Shades of Grey* in Greek. We're the only library that she could find that owns it.

Karen Esper and Susan Cobble Dick are book binders and they requested a digital scan of the most current list of incunabula in the Cleveland area, which was published in 2003 called *2003 North Coast Incunabula*.

A Chess Historian from Switzerland - needed scans from 1880 and 1891 of German Bilguer's "*Handbuch des Schachspiels*."

A researcher from Lorain County Community College came in to look at Box 1 of the Bien Edition of *Birds of America*. The researcher was looking for dissertations on the plates.

A researcher from South Carolina was interested in the *William Sommer library* looking for items related to circus prints done by the Otis Lithograph Company.

A researcher requested a digital scan of an article from the November 1952 issue of "Western Machinery and Steel World" p. 110-113. "High Production Sawing: Manufacturing High-Speed Precision Machines for Cutting Metal and Wood," by A.C. Johns

BRANCHES

Addison Branch manager Magnolia Peters attended the Ward 7 Community Meeting to distribute materials concerning Free

Computer Classes. Youth Services Librarian, Heidi Landskroener conducted story-times at Case Elementary School.

Collinwood Branch provides an article each month for the Collinwood Observer. The article this month highlighted the tutoring and snack programs. Youth Services Librarian Natasha Wells attended the I Can-Lake Erie Prep School Literacy Night. Branch Manager Caroline Peak attended Collinwood High School Community Partner's Meeting on November 15th and Cleveland Museum of Art Collinwood Conversation on Wednesday, November 20th.

East 131st street Youth Services Librarian Shanell Jones visited John Adams High School on November 7th and met with 9th grade history teacher Ms. Gulley to deliver books for student research project. On November 14 Jones visited Charles Dickens @ Corlett elementary school and conducted story time for Ms. Temsey's 1st grade class.

Garden Valley children enjoyed a "Healthy Story time" presented by Ronald McDonald. He read four books and gave each child an autographed book. Branch Manager Rena Hunter attended Councilwoman Phyllis Cleveland's first Ward meeting since the November election. Hunter thanked library supporters and reminded them of library resources.

Harvard-Lee Branch was selected by the London Bridge Foundation to identify ten families to receive a Thanksgiving basket. The Harvard Lee staff collaborated and selected ten families.

Hough Branch Manager Donna Willingham attended the Ward 7 Community meeting to distribute flyers regarding the Bridgeport Mobile Market. The market began visiting the branch this month on Tuesday, 2:30-3:30 p.m. Youth Services Librarian Manisha Spivey conducted story times at Daniel E. Morgan Elementary.

Martin Luther King Jr. continued its Music in the Stacks series with musicians from the Cleveland Institute of Music. A mix of classical strings, pianist, and trio and opera singer performed twice during the month of November. Youth Services Assistant Ron Roberts continued outreach to PNC, Erie Square and the Men's Book Club.

Memorial Nottingham Branch manager Paula Logan-Reid and Youth Services Librarian Amiya Hutson attended a program at the Collinwood Recreation Center about programming opportunities with the Cleveland Museum of Art on November 20. Logan-Reid

weeded the Audio-books, Blu-ray DVD's, the Television Series DVD's and the Children's DVD's this month.

Mt. Pleasant Branch Manager, Cal Zunt met with the Mt. Pleasant Community Zone and was briefed regarding the partnerships and area organizations. Youth Services staff conducted science experiments at the branch and story times at Andrew J. Rickoff Elementary School and at area Head Starts.

Rice Branch Manager Ali Boyd attended the Neighborhood Connections Year-End Gala, Buckeye Larchmere Luncheon, the Shaker Square Alliance Meeting, the Freshlink Workgroup Meetings, and met with RGI twice to complete plans for the touch-screen kiosk. The kiosk was featured in the Shaker Square Connection newspaper. New prominent displays of powerful words now adorn the walls at Rice

Union Branch hosted Email Basics I and II, Buying and Selling on the Internet and Your Digital Footprint offered by Tech Central. Computer aides Kendra Proctor and Ashley Reddick continue to assist patrons with the computers with a focus on job searches and resumes. The Bridgeport Mobile Market began visits to the branch this month.

Woodland Branch's after-school snack program has been a tremendous benefit to the Woodland community. Both teens and younger children are participating. The program combines with tutoring provided by CSU students and Braxton tutors gives the students every opportunity to complete homework and receive additional help.

Notable West Team programs in November included an anti-bullying play performed by Cleveland Playhouse staff for Urban Community and Arts and Sciences Preparatory Academy 3rd and 4th grade students on November 5th at the Carnegie West Branch.

A special Tween Time at the Lorain Branch had children create game pieces for a life-size board game. Once they created their game pieces, they then took turns following the directions on each game piece until they made it to the end of the game.

Fleet Branch Manager Rekiat Olayiwola, attended and participated in CMSD School Facilities Master Plan Workshop held at Mound STEM and also attended the meeting of Kiwanis Club of South East Cleveland.

Lorain Children's Librarian, Crystal Tancak, introduced the library and held a story time to four pre-kindergarten classes at Willard Headstart. West Park Children's Librarian, Vicki Beggiani, visited the Alishan School of Excellence and read stories to the kindergarten class. Walz Branch Manager Kathleen Lefkowitz attended a Kiwanis meeting and presented a program at St. Augustine. Walz Children's Librarian, Jeanmarie Gielty presented at a literacy night and Rockport Branch Manager Jessica Breslin organized a monthly book club with the City of Cleveland's Gunning Recreation-Golden Age Senior Center.

Urban Pioneers group (a group that was formed to continue the Innovation Grant obtained by Traci Hlafka and the Walz Branch) received a community grant to continue to provide programming at the library geared towards the twenty and thirty something's that have moved into the area and are committed to a greener lifestyle.

The Carnegie West Branch Used Book Sale raised \$1,561 for the Friends of Cleveland Public Library.

TechCentral

Digital Literacy Workshop Partnership with the Northeast Ohio Media Group

Digital Literacy Workshops presented by the Plain Dealer and the Northeast Ohio Media Group continued in November. Workshops were held at five branches, including Lorain, Eastman, Sterling, Carnegie West, and Union.

CJ Lynce and Sam Tripodis met with Tracy Martin, Grants & Development Coordinator, and Lori Marks, Northeast Ohio Media Group, on November 7 to discuss the transition of the Digital Literacy Workshops from being taught by NEOMG staff to being taught by TechCentral staff. TechCentral is scheduled to teach Digital Literacy and News sources as part of the Computer Basics series beginning in January 2014.

All equipment for the NEOMG Digital Literacy Grant has been ordered. Plans for laser marking all equipment are being developed using the TechCentral MakerSpace laser engraver.

MakerLab Programming

Two new MakerLabs were debuted in November:

- Make Your Space: Floor Planning - November 2 at South Brooklyn Branch
- Digital Gloves: Making Touchscreen Compatibles Gloves- November 30 at TechCentral

In addition to these new programs, TechCentral staff presented five additional MakerLabs in branches:

- 3D Cookie Cutter Lab - November 7 at South Brooklyn
- 3D Cookie Cutter Lab - November 19 at Eastman
- Making Video Slideshows - November 19 at Collinwood
- Making Tunes: Virtual Rock Band - November 25 at Lorain
- 3D Cookie Cutter Lab - November 26 at West Park

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CJ Lynce and Sam Tripodis met with Cathy Poilpre, Marketing & Communications Administrator, on November 7 regarding the branding and marketing of the TechCentral MakerSpace. TechCentral will be condensing the majority of its brands to fall within three areas: 'TechCentral' services (Main and Branches), 'MakerLab' programming, and the 'MakerSpace'.

Presentations and Outreach

CJ Lynce presented the "Creative Learning & Maker Spaces" webinar to the Nicolet Federated Library System, Wisconsin, on November 20. The webinar discussed the growing trend of creative and 'Maker' spaces in public libraries, as well as possible ways to incorporate these services into a public library atmosphere.

TechCentral staff Suzi Perez, Terry Metter, Deman Deng, and Karmar Clifton assisted at two Y.O.U. Resume workshops in November. Ms. Perez and Mr. Metter aided at the November 7 session at John Adams High School, and Mr. Deng and Ms. Clifton gave their expertise at the Martin Luther King Jr. Branch session on November 20.

CJ Lynce attended the Cuyahoga Arts and Culture Board Meeting and Grants Reception on November 18. Mr. Lynce demonstrated the library's 3D printer to attendees of the Board Meeting and Reception.

Sam Tripodis visited the Clifton Plaza Apartments on November 21 to provide training and assistance to seniors on e-mail basics.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In November, OLBDP circulated 44,707 books and magazines directly to patrons. OLBDP registered 107 new readers to the service. Approximately 12,826 copies of our quarterly Dimensions newsletter were sent to patrons in large print, braille, and audio formats. In November, BARD active users totaled 2,024 and 663 active users downloaded 10,952 items.

OLBDP Kids and Teens Reading Club web pages are now available with information about the club, recommended reading, and links to fun activities for readers. New and updated content will be added regularly to the web site. The OLBDP Kids and Teens

Reading Club is an exclusive OLBPD reading program for patrons ages birth to eighteen years old. The mission of the reading club is to encourage and foster a lifelong interest in reading to new generations of OLBPD readers. OLBPD is working with parents, teachers, and school media specialist to encourage younger readers to join.

OLBPD has made plans with the Ohio State School for the Blind to host our annual online holiday book chats in December. On Friday, December 6th OLBPD will discuss "The Miracle on 34th Street" by Valerie Davies with the older students, and "How the Grinch Stole Christmas" by Dr. Seuss on December 13th with the younger students.

TECHNICAL SERVICES

Technical Services staff enthusiastically participated in two fundraisers for the United Way. Collection Manager Rollie Welch donated 6 dozen doughnuts which were sold to staff; the sale raised \$95.00. Technical Services Assistant Nancy Mocsiran organized a Souper Sale on November 25. Thirteen varieties of homemade soup and chili were generously donated by Technical Services staff and sales totaled \$304.00. Thank you to all the donors and the buyers!

The Technical Services Managers attended the NEO-RLS Webinar "Ohio Ethics: Can I Do That?" on November 13. Patricia Lowrey, Director of Technical Services, is participating in contract negotiations.

Collection Management: Bonnie Bolton continues to be out on extended medical leave since August. Ms. Mocsiran has performed an admirable job processing juvenile book orders in addition to her regular duties. Ms. Mommers continues to volunteer assisting the Acquisitions department in receiving orders. Her efforts were greatly appreciated in keeping a steady flow of new items through Technical Services.

Telescopes of print and non-print items continued to be relocated to Branches, the Cleveland Public Library's book sale, or college collections at Cleveland State University, Case Western Reserve Universal and Cuyahoga Community College-Metro Campus.

Rollie Welch attended and presented at Northeastern Ohio Regional Library Services' (NEO-RLS) session "Back to the Book"

on the topic "Teen Books with Adult Appeal." Mr. Welch's online review column of African American books for Library Journal again appeared this month at lj.libraryjournal.com.

Preservation: Alicia Naab, Acting Preservation Manager, met with Rockport Branch Manager Jessica Breslin materials for their 50th Anniversary celebration in 2014. Photographs portraying the construction of Rockport branch from the Archives were located and large prints have been ordered. A scrapbook documenting activities at the branch from the early - late 1960s is being treated and will be digitized.

Ms. Naab attended a NEO-RLS workshop for new supervisors on the topics of budgeting and public speaking. Ms. Naab worked with Accounting this month to complete all year end requisitions for encumbrances. Preservation will be able to complete several projects including the repair of significant chess sets, city directory digitization and digital photography of some unique Cleveland maps. Also, St. Ignatius yearbooks from Social Sciences will be digitized for the Digital Gallery.

Elizabeth Bardossy, Gloria Massey and Ms. Naab made culinary donations to the Tech Services Soup Fundraiser this month while all of the Preservation staff participated by purchasing and enjoying soups.

A total of 230 items were added to the digital gallery bringing the collection to 45,660 items. Nine phase boxes were made and 36 books were treated. Over 120 paper object were treated.

High Demand: Staff cataloged 570 new titles, and added 10,426 items. They ordered 595 titles and 7,468 items. Staff processed 1,253 items for the Acquisitions Department.

Carole Brachna, High Demand Manager, helped Sandy Jelar-Elwell, Acquisitions Manager, interview 12 candidates for a position in the Acquisitions Department and she participated in the United Way Soup and Chili Cook-off. Dale Dickerson, High Demand Librarian, created 32 original book records. He added descriptive metadata for 37 History of Cleveland photographs for the Preservation Department's digital photo collection project. Steven Best spent two hours in the Preservation Department, creating phase boxes to protect materials from further damage.

Lakeshore Shelf/Shipping: Stephen Wohl, Shelf/Shipping Supervisor, attended Problem Solving/Communication Improving workshop on November 6th. The workshop was structured for

managers to discuss ways to improve internal communication. He attended the IT/Technical Services meeting on November 15th.

The staff of the Lake Shore Shelf/Shipping Department sent 156 items to the Main Library for requests and 108 items to fill holds. A total of 1,731 telescopes were shipped out to the Main Library, Branches, CLEVNET, and the college collections. The Technicians sent 14,654 new items to the Acquisitions and High Demand Departments.

Materials Processing: The Associates cataloged 1,059 new titles for the Cleveland Public Library and added 2,111 records for the CLEVNET libraries. The Associates and Sr. Clerks added 3,914 items. The Technicians worked on 24,910 items. Because of a backlog in processing books, Darryl Pless, Lake Shore Shelf/Shipping, assisted in processing. Paula Stout and Shirley Jones assisted by scanning completed materials to identify holds.

Elizabeth Hegstrom, Materials Processing Manager, Sandy Jelar-Elwell, Acquisitions Manager, and Dawntae Jackson interviewed candidates for the Technical Services Associate position. Eric James joined the department as a Materials Processing Technician, Part-time.

Acquisitions: Sandy Jelar Elwell, Acquisitions Manager, Carole Brachna, High Demand Manager, and Dawntae Jackson, Human Resources Assistant, participated on the interview panel for the Technical Services Senior Clerk position in the Acquisitions Department. Laura Mommers, Collection Management Librarian, continued to volunteer in the Acquisitions Department to assist with the receiving of library materials.

Leslie Pultorak, Acquisitions Librarian, attended the Fall meeting of the Northern Ohio Technical Services Librarians (NOTSL) on linked data and libraries. Nathaniel Infante, Technical Services Associate, returned from a leave of absence on November 14th and resumed his regular activities in the Department

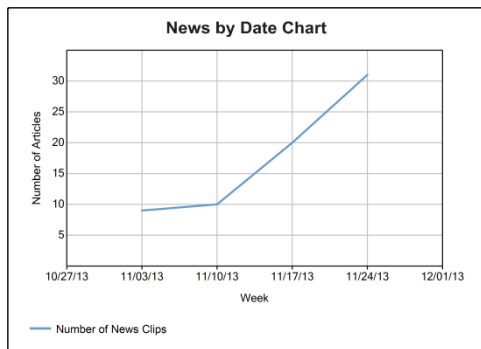
Ms. Jelar Elwell, and Technical Services Librarians, Tonya Jenkins and Lisa Kowalczyk contributed soups for the 2013 United Way Soup and Chili Cook-off at the Lakeshore Facility.

Catalog: Catalog Manager Andrea Johnson reviewed departmental practices for recording statistics and investigated a possible alternative to the WorldCat database. Librarians Diana Olivares

and Amei Hu began alternating responsibility for finding books from the received orders with holds report. John Parsons, Senior Librarian, consulted with Lisa Kowalczyk in the Acquisitions Department, on issues connected with acquiring, cataloging and adding car manuals to the collection. Librarian Barbara Satow, under the direction of Librarian Regina Houseman, began answering CLEVNET staff email requests for overlays and corrections. A total of 3,072 items were added and 4,326 titles were cataloged for Cleveland Public Library.

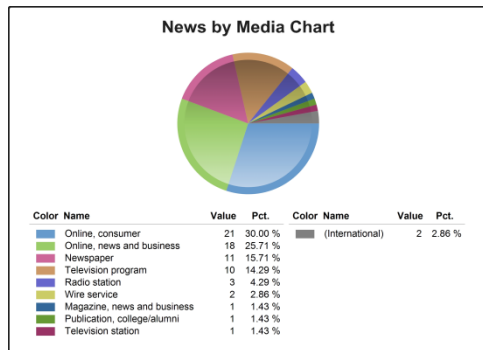
Senior Librarian Michael Monaco attended the Ohio Library Council's 2013 Leadership conference on November 1st. Mr. Monaco and Ms. Johnson made soup for a United Way/Community Shares fundraiser.

MARKETING & COMMUNICATIONS



Media coverage for the month of November included 70 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$62,365.11 with a news circulation audience of 4,023,725 people. In November, the online print media outlets that featured CPL events and programs received 2,283,021 unique

visitors. Media coverage was the heaviest regarding CPL hosting the meeting concerning the new convention center hotel. Full report in the Marketing Department.



Ads to promote the Library appeared in *Campus Observer* and *La Prensa*; Winterfest was promoted in *Cleveland Magazine*; Sports Research Center in the *Cavaliers Year Book*; Ed2go in the *Kaleidoscope Women's* issue; and TechCentral in *Freshwater Cleveland*. Profile of CPL and full page add were published in *Crain's Cleveland Business 2013 Giving Guide*.

Online Consumer and Online News and Business were the media that most featured Cleveland Public Library in November.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 12,434 times on average per week, which resulted in an average of 701 clicks to website per week. *Public library* was the most clicked-through phrase.

NOVEMBER-SOCIAL MEDIA

Twitter goal for the year was exceeded this month by over 1,151 (goal was 6,000).

The top 5 most clicked on links from BOTH Facebook & Twitter:

1. November 20th: Hey crafty #makers of all kinds. Check out what we have in store (FreshWater article about MakerLab & Sewing classes)
2. November 7th: What do you want to do before you die? Leave your mark at Main Library (Link to Before I Die exhibit page)
3. November 8th: What a fantastic resource for #CLE families from our friend @chefswidow. Great family friendly events around town (Sharing of link of community calendar for families from Amelia Sawyer)
4. November 23rd: The @BeforeIdiewall is at Main Library. So, what do YOU want to do before you die? (Link to exhibit page & question for engagement)
5. November 14th: Remembering the legendary Lou Reed at Cleveland Public Library (Link to collections highlights page)

Top 5 most engaging posts on Facebook (includes likes, comments, etc.):

1. November 7th: Look who got her first library card (Photo of child getting her library card)
2. November 6th: Thank you to Cleveland for voting for levy
3. November 20th: Link to FreshWater story about MakerLab & sewing classes
4. November 7th: Throwback photo from 1937 (Link to Digital Gallery)
5. November 14th: Photos of Before I Die Wall

GRAPHICS

Graphics staff designed, printed, and distributed 127 items in November, in addition to graphics for the library website, and 4 staff newsletters.

Promotional and printed pieces included: Homebound branding, Friends Annual Meeting & Fundraiser invitation; eMedia for Kids bus promotion; and collateral for "Check It Out", ticket

promotions with Cleveland Chamber Music Society and Great Lakes Theater.

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 4,639 in 2012 to 7,162 currently. Facebook fans are up from 4,712 in 2012 to 5,892 currently. Downloads of books in an electronic format (eBooks) were up from 65,715 in 2012 to 90,375 currently.

Library News on the www.cpl.org homepage featured pages built for the following new items: Before I Die; CMSD Board Seeks Applicants to Fill Vacancy; Winterfest; Downtown Cleveland: Days Ago/Days Ahead (Friends Annual Meeting); and Author Visit: Dr. Gwendolyn Goldsby Grant.

During the month of November, the following events, programs, and information were promoted on cpl.org: Brown Bag Book Club; Thank You, Cleveland (Levy Pass); Winterfest; National Geographic Kids (featured research database); Before I Die (exhibit); Kids Storytime; Music at Main; Friends of the Library Annual Meeting; Exhibits; Affordable Care Act; Plain Dealer e-edition Digital Workshops; Support Our Libraries; Sesame Street eBooks; Free Tutoring; Tutor.com; Learning Express Library; Testing and Education Reference Center; MyPlace MyCard - My Music is Free; CLEVNET Mobile App; 3D Printing; 2013 Annual Report; Sorenson Video Relay; Eastman Reading Garden is Open; MyPlace MyCard My eBooks are Free; and Ed2Go/Learn4Life.

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

The 27th "Off the Shelf" (the November issue) was sent out on November 7, 2013, to a distribution list of 3854. This issue featured: Thank You, Cleveland Voters!; Experience the Joy of the Holidays in Cleveland at Winterfest; 56th Annual Meeting of the Friends; Before I die...; A Christmas Carol Coloring Contest. The following new releases were featured: The Rosie Project: a Novel by Graeme Simsion; Sunny's Kitchen: Easy Good for Real Life by Sunny Anderson with photographs by John Lee; and Allegiant by Veronica Roth. The following programs were featured: Music at Main: Emily Cornelius, violin; Who Lived in Ohio?; Soapmaking; 3D Cookie Cutter Lab; Make a Panjolele: a Cake Pan Musical Instrument; and Digital Gloves: Make Your Gloves Touchscreen-Compatible.

On November 4, Before I Die exhibit information and an image was posted to the Exhibits page.

On November 5, Emily Cornelius was added to the Music at Main page.

On November 6, the Support Our Library page was changed to Thank You, Cleveland! A rotator was also posted to the front page of the website to thank our voters for passing Issue 79, which linked to the Thank You, Cleveland! page.

On November 8, a booklist for "Venus in Fur," Nov 1 - Nov 24, 2013 at Cleveland Play House was created and posted to the Theater Popular Topics page.

On November 8, Rollie Welch's Read in the CLE title was updated to his review of "Fangirl."

On November 9, A Christmas Carol Exhibit was added to the Exhibits page.

On November 11, all Newbank URLs were updated on cpl.org's Research Databases page per the request of our Newsbank representative, as the old URLs will eventually stop working.

On November 12, booklists were built for "ONCE" November 12-24, 2013 at Cleveland Playhouse Square and "Wicked" December 4, 2013 - January 5, 2014, at Cleveland Playhouse Square, were built and posted to the Theater Popular Topics page.

On November 13, Krystin O'Mara was removed from the Music at Main page.

On November 19, David Reynolds gave a presentation to the Leadership Team on our new federated database search tool, Summon from SerialsSolutions.

On November 20, the Free Tutoring schedule was updated.

On November 20, Reading Club Fun pages were completed and links were added to the Kids & Teens Reading Club pages of the Ohio Library for the Blind and Physically Disabled site.

On November 21, the Taking Photographs at the Library page, including a form that emails the details of each request to Outreach and Programming Services, was finalized and a link was added to the Using the Library page.

On November 21, the Digital Literacy Workshops (Plain Dealer e-edition) page was updated with current information.

On November 21, Thanksgiving the upcoming closure graphics were posted to the mobile site and the standard site.

On November 27, the Affordable Care Act page was updated with current information.

On November 29, the Learn4Life page was updated with current information.

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 and work has been completed on the deactivation of South branch.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. Power was run for the temporary A/C units that are going to be used to back up existing Liebert A/C units during repair work on Glycol piping. All clocks were set back due to the time change. Repairs were made to the perimeter hydronic heaters in the multipurpose room at Carnegie West. The hot water circulating pump was repaired at Fleet and West Park. Several pneumatic thermostats that control heating valves on vav boxes were calibrated at Glenville. Outside lights were repaired at Harvard-Lee, Lakeshore, Langston Hughes, and Hough. A bad combustion air fan motor and blades were replaced at Sterling. Panels were installed on the outdoor intake for the A/C condenser at Union.

The Carpenters and Painters completed work in the meeting room of West Park prior to the installation of new carpeting. Painting was completed at Garden Valley and the 10th floor of LSW. Glass block windows were removed from the basement of Lorain and panels were installed so that the maintenance mechanics can have access to the basement from outside.

The Garage installed a new battery on #16 and did a complete break job on #16 and #19. Salt was delivered to all branches. Lawn mowers were picked up at all branches. Snow removal and salting for the parking lots was completed 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 access activities
November 2013	6407	267	257	44	211	229	84	425
October 2013	5648	226	301	42	262	144	63	61
September 2013	6371	265	270	20	251	140	36	204
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

- Winterfest 2013 on November 24, 2014 was a success.
- Supported Sugarman planning meeting on 11/21/2013.
- LAND Studio public Meeting on new downtown hotel complex.

Protective and Fire Systems

- The Library Board of Trustees Approved replacement of the Fire System at the Lake Shore Facility. The plans have been submitted for review to the City and as soon as they are approved, the vendor will begin installation.
- The access control system is continuing to be installed. The staff elevators are complete. The Garden Valley access system is complete and the Rice branch will be completed in December.

Contract Security

- There has been some staffing issues at the branches and continues to be addressed by G4S.

Administration

- Interviews will be conducted for Safety & Protective Services Officer positions.

INFORMATION TECHNOLOGY & CLEVNET

PLANNED AND ACCOMPLISHED THIS PERIOD:

KnowItNow24x7 (KIN24x7):

- Work on Disaster Recovery (DR) Plan
- Continue work on KIN24x7 Community Site redesign
- Write scripts to automate posting remainder of reports to Community Site
- Work on KIN24x7's portion of CPL Operational Plan

Converged Technologies:

- Planning for 7 member libraries to migrate to new VoIP infrastructure offered through AT&T. This migration is a part of our shared services model that will reduce overall cost to our member libraries. Further analysis and update of savings will be reported in future monthly reports.

Virtualization and Desktop Support:

- Finalization of the Office365 licensing needs
- Planning for email migration to Outlook offered through cloud based services
- Partnered with Public Services to secure early literacy workstations that contribute to our strategic plan, specifically Technology and Education portions of STEP (Safety Technology Education Preservation).

Webware

- We are approaching 1 Million downloads through our Overdrive interface. We anticipate the milestone will be achieved in December.

Other CPL Projects

Converged Technologies:

- Partnership with Public Services to obtain laptop and tablet dispensing solutions in 3 locations; TechCentral, TechCentral West and East. The solution will allow patrons to experience newer technologies while also expanding the

investment of our MyCloud solution. We are expecting a higher usage rate of the MyCloud solution because the availability of the laptops in multiple locations.