

**DIRECTOR'S REPORT**  
**January 16, 2014**

**Monthly Statistics**

Circulation for the month of December was 543,171. This is an increase of less than 1% from last year's December circulation of 534,430. The circulation activity for eMedia has increased tremendously from last year and provides us with an ongoing opportunity to reach our community users virtually. Our eMedia circulation was up by nearly 36% from 2012. However, we have seen a trend of declining circulation numbers in our print collection 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 December was down from December of 2012. This is the first decline in computer sessions in 2013. There were 96,207 sessions this year in comparison to last year's total of 104,329. Surprisingly, the number of hours in use for our computers increased from 64,740 in December of 2012 to 65,627 in 2013. This was an increase of 1%. The addition of TechCentral and other technologies throughout the branches at the end of 2012, will lead to stable computer usage numbers in 2014.

Attendance for the month of December was 245,175. This is a 2% 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. December's retreat may be tied to a very cold month weather wise.

**Programming / Outreach**

On December 14th the Library in partnership with the Gloria Pointer Foundation's 2013 Celebration of Hope, hosted Dr. Gwendolyn Goldsby Grant author of the best-selling book *The Best Kind of Loving: a Black Woman's Guide to Finding Intimacy* and Essence Magazine advice columnist for over 25 years.

**Affordable Care Act**

Centers for Medicare & Medicaid Services offered enrollment assistance sessions at 6 locations for 23 days in December. Additional Affordable Care Act services will be added in the

month of January due to new partnerships with area Federal Qualified Health Centers.

## **Outreach**

### **I Love My Librarian Award**

Caroline Han was awarded "I Love My Librarian" honors by New York Times, ALA and Carnegie Foundation. This much sought after award showcases CPL in the best possible light and demonstrates the empowerment our organization offers its staff to reach nationwide recognition.

### **CPH & PHS Book Marks**

Jean Collins created Yentl bookmarks (CPH, Jan 10 - Feb 2, 2014) displayed recommended books from Yentl and A Christmas Story on a table top display in the department. On December 23, she added books on Intergalactic Nemesis a Live-action Graphic Novel or mash-up of the radio play and comic book. Comic book artwork, without the word balloons, is projected panel-by-panel on a huge screen while three actors voice all the characters, one Foley Artist creates hundreds of sound effects, and a keyboardist performs the score.

### **Little Free Library**

Evone Jeffries selected and delivered books to the eight little free libraries with Cleveland Central Promise Neighborhood staff and continued to visit the Little Free Library at the Dave's Supermarket on Payne Avenue and the unit at the Seeds of Literacy on W. 25th Street and Clark Avenue. Approximately 300 books were given away in November.

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

A PhD student from King's College London (UK) is researching Wajid Ali Shah, the last king of Lucknow. He found our blog posting about the Love Poem by the last king of Oudh - whose portrait in this title was Frank Baum's inspiration for the character of Oz in his Wizard of Oz story.

### **Celebrate a Cultural Perspective**

#### **Asian Evergreen Senior Center**

On December 19, Caroline Han hosted the regular ESOL and computer literacy program at Asian Evergreen Senior Center. A total of seven patrons participated in the program and requested 13 items. This outreach fits CPL's strategic efforts to serve

elderly patrons and fight community deficits by improving computer skills and language proficiency.

### **Russian Book Club**

Victoria Kabo hosted the regular meeting of the Russian Book Club at Memorial-Nottingham Branch. A total of 12 patrons participated in the program and checked-out 19 items as a result of this outreach effort.

The Carnegie West staff partnered with Esperanza Inc. who performed a Christmas show for 60 youth patrons, parents, and teachers featuring Cat in the Hat, gift bags and cake.

### **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 provided remarks to the MLK branch regarding programming for University Circle's Annual CircleFest event.
- I held meetings with staff from all levels to discuss internal communications.
- We hosted Raymod Ho, Senior Librarian for Hong Kong Public Libraries.
- I provided remarks to the Higher Education Compact College Success Dashboard Release held in the Louis Stokes Auditorium.

### **CLEVNET**

December's total OverDrive CLEVNET eMedia collection circulation was 98,361, significantly up from last year's total of 78,003. CPL has 7,297 total followers on Twitter and the Facebook page currently has 5,961 fans.

## **GRANTS & DEVELOPMENT**

### Awarded Grants

CPL was awarded an LSTA Innovative Tech Digitization grant to create a Digital Hub within the Main Library Building that will be part of a statewide network of Digitization Hubs.

### Submitted Grants

- Submitted request to the Cleveland Foundation for \$297,500 in support of Learning Centers Year II.
- Submitted application to attend Library Leadership Ohio 2014.
- Completed request to Dominion Foundation for \$5,000 in support of 2014 Cleveland Mini Maker Faire - to be formally submitted by Friends of CPL.

### Projects in Development

- Submitted final report to George Gund Foundation for 2013 Octavofest.
- Began research on Foundation's for Career Online High School partnership.
- Confirmed Library's participation in Literary Lots Year II.

### Other

- Presented 2014 budget request to Friends of CPL.
- Assisted Friends of CPL in preparation for their Annual Meeting.
- Answered follow up questions to ALA OITP Cutting Edge Technology application, submitted in November.
- Attended Cuyahoga Arts & Culture's Grant Agreement workshop.
- Began 2014 fundraising timeline.

## **PUBLIC SERVICES**

### **PROGRAMS**

During the month of December the Library hosted a total of 67 programs. Educational programming and services, not included in the above totals, accounted for approximately 84 adult education classes, and 612 hours of after-school tutoring; 192 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 December 7 the Langston-Hughes Branch hosted Legal Aid @ Your Library workshop where 42 patrons received legal consultations from a team of volunteer attorneys and Legal Aid staff. Centers for Medicare & Medicaid Services offered enrollment assistance sessions at 6 locations for 23 days in December. Additional Affordable Care Act services will be added in the month of January due to new partnerships with area Federal Qualified Health Centers.

On December 14th the Library in partnership with the Gloria Pointer Foundation's 2013 Celebration of Hope, hosted Dr. Gwendolyn Goldsby Grant author of the best-selling book *The Best Kind of Loving: a Black Woman's Guide to Finding Intimacy* and Essence Magazine advice columnist for over 25 years. Total programming/educational services related expenditures for December totaled \$7,281.15.

#### *Dublin Award Brown Bag Book Club*

Literature Department staff attended the last two Dublin Award Brown Bag Book Club book talks on December 4<sup>th</sup> and December 11<sup>th</sup>. [\*The Faster I Walk, The Smaller I Am\*](#) by Kjersti Skomsvold translated from the original Norwegian by Kerri A. Pierce and published by Dalkey Archive Press was led by Evone Jeffries. Tim Phillips gave an overview of [\*Caesarion\*](#) by Tommy Wieringa which was translated from the original Dutch by Sam Garrett and published by Portobello Books.

#### *Christmas Carol Display*

Working together, the Great Lakes Theater, Special Collections Department, and the Literature Department put on a display of material and books related to A Christmas Carol. Ms. Collins mounted selected pieces from Literature's earlier Dickens display onto 3 blue boards obtained from OPS. The display is located in the Literature Department until December 31, 2013. 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 18<sup>th</sup>. A supply of bookmarks also goes to Great Lakes Theater.

### *Music at Main*

Cleveland Institute of Music Saturday programs continued with features from a cello quartet on Dec. 7<sup>th</sup> (27 people in attendance) who performed cello selections by Bach, Couperin, Amosov, Handel, Verdi, Grieg, and Tchaikovsky.

### *ESOL Classes*

On December 11, Caroline Han hosted regular ESOL and computer literacy program at Goodrich-Gannett Senior Center.

### *Asian Evergreen Senior Center*

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### *Russian Book Club*

Victoria Kabo hosted regular meeting of Russian Book Club at Memorial-Nottingham Branch. A total of 12 patrons participated in program and checked-out 19 items as a result of this outreach effort.

### *Shaker Heights Middle School Visit*

Youth Services Manager, Annisha Jeffries and Children's Librarians Maria Estrella and Kristen Schmidt assisted a scavenger hunt visit with 100 students from Shaker Heights Middle School Wednesday December 18.

## MEETING ROOMS and SCHEDULING

In December a total of 197 meeting room requests were processed by the OPS department, with a total of 4326 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. A total of 28 AV requisitions were filled in the month of December.

## BOOKMOBILE/ON THE ROAD TO READING

On December 18, Rhonda Pai, spoke with 15 residents at Ivy Plaza Apartments, a stop that will no longer be receiving bookmobile service in January 2014. Mrs. Pai spoke with residents about the upcoming change and offered Homebound Service options and the opportunity to sign up for a book club that will be offered as a

part of MOB's engagement services. Two residents signed up for Homebound Services and five others joined Ms. Pai's book club. All five residents that signed up for the book club were given their books to start reading. Ms. Pai is working with the site coordinator to set up a time to return in January for the book club to meet. Residents will be notified by either Ms. Hill or Ms. Pai as to the date in January.

## Outreach

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### *CPH & PHS Book Marks*

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### *Sugarman Meeting*

Youth Services Manager conducted the final Sugarman Meeting for 2013 held at the Woodland Branch on Thursday, December 19<sup>th</sup>

## Collections

Mr. Brian Smith donated 2 colored prints of the historic Cleveland Emmanuel Church that was in the publication *American Architect*, 1914 - this church was marked for demolition in November 2013 for the expansion of the Cleveland Clinic. Mr. Smith is the Director of Strategic Project Development for the Cleveland Clinic.

## Research That's Possible Only at Main Library

A patron was looking for SRDS (Standard Rates & Data Storage) books, and inquired if he could do this at a CCPL closer to home. Antoinette Allen informed him that this research is only possible at the Main Library; no other library owns these materials.

Karen Esper and Susan Cobbledick are book binders and requested a digital scans of the most current list of incunabula in the Cleveland area, which was published in 2003 called *2003 North Coast Incunabula*. They also were looking for specific samples of incunabula to study types of preservation treatment given to it by NEDCC.

Wendy Crim (Historic Preservation Coordinator from the Nickel Plate Road Historical & Technical Society) is doing research on 2 Cleveland businesses, the Luria Brothers and Columbia Iron & Metal. She is researching companies that scrapped steam locomotives for the Nickel Plate Railroad. Staff found some articles in the *Historic Plain Dealer* and referred her to Special Collections at Cleveland State University who has a railroad collection.

A PhD student from King's College London (UK) is researching Wajid Ali Shah, the last king of Lucknow. He found our blog posting about the Love Poem by the last king of Oudh - whose portrait in this title was Frank Baum's inspiration for the character of Oz in his *Wizard of Oz* story.

A law firm from South Carolina requested two editions of *Foundry Air Pollution Control Manual*, published by the American Foundrymen's Society in 1956 and 1967.

Our older collections and periodicals stored out at Lakeshore still continue to draw copy requests from various universities and patrons alike. Some of the titles requested this past month are:

St. Stephen's 100<sup>th</sup> Anniversary book, 1970 gains the interest of the Northern Kentucky University student interested in the architecture and art of the church. We sent images of the main altar along with the images of the St Joseph and Blessed Virgin's alters, statuary, pulpit, organ and monstrance purchased in 1893 which was noted to be the most precious in the Cleveland diocese.



## BRANCHES

Addison Branch manager Magnolia Peters reports that the Kids Café start up at Addison has been positive. Youth Services Librarian, Heidi Landskroener conducted story-times at Case Elementary School and East Preparatory Academy.

Collinwood Branch manager attended the Collinwood High School Wrap Around Council meeting on December 18. Youth Services Library Assistant Monique Long participated in Common Core 101: Understanding the Basics webinar.

East 131<sup>st</sup> street Youth Services Librarian Shanell Jones visited John Adams High School this month. Jones attended the Youth Services meeting on December 18.

Garden Valley "Our Kids Café" opened this month with 18 lunches on December 9. Willow Elementary School was added to the Garden Valley service area on December 11.

Harvard-Lee Branch was selected by the London Bridge Foundation to identify two children between the ages of 8 and 12 to receive a bike and helmet. One boy and one girl were selected and invited to attend a gathering on December 17 to receive the items. The Human Resources Departments utilized the branch meeting room on December 13 for new hire orientation.

Woodland Branch youth services librarian Kristen Schmidt laterally transferred to Main Library's Youth Service Department this month.

The Brooklyn Branch hosted an after-school craft program for grade school children who were invited to make three dimensional Finnish stars. The program was such a success that the teens visiting from the Applewood school joined in on the fun! The Carnegie West staff partnered with Esperanza Inc. who performed a Christmas show for 60 youth patrons, parents, and teachers featuring Cat in the Hat, gift bags and cake. Eastman Branch Children's Librarian Diana DeVore made Christmas crafts with the children who came into the library after school each day.

A Winter Celebration at the Fleet Branch featured a petting zoo, scavenger hunt, and a winter craft which was attended by over 160 patrons!

The children's area at the Jefferson Branch was transformed into a gingerbread wonderland with icicle lights, gingerbread houses with working doors, and ginger people behind the doors.

The Lorain Branch staff introduced their two ongoing sewing programs. At Sew Lorain for Kids children made hats and at Sew Lorain for Adults patrons made hand warmers. The Lorain Branch also hosted a Cookie Cutter program utilizing the 3D printer. The South Branch staff also conducted a number of different programs throughout the month of December with themes celebrating the winter holidays. One program drew 22 children who decorated graham cracker houses.

Children at the South Brooklyn Branch made reindeer holiday gift bags from small brown paper bags and lots of glitter, pom-poms, and much more.

The West Park Branch participated in the Kamm's Corner annual Winterfest Celebration. Over 1,600 people attended this event and Library Assistant Jeanna Sauls and Library Page Angel Stinnet represented CPL by helping children of all ages create holiday crafts!

TechCentral

#### TechCentral MakerSpace

TechCentral staff has continued to work on training, marketing, and procedures development for the TechCentral MakerSpace. Work includes:

- TechCentral Staff are nearing completion of step-by-step tutorials for each major piece of MakerSpace equipment. The tutorials will describe specific steps needed to complete a successful job on a piece of equipment, and will include photos for each step.
- IT/CLEVNET has begun setup of computer hardware inside the TechCentral MakerSpace. In total, there will be four Microsoft Windows PCs and two Apple iMacs available for use. Two of the Windows PCs will be dedicated for certain tasks within the space. The remaining computers will be multi-use for various MakerSpace projects.
- Property Management has installed two new circuits for use with the Laser Engraver system.

The MakerSpace Grand-Opening will take place on January 11, 2013. A small ribbon-cutting ceremony will take place at 1:00pm,

with tours and demonstrations in the space to follow for the remainder of the day.

### Digital Literacy Workshop Partnership with the Northeast Ohio Media Group

TechCentral staff is in the process of preparing to transition teaching of the Digital Literacy Workshop from Northeast Ohio Media Group staff to CPL staff. A new class, *Digital News and Searching*, has been developed that will incorporate the existing Digital Literacy Workshop content, as well as some additional information on searching the web for other news and special content.

The new *Digital News and Searching* class will become part of the Computer and Internet Basics class series beginning in January. The class will be offered around 4-6 times per month throughout the system.

### Meeting, Professional Development, and Outreach

Lori Marks, Community Relations Manager, Northeast Ohio Media Group, attended the TechCentral Staff Meeting on December 2 to provide training on the Digital Literacy Workshop to TechCentral staff. In January, TechCentral instructors will take over responsibility of teaching this content as part of their regular computer class duties.

CJ Lynce met with Aaron Mason, Assistant Director, Outreach and Programming Services, and James Krouse, Artistic Director, Ingenuity Cleveland, on December 13 regarding the Mini Maker Faire Cleveland in 2014. The final date, as well as performer ideas and budget were discussed.

Sam Tripodis and CJ Lynce visited the East and West Team meetings, respectively, on December 17 and 19. Information on the upcoming TechCentral MakerSpace was presented to East and West Team managers, and an update on Computer Classes and MakerLabs in branches was provided. Branch managers were encouraged to provide feedback to TechCentral managers regarding the success of certain computer classes, as well as advice on which classes are most requested or would be most successful at a given branch. Branch managers were also encouraged to increase promotion of classes and MakerLabs offered in their branch.

## Computer Classes, MakerLabs, and One-on-One Sessions

The following are the statistics for Computer Class and MakerLab programs for December:

	Branches	Main	Total
Number of Computer Classes	34	12	<b>46</b>
Attendance in Computer Classes	113	36	<b>149</b>
Cancelled Computer Classes (in-advance, no registrations)	2	0	<b>2</b>
No-Show Computer Classes	0	2	<b>2</b>

	Branches	Main	Total
Number of MakerLabs	5	2	<b>7</b>
Attendance at MakerLabs	29	9	<b>38</b>
Cancelled MakerLabs (in-advance, no registrations)	0	0	<b>0</b>
No-Show MakerLabs	0	0	<b>0</b>

Due to year-end holidays, computer classes and MakerLabs were not held during the final two weeks of December. Both will resume on Saturday, January 4, 2014

Two new MakerLabs were debuted at Main Library in December:

- *Enigma, Da Vinci and 007, Oh My!* - This MakerLab introduced the basics of codes and cyphers, and allows patrons to create their own unique secure code.
- *Make a Tough Wallet out of a Mail Envelope*- This MakerLab shows patrons how to create a durable, long lasting wallet out of nothing but a Tyvek envelope.

## OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In December, OLBDP circulated 47,516 books and magazines directly to patrons. OLBDP registered 119 new readers to the service. Nearly 13,000 copies of our quarterly Dimensions newsletter were sent to patrons in large print, braille, and audio formats. The BARD circulation statistics were not available at the time this report was being written. OLBDP Kids and Teens Reading Club web pages were updated with information about the club, recommended reading, and links to fun activities for readers. The OLBDP Kids and Teens Reading Club is an exclusive OLBDP 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 and the Ohio State School for the Blind held our annual online holiday book chat in December. The December 6<sup>th</sup> discussion of "The Miracle on 34<sup>th</sup> Street" by Valerie Davies with the older students was cancelled due to weather. OLBPD did discuss "How the Grinch Stole Christmas" by Dr. Seuss on December 13<sup>th</sup> with the younger students. It was a very fun event and something that OLBPD staff and OSSB students and teachers really look forward to each year.

The OLBPD adaptive technology web page was updated to reflect changes and updates made to adaptive computers in 2013. Changes included updated software and PCs as well as the addition of the Sorenson nTouch videophone system. The page also includes an updated listing of adaptive technology locations as well as a brief description of the various types of adaptive technology that CPL offers its patrons.

The OLBPD Cyber-Dialogue Book Discussion was held on December 12<sup>th</sup> where the group discussed "Trading Christmas" by Debbie Macomber.

### **TECHNICAL SERVICES**

The CLEVNET consortium downloaded over one million eBooks, eAudiobooks, eMusic selections and eVideos in 2013. The "Million Checkouts" threshold was crossed weeks before the traditional Christmas rush. To celebrate the accomplishment, OverDrive, the Library's primary eMedia vendor, sent a Kindle and a Nook eBook readers as gifts to Technical Services. The eReaders were passed on to the TechCentral department for use by the public.

Patricia Lowrey, Director of Technical Services, hosted a day-long meeting of the heads of Technical Services from most of the large public libraries in Ohio on December 13. The day before, Ms. Lowrey and Collection Manager Rollie Welch met with Raymond Ho, a visiting librarian from Hong Kong, to discuss eBooks. They all visited the OverDrive headquarters for a meeting and tour.

Ms. Lowrey continues to participate in Contract Negotiations along with SEIU delegates Dawn Grattino and Lisa Kowalczyk.

High Demand: Staff cataloged 438 new titles, and added 7,251 items. They ordered 536 titles and 7,438 items and they processed 865 items for the Acquisitions Department. They processed many of the sets of *World Book Encyclopedias* for the Materials Processing Department.

The vacation bidding process was completed and the Operational Workplan for 2014 was submitted to the Director of Technical Services. The usual end of year preparations were taken, to help ensure a clean roll-over of orders and funds in the Acquisitions module of SirsiDynix Symphony.

Dale Dickerson, High Demand Librarian, attended the MARC Edit training offered by Mike Monaco of the Catalog Department. Carole Brachna, High Demand Manager, attended a "Warm Up Cleveland" event.

Collection Management: Collection Management Librarian Bonnie Bolton returned to work selecting juvenile materials after being out on extended medical leave since August 23. Ordering new materials ended on December 20. Budgets for each format were managed very well keeping a steady flow of new materials through Technical Services. Holds ratios were kept low allowing patrons to receive new items in a timely manner.

Rollie Welch submitted Branch budgets for each format on December 18. There will be reductions for different formats in 2014. Laura Mommers continued to volunteer assisting the Acquisitions department in receiving orders. Ms. Mommers' efforts were greatly appreciated in keeping a steady flow of new items through Technical Services.

Nancy Mocsiran has performed remarkable duty throughout the year with relocating floating materials sent to Collection Management by Branch staff. Ms. Mocsiran makes quick and sound decisions to relocate titles based on survey data obtained from Branch staff. Collection Management staff processed 68 telescopes by relocating the floating materials to Branches and the college collections.

Mr. Welch's online review column of African American books for Library Journal again appeared this month at [lj.libraryjournal.com](http://lj.libraryjournal.com). Mr. Welch also co-authored a professional development article appearing in the December issue of Voice of Youth Advocates (VOYA).

Preservation: Alicia Naab and the Preservation staff met with John Skrtic and Chatham Ewing to discuss the Preservation Department's move to a Public Services agency in 2014. Ms. Naab also met with architects from Bostwick Design and the Digital Hub Committee to contribute ideas for the space Preservation will occupy in the Main Library. Ms. Naab additionally met with Mr. Ewing to give him a tour of Preservation and explain the current workflows. A total of 506 items were added to the Digital Gallery this month bringing the collection to 46,166 items.

Ms. Naab, Elizabeth Bardossy, Renee Pride and Gloria Massey collaborated with Steven Wohl from Lakeshore Shipping and Donna Prude from Property Management to handle a mold problem in the stacks. When an outbreak of growth was discovered on several hundred volumes, Mr. Wohl, Ms. Bardossy and Ms. Pride inspected the entire stacks collection and isolated the affected materials. Ms. Bardossy, Ms. Pride, Ms. Massey and Ms. Naab then covered all of the shelving on the third floor of the stacks with plastic so that mold could be removed from the ventilation system by Ms. Prude and Buildings staff. The mold in the stacks area now appears to be contained and the Preservation staff is working with the damaged materials. Ms. Naab received an interesting box of materials from Rockport Branch that were found in their basement. Included were guest books from Rockport's opening and previous anniversary celebrations signed by many well-known staff members and neighborhood residents. Original registration books, patron artwork and letters to the Library were also included. The materials will be treated as necessary and some will be returned to Rockport to celebrate their 50th anniversary this year.

Materials Processing: The Associates cataloged 811 new titles for the Cleveland Public Library and added 1,404 records for the CLEVNET libraries. The Associates and Sr. Clerks added 2,992 items. The Technicians worked on 15,858 items.

Christon Hicks was hired as a permanent full time Technical Services Associate. Elizabeth Hegstrom, Materials Processing Manager, attended Mike Monaco's presentation of MARC Edit. The bind tickets and bindery title list for 2014 were sent out.

Shelf/Shipping: Darryl Pless attended Problem Solving/Communication Improving workshop on December 4th. The workshop was structured for employees to discuss ways to improve internal communication. The Technicians unpacked and sent

14,984 new items to the Acquisitions and High Demand Departments.

The staff of the Lake Shore Shelf/Shipping Department sent 75 items to the Main Library for requests and 96 items to fill holds. A total of 1,696 telescopes of new materials were shipped out: Main Library received 500 telescopes, the Branches received 1,070 telescopes, CLEVNET received 116 telescopes, CASE received 4 telescopes CSU received 5 telescopes and Tri-C received 1 telescope.

Acquisitions: All remaining orders for 2013 selections were placed by December 13th and the last day to for all staff to receive materials and pay invoices in Sirsi/Dynix was December 19th. The Librarians in the Acquisitions Department completed the annual end of the year projects consisting of creating new orderlines on existing purchase orders for titles with partial receipts; reviewing and editing order information; and deleting all invoices from Sirsi that had not be approved for payment before the end of the year. They also assisted with the receiving of library materials and any other tasks associated with the Technical Services Senior Clerk position that is currently vacant.

Leslie Pultorak, Acquisitions Librarian, placed orders for Chinese and Asian language DVDs for the Main Library Lunar New Year program. Ms. Pultorak also created a spreadsheet to track data about materials being purchased in various languages from India. Technical Services Librarians Tonya Jenkins and Lisa Kowalczyk reviewed the periodical and continuation renewal invoices from the vendor EBSCO to verify that all cancellations and changes had been processed correctly.

Sandy Jelar Elwell, Acquisitions Manager, attended the Internal Communication Workshop on the Future Problem Solving (FPS) Process located at the Main Library. Ms. Jelar Elwell also participated in a cross-training session at the Ohio Library for the Blind and Physically Disabled (OLBPD) where staff provided her with a general overview of their daily duties and responsibilities.

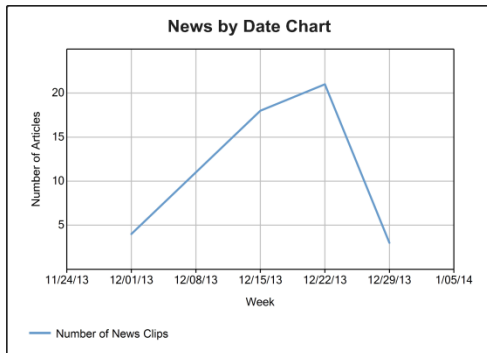
The Acquisitions Department ordered a total of 1,372 titles and 62,922 items including periodical subscriptions and serial standing orders. They received 7,725 items, 1,913 periodicals, and 162 serials. They added 487 periodical items, 162 serial items, 98 paperbacks, and 2,035 comics. They processed a total of 1,224 invoices.



Catalog: Senior Librarian Michael Monaco presented a demonstration of the MarcEdit software for Technical Services librarians on December 13. Librarian Yeshen Dugarova-Montgomery cleared a backlog of Slavic-language monographs. Most required original cataloging or occasionally complex copy cataloging. Librarian Diana Olivares started to catalog classical music scores, in addition to popular music scores. Catalogers added 4,593 titles and 2,850 items for the Library.

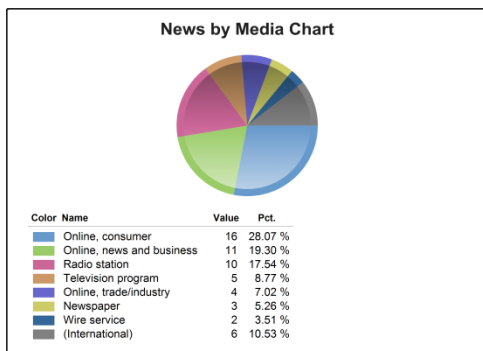
Librarian Barbara Satow revised the instructions for downloading and formatting CLEVNET web forms with the assistance of Librarian Regina Houseman. John Parsons, Senior Librarian, worked with Robin Speigner in the Government Documents Department on a project to update records for that department. Mr. Monaco attended a meeting of the CPL150 team to plan the "Unconference" to be held February 28th at Rice Branch. Mr. Monaco cataloged a manuscript of two-move chess problems titled "F. Gamage carries on." In the course of cataloging this unique item, he noticed that the Library of Congress catalog records for works by or about Frederick Gamage had misidentified the American chess problemist as Frederick L. Gamage, a British educator. Mr. Monaco corrected the affected records and created a new authority record for Frederick Gamage.

**MARKETING & COMMUNICATIONS**



Media coverage for the month of December included 58 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$19,056.92 with a news circulation audience of 11,593,744 people. In December, the online print media outlets that featured CPL events and programs received 2,816,653 unique

visitors. Media coverage was the heaviest regarding CPL reaching its one millionth eBook check-out. Full report in the Marketing Department.



Ads to promote the MakerSpace appeared in *Campus Observer* and *La Prensa*; Learn4Life was promoted in *Kaleidoscope's* Education issue; RTA bus boards to promote the new kids eMedia page ran on 19 buses through

February 9, 2014. Online Consumer was the media that most featured Cleveland Public Library in December.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 11,974 times on average per week, which resulted in an average of 609 clicks to website per week. *Public library* was the most clicked-through phrase.

#### DECEMBER-SOCIAL MEDIA

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

1. Dec 18th: Congrats to 10 inspiring #librarians. Meet the winners of 2013 (I love My librarian award winners)
2. Dec 15th: Check out the book that our librarian Sarah couldn't put down (Link to Sarah's Read in the CLE page)
3. Dec 12th: Interested in #3DPrinting? Check out a FREE class at TechCentral (link to TechCentral page)
4. Dec 17th: Congratulations to our own Caroline Han, one of the winners of 2013 Love my Librarian award
5. Dec 28th: @Cleveland\_PL Holiday books from all over the world. (Link to Pinterest page)

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

1. December 2nd: Shared photo from OverDrive
2. Dec 10th: Post about 1 million downloads on CLEVNET
3. Dec 27th: Link to Cleveland Bucket list from Scene Magazine mentioning CPL
4. Dec 17, 2013 Congratulations to Caroline Han; link to I love my librarian award
5. Dec 5th: Post about Nelson Mandela

#### GRAPHICS

Graphics staff designed, printed, and distributed 74 items in November in addition to graphics for the library website, and 4 staff newsletters.

Promotional and printed pieces included: *Patron Conduct Policy* brochure; Big Belly wrap; Clevnet van wraps; Drum Major For Change branding; *Library Group Visits* brochure; *Enticing Book Titles for Teens* brochure; Cleveland Play House bookmarks for *Yentl* and PlayhouseSquare bookmarks for *The Intergalactic Nemesis Live-Action Graphic Novel*; Save the Date template; MLK calendar and collateral; MakerSpace branding; End of the Year Giving eCard.

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

Twitter followers are up from 4,785 in 2012 to 7,297 currently. Facebook fans are up from 4,775 in 2012 to 5,961 currently. Downloads of books in an electronic format (eBooks) were up from 78,003 in 2012 to 98,361 currently.

Library News on the [www.cpl.org](http://www.cpl.org) homepage featured pages built for the following new items: Application Process Open for Cleveland Municipal School District Board Appointment (extension), and ArtLabs.

During the month of December, the following events, programs, and information were promoted on [cpl.org](http://cpl.org): eBooks for Kids; Celebrate the Season (end of the year giving); Author Visit: Gwen Grant; Celebrate with Books; Before I Die (exhibit); Learn4Life; TechCentral; MakerSpace Grand Opening; Friends of CPL Annual Meeting; ArtLabs; Exhibits; Affordable Care Act; Plain Dealer e-edition Digital Workshops; Free Tutoring; National Geographic Kids; Tutor.com; Learning Express Library; Testing and Education Resource Center; MyPlace MyCard, My Music is Free; Curl up with a Good Book; MyPlace MyCard My eBooks are Free; and Sorenson Video Relay Service.

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

The 28th *Off the Shelf* (the December issue) was sent out on December 11, 2013, to a distribution list of 3,885. This issue featured: Mark Your Calendar for Dr. Gwendolyn Goldsby-Grant; Crafting for a Good Cause: Warm-Up Cleveland; Downtown Cleveland: Days Ago, Days Ahead: 56th Annual Meeting of the Friends of the Cleveland Public Library; and NEW! Kids eMedia Page. The following new releases were featured: *The Pioneer Woman Cooks: A Year of Holidays* by Ree Drummond; *The First Phone Call from Heaven* by Mitch Albom; and *Twelve Years a Slave* by Solomon Northup. The following programs and exhibits were featured: *Before I Die...*; *A Christmas Carol*; *The Schweinfurth Architectural Collection*; *Paper Stories: Adventures into Kamishibai, Manga, Graphic Novels and Zines*; *River of Words*; *Islamic Treasures of the Cleveland Public Library*; *Rainfall*; *Music at Main: CIM Saturday*; *December TechCentral Classes*; and *ArtLab*.

On December 2, the new Kids eMedia site was launched. This site is features only content with the subject of "juvenile" so as to prevent our younger eBook fans from seeing adult content. It

also has a kid-friendly style and theme. This new site is being promoted on cpl.org as well as ads on RTA buses.

On December 3, the TechCentral page was updated to reflect current information about the department and services offered.

On December 5, a booklist was created for the Theater Popular Topic for the Cleveland Play House production of A Christmas Story.

On December 5, Sarah Flinn's Read in the CLE page was updated with her new review of Maisie Dobbs by Jacqueline Winspear.

On December 12, fifty-two new pages were created on the Staff Center, for Staff Newsletter contributors to enter their content for the 2014 issues.

On December 12, April Lancaster's Read in the CLE page was updated with her new review of Reconstructing Amelia by Kimberly McCreight.

On December 13, the Celebrate with Books "mini-site" was created on cpl.org, featuring 6 categories: Babies & Toddlers, Pre-K, K-3<sup>rd</sup> Grade, 3-5<sup>th</sup> Grade, 5-8<sup>th</sup> Grade, and Teens. A flash intro page was created, in accordion style, to promote and offer easy links to the different categories.

On December 13, Salvatore Scibona was added to the Ohio Center for the Book site.

On December 20, a "Celebrate the Season" eCard was sent to a distribution list of 3,876. As well, a "Celebrate the Season" rotator ad was featured on the cpl.org home page. Both the e-card and the rotator ad included a link to our donation page.

On December 26, the link to TechCentral was added to The Library drop-down on cpl.org, and the text "formerly the CLC" was removed from the TechCentral link on the Subject Departments page.

On December 30, the Genealogy Clinics flier was updated in the Genealogy Popular Topic to reflect 2014 clinics.

On December 31, the bookmobile schedule was updated for the season. 11 stops were deleted and 1 stop was added. The Google Map was adjusted to reflect these changes.

## **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.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. Work has been completed by the contractor on the Glycol piping for the A/C units in the server room of IT in LSW. The upgrading of branch lighting from T12 to T8 technology has started and also the recessed incandescent lighting has been changed to LED light fixtures at Rockport. New power and data lines were installed in Tech Central for the Maker space. Due to a power failure (single phasing) at Mobile Services a motor had to be replaced in the rooftop heating and cooling unit. All of the electric heat for the inside radiators for Main were turned on to help keep temperature during the severe cold weather. Repairs were made to the heating valve/controls for the multi- purpose room air handling unit at Fulton. Repairs were made to the condensate drain for the air handling unit that is in the ceiling over the Lending manager's desk and supplies air to the Security office. Over 30 hours were spent on servicing and retrieving cars that were stuck on the Translogic system in LSW. Roof and restroom drains were unplugs at Jefferson, MLK, and South Brooklyn.

The Carpenters and Painters completed repairs on doors and locks at LSW, Main, and South. Roof leaks were repaired at Carnegie West, Fulton, and Eastman. Patching and painting continue on the fourth floor of Main due to a roof leak.

The Garage repaired the front seat and a damaged counter on the Book Mobile. Repairs were made as needed to snow blowers and they were returned to the branches. Plowing and salting at the branch parking lots continues 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
December 2013	6250	272	239	34	224	254	58	86
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

- Supported Sugarman planning meeting on 11/21/2013.
- St. Luke's Event 12/20/2013
- Collinwood event 12/13/2013
- Circlefest 12/08/2013

#### 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 at the Rice branch was completed in December.

### Contract Security

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

### Administration

- Interviews were conducted for Safety & Protective Services Officer positions. Two people were offered positions and will start in January 2014.

## **INFORMATION TECHNOLOGY & CLEVNET**

### Planned and Accomplished This Period:

#### KnowItNow24x7 (KIN24x7):

- Completed 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

Surpassed 1 Million downloads through our Overdrive interface.

#### 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.

Implementation of SmartTables in three locations will enable our Children's Services Librarians to engage our young learners by developing project based collaborative learning environments using the Smart technology. We anticipate having the tables implemented by March 2014.