

DIRECTOR'S REPORT
March 20, 2014

Monthly Statistics

Circulation for the month of February was 505,483. This is a decrease of 4% from last year's February circulation of 528,235. The circulation activity was down because of a record breaking cold winter that has tremendously affected our attendance and thus our circulation. We did experience an increase in eMedia numbers. Circulation on eMedia was up by over 26% in the month of February.

The number of computer sessions for February was down from February of 2013 as well. A decline also in line with the weather issues we faced. There were 86,665 sessions this year in comparison to last year's total of 91,064. Not surprisingly, the number of hours in use for our computers decreased from 62,649 in February of 2013 to 60,720 in 2014. This was a decrease of nearly 16%. 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 February was 241,448. This is nearly a 9% decrease from last year's attendance number of 266,250. The decrease in attendance is in line with decreases seen by other library systems throughout Ohio.

Celebrating Cultural Diversity

In honor of African American History Month the Library offered a variety of branch level programs for school age children and hosted featured programs. In partnership with WordStage the library hosted *Hush: The Story and Music of Slave, Savant, Pianist and Composer, Blind Tom Wiggins*, a presentation that brought Blind Tom Wiggins' to life through his music, biographical highlights and excerpts from the many observations made about him by everyone from anonymous audience members to Mark Twain and Willa Cather.

On February 21 at the Rockport Branch patrons learned about the Harlem Renaissance with a presentation by the Center for Arts-Inspired Learning. Children explored the music and poetry of the Harlem Renaissance and read excerpts from the poetry of Langston Hughes and interpreted language through dance. They also listened to samples of Blues and Ragtime music, and discussed

how these musical forms reflected the heartfelt emotions of a people and a time period.

The River Still Flows: A Poetic Musical Journey, program was held at the Langston Hughes Branch on February 21, the program celebrated the African American experience through words and music. Narration by Sherri Tolliver and a live performance by The White House Band traced the heritage of today's music through Afro-Reggae, Blues, Soul, Jazz and more.

On February 22 in the Louis Stokes Wing Auditorium author Tanehisi Coates spoke to an audience of CMSD students and adult patrons. Coates is a former writer for *The Village Voice*, senior editor of the *Atlantic* and the author of a lively blog on culture, politics and social issues. His critically hailed debut, *The Beautiful Struggle*, is a tough and touching memoir of growing up in Baltimore during the age of crack. Students from the Ginn Academy who participated in a book club/discussion on Coates' *Beautiful Struggle*, attended the event and were afforded the opportunity to have a private meeting with the author prior to the event.

EXHIBITS

Cleveland Children's Museum Exhibit Loan

In partnership with the Cleveland Children's Museum the Library installed a portion of the *I Feel: Understanding Emotions Together* exhibit in the Youth Services Department. The exhibit was designed by The Children's Museum of Cleveland and created in collaboration with Cuyahoga County's Office of Early Childhood/Invest in Children with the support of The Treu-Mart Fund, a supporting organization of The Cleveland Foundation and the Jewish Federation of Cleveland. It fulfills an important need in the community by helping young children recognize and cope with their feelings, and by helping parents and caregivers better understand the inner emotional life of children. By initiating parent-child dialogue about feelings, this exhibit helps parents and children develop a vocabulary to identify, describe, understand and manage their emotions. This special exhibit, on loan from the Cleveland Children's Museum will remain open to the public until April 7.

Cleveland Institute of Art Sketchbook Exhibit

Fine Arts & Special Collections Manager, Pam Eyerdam partnered with the Cleveland Institute of Art to feature a display of student sketchbook journals based on Sherman Alexie's book *The*

Absolute Diary of a Part-time Indian. Over 50 sketchbooks were available for viewing by the public.

Cleveland Play House/Playhouse Square Exhibits

Literature Department Senior Subject Librarian Jean Collins selected and displayed materials on *Get Graphic!*, *The Gershwin's Porgy and Bess* (Playhouse Square, February 4-16) and *Breath & Imagination* (Cleveland Playhouse, February 14-March 9)

Affordable Care Act

Centers for Medicare & Medicaid Services (CMS) offered enrollment assistance sessions at 6 locations for 20 days in February, as of February 27, 87 enrollments have been completed in either Medicaid or the Health Insurance Marketplace. During the month of February the Cleveland Food Bank began offering benefit clinics in neighborhood branches.

Research That's Possible Only at Main Library

A chess historian from England is researching the chess Collection of George Walker (1803-1879), chess columnist of *Bell's Life*. A scan of the Southeby auction catalog that is in the JGW collection was sent to the historian.

A patron is restoring a 1931 Model A Ford was delighted when he came in to view the following items: *The Ford model A car and model AA truck; construction--operation--repair; the most up-to-date and practical treatise explaining the principles of all parts of model A Ford automobiles and model AA trucks with instructions for driving, servicing and repairing*, by Victor Wilfred. *Ford Model A restoration manual A-1*, by Ford Motor Company, 1955. *Model A Ford service bulletins complete*, compiled by Dan R. Post, 1957. *Model A Ford : the gem from the river rouge : incorporating Know the Ford, a complete analysis of engineering and leading features of the Model A, and Questions and answers on Ford service, a ready reference of the fine points in repair, including exact measurements*, by Murray Fahnestock, 1975. *Restorer's Model A shop manual: complete & illustrated*, by Jim Schild, 1985.

Strategic Plan

Our Mission:

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

Our Strategic Priorities:

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

Meetings and Activities

- I attended the Lunar New Year program from Cleveland State University's Confucius Institute.
- I attended the Chinese Professionals and Entrepreneurs Association's New Years Gala.
- I provided the welcome at the Ohio Homecoming reception.
- I provided the welcome at the TEDXCLE reception.

CLEVNET

February's total OverDrive CLEVNET eMedia collection circulation was 101,301, significantly up from last year's total of 77,270. CPL has 7,785 total followers on Twitter and the Facebook page currently has 6,223 fans.

GRANTS & DEVELOPMENT

Awarded Grants - None

Submitted Grants

National Book Foundation 2014 Innovations in Reading Award - Nominated the Literary Lots program.

Projects in Development

Hosted Pat Losinski - helped in arranging the logistics of Pat's stay in Cleveland

Continued Legislator Breakfast Planning - Followed up with invited guests which was expanded to include County and City Council members, created information packets to pass out, notified CPL Security, Buildings, Programming Dep't.s, worked with Graphics to have placemats and table tents created, planned menu, budget, any and all other logistics.

Board PPT slides - created powerpoint slides for Board Retreat

Literary Lots - met with PNC connections and Fairfax Community Development Corporations to plan for Fairfax Neighborhood Lot; Attended 12 Months of Giving Program supply drive at 200 Public Square (created sponsorship form and list of supplies needed for this)

Little Free Libraries - Attended Advisory Board Meeting

Other

- Completed Annual Evaluation
- Letters of Support
 - Greater Cleveland Neighborhood Centers Association - in support of their proposal to United Way for three programs in partnership with CPL
 - Legal Aid Society - in support of their application to United Way for *Legal Aid at the Library*
 - Literary Lots - in support of their application to Neighborhood Connections
 - Cleveland Seed Bank - in support of their application to Neighborhood Connections for seed library events at Lorain Branch
- Attended daylong Lifecycle of a Charitable Donation seminar hosted by Big River.
- Attended American Heart Association's Cleveland Go Red for Women Luncheon as a guest of the Northeast Ohio Media Group.

PUBLIC SERVICES

Programs, Services & Exhibits

During the month of February the Library hosted a total of 117 programs. Educational programming and services, not included in the above totals, accounted for approximately 113 adult education classes, and 630 hours of after-school tutoring; 180 hours of intensive reading instruction for grades K-3 and 450 hours of homework help for grades K-8. After-school snacks were served M-Th. at 14 branch locations.

On February 8 the Fulton Branch hosted Legal Aid @ Your Library workshop where 43 patrons received legal consultations from a team of volunteer attorneys and Legal Aid staff.

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On February 22 in the Louis Stokes Wing Auditorium author Ta-Nehisi Coates spoke to an audience of CMSD students and adult patrons. Coates is a former writer for *The Village Voice*, senior editor of the *Atlantic* and the author of a lively blog on culture, politics and social issues. His critically hailed debut, *The Beautiful Struggle*, is a tough and touching memoir of growing up in Baltimore during the age of crack. Students from the Ginn Academy who participated in a book club/discussion on Coates' *Beautiful Struggle*, attended the event and were afforded the opportunity to have a private meeting with the author prior to the event.

Total programming/educational services related expenditures for February totaled \$ 15,759.58.

MEETING ROOMS and SCHEDULING

In February a total of 280 meeting room requests were processed by the OPS department, with a total of 5,556 estimated 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.

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Music at Main

WordStage performed *Hush: The Story and Music of Slave, Savant, Pianist and Composer, Blind Tom Wiggins* on February 1 and The Almeda Trio performing compositions by women composers: Amy Beach, Jennifer Higdon, and Clara Schumann on February 15.

Cleveland Institute of Art Sketchbook Exhibit

Fine Arts & Special Collections Manager, Pam Eyerdam partnered with the Cleveland Institute of Art to feature a display of student sketchbook journals based on Sherman Alexie's book *The Absolute Diary of a Part-time Indian*. Over 50 sketchbooks were available for viewing by the public.

Tax Forms 2013

Hundreds of local, state and federal tax forms and booklets were ordered and distributed to public services throughout CPL. Libraries are one of the few places left that still provide hard copy forms and booklets for the public. The post office and the

IRS office in the Federal Building no longer participate in the tax form distribution program.

Cleveland Play House/Playhouse Square Exhibits

Literature Department Senior Subject Librarian Jean Collins selected and displayed materials on *Get Graphic!*, *The Gershwins' Porgy and Bess* (Playhouse Square, February 4 - 16) and *Breath & Imagination* (Cleveland Playhouse, February 14 - March 9)

Genealogy Clinics

The History and Geography Department hosted a Genealogy Clinic on February 8. Clinics are on-going, open to the public and are designed for beginner as well as advanced researchers.

Cleveland Children's Museum Exhibit Loan

The Youth Services Department is hosting a special exhibit, *I Feel: Understanding Emotions Together*. This special exhibit, on loan from the Cleveland Children's Museum will remain open to the public until April 7.

Art Lab Programs

Patrons enjoyed fun, crafts, art and stories for all ages at the Art Lab programs on Valentine's Day and during Paint Blast programs on February 8 and 22.

Foreign Literacy and Language Learning Programs

A partnership with the International Services Center brought over 25 students to CPL on February 10 and 25 for ESOL Classes. Foreign Literature Librarian Caroline Han hosted a Chinese Story Time program on February 8 and also an On-Demand Chinese Language Learning program for adults on February 15.

Outreach

Story Time and School Visits

Children's Librarians Kristen Schmidt and Maria Estrella facilitated weekly story times at the YMCA Daycare at the Old Stone Church

Best Kept Secrets in Cleveland

Fine Arts & Special Collections Manager Pam Eyerdam was featured on the Fox8 television program, *New Day Cleveland* that presented a segment about Best Kept Secrets in Cleveland - Special Collections of the Cleveland Public Library.

Community Meetings

Foreign Literature Manager Milos Markovic and Librarian Caroline Han attended a session of NE Ohio Asian Community Meeting on February 11th and Librarian Victoria Kabo attended the regular meeting of Russian Cultural Garden Planning Committee and distributed CPL new book lists and program information on February 23rd.

Foreign Literature Outreach Programs

Librarian Caroline Han hosted ESOL and computer literacy programs at Goodrich-Gannett Senior Center on February 5 and on February 26 she hosted ESOL and computer literacy programs at Asian Evergreen Senior Center. Librarian Victoria Kabo hosted the bi-monthly meeting of Russian Book Club at Memorial-Nottingham and also provided Russian-language one-on-one training for patrons interested in downloading CPL E-Books.

CMSD Professional Day

Several CPL staff members presented at the Cleveland Metropolitan School District Professional Day in February including Social Sciences Librarian Tracey Allen. Ms. Allen featured databases that could support and assist teachers and home school families with curriculum development.

Collection Development

Black History Month

Business, Economics and Labor Library Assistant Joseph Parnell assisted in the promotion of two books for inclusion into the CPL collection by local African-American authors during Black History Month: *The Success Motif of Black Christians*, by Rev. Roosevelt V. Walker.

Rev. Walker has been the Pastor of five churches and has been involved in the founding of three of them. The second title is *The Mastermind Prayers for Enlightenment*, by Sophronia Hairston.

Book Club Meetings

The African-American Book Club met on Wednesday, February 26 to discuss *The Good Lord Bird* by James McBride, winner of the 2013 National Book Award and the Literary Book Club. They met again on Friday, February 7 and discussed *And the Mountains Echoed* by Khaled Hosseini.

Zinio Magazines

Popular Department Manager Sarah Flinn conducted two training sessions to introduce CPL staff members to the new digital magazine service Zinio. Staff members created their own accounts

to learn the process and moving forward will be able to help patrons create their own accounts.

Research that's Possible Only at Main Library

- A research librarian at the Historical Society of Quincy and Adams County in Illinois, requested scans of two telegraph chess games between the St Louis chess club and the Quincy, IL chess club from 1859 and 1860. In return she sent a scan of Ernest Morphy, one of the chess players from the Quincy chess club to add to the chess player photograph collection.
- A Kent State University Professor is teaching an online Rare Book class. She instructed her students to visit archival/ special collections to examine actual rare books. Three students have visited the Special Collections Department, two to see Charles Dickens' *Christmas Carol* and one to see Audubon's *Birds of America*.
- A chess historian from England is researching the chess Collection of George Walker (1803-1879), chess columnist of *Bell's Life*. A scan of the Southeby auction catalog that is in the JGW collection was sent to the historian.
- Research was conducted involving a patron looking for records and photos of her great-uncle who was the 2nd person at the Brook Park Ford plant.
- A researcher requested an image from the 1892 issue of *Gil Blas Illustrre* for a book she is writing. Fine Arts & Special Collections Manager Pamela Eyerdam is also assisting her to identify copyright for other images for her book.
- A researcher from Australia inquired about the collection of 18th century *French chapbooks* in the JGW collection for a future book.
- Patrons requested rare music scores: from the film *Spellbound* and from the sheet music collection, *Nagasaki* by Harry Warren.
- A patron requested articles from *Cleveland Topics* from the 1920s about a Cleveland sculptor.
- A patron requested for Hoyers & Lausche, which was found in *Ethnic music on records: a discography of ethnic recordings produced in the United States, 1893 to 1942*.
- Sheet music requests for : *Getting to Know You; Sky is Crying; Piano Vocal for Anniversary Waltz, Hava Negila, Tarantella, My Funny Valentine, OSU and Notre Dame fight songs; My Wild Irish Rose; Ricercare a 6 voci aus dem "Musikalischen Opfer."* By Bach; *How Beautiful Heaven Must*

Be and These Hands (Gospel); Miracles; Billy Preston Count on Me; Whitney Houston Can't Cry Hard Enough; sheet music by Blind Tom Wiggins.

- Visual arts requests for: *Lucie Rie : Modernist Potter; Museum directories; paintings by Willem De Kooning; Paul Gauguin, Vincent Van Gogh, Egon Schiele; Loren Entz (western painter) biographical information works by); Frida Kahlo and Diego Rivera*
- Architecture requests for: *Public Buildings: Architecture Under the Public Works Administration, 1933-39; Millionaire row mansions of Euclid Ave; HVAC design and planning; The history of the ancient palace and late Houses of Parliament at Westminster: Atomic ranch midcentury interiors / Gringeri-Brown, Michelle.*
- A graduate student at Cleveland State University requested information on cemeteries in the Cleveland area. Special Collections had a copy of *The Erie Street Cemetery, Cuyahoga Co. Cleveland Official Project.*
- The director of a library in Hungary contacted CPL to obtain information about a Cleveland area woman who is active in the local Hungarian community.
- A request for information about the Widlar Company, a Cleveland manufacturer of the 1920s.
- A patron was researching the history of Loew's Granada Theatre in Cleveland on Detroit Ave. and W. 117th which opened in 1927 and closed in 1969.
- A patron is restoring a 1931 Model A Ford was delighted when he came in to view the following items: *The Ford model A car and model AA truck; construction--operation--repair; the most up-to-date and practical treatise explaining the principles of all parts of model A Ford automobiles and model AA trucks with instructions for driving, servicing and repairing, by Victor Wilfred. Ford Model A restoration manual A-1, by Ford Motor Company, 1955. Model A Ford service bulletins complete, compiled by Dan R. Post, 1957. Model A Ford : the gem from the river rouge : incorporating Know the Ford, a complete analysis of engineering and leading features of the Model A, and Questions and answers on Ford service, a ready reference of the fine points in repair, including exact measurements, by Murray Fahnestock, 1975. Restorer's Model A shop manual: complete & illustrated, by Jim Schild, 1985.*
- An ESPN staff member contacted the Sports Research Center to look at a CSU Basketball Media Guide for a program on basketball coach Kevin Mackey.

BRANCHES

Addison Branch manager Magnolia Peters kicked off the third season of: A New Chapter: Adult Book Discussion Program with a book talk by local author Adrian Ayers and his novel *Ace in the Hole*. Peters attended the Ward 7 Community Meeting at Fatima Family Center along with Hough Branch Manager Donna Willingham. Peters also received Zinio training and Kids Café training.

Collinwood Branch manager Caroline Peak attended the following community events this month: Collinwood Neighborhood Catholic Ministries - February 11; Ward Club Meeting February 12; Collinwood Conversations - Collinwood HS February 13; East Cleveland/South Collinwood Collaborative - February 18; Taste of Neighborhood February 18; Cleveland Museum of Art Report to the Community Meeting February 20.

East 131st street Branch manager Ginaya Willoughby attended the Food bank Kids Café Training on February 13. Willoughby also was part of the planning committee (CL 150) responsible for implementing the Unconference held at Rice Branch on February 28.

Garden Valley Branch manager Rena Hunter and Youth Services librarian Pasha Moncrief met with Marcy Poole of Rainbow Terrace Learning Center. The purpose was to help Ms. Poole implement an adult book club. Ms. Hunter and Ms. Moncrief suggested websites, books, book and movie pairings and other great ideas to assist her in this implementation.

Glenville Branch hosted representatives to answer questions regarding the Affordable Healthcare program. GED classes are held Monday through Thursday. The Microsoft Excel I, II and III held at the branch have been enjoying a great turnout.

Harvard-Lee's Learning Center, Rockin the 2-1-6 held their mid-session program on February 6. Parents were invited to observe the students' progress so far. Thirty-five people were in attendance. Branch manager Harriette Parks attended the following events this month: Dress for Success Career Panel on February 7.

Hough Branch hosted members from the Cleveland Association of Black Storytellers. Storytellers conducted a Black History program for youth and adults. Children's Librarian Manisha Spivey and Library Assistant Lawrence Clark-Bey conducted "Family Fun Night" each Friday of the month. Branch Manager

Donna Willingham attended the Ward 7 community meeting passing out literature regarding branch programming.

Langston Hughes Branch hosted the following programs this month: Remembering Langston Hughes on February 1; Edmonia Lewis Unveiled on February 4; Colorectal Health, sponsored by University Hospital February 11; African American Art in Cleveland on February 18; The River Still Flows February 21; Investigating Your Neighborhood's History February 25.

Martin Luther King Jr. Branch hosted an Artist Reception on Saturday, February 15 from 2:00-5:00 p.m. Featured artists spoke about their art and what inspires their creativity.

Memorial Nottingham library assistant youth emphasis Alfonzo Daniels hosted a program entitled "Writing the President" on February 12. Computer usage at the branch increased with patrons waiting consistently each day to use the computer.

Mt. Pleasant Branch youth services staff received training regarding system wide programming standards. Branch manager Cal Zunt attended the following meetings: The B.U.C.S. Meeting of the Murtis Taylor Social Services; the Beech Brook Foster Care Monthly Support Group; Mt. Pleasant Community Zone.

Woodland Branch continues to provide tutoring support through CPL's partnership with America Reads and Braxton tutors. The newly installed Smart table is a "hit" with both parents and children.

Brooklyn Branch children's librarian Laura McShane attended Summer Read Club committee meetings on February 5 and 11. She presented information about SRC and Cleveland Public Library's resources to the Cleveland Metropolitan School District school media specialists on February 14. The month saw a variety of programs and school visits including Archwood preschoolers and the Thursday afternoon visits from the Applewood teens and their counselors.

The Carnegie West Branch program "Seed Starting" had 36 attendees on February 10—an 8 degree evening. Twenty-five seed packets were checked out after the workshop.

The VITA coalition started providing tax preparation for low/moderate income individuals and families in the Eastman Branch Community. The first day was on Thursday February 6. This

service will take place every Thursday and Saturday in February and March and conclude on April 10 and 12.

Fleet Branch manager Rekiat Olayiwola, attended Broadway P-16 general meeting. MS. Olayiwola had a meeting with Literacy and Education Coordinator Sherri Jones, and the President of Kiwanis Club of Southeast Cleveland Farai Malianga. The discussion centered on Kiwanis forming a partnership with Cleveland Public Library during Summer Reading Club (SRC) and providing funds to purchase incentives for SRC programs.

This month the Jefferson Branch had the opportunity to experience the 3D printer via one of TechCentral's workshops. Ten participants had the opportunity to learn what the printer can do and other tools and workshops available through TechCentral. The Jefferson Branch has been the recipient of a Little Free library that will be installed near the bioswale on El Día del Niño on April 30, 2014.

In February a smart table was introduced at the Rockport Branch for early elementary aged patrons. Youth Services staff have interacted with students at the table and reported that children were excited by the technology. Rockport held events celebrating African American History Month with an interactive session on the Harlem Renaissance hosted by Tom Evert and later in the month Jackie Boyd from the Cleveland Association of Black Storytellers shared powerful African American narratives. Story times resumed with a preschool class from Artemis Ward visiting the branch. In February Rockport welcomed full-time clerk Allen Gill and new branch manager Katie Ringenbach.

A large crowd gathered at the South Branch to learn the foundations of 3D printing. This was a mixed group of over 16 adults and four teenagers. They were interested in learning about the equipment and how it works. There were a couple of businessmen in the audience that seemed interested in the printers as a possible addition to their business equipment.

Luigi Russo, the Children Librarian was promoted to South Brooklyn manager. However, the branch also lost a valuable library assistant computer emphasis Dianne Russell, who took another job to be Lending Supervisor at the Avon Lake Public Library.

A little cold and snow did not slow down the activity at Sterling Branch or prevent the 1st and 2nd graders from Marion-Sterling from visiting the library. Although all the African-American History Month programs were well attended, Bingo was

the most popular with 32 participants. The children celebrated Valentine's Day with a Card Making Party. Decorating cupcakes was the highpoint of author Ylleya Fields' visit to Sterling. The America Reads/CSU tutors had 96 student contacts.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In February, Ohio Library for the Blind and Physically Disabled (OLBPD) circulated 47,051 books and magazines directly to patrons. OLBPD registered 140 new readers to the service. The BARD circulation statistics were not available at the time this report was being written.

OLBPD will be hosting its annual Family Fun and Learning Day on Wednesday, July 16, 2014 here in Cleveland at OLBPD. The date for Family Fun and Learning Day has been changed from September to July based on last year's feedback from patrons after hosting three Family Fun and Learning Day events throughout Ohio. Moving the event to July will allow OLBPD to open the event up to students to attend who are usually in school during the fall event. A July date is also more accommodating to potential offsite hosts as we look to continue holding Family Fun and Learning Day throughout the State of Ohio, and will allow us to more effectively market and promote the event year to year.

OLBPD and State Library of Ohio will be scheduling an installation of a new version of the Keystone Systems circulation software this spring. This new version will feature the ability to load BARD statistics, such as Has Had titles and Requests, and an updated Notice function with the additional feature of printing mailing labels for the Notice batch.

On July 25, OLBPD manager Will Reed attended the Ohio Braille and Talking Book Program Consumer Advisory Committee meeting at the State Library of Ohio. Consumers were provided updates about the service, including changes in the large print versions of Braille Book Review and Talking Book Topics, Save the Date reminder Family Fun and Learning Day 2014, and OLBPD's 2014 initiative to provide more outreach and support of braille literacy through the State of Ohio.

OLBPD Manager Will Reed chaired the ALA/ASCLA Awards Committee teleconference call selection meeting for the 2014 ASCLA Awards nominations on February 24th. Recipients were selected for the KLAS/NOD Award, ASCLA Exceptional Service Award, and the Francis Joseph Campbell Award.

TechCentral

MC²STEM School Internship Partnership

TechCentral and the Cleveland Public Library have begun a partnership with the MC²STEM School and Youth Opportunities Unlimited in order to provide internships for students at the MC²STEM School within TechCentral and the MakerSpace. Interns will have the opportunity to work within the MakerSpace, assisting patrons requesting assistance utilizing software and equipment within the space. Additionally, the students will assist TechCentral staff in the development of a MakerLab during the term of their internship. Students at the MC²STEM School have a strong background in technology and fabrication equipment, including some of the same equipment found in the TechCentral MakerSpace.

TechCentral will initially host two interns in late March or early April for a period of 6-8 weeks. We will evaluate the internship process and results after this first round and will decide if to continue the internship program on a quarterly basis, as well how many interns we will be able to host at one time.

Visits and Community Engagement

15 students from Hawken School, a CLEVNET member, visited the TechCentral MakerSpace. Sam Tripodis and Terry Metter provided the students with an overview of the MakerSpace, as well as demonstrations.

On February 4, CJ Lynce attended the *Making in NEO* seminar, held at think[box], Case Western Reserve University. Mr. Lynce presented a 5-minute session on how the Cleveland Public Library and TechCentral are connecting with the maker community within the region.

On February 7, tours of TechCentral and the MakerSpace was given to staff of the Stark County, Ohio, Libraries as part of *The Public Library of Tomorrow* event featuring the Chief Executive Office of the Columbus Metropolitan Library.

The Greater Cleveland PC User's Group held their February meeting at TechCentral on February 8. CJ Lynce and Sam Tripodis gave attendees a tour of the MakerSpace and offered demonstrations of various pieces of equipment for the group.

Demian Deng gave a tour of TechCentral and the MakerSpace for the Director of the Public Library of Youngstown and Mahoning County on February 14.

Sam Tripodis attended the School Media Specialists in-service day on February 14, held at the Lakeshore Facility, and presented a session the various services offered by TechCentral, including computer classes and assistance, MakerLab hands-on programming, and the TechCentral MakerSpace.

Approximate 30 people attending the Mini Maker Faire Cleveland Maker-Meetup, held after-hours in TechCentral on February 18. James Krouse, Ingenuity Cleveland, was in attendance to provide information to those interested in presenting at this year's Maker Faire.

After the TEDxCLE 2014 Announcement event on February 20, TechCentral opened its doors after-hours and gave demonstrations and tours of the MakerSpace. As part of the event, three coupons for Four Free Custom Laser-engraved Photo Squares were given out as prizes.

Sam Tripodis visited Bolton Elementary on February 25 to present a session on 3D printing basics.

On February 26, TechCentral hosted a group from the Collinwood Seniors Center in TechCentral. Visitors were offered demonstrations of MakerSpace equipment, and participated in the *Make Your Masterpiece: Sketchbook* MakerLab.

On February 27, a group of staff members from the Akron-Summit County Public Library visited the TechCentral MakerSpace.

Meetings, Professional Development, and Outreach

CJ Lynce and Sam Tripodis met with Tracy Martin regarding the timeline for deploying Northeast Ohio Media Group TechToyBox grant devices. The project will take approximately 8 weeks to complete, and should be launched sometime in April.

TechCentral and Popular departments teamed up to offer Zinio training for CPL staff on February 11 and 13 at the Lakeshore facility. Approximately 16 staff members attended the three offered sessions.

On February 19 CJ Lynce, Sam Tripodis, and Dawntae Jackson conducted interviews for a Library Assistant, Computer Emphasis, PTR position in TechCentral.

CJ Lynce met with Angela Arnold, MagnaVaria LCC, a consultant working with the Friends of Cleveland Public Library, on February 20 to discuss the Library's previous attempts at device lending. The Friends are looking at purchasing devices that would be made available to Friends members in some format.

CJ Lynce met with Director of Public Services John Skrtic and Anastasia Diamond-Ortiz on February 26 to discuss branch and TechCentral procedures for checking out devices from the new Device Lending Kiosks. Additionally, procedures and policies for cell-phone charging stations were discussed.

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

A new class, *Internet Safety for Families* was developed by Denise Williams-Riseng and completed in late February. The class will be offered throughout the system as part of TechCentral's regular computer classes beginning in March. Additionally, TechCentral will be working with Youth Services and OPS to package the class into a format that can be utilized by branch youth staff members.

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

	Branches	Main	Total
Number of Computer Classes	34	19	53
Attendance in Computer Classes	146	63	209
Cancelled Computer Classes (in-advance, no registrations)	7	0	7
No-Show Computer Classes	0	1	1
Computer Classes Canceled due to weather	0	0	0

	Branches	Main	Total
Number of MakerLabs	5	2	7
Attendance at MakerLabs	39	15	54
Cancelled MakerLabs (in-advance, no registrations)	0	0	0
No-Show MakerLabs	0	0	0
MakerLabs Canceled due to weather	0	0	0

TECHNICAL SERVICES

Technical Services said goodbye to Collection Manager Rollie Welch who retired on February 21, 2014. Mr. Welch was recently named the 2014 recipient of the Public Library Association Allie Beth Martin award. The award "provides recognition to a librarian who, in a public library setting, has demonstrated: (1) extraordinary range and depth of knowledge about books or other library materials; and (2) distinguished ability to share that knowledge."

Patricia Lowrey, Director of Technical Services, spent several days in contract negotiations along with SEIU 1199 delegates Dawn Grattino and Lisa Kowalczyk. Ms. Lowrey completed Annual Performance Evaluations for the Technical Services Managers and Assistant.

Ms. Lowrey and most of the Technical Services Managers met with Ann Palomo, Hilary Prisbylla, and Marlene Pelyhes of the IT Department on February 7, and with John Skrtic and Carlos Latimer from Public Services on February 12. Ms. Lowrey and the Technical Services managers participated in a Personal Interaction Style workshop on February 24. The assessment provided information about personal interaction styles, ways to identify other interaction styles, and offered tips on how to better communicate with individuals that possess certain styles.

Preservation: The Preservation staff met with architects from Bostwick Design and Chatham Ewing for a presentation on the timeline and proposed design of the Preservation Department as part of the Digital Hub at Main Library. Elizabeth Bardossy and Renee Pride assembled a list of all of the equipment in the Preservation lab for the architects and Ms. Bardossy attended a meeting to discuss specific arrangement of the proposed Preservation lab. Ms. Naab, Ms. Bardossy, Ms. Pride and Gloria Massey completed a list of all of the items affected by the mold outbreak in the stacks.

Ms. Naab assisted several patrons in locating high resolution files of family histories, park plans of Cleveland and Ohio rivers and canals. Ms. Naab also advised Roland Lemonius from Houston Public Library on utilizing the resources of Content DM for sharing digital maps. The Preservation staff added book plates and property stamps to hundreds of gift items for a Foreign Literature project. Ms. Massey attended a luncheon at Main Library with Pat Losinski speaking on the future of public services in libraries.

One hundred and eighty six items were added to the Digital Gallery bringing to collection to 46,513. Thirty phase boxes were made.

High Demand: Staff cataloged 637 titles, and added 11,978 items. They ordered 1,331 titles and 12,410 items. Staff processed 1,364 items for the Acquisitions Department. Several High Demand staff took a NEO-RLS webinar about internal customer service. The remainder will take the class in March. Steven Best made 24 boxes for Preservation. Dale Dickerson, High Demand Librarian, added descriptive metadata for 25 History of Cleveland photographs for the Preservation Department's digital photo collection project.

Carole Brachna, High Demand Manager, met with Patricia Lowrey, Director of Technical Services, to discuss taking over some of the Collection Manager's duties while that position is being filled. The department will create order carts for the college bestsellers. She helped plan Rollie Welch's retirement party and picked up the comic books.

Materials Processing: The Associates cataloged 1,946 titles for the Cleveland Public Library and added 1,682 records for the CLEVNET libraries. The Associates and Sr. Clerks added 3,885 items. The Technicians worked on 15,782 items.

YoLanda Lawler returned to the department from her military deployment. Criston Hicks attended the presentation by Patrick Losinski of the Columbus Metropolitan Library. Elizabeth Hegstrom assisted Andrea Johnson and Dawntae Jackson interview candidates for the Technical Services Librarian - Slavic Emphasis position. Ms. Hegstrom met with Ms. Johnson and Mike Monaco to discuss options for identifying large print books when the General Material Designation is removed from the title field in bibliographic records. Ms. Hegstrom also met with Ms. Lawler, Mr. Hicks, Vivian Grayson, and Karima Ward to explain the changes proposed for large print books and to provide more details on items appearing in RDA records. Mr. Hicks, Ms. Lawler, Ms. Grayson, and Ms. Ward have taken over formatting the requests for records that come from the CLEVNET libraries through IT/CLEVNET.

Shelf/Shipping: Stephen Wohl met with the Page Recruitment Committee on February 25th to discuss the upcoming Page recruitment and he attended the CPL-FIT Wellness Ambassadors meeting on February 26th. Mr. Wohl attended the talk by

Patrick Losinski about activities and events at Columbus Metropolitan Library.

The staff of the Lake Shore Shelf/Shipping Department sent 108 items to the Main Library for requests and 113 items to fill holds. Main Library received 297 telescopes, the Branches received 871 telescopes, CLEVENET received 120 telescopes, CASE received 11 telescopes CSU received 13 telescopes and Tri-C received 5 telescopes. A total of 1,317 telescopes were shipped out. The Technicians sent 19,261 new items to the Acquisitions and High Demand Departments.

Collection Management: During February, Ms. Mommers ordered 329 DVD titles and 4,293 items for the Branches and the Audio-Visual Department. Ms. Mommers ordered 411 CD titles and 2,232 items for the Branches and the Popular Library. During January Bonnie Bolton selected a total of 235 titles and 2,271 copies for Main Library and Branch juvenile collections. Ms. Bolton also processed Branch discretionary lists and submitted them to Acquisitions.

Collection Management staff processed 65 telescopes by relocating the floating materials to the branches and college collections at Case Western Reserve University (CWRU), Cleveland State University (CSU), and Cuyahoga Community College Metro Campus (CCC).

Catalog: Andrea Johnson met with Michael Monaco and Elizabeth Hegstrom, Materials Processing Manager, to work out a new way to distinguish large print books, audiobooks, and e-resources from regular print books in Sirsi/Dynix search results. Ms. Johnson also conducted interviews for a Technical Services Librarian (Slavic language required) position with assistance from Ms. Hegstrom and Dawntae Jackson, Human Resources Assistant. Yeshen Dugarova-Montgomery began to work on books in Devanagari script languages including Marathi, Hindi, Nepali, Gujarati and Bengali. Amei Hu and Jintao Huang cataloged most of the Chinese Corner material. Catalogers added 3,938 titles and 2,942 items for Cleveland Public Library.

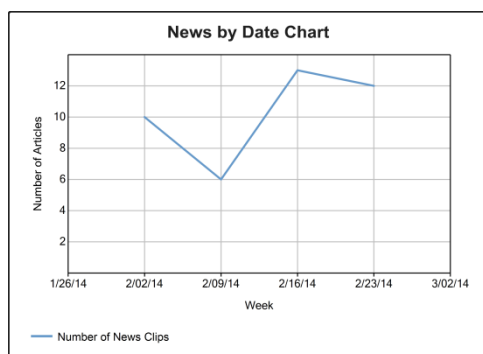
Dawn Grattino created an original record for an art deco poster advertising Billy Rose's Aquacade at the Great Lakes Exposition held in Cleveland in 1937. Michael Monaco cataloged two documents that explain the unique expansion of the Dewey Decimal Classification schedules for use in the John G. White Collection. Mr. Monaco met with Alicia Naab, Acting Preservation Manager, to discuss digitization options to make

these documents more accessible to CPL staff. Barbara Satow completed a collection level record for the American Splendor comics with the assistance of Ms. Grattino and input from Special Collections librarian Kelly Ross Brown.

Regina Houseman, Mr. Monaco, and Ms. Satow took part in a conference call to answer questions about the Catalog Department's RDA implementation for Teanna Weeks of the Cleveland Heights-University Heights Library. Ms. Weeks will be one of the speakers at a program during the upcoming Public Library Association conference. Mr. Monaco attended a meeting of the CPL150 team and the "Unconference" at Rice Branch. John Parsons listened to an Association for Library Collections & Technical Services webinar titled "CONSER RDA Core Elements for Serials." Ms. Satow attended a presentation on the Future of Public Libraries presented by Columbus Metropolitan Library CEO Patrick Losinski at CPL's Main Library.

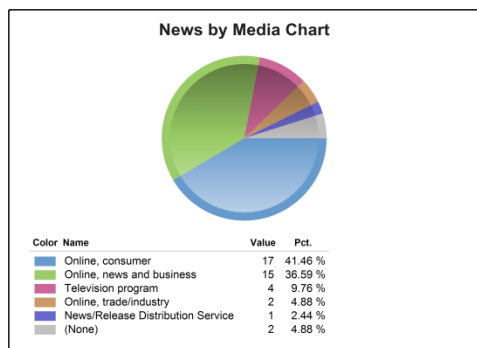
Acquisitions: Tonya Jenkins, Technical Services Librarian, worked on updating the comprehensive list of current standing orders for the Main Library Subject Departments by incorporating the costs for the 2013 fiscal year. The Acquisitions Department ordered a total of 8,673 titles and 16,722 items (including periodical subscriptions and serial standing orders); received 9,821 items, 1,204 periodicals, and 507 serials; added 868 periodical items, 228 serial items, 438 paperbacks, and 1,225 comics; and processed a total of 1,392 invoices.

MARKETING & COMMUNICATIONS



Media coverage for the month of February included 42 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$10,374.82 with a news circulation audience of 193,058 people. In February, the online print media outlets that featured CPL events and programs received 4,663,150 unique

visitors. Media mentioning CPL was the heaviest the week of February 16, due mainly to an online article in *PRWeb* regarding the AWE Early Literacy Stations.



Print ads for the TechCentral appeared in *Scene Magazine*; Ta Nehisi Coates was promoted in *The Plain Dealer*, *Ohio Life News*, *Campus Observer*, *La Prensa*, *Call & Post*, radio spots on WZAK 93.1 and 90.3 WCPN; eMedia page for children was promoted in the *Universe Bulletin* special edition for Catholic Schools week; Online Consumer was the media

category that most featured Cleveland Public Library in February.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 9,945 times on average per week, which resulted in an average of 501 clicks to website per week. *Public library* was the most clicked-through phrase.

February-SOCIAL MEDIA

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

1. Feb 25th: "The New Maker City: Cleveland" by James Krouse (Share article from Make Magazine)
2. Feb 7th: Proud to be on this list (Sharing list from Shift the Digital on most literate cities)
3. Feb 26th: Our librarians' picks for multicultural picture books for children (Book list posted on Pinterest and cross-promoted)
4. Feb 21st: Don't miss an afternoon with Ta-Nehisi Coates from @TheAtlantic tomorrow, 2 p.m.
5. Feb 13th: Share the LOVE of reading with the little ones on Valentine's Day. (Book list posted on Pinterest and cross-promoted)

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

1. Feb 7th: Shift the Digital List of most literate cities (shared post)
2. Feb 19th: Press release about the AWE launch
3. Feb 25th: Make magazine article
4. Feb 2nd: Yleya Fields author visit promotion
5. Feb 13th: Shared photo from OverDrive

Booklists shared by staff are gaining momentum and popularity.

GRAPHICS

Graphics staff designed, printed, and distributed 108 items in February in addition to graphics for the library website, and 4 staff newsletters, UpNext monthly program guide and MyBranch fliers.

Promotional and printed pieces included: Promotion for Lunar New Year, Zinio digital magazines, and Jesmyn Ward; Cleveland Play House bookmarks for *Clybourne Park*; PlayHouseSquare bookmarks for *Too Good to be True*.

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 5,217 in 2013 to 7,785 currently. Facebook fans are up from 4,987 in 2013 to 6,223 currently. Downloads of books in an electronic format (eBooks) were up from 77,270 in 2013 to 101,301 currently.

Library News on the cpl.org homepage featured pages built for the following news item: Cuyahoga County: Library Mecca - Community Discussion (C. Ellen Connelly, Felton Thomas, and Nancy Levin); Cleveland Public Library Board of Trustees Meetings; Year of the Horse: A Lunar New Year Program; Finance Committee Meeting Canceled; and We are Celebrating Shakespeare's Birthday.

During the month of February, the following events, programs, and information were promoted on cpl.org: African American History Month; Writers & Readers Series featuring Ta-Nehisi Coates; MyTunes featuring Jimi Hendrix; Learning Express Library; Free Tutoring; eBooks for Kids; Celebrate with Books; Testing and Education Resource Center; My Place My Card My Music is Free (Freegal); Learn4Life; Curl Up with a Good Book; My Place My Card My eBooks are Free (OverDrive); My Place My Card My Digital Magazines are Free (Zinio); Writers & Readers Series featuring Jesmyn Ward; Genealogy Clinics; Year of the Horse - Lunar New Year; TechCentral; and ArtLabs.

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

The 30th "Off the Shelf" (February 2014 issue) was sent out on February 6, 2014, to a distribution list of 3936. This issue featured: African American History Month - Writers & Readers Welcomes Ta-Nehisi Coates; The Harlem Renaissance; The River Still Flows: A Poetic Musical Journey; Celebrate African

American History through Storytelling; as well as Flip Through Your Favorite Magazine for FREE with Zinio. The following new releases were featured: Flora & Ulysses: The Illuminated Adventures by Kate DiCamillo; The Deepest Secret: A Novel by Carla Buckley; and The Love Playbook: Rules for Love, Sex, and Happiness by La La Anthony, with Karen Hunter. The following events and programs were featured: Music at Main: Almeda Trio at Main Library, Fine Arts Department; Cleveland Public Poetry: Poetry of Love Edition at Main Library, Literature Department; Genealogy Clinic at Main Library, History and Geography Department; Brown Bag Book Clubs at Main Library, Popular Library; ArtLab Programs at Main Library, Youth Services Department. The following services were promoted: TechCentral MakerSpace; and eBooks for Kids. The following News item was featured: Cuyahoga County: Library Mecca - Community Discussion (Felton Thomas, C. Ellen Connelly, and Nancy Levin).

On February 1, the Digital Magazines (Zinio) page was added to the Books, Movies, and More drop-down menu, and linked to from a promotional front-page rotator , and an "easy" URL of cpl.org/magazines.

On February 4, a booklist was built for Breath & Imagination February 14 - March 9 at Cleveland Play House. It was linked from the Theater Popular Topic's Cleveland Play House additional resources.

On February 7, the Cleveland Public Library's Checklist for Property Research in Cleveland and Cuyahoga County was updated and linked from Cleveland and Ohio History Popular Topic's Property Research additional resource page.

On February 10, a number of text files were received from author Frank Paccassi, via Drop Box, and were delivered to Amy Dawson (Literature Department Manager) for use on Ohio Center for the Book's Ohio Authors page.

On February 12, the Presidents Day closure graphic was posted.

On February 14, the Year of the Horse: Lunar New Year page of events was built, working with Cathy Poilpre (Assistant Marketing & Communications Administrator) and Milos Markovic (Foreign Literature Department Manager).

On February 18, an "e-blast" email was sent to 3714 people, promoting the Writers & Readers Series featuring Ta-Nehisi Coates.

On February 18, the ArtLab page was updated with a current schedule of ArtLabs.

On February 19, the Storytime page was updated with the winter 2014 schedule.

On February 20, a booklist was built for Too True to Be Good, March 5 - March 15, 2014 at Cleveland Play House. It was linked from the Theater Popular Topic's Cleveland Play House additional resources.

On February 20, a booklist was built for Joseph and the Amazing Technicolor Dreamcoat, March 4 - 16, 2014 at PlayhouseSquare. It was linked from the Theater Popular Topic's PlayhouseSquare additional resources.

On February 20, working with Sandy Jelar Elwell (Acquisitions Manager), ongoing access issues with the following EBSCOhost research databases were resolved: America, History and Life; Applied Science full text; Book Review Digest Plus; Essay and General Literature Index; General Science full text; Historical Abstracts; and Library Literature & Information Science full text.

On February 21, FactCite and AtoZ Databases were added to the Database Trials page of the Staff Site.

On February 24, American Book Prices Current changed their URL. This change was made to cpl.org Research Databases page.

On February 25, Shakespeare's 450th Birthday page of events was built.

On February 28, the cpl.org Book Clubs page was updated to include all of the upcoming Brown Bag Book Clubs, with links to the catalog for all the titles referenced.

On February 28, Angela Guinther's Read in the CLE page was updated with her review of Joyland by Steven King.

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.

The Maintenance Mechanics continues to maintain the buildings for safety and the comfort of patrons and staff. The hot water circulating pumps were repaired at Glenville and Jefferson. New actuators were installed on air handling units 1 and 2 in LSW. Pre filters were replaced in the air handling units at Main. With the temperature fluctuating up and down many adjustment have had to be made to the heating systems at the branches to maintain a comfortable temperature throughout the system.

The Carpenters and Painters removed the MLK banner from in front of the MLK branch. Doors and hardware were repaired at Fleet, Union, and Main. Cash draws were repaired at Eastman and Hough. Three large tables were assembled and a marker board was installed in the Art lab on the 4th floor of Main.

The Garage Serviced #3, #11, #17, and #19. The spare generator was installed in the book mobile so that the generator could be serviced and to keep the book mobile on the road. Snowplowing and repairing of snow equipment 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
Feb 2014	5524	240	177	35	278	158	48	69
Jan 2014	5426	226	199	21	260	209	45	76
Dec 2013	6250	272	239	34	224	254	58	86
Nov 2013	6407	267	257	44	211	229	84	425
Oct 2013	5648	226	301	42	262	144	63	61
Sep 2013	6371	265	270	20	251	140	36	204
Aug 2013	7,134	264	263	23	265	216	37	242
Jul 2013	6,264	241	149	21	239	167	67	198
Jun 2013	5,671	236	38	49	224	180	52	340
May 2013	5,474	211	42	25	377	257	59	N/A
Apr 2013	4,525	185	36	30	466	297	71	N/A
Mar 2013	3,791	145	25	40	564	188	52	N/A
Feb 2013	3,090	134	35	35	472	140	59	N/A

Special Attention, Special Events, and Significant Incidents

- 02/22 and 02/23 Special Attention Harvard-Lee Branch
 - 02/2014 Upstage players at Lake Shore
 - 02/19/2014 Case Western Reserve at LSW
 - 02/20/2014 Ohio Homecoming LSW Auditorium
 - 02/20/2014 TedEx LSW Auditorium
 - 02/21/2014 River still flows: Langston Hughes
 - 02/26/2014 Cleveland Leadership Council
 - 02/18/2014 TechCentral Maker Fare LSW
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 to and approved by the city and installation is being completed.
 - The Access Control Systems at Lake Shore, Downtown, Rice and Garden Valley Branches have been completed and verified by SPS.

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 if there are qualified candidates.

INFORMATION TECHNOLOGY & CLEVNET

Accomplishments This Period:

KnowItNow24x7 (KIN24x7):

After review by evaluation committee and scoring proposals, a decision was made to contract with LibraryH3lp for the software platform as well as after-hours staffing of KnowItNow24x7 beginning with fiscal year 2015 beginning July 2014. The new platform will provide increased flexibility and options for service at reduced costs.

Virtual Services and Web:

- Summer Reading Club Survey Completed - Estimated End of March Site Finalized
- Researched Moodle, BrainShark, and Edmodo for LMS

	Jan-13	Jan-14
OverDrive Downloads	91,099	117,395
Twitter Followers	5,035	7,538
Facebook Fans	4,865	6,131

Software:

The "Unfillable Holds" script was revised and put into production. Loss of one of the test servers last summer, which was key to how this report functioned, necessitated a complete re-thinking and revision of this script which notifies patrons when a hold can no longer be filled (which happens when all copies go missing or are discarded subsequent to the patron placing their hold).

Key Items in Progress This Period:

Converged Technologies and Software:

George Lenzer has worked diligently to identify and evaluate proposals for the planned email migration to the Microsoft Office365 product. Migration is planned for late spring 2014.

Hilary Prisyblla attended SirsiDynix online training for PERL scripting.

General Comments:

Website Stats:

Visits
207,224



Unique Visitors
157,992



Page views

379,950



Pages / Visit

1.83



Avg. Visit Duration

00:02:14



Bounce Rate

65.51%



% New Visits

71.06%



Top Pages (other than Home)

1. Cleveland Public Library - www.cpl.org	265,203	69.80%
2. Home	13,310	3.50%
3. Research Databases	10,331	2.72%
4. Branch Locations	4,667	1.23%
5. Books, Movies & More	4,073	1.07%
6. MyTunes	4,066	1.07%

Top Searches (Total 690)

Zinio (48)

Tax Preparation (7)

Library Card (6)

Annual (5)

Ed2go (5)