

CLEVELAND PUBLIC LIBRARY  
Minutes of the Regular Board Meeting  
March 20, 2014  
Trustees Room                      Louis Stokes Wing  
12:00 Noon

Present: Ms. Butts, Mr. Seifullah, Mr. Hairston,  
Mr. Werner, Mr. Corrigan (arrived 1:22 p.m.)

Absent: Ms. Rodriguez, Mr. Parker

Mr. Seifullah called the meeting to order at 12:59 p.m.

**Approval of the Minutes**

Mr. Werner moved approval of the minutes for the 2/20/14 Regular Board Meeting. Ms. Butts seconded the motion, which passed unanimously by roll call vote.

**Presentation: Cleveland Public Library Annual Report - Eileen J. Petridis, Senior Vice President, Falls Communications**

Following an introduction by Cathy Poilpré, Assistant Marketing & Communications Administrator, Eileen Petridis, Senior Vice President, Falls Communications, gave a presentation on the Library's Annual Report.

Ms. Petridis announced that Transforming Lives was the theme of the 2013 Report to the Community and gave Trustees a tour of the interactive website that included messages from the Director and Board President; A Passion for Learning; Community Deficit Fighter; A Drum Major for Community Change; Technology for a Digital World; and The People's University.

Following her presentation, Ms. Petridis thanked library staff and leadership for their assistance with the Annual Report.

**Presentation: Community Engagement - Peter Whitt, President, Enlightenment Consulting Group, LLC**

REGULAR BOARD  
MEETING OF  
2/20/14;  
Approved

create a new model of community engagement in three pilot neighborhoods: Central, Slavic Village, and Clark/Scranton. Mr. Diamond introduced ECG representatives Peter Whitt and Robbin Hudson, who were present to submit their final report to the Board.

Mr. Whitt encouraged the Trustees to review the details of ECG's work in the reports that were distributed. He then used a slide presentation to describe how the Cleveland Public Library has set out on a course to change how the Library interacts with the public. To work in unison with the community, the Director has suggested that library staff and neighborhood residents can serve as drum majors for change across the City of Cleveland. Serving in the role of drum majors, library personnel and community partners can co-design programs and services that can both minimize community deficits and build solid, lasting relationships that will sustain community successes.

In Phase I: Discovery of their work, ECG sought to address the following objectives:

- Identify and engage with key individuals and those who could contribute to the design of an effective model of community engagement.
- Understand and promote the vision of the entire project, specifically its lack of dependence on the levy process and the ongoing nature of authentic community engagement.
- Discover the dreams of key staff and relevant constituents relative to what CPL "could become."
- Identify possible barriers to achieving the project goals.

The major theme that emerged from a retreat with library managers was that residents could be collaborative partners with the capacity to address community issues in tandem with the library.

In Branch-level sessions, the goal was to provide an opportunity for staff to practice critical aspects of transformational thinking. Mr. Whitt briefly discussed the emergent themes from the staff sessions which are discussed in detail in the final report.

Mr. Whitt then moved on to Phase II: Community Conversations and described how ECG used the Appreciative Inquiry tool in meetings with neighborhood residents. Nine conversations were held over a period of eight weeks. Four conversations were held in CPL branches and five were hosted at sites in the three selected neighborhoods. 157 residents participated in the community conversations. The ECG team partnered with organizations serving youth to assure varied age representation in the responses.

At each meeting, residents were asked to dream about what their neighborhood library could be in terms of services and physical infrastructure. They were then asked to list all of the challenges their community was facing. Third, they offered their best solutions to address these challenges. Finally, they described the characteristics a community ambassador would have to have to be effective in the role.

In closing, the ECG team recommended the following strategies to move engagement with the community forward:

- Build an ambassador fellowship program.
- Implement a sustainable model of continuous, authentic community engagement as a best practice.
- Create an organization-wide integrated team to drive change and successful design.
- Replicate the process of community conversations as a foundational strategy for all library projects that impact the community.

Following a discussion about the potential of partnering with other community leadership programs and initiatives such as P-16 in Slavic Village, and the challenge of the Third Grade Reading Guarantee, Mr. Corrigan and Director Thomas thanked ECG representatives for their thorough report.

### **COMMUNICATIONS**

Director Thomas acknowledged a letter Dani Gustavich, Library Specialist, Youth Services Department, Stark County District Library, expressing gratitude and appreciation for the hospitality during her visit at the Library to attend the Reimagining the Role of Public

LTR. FROM: DANI  
GUSTAVICH,  
LIBRARY  
SPECIALIST,  
STARK COUNTY  
DISTRICT  
LIBRARY  
Acknowledged

Libraries Workshop featuring Patrick Losinski, Executive Director, Columbus Metropolitan Library.

MOTION TO  
TEMPORARY  
SUSPEND THE  
REGULATIONS  
Approved

**MOTION TO TEMPORARILY SUSPEND THE REGULATIONS**

Because there was no Joint Finance & Community Services Committee Meeting, Mr. Werner moved to temporarily suspend the Regulations of the Board of Trustees in Article IX and X requiring referral of resolutions to committees, to consider the following resolutions. Ms. Butts seconded the motion, which passed unanimously by roll call vote.

**FINANCE COMMITTEE REPORT**

In Ms. Rodriguez's absence, Mr. Hairston presented the following report.

Resolution to Accept Gifts for February

(See page 280)

Mr. Hairston moved approval of the following resolution. Mr. Werner seconded the motion, which passed unanimously by roll call vote.

WHEREAS, The Board receives gifts of moneys and library services materials from generous citizens from time to time; and

WHEREAS, Attached to this Resolution is the Gift Report itemizing the gifts received by the Library for the month of February 2014; now therefore be it

RESOLVED, That the gifts described in the Gift Report for February of 2014 be accepted upon the conditions connected with said gifts in accordance with Section 3375.40(K) of the Ohio Revised Code.

Resolution Revising the Library's Investment Policy

(See pages 281-290)

Mr. Hairston moved approval of the following resolution. Mr. Werner seconded the motion, which passed unanimously by roll call vote.

RESOLUTION  
TO ACCEPT  
GIFTS FOR  
FEBRUARY  
Approved

RESOLUTION  
REVISING THE  
LIBRARY'S  
INVESTMENT  
POLICY  
Approved

WHEREAS, On September 15, 2005, the Board of Library Trustees approved the Library's Investment Policy; and

WHEREAS, It is now deemed necessary to amend the Library's Investment Policy; now therefore be it

RESOLVED, That the Board of Library Trustees approves the attached Cleveland Public Library Investment Policy to become effective March 20, 2014; and be it further resolved

RESOLVED, That the Fiscal Officer obtain the required acknowledgments and convey this policy to the Auditor of State.

Resolution to Update Digital Hub Project Budget and to Amend Design Services Agreement with Bostwick Design Partnership for Digital Hub Design Services

(See pages 291-298)

Mr. Hairston moved approval of the following resolution. Mr. Werner seconded the motion, which passed unanimously by roll call vote.

WHEREAS, On January 16, 2014, the Board of Trustees approved the preliminary budget for the Digital Hub design services in the amount of \$427,045.00, including reimbursables, contingencies, and subcontracts for wayfinding and multimedia, and authorized the Board President to enter into an amendment to the Agreement with Bostwick Design Partners ("Bostwick") for the Main Library Consolidation Projects ("Agreement"); and

WHEREAS, As a result of subsequent discussions between Bostwick and the Library concerning the scope and extent of wayfinding and multimedia services necessary for the Digital Hub, Bostwick has revised the scope of work and its design budget to eliminate some of the wayfinding and multimedia services; and

WHEREAS, The elimination of some of the wayfinding and multimedia services results in a savings of \$146,800 in design services, reducing the overall project budget from \$1,910,885.00 to \$1,764,085.00; now therefore be it

RESOLVED, That the Board of Library Trustees approves the preliminary budget for the Digital Hub Project of

RESOLUTION TO UPDATE DIGITAL HUB PROJECT BUDGET AND TO AMEND DESIGN SERVICES AGREEMENT WITH BOSTWICK DESIGN PARTNERSHIP FOR DIGITAL HUB DESIGN SERVICES  
Approved

\$280,245.00 for design services, including reimbursables, contingencies, and subcontracts for way-finding and multimedia, and \$1,312,000.00 for construction costs, including furniture and \$171,840.00 for other project costs, for a total budget of \$1,764,085.00, and further authorizes the Board President to enter into an amendment to the Agreement with Bostwick Design Partners for design services for the Digital Hub in an amount not-to-exceed \$280,245.00. Expenditures shall be charged to Building & Repair Fund Account 40190105-55300-10419, and the amendment shall be subject to the review and approval of the Chief Legal Officer.

Bryan C. Wahl, AIA, Senior Associate, Bostwick Design Partnership, gave a powerpoint presentation on the Main Library Consolidation Phase 3: Digital Hub schematic design. The presentation included but was not limited to: 1) Review Existing Spaces; 2) 3rd Floor Conceptual Plan; 3) Preservation Conceptual Plan; and 4) Schedule.

John Skrtic, Director of Public Services, stated that currently, there are only three preservation labs in the country. They are located in Boston, Cleveland and New York public libraries. Cleveland will utilize their preservation lab to interface with patrons as well as the general public.

Finally, Mr. Wahl reviewed the following schedule:

- |                              |                  |
|------------------------------|------------------|
| • CPL Approval               | January          |
| • Design                     | January-March    |
| • CPL Update                 | March            |
| • Detail                     | March-May        |
| • CPL Approval               | May              |
| • Bid                        | May-June         |
| • CPL Approval               | June             |
| • Construct/Install          | June-October     |
| • Move                       | October-November |
| • Grand Opening              | November         |
| • Multi Media-Original Scope | January-February |
| • Multi Media-Equipment      | February-October |
| • Multi Media-Content        | February-October |

After some discussion, Director Thomas thanked Mr. Wahl for his detailed presentation.

Resolution Authorizing Agreements for Office 365  
Solution: Email Migration

(See pages 299-337)

Mr. Hairston moved approval of the following resolution. Mr. Werner seconded the motion, which passed unanimously by roll call vote.

WHEREAS, The Cleveland Public Library and CLEVNET members currently utilize VMware's Zimbra e-mail solution for employee e-mail exchange and e-mail storage. Zimbra's license agreement expires in September of 2014, and the total estimated cost of retaining the current Zimbra platform is \$55,508.40 per year. Zimbra no longer meets the operational needs of CPL and CLEVNET due to storage limitations, and it trails behind other email solutions on the market in Unified Communications; and

WHEREAS, Exchange Online is a cloud-based email service that is available as part of Microsoft Office 365. Exchange Online provides the latest capabilities of the Exchange Service platform, and the service includes premier antivirus and anti-spam filtering, native email archiving, continuous data backup, and premier disaster recovery capabilities; and

WHEREAS, The Library can acquire Microsoft Office 365 software and licensing rights including Exchange Online, Sharepoint Online and Lync Online, for CPL and CLEVNET members at no cost through Microsoft's Academic Licensing Program (A2), provided that the Library purchases another Microsoft software product; and

WHEREAS, The Library wishes to replace the current Zimbra e-mail solution for the Library and CLEVNET with Exchange Online, and to migrate existing email data which is stored on CPL's servers to Exchange's hosted data centers; and

WHEREAS, In order to successfully perform the e-mail migration, The Library must purchase migration software, and engage the services of technology support experts to install and configure the on-premise services necessary for a functional Office 365 environment and to provide a new e-mail platform; and

RESOLUTION  
 AUTHORIZING  
 AGREEMENTS  
 FOR OFFICE  
 365 SOLUTION:  
 EMAIL  
 MIGRATION  
 Approved

WHEREAS, The e-mail migration software most suited for the Library's and CLEVNET's e-mail migration was developed by Transend Corporation and costs \$20,460 for a one-time use; and

WHEREAS, The Chief Technology Officer has solicited and received quotes from three vendors for technology support expertise: MCPC, \$35,190; CDW-G, \$70,820, and Encore Technology Group, \$16,750. Encore Technology Group is the lowest and is a Microsoft Gold Partner with extensive public sector experience; and

WHEREAS, The software product the Library has selected for 550 Library staff personal computers in order to obtain the no-cost Microsoft Office 365 software and licensing rights is Microsoft Office Professional Plus which costs \$12,430 per year through Encore Technologies Group; and

WHEREAS, The Library also desires to purchase additional Microsoft Exchange Online Archiving for 137 Library and CLEVNET users at the cost of \$1,644 per year; now therefore be it

RESOLVED, That the Board of Trustees of the Cleveland Public Library authorizes the Executive Director, CEO, or his designee, to enter into the necessary agreements and instruments with Encore Technology Group LLC to obtain

- 1) the Microsoft Office 365 Academic A2 licenses at no cost per year; and
- 2) the Microsoft Exchange Online Archiving for Exchange Online A subscription license in the amount of \$1,644 per year, to be charged to the General fund account 13010953-53360 (CLEVNET Computer Maintenance); and
- 3) technical support services for the Microsoft Office 365 installation, configuration and the e-mail migration in the amount of \$16,750, to be charged to the General fund account 13010953-53710 (CLEVNET Professional Services), and
- 4) Microsoft Office Professional Plus license and software assurance in the amount of \$12,430 per year, to be charged to Building and Repair fund account 40130105-55540 (CPL Software); and to enter into the necessary agreements and instruments with Transend Corporation to obtain e-mail migration software, for a one-time use, in



the amount of \$20,460 to be charged to the General fund account 13010953-53360 (CLEVNET Computer Maintenance). These agreements and instruments shall be subject to the approval of the Chief Legal Officer.

Rod Houpe, Chief Technology Officer, Information Technology/CLEVNET, thanked Ms. Dodrill, Ms. Krenicky and George Lenzer, Computer Networking Manager, for their collaborative efforts on the email migration project. Mr. Houpe reviewed the four phases of the migration process and upgrading personal pc's as well as its benefits. Zimbra, the Library's current email system, no longer meets the operational needs of the Library and CLEVNET due to storage limitations.

Director Thomas stated that this will be a new email system that will require a rollout that will include some staff training and support.

In response to Mr. Corrigan's question about possible challenges to staff with the new email system, Mr. Houpe stated that learning curve may present a challenge.

Fiscal Officer's Report

(See pages 338-347)

Report on Investments

(See page 348)

Report on Conference and Travel Expenditures

(See page 349)

**HUMAN RESOURCES COMMITTEE REPORT**

Mr. Seifullah presented the following report.

Regular Employee Report

(See pages 350-352)

Mr. Seifullah moved approval of the Regular Employee Report. Mr. Werner seconded the motion, which passed unanimously by roll call vote.

FISCAL OFFICER'S  
REPORT

Submitted

REPORT ON  
INVESTMENTS

Submitted

REPORT ON  
CONFER. &  
TRAVEL  
EXPENDITURES

Submitted

REGULAR  
EMPLOYEE  
REPORT

Approved

REPORT ON  
PAID SICK TIME  
Submitted

Report on Paid Sick Time Used by the Month

(See page 353)

AFFIRMATIVE  
ACTION PLAN  
REPORT  
Submitted

Affirmative Action Plan Report

(See page 354)

INSURANCE  
SUMMARY  
REPORT  
Submitted

Insurance Summary Report

(See page 355)

**COMMUNITY SERVICES**

Mr. Werner submitted the following report.

Resolution to Offer Food for Fines Program

Mr. Werner moved approval of the following resolution.  
Ms. Butts seconded the motion, which passed unanimously  
by roll call vote.

WHEREAS, The Cleveland Public Library has been an enthusiastic supporter of the Cleveland Foodbank's Harvest for Hunger campaign for several years; and

WHEREAS, The Library expresses the desire to join with organizations in northeast Ohio to collectively raise awareness of the hunger issues faced in our region; and

WHEREAS, The Library wishes to sponsor a program called Food for Fines that will offer overdue fine forgiveness in exchange for food donations of the non-perishable food items most in demand at local hunger centers; and

WHEREAS, The procedures to implement the food for fines program will be developed by Administrative staff; now therefore be it

RESOLVED, The Cleveland Public Library will offer an overdue fine forgiveness program called Food for Fines from April 14-26, 2014, in support of the Cleveland Foodbank's ongoing efforts to address hunger and food insecurity in Northeast Ohio.

RESOLUTION TO  
OFFER FOOD  
FOR FINES  
PROGRAM  
Approved

Monthly Activity Report

(See pages 356-362)

Mr. Werner thanked Anastasia Diamond-Ortiz for providing the chart that reflects population aged 65 and older and noted that this information is useful as the library provides services to patrons.

Building Status Update

Myron Scruggs, Director of Property Management, stated the boilers are working in the Main library. The steam conversion project continues to progress.

**DIRECTOR'S REPORT**

Before presenting his report, Director Thomas stated that the harsh weather has affected Library statistics due to closing. Finally, Director Thomas acknowledged Carrie Krenicky's birthday.

**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.

MONTHLY  
ACTIVITY  
REPORT  
Submitted

BUILDING  
STATUS  
UPDATE  
Presented

DIRECTOR'S  
REPORT  
Presented

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 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.

#### 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 MeetingOther

- Completed Annual Evaluation
- Letters of Support
  - o Greater Cleveland Neighborhood Centers Association - in support of their proposal to United Way for three programs in partnership with CPL
  - o Legal Aid Society - in support of their application to United Way for *Legal Aid at the Library*
  - o Literary Lots - in support of their application to Neighborhood Connections
  - o 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 &amp; 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.

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.

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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.

#### EXHIBITS

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.

#### *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 11<sup>th</sup> 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 23<sup>rd</sup>.

*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 2<sup>nd</sup> person at the Brook Park Ford plant.
- A researcher requested an image from the 1892 issue of *Gil Blas Illustre* 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 18<sup>th</sup> 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. 117<sup>th</sup> 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 131<sup>st</sup> 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 24<sup>th</sup>. Recipients were selected for the KLAS/NOD Award, ASCLA Exceptional Service Award, and the Francis Joseph Campbell Award.

TechCentral

#### MC<sup>2</sup>STEM School Internship Partnership

TechCentral and the Cleveland Public Library have begun a partnership with the MC<sup>2</sup>STEM School and Youth

Opportunities Unlimited in order to provide internships for students at the MC<sup>2</sup>STEM 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 MC<sup>2</sup>STEM 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. Christon 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, CLEVNET 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

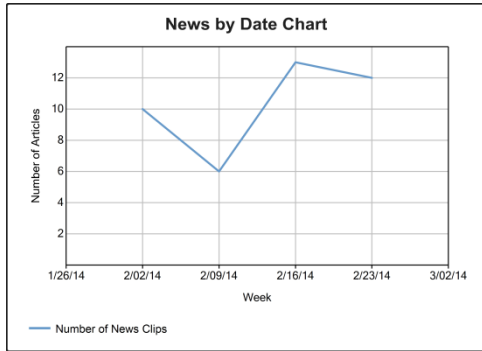
cataloged most of the Chinese Corner material. Catalogers added 3,938 titles and 2,942 items for Cleveland Public Library.

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.

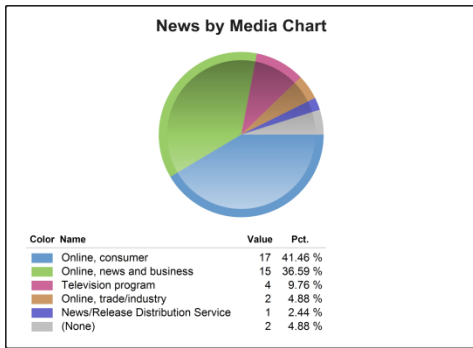
Acquisitions: Tonya Jenkins, Technical Services Librarian, worked on updating the comprehensive list of current standing orders for the Main Library Subject Departments by incorporating the costs for the 2013 fiscal year. The Acquisitions Department ordered a total of 8,673 titles and 16,722 items (including 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](http://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](http://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](http://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](http://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 4<sup>th</sup> 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 - <a href="http://www.cpl.org">www.cpl.org</a>	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)

Mr. Corrigan adjourned the meeting into the Board Work Session at 1:42 p.m.

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Thomas D. Corrigan  
President

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Alan Seifullah  
Secretary

## GIFT REPORT FOR FEBRUARY 2014

LIBRARY SERVICE MATERIALS

DESCRIPTION	QUANTITY	
	Month	Year to date
Books	64	742
Periodicals	0	7
Publishers Gifts	0	0
Non-Print Materials	<u>29</u>	<u>101</u>
<b>TOTAL LIBRARY SERVICE MATERIALS</b>	<b>93</b>	<b>850</b>

MONEY GIFTS

FUND	PURPOSE	AMOUNT	
		Month	Year to date
General Fund	Unrestricted	\$ 325	\$ 5,042
Building & Repair Fund	Restricted	50,000	50,000
Library Fund	Unrestricted	0	0
Library Fund	Restricted	25	925
Library Fund - Oral History Project	Restricted	0	0
Endowment for the Blind	Restricted	0	0
Young Fund	Restricted	0	0
Friends Fund	Restricted	0	0
Gates Fund	Restricted	0	0
Schweinfurth Fund	Restricted	11,888	11,888
Ohio Center fo the Book	Restricted	0	900
Judd Fund	Restricted	0	0
Lockwood Thompson Fund	Restricted	0	0
PNC - Grow up Great	Restricted	0	0
MetLife - Fit for Life	Restricted	0	0
Learning Centers	Restricted	0	0
Founders Fund	Unrestricted	0	0
Founders Fund	Restricted	<u>0</u>	<u>0</u>
<b>TOTAL MONEY GIFTS</b>		<b>\$ 62,238</b>	<b>\$ 68,755</b>

SUMMARY

CATEGORY	DONORS		QUANTITY	
	Month	Year to date	Month	Year to date
Library Service Materials	15	33	93	850
Money Gifts	<u>7</u>	<u>25</u>	<u>7</u>	<u>25</u>
<b>TOTAL GIFTS</b>	<b>22</b>	<b>58</b>	<b>100</b>	<b>875</b>

## CLEVELAND PUBLIC LIBRARY INVESTMENT POLICY

### **I. Introduction**

The purpose of this investment policy is to establish priorities and guidelines regarding the investment management of the Library's investment funds [hereinafter referred to as the "Portfolio" (section II)] and the Library's endowment funds [hereinafter referred to as the "Endowments" (section III)]. Overall priorities and guidelines for the Portfolio are based upon *Ohio Revised Code* Chapter 135.14 and prudent money management. Guidelines for the Endowments are based upon *Ohio Revised Code* Chapter 2109.37 and 2109.371 as delineated by a 1975 Cuyahoga County Probate Court Order and a ruling from the Cuyahoga County Prosecutor's Office.

The effective date of this policy is March 20, 2014 and represents a revision to the previously submitted policy, September 15, 2005. It is the third revision to the original submitted policy dated June 17, 2000 (1st revision September 18, 2003; 2nd revision September 15, 2005). This policy includes [totally or partially] sections of the statute in order to describe eligible investments. In some sections, the policy places further limits upon the use of eligible investments or investment transactions.

### **II. The Portfolio**

#### **A. Investment Objectives**

The investment objectives of the Portfolio, in priority order, include:

1. *Compliance with all Federal and State laws*
2. *Safety of principal*

Safety of principal is the most important objective. The investment of Library funds shall be conducted in a manner that seeks to ensure the preservation of capital within the context of the following criteria:

#### **Credit Risk**

Credit risk is the risk of loss due to the failure of a security issuer to pay principal or interest, or the failure of the issuer to make timely payments of principal or interest. Eligible investments, pursuant to Chapter 135.14 ORC, affected by credit risk include certificates of deposit, commercial paper, and bankers acceptances. Credit risk will be minimized by (1) diversifying assets by issuer; (2) ensuring that required, minimum credit quality ratings exist prior to the purchase of commercial paper and bankers acceptances; and (3) maintaining adequate collateralization of certificates of deposit and other deposit accounts pursuant to the method as determined by the Fiscal Officer.

### Market risk

The market value of securities in the Library's portfolio will increase or decrease based upon changes in the general level of interest rates. The effects of market value fluctuations will be mitigated by (1) maintenance of adequate liquidity so that current obligations can be met without a sale of securities; (2) diversification of maturities; (3) diversification of assets.

#### 3. *Liquidity*

The portfolio shall remain sufficiently liquid to meet all current obligations of the Library. Minimum liquidity levels [as a percentage of average investable funds] may be established in order to meet all current obligations. The portfolio may also be structured so that securities mature concurrently with cash needs.

#### 4. *Yield*

The portfolio shall be managed to consistently attain a market rate of return throughout budgetary and economic cycles. Whenever possible, and consistent with risk limitations and prudent investment management, the Library will seek to augment returns above the market average through the implementation of active portfolio management strategies.

### **B. Authorized Investments (itemized)**

-U.S. Treasury Bills, Notes, and Bonds; various federal agency securities including issues of Federal National Mortgage Assn. (FNMA), Federal Home Loan Mortgage Corp. (FHLMC), Federal Home Loan Bank (FHLB), Federal Farm Credit Bank (FFCB), Government National Mortgage Association (GNMA), and other agencies or instrumentalities of the United States. Eligible investments include securities that may be "called" [by the issuer] prior to the final maturity date. Any eligible investment may be purchased at a premium or a discount. All federal agency securities shall be direct issuances of federal government agencies or instrumentalities.

-Interim deposits in the eligible institutions applying for interim moneys as provided in Section 135.08 ORC.

-No-load money market mutual funds, as defined in 135.14(B)(5), rated in the highest category by at least one nationally recognized rating agency, investing exclusively in the same types of eligible securities as defined in Division B(1) or B(2) under 135.14 ORC, and repurchase agreements secured by such obligations. Eligible money market funds shall comply with 135.01 ORC, regarding limitations and restrictions.

-Repurchase agreements with any eligible institution mentioned in section 135.03 ORC, or any eligible securities dealer pursuant to (M) of 135.14 ORC of this section, except that such eligible securities dealers shall be *restricted to primary government securities dealers*. Repurchase agreements will settle on a delivery vs payment basis with repo collateral held at a

qualified custodian or agent, designated by the Library. Eligible repo collateral is restricted to securities listed in division (B)(1) or (B)(2) under 135.14 ORC. The market value of securities subject to a repurchase agreement must exceed the principal value of the repo amount by at least 2%. Prior to the execution of any repo transaction, a master repurchase agreement will be signed by the Library and the eligible parties.

-Commercial paper notes issued by companies incorporated under the laws of the United States and bankers acceptances issued by any domestic bank rated in the highest category by a nationally recognized rating agency; specific limitations regarding the investment in commercial paper and bankers acceptances apply as defined under 135.14 (B)(7) ORC.

-The state treasurer's investment pool [STAROHIO], pursuant to Section 135.45 ORC, and any other investment alternative offered to political subdivisions by the Treasurer of State.

-The use of derivative securities, as defined in 135.14 (C), is expressly prohibited.

-All eligible investments will mature within five years from the date of settlement, unless the investment is matched to a specific future obligation or debt of the Library, and the investment is specifically approved by the Board of Trustees.

#### **C. Safekeeping and Custody**

Securities purchased for the Library will be held in safekeeping by a qualified trustee [hereinafter referred to as the "Custodian"], as provided in Section 135.37 ORC. Securities held in safekeeping by the custodian will be evidenced by a monthly statement describing such securities. The custodian may safekeep the Library's securities in (1) Federal Reserve Bank book entry form; (2) Depository Trust Company (DTC) book entry form in the account of the custodian or the custodian's correspondent bank; or (3) Non-book entry (physical) securities held by the custodian or the custodian's correspondent bank. All securities transactions will settle using standard delivery-vs-payment (DVP) procedures. The records of the custodian shall identify such securities in the name of the Library. Under no circumstances will the Library's investment assets be held in safekeeping by a broker/dealer firm, or a firm acting on behalf of a broker/dealer firm.

#### **D. The Board of Trustees of the Library**

The Library Board of Trustees shall meet as necessary to review the Portfolio. Specific areas of review include the investment inventory, transactions for the period, and realized income. The Fiscal Officer may also recommend changes to the existing investment policy.

Any amended policy that has been approved by the Library Board shall be filed with the Auditor of State.

**E. Portfolio Reporting**

The Library shall maintain an inventory of all portfolio assets. A description of each security will include security type, issue/issuer, cost [original purchase cost or current book value], par value [maturity value], maturity date, settlement date [delivery versus payment date of purchased or sold securities], and any coupon [interest] rate. The investment report will also include a record of all security purchases and sales. Regularly issued reports will include a monthly portfolio report and a quarterly portfolio report to the Library detailing the *current* inventory of all securities, all investment transactions, any income received [maturities, interest payments, and sales], and any expenses paid. The report will also include the purchase yield of each security, the average-weighted yield and average-weighted maturity of the portfolio.

The portfolio report shall state the name(s) of any persons or entity effecting transactions on behalf of the investing authority.

**F. Investment Advisors, Qualified Dealers and Financial Institutions**

The Library may retain the services of a registered investment advisor. The investment advisor will manage the Library's portfolio and will be responsible for the investment and reinvestment of such investment assets, including the execution of investment transactions.

Upon the request of the Fiscal Officer, the investment advisor will attend meetings and will discuss all aspects of the Library's portfolio, including bond market conditions affecting the value of the Library's investments. The investment advisor will be required to issue portfolio reports as defined under section II-E of this investment policy ["Portfolio Reporting"].

The investment advisor may transact business (execute the purchase and/or sale of securities) with eligible Ohio financial institutions, primary securities dealers regularly reporting to the New York Federal Reserve Bank, and regional securities firms or broker dealers licensed with the Ohio Department of Commerce, Division of Securities, to transact business in the State of Ohio.

Under no circumstances will brokers or broker/dealer firms act as an investment advisor or in a similar capacity as an investment advisor, either directly or indirectly, if such broker/dealer participates in transaction business (purchase and sale of securities) with the Fiscal Officer or the Fiscal Officer's investment advisor.

All persons or entities transacting investment business with the Library are required to sign the approved investment policy as an acknowledgment and understanding of the contents of said policy.



**G. Sale of Securities Prior to Maturity**

Portfolio securities may be "redeemed or sold" prior to maturity under the following conditions:

- (1) To meet additional liquidity needs
- (2) To purchase another security to increase yield or current income
- (3) To lengthen or shorten the portfolio's average maturity (average duration)
- (4) To realize any capital gains and/or income
- (5) To adjust the portfolio's asset allocation

Such transactions may be referred to as a "sale and purchase" or a "bond swap". For purposes of this section, redeemed shall also mean "called" in the case of a callable security.

**H. Procedures for the Purchase and Sale of Securities**

Securities will be purchased or sold through approved broker/dealers on a "best price and execution" basis. All such investment transactions will be communicated by electronic transmission to the Fiscal Officer or to an authorized representative, designated by the Fiscal Officer. A purchase or sale of securities will be represented by transaction advices issued by the Library's investment advisor, which will describe the transaction, including par value, coupon (if any), maturity date, and cost. A facsimile transmission will also be sent to the Library's designated custodian bank and will serve as an authorization to said custodian to receive or deliver securities versus payment. Confirmation advices, representing the purchase or sale of securities, will be issued by the eligible broker/dealer and sent to the investing authority. Copies of such advices will be sent to the Library's investment advisor.

### **III. The Endowment**

#### **A. Investment Objectives**

The Library seeks to maximize the long-term total return of its Endowments. As a result, the maintenance and growth of the funds are the primary objectives. The Library's ability to achieve these returns will depend upon the acceptance of moderate risk, recognizing that a reasonable degree of volatility in market value is necessary to achieve long-term capital appreciation.

#### **B. Authorized Investments**

In recognition of the expected returns and volatility from financial assets, the Library will be invested in the following ranges with the target allocation noted:

	<u>Range</u>	<u>Target</u>
Equities	50%-70%	60%
Fixed Income	30%-50%	40%
Cash Equivalents	0%-10%	

The midpoints of the above ranges will be considered the long-term or policy allocation. Any deviations beyond this mix of securities must have prior approval by the Board of Library Trustees. Allocations to cash equivalents are to be considered a subset of the Fixed Income allocation. Likewise, Convertible Assets and Real Estate allocations will be considered a part of the Fixed Income allocation.

Within the above ranges, the Library's Endowment Fund Manager will make all tactical asset allocation decisions (over-and-under-weights). Deviations outside of the above ranges require prior approval from the Library.

#### **C. Equity Guidelines**

**Objective** – Achieve long term returns which exceed those of the overall equity market. Specialty equities (styles differing from the S&P 500) have been incorporated into this policy with the intention of delivering superior long-term performance and improved diversification.

In evaluating long term (full market cycle) performance, overall equity returns will be compared to the indices noted below.

In recognition of the expected returns and volatility provided by different segments of the equity market, equity assets will be invested in the following ranges with the policy allocation noted:

	<u>Range</u>	<u>% Allocation</u>
Large-Cap Stocks	50-100%	60%
Mid-Cap Stocks	0-30%	15%
Small-Cap Stocks	0-30%	15%
International Equities	0-20%	10%

Equity assets will be managed in accordance with the following:

- Equity investments should be broadly diversified. The equity investment in any single company should not exceed 5 percent of the equity portfolio, based on market value. Investments in mutual funds would not be subject to this limit. Short sales, private securities, letter stock, commodities, and put and call contracts are expressly prohibited.
- Investments in Small Cap and International Equities may be made through the use of mutual funds. Mutual funds selected will be diversified and generally conform to the above-mentioned company and industry guidelines.
- The equity benchmark is the S&P 500.

#### **D. Fixed Income Guidelines**

**Objective** – Achieve returns that exceed those of the investment grade aggregate bond market and to provide additional long-term performance. The Fixed Income Investment style returns will be compared to the Barclays Intermediate Government/Credit Bond Index.

Fixed income assets will be managed in accordance with the following:

- Minimum criteria for direct investment in a bond:

Par Value of issue	\$100 million outstanding at time of purchase
Quality of issue	A or better by Standard & Poor's Or A2 or better by Moody's
- The Market value of the aggregate holdings of an individual corporate debtor should not exceed 5% of the organization's debt related assets.
- The average maturity of the bond portfolio should be within the range of the Barclays Intermediate Government/Credit Bond Index. The investment manager will have full discretion to determine the average maturity within this range.

- The maximum maturity for individual U.S. Treasuries, Agencies, and corporate bonds will be 20 years.
- Individual mortgage-backed securities (MBS) and asset-backed securities (ABS) may have maturities of greater than 20 years but the duration should not exceed 12 years.
- Fixed Income mutual funds may be used to further enhance diversification, provide better coverage of the yield curve, and/or improve liquidity.
- Real Estate investment will be implemented through REIT investments or through the use of a REIT-based mutual fund.

#### **E. Liquidity Guidelines**

**Objective** – Cash equivalents will be invested in an appropriate cash-equivalent fund. Returns should be equal to or better than the 90-day Merrill-Lynch Treasury Bill Index.

Investments in cash equivalents must be made in high quality in obligations of the U.S. Government and its Agencies. Money market mutual funds may be used, so long as these mutual funds meet the high standards suitable for the funds of this nature.

#### **F. Prohibited Investments**

The investment manager is prohibited from investments in the followings:

- Fixed Income securities not denominated in U.S. Dollars or Eurodollars
- Venture Capital
- Guaranteed Insurance Contracts
- Commodities
- Precious Metals or Gems
- Options, futures, or any contract whose value is derived from the price of an underlying asset or index (Derivatives)
- Short-selling and other hedging strategies
- Private Placements or “restricted” stock
- No investments in securities deemed to be in violation of prohibited transaction standard of ERISA.

#### **G. Investment Review**

**Objective** – Achieve financial returns for the Library which preserve the principal asset value and are competitive relative to those offered by the financial markets.

**Review** – The Investment Committee will compare the investment performance of the Investment Manager to the following benchmarks:

- The blended performance of 60% S&P500/40% Barclays Intermediate Government/Credit policy benchmark over a full market cycle.

In addition, the Investment Committee will compare the various asset classes to the following benchmarks:

1. The annual total return of U.S. equity securities will be compared to the S&P 500 measured over a three to five year time period.
2. Within each equity allocation/style, performance will be compared to the aforementioned benchmarks.
3. The annual total return of fixed income securities will be compared to the Barclays Intermediate Government/Credit Bond Index over a three to five year time period.
4. Real Estate investment will be compared to the NAREIT Index; Convertible Assets will be compared to Merrill Lynch Investment Grade Convertible Securities index.
5. The annual total return of cash equivalents will be compared to the Merrill Lynch 90 day T-Bill Index.

#### **H. Endowment Fund Manager**

The Board of Library Trustees shall select an endowment fund manager and custodian for the Library's Endowments by authorizing Board resolution. The Board of Library Trustees shall approve a separate written agreement with its selected endowment fund manager governing terms of service, compensation, and related issues.

**IV. Statements of Compliance**

This investment policy has been approved by the investing authority and the governing board and filed with the Auditor of State, pursuant to *Ohio Revised Code* 135.14 (N)(1).

All brokers, dealers, and financial institutions executing transactions initiated by the Library or the Library's investment advisor have signed the approved investment policy. Investment policies [signed by such brokers, dealers, and financial institutions] are filed with the Fiscal Officer of the Library.

The Library's Portfolio and Endowment investment advisors are registered with the Securities and Exchange Commission and possesses public funds investment management experience, specifically in the area of state and local government investment portfolios. The investment advisor has additionally signed the approved investment policy and the signed policy is filed with the Fiscal Officer of the Library.

Any amendments to this policy will be filed with the Auditor of State [Attn: Clerk of the Bureau, P.O. Box 1140, Columbus, OH, 43216-1140] within fifteen days of the effective date of the amendment.

The following broker/dealer/financial institution/investment advisor or endowment fund manager has signed, herein, this approved investment policy, having read the policy's contents thereby acknowledging comprehension and receipt:

For. \_\_\_\_\_  
Name of Broker/Dealer/Bank Advisor/Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Register Representative or  
Financial Institution Representative

\_\_\_\_\_  
Type Name of Registered Representative or  
Financial Institution Representative

## Design Services Fees and Project Cost

A/E <u>Bostwick Design Partnership, Inc</u>	Date <u>13 March 2014 final</u>
Owner <u>Cleveland Public Library</u>	Owner Project # _____
Project <u>Digital Hub</u>	BDP Project # <u>13099</u>
Address <u>325 Superior Ave, Cleveland OH 44114 - 3rd Floor</u>	

<u>Estimated Construction Costs</u>		\$ <u>900,000.00</u>
<u>Design and Estimating Contingency (10% for as yet unknown scope)</u>		\$ <u>90,000.00</u>
<u>Construction Subtotal</u>		\$ <u>990,000.00</u>
<u>Furniture Allowance</u>		\$ <u>100,000.00</u>
<u>Preservation Equipment Allowance</u>		\$ <u>0.00</u>
<u>Furniture and Equipment Subtotal</u>		\$ <u>100,000.00</u>
<u>Wayfinding Fabrication/Install</u>		\$ <u>30,000.00</u>
<u>Audiovisual Fabrication/Install</u>		\$ <u>45,000.00</u>
<u>Recommended Multimedia</u>		\$ <u>147,000.00</u>
<u>Optional Multimedia</u>		\$ <u>0.00</u>
<u>Wayfinding and Multimedia Subtotal</u>		\$ <u>222,000.00</u>
<u>Total Construction Costs</u>		\$ <u>1,312,000.00</u>

<b>A. Basic Services Fees</b>	<b>Notes</b>	
1. <u>Pre-Design</u>	<u>Concept Study and Estimate</u>	\$ <u>25,045.00</u>
2. <u>Schematic Design</u> 20 %		\$ <u>19,800.00</u>
3. <u>Design Development</u> 30 %		\$ <u>29,700.00</u>
4. <u>Construction Documents</u> 25 %		\$ <u>24,750.00</u>
5. <u>Bidding and Negotiations</u> 5 %		\$ <u>4,950.00</u>
6. <u>Construction and Closeout</u> 20 %		\$ <u>19,800.00</u>
100 %	Subtotal (A)	\$ <u>124,045.00</u>

<b>B. Supplemental Services Fees</b>	<b>Notes</b>	
1. <u>Preservation Programming</u>	<u>Detailed program Preservation only</u>	\$ <u>2,500.00</u>
2. <u>Technology Design Services</u>		\$ <u>5,000.00</u>
2. <u>Lighting Design Services</u>		\$ <u>2,500.00</u>
3. <u>Furniture Design Services</u>	<u>assumes \$100,000 budget</u>	\$ <u>10,000.00</u>
4. <u>Detailed Phase Cost Estimating</u>		\$ <u>7,000.00</u>
5. <u>Architectural Fee Contingency</u>	<u>only upon mutual written approval</u>	\$ <u>8,000.00</u>
6. _____		\$ _____
7. _____		\$ _____
	Subtotal (B)	\$ <u>35,000.00</u>

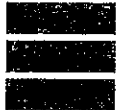
<b>C. Wayfinding + Multimedia Fees</b>	<b>Notes</b>	
1. <u>Multimedia Design</u>	<u>For all work to date through Feb 28 2014</u>	\$ <u>8,000.00</u>
2. <u>Multimedia Consultation</u>	<u>Allowance consultation if/as required</u>	\$ <u>9,000.00</u>
3. <u>Wayfinding Design</u>	<u>Includes final and interim signage</u>	\$ <u>36,000.00</u>
4. <u>Wayfinding Implementation</u>	<u>Includes final and interim signage</u>	\$ <u>44,000.00</u>
5. <u>Engineering Services Audiovisual</u>		\$ <u>0.00</u>
6. <u>Programming for Audiovisual Work</u>		\$ <u>0.00</u>
7. <u>Wayfinding Fee Contingency</u>	<u>only upon mutual written approval</u>	\$ <u>12,000.00</u>
8. _____		\$ _____
9. _____		\$ _____
	Subtotal (B)	\$ <u>109,000.00</u>

<b>D. Reimbursable Expenses</b>	<b>Notes</b>	
1. <u>Plan Approval Fees</u>	<u>Allowance</u>	\$ <u>250.00</u>
2. <u>Advertising Expense</u>	<u>Allowance for bid advertisement</u>	\$ <u>750.00</u>
3. <u>Parking / Mileage, Misc</u>	<u>Allowance</u>	\$ <u>500.00</u>
4. <u>Multimedia / Wayfinding Expenses</u>	<u>Out of Pocket Tests / Reimbursables</u>	\$ <u>8,000.00</u>
5. <u>Project Printing / Copy Allowance</u>	<u>Cost for printing during project</u>	\$ <u>1,500.00</u>
6. <u>Bid Document Printing</u>	<u>Cost for distribution to plan rooms etc.</u>	\$ <u>0.00</u>
7. <u>Reimbursables from Concept Study</u>	<u>Carry over from prior PO</u>	\$ <u>1,200.00</u>
8. _____		\$ _____
	Subtotal (C)	\$ <u>12,200.00</u>
<b>Total Potential Design Services Fees + Reimbursables (A + B + C + D)</b>		<b>\$ <u>280,245.00</u></b>

<b>E. Construction and Other Project Costs</b>	<b>Notes</b>	
1. <u>Estimated Construction Costs</u>	<u>From line item above</u>	\$ <u>1,312,000.00</u>
2. <u>Owner Contingency</u>	<u>7% hold for construction</u>	\$ <u>91,840.00</u>
3. <u>Artwork</u>	<u>Budget to relocate existing triptych ?</u>	\$ <u>0.00</u>
4. <u>Relocation/Moving Expenses</u>	<u>Estimate, misc and Preservation</u>	\$ <u>50,000.00</u>
5. <u>Computers and Technology</u>	<u>PCs, Laptops, Misc Work</u>	\$ <u>20,000.00</u>
6. <u>Electronic Equipment</u>	<u>Allowance AV not provided in Multimedia</u>	\$ <u>10,000.00</u>
7. <u>Technology Maintenance Costs</u>	<u>Long term data storage impact by CPL</u>	\$ <u>0.00</u>
8. _____		\$ _____
9. _____		\$ _____
10. _____		\$ _____
	Subtotal (D)	\$ <u>1,483,840.00</u>
<b>Total Project Cost (A + B + C + D + E)</b>		<b>\$ <u>1,764,085.00</u></b>



13 January 2014

*Revised 18 March 2014*

Mr. Thomas D. Corrigan  
President, Board of Trustees  
Cleveland Public Library  
325 Superior Avenue  
Cleveland, OH 44114-1271

**RE: Proposal for Pre-Design Services, Cleveland Public Library  
Main Library Consolidation Project Phase 3: Digital Hub**

Dear Mr. Corrigan:

This proposal outlines the process and fees proposed for Bostwick Design Partnership (BDP) to provide design services for the Cleveland Public Library (CPL) Main Library Consolidation Project, Phase 3: Digital Hub. This proposal is to provide services to define the scope of work to be completed in this next important stage of making the Main Library a destination.

#### **PROJECT UNDERSTANDING**

Our project understanding is based on the following information:

- Meeting with John Skrtic, Tim Diamond and Anastasia Diamond-Ortiz on 19 November 2013 to discuss proposed scope of work on the 3<sup>rd</sup> Floor of Main.
- Meeting with Felton Thomas and Cindy Lombardo immediately after 19 November 2013 above to confirm and amend proposed scope of work on the 3<sup>rd</sup> Floor of Main.
- The "Digitization Hubs" LSTA Grant proposal, emailed to BDP on 19 November 2013
- Meetings and proposed plans prepared as part of the Concept Study, as presented to the Board of Trustees on January 14, 2014.
- *Meeting with John Skrtic, Cindy Lombardo, Chatham Ewing and Joyce Dodrill on 20 February 2014 regarding Multimedia changes*
- *Communication with Joyce Dodrill March 12, 13, and 14 to finalize compensation adjustments*

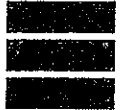
The third phase of work to be completed as part of the reimagining of Main Library will be located on the third floor of the Main Building. This will establish the Digital Hub as a new destination, co-locating Preservation which will be relocated from the Lakeshore facility to downtown.

A short summary of what may be included in the next phase is as follows:

- In cooperation with the public Library of Cincinnati and Hamilton County, the Columbus Metropolitan Library, and the Toledo-Lucas County Public Library, CPL was part of a team awarded a grant that will provide for one of four Digital Hubs in the state of Ohio.



Mr. Thomas D. Corrigan  
Cleveland Public Library Phase 3 – Digital Hub  
13 January 2014 *revised 18 March 2014*  
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- This is for equipment and space to scan large format and small format items, those that are internal to the library but more importantly to encourage a collective community digitization of documents, for any person or organization to add to the collective memory of a place, all of which will contribute to the Digital Public Library of America.
- The Digital Hub will be located on the recently vacated 3rd floor west wing of Main, where it will share space with CPL's Preservation department, relocated from the Lakeshore facility. The intent is for both departments to benefit from a more publicly accessible location in coordination with the new Digital Hub.
- It is understood that CPL aspires for this to become another primary destination, and in addition to the 3<sup>rd</sup> floor west wing the project will explore how the approach and arrival will be designed, both with signage in and around the building generally and with wayfinding and multimedia on the 3<sup>rd</sup> Floor specifically.
- As a destination, the space will also incorporate interactive multimedia that both educates visitors and allows them to participate in the exploration of the existing and with this space expanding digital collections. New content can be created here that will enhance both the visitor experience and the collections themselves.

This proposal outlines the design services and associated fees for Schematic Design, Design Development, Construction Documents, Bidding and the Construction phase of this project. These services and fees include a detailed scope for Technology, Signage and Wayfinding, as well as Furniture Fixtures and Equipment.

### **DESIGN SERVICES for PHASE 3**

#### **Schematic Design and Design Development**

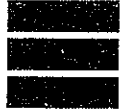
As the project has already benefitted from some conceptual investigation, and the intent is to establish and develop a design quickly in order to install the work prior to the end of 2014.

The proposal assumes meetings as required to provide updates at regular intervals on the progress of the design, production of graphics to fully explain the design concepts being considered, and documentation of the process to achieve the desired results. We will also prepare a specific program of requirements for Preservation to establish the precise scope of work to be relocated and built at Main.

At the end of Schematic Design phase, you will have plans that have advanced the design intent, and engineering documents as required to validate the specific design, scope and cost of the work to be installed.

Design Development will further resolve the design outlined above to a point that is ready to be fully developed and detailed. Again we will provide a cost estimate to reconfirm that the proposed design meets the intended budget.

**Mr. Thomas D. Corrigan**  
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As a record of the approved design at each phase, we will provide a bound document incorporating the Program of Requirements, Design drawings, Mechanical, Electrical, Plumbing and Technology design narratives and drawings, plus the approved schedule and budget. An executive summary will sum up the key points.

#### **Construction Documents**

Detailed coordination of the Architectural, Multimedia, Wayfinding, MEPT and Lighting systems will continue, with your input. We will provide cut sheets of proposed and 'basis-of-design' items and review each one with you and your facilities staff to eliminate surprises later. We'll coordinate key items intended to be provided by CPL, as well as with Furniture and Equipment.

This proposal assumes that the project will be bid as a lump sum General Contract, in conjunction with the requirements of the Ohio Revised Code. We will prepare a final estimate to assure that the design remains consistent with the project budget.

#### **Bidding and Construction**

We tailor our documents to maximize potential competition among qualified bidders. We will assist with the bidding process, answering questions, attending conferences, and vetting selected bidders. We understand our requirements for Construction Administration as outlined in the contract.

#### **FURNITURE, FIXTURES AND EQUIPMENT**

Our services shall include the following:

##### **Preliminary FF&E Coordination**

We will begin with a coordination meeting to establishing the scope of work to be undertaken, review program requirements, budget, schedule and coordination efforts. We will research options to provide sustainable solutions for shelving, furniture, finishes, fabrics and equipment as related to CPL standards, requests, or requirements.

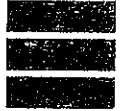
##### **Design Phase**

This phase will include conceptual design drawings and coordination with Architectural and MEPT disciplines. Design selections and coordination will include shelving, furniture, fabrics and equipment. Products will be selected which are appropriate to the established design concept, client requirements and budget. Consideration will be taken with regard to durability, maintenance, cost and code compliance.

A preliminary statement of probable cost will be provided to serve as a framework for establishing the furniture design direction. The furniture design concept will be revised as needed, based upon the available budget. One set of Presentation boards provided to CPL. Additional presentation boards and materials to be Additional Services.

##### **Final Documents**

Mr. Thomas D. Corrigan  
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 13 January 2014 *revised 18 March 2014*  
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We will prepare final FF&E drawings Specifications – furnishings, fabrics, equipment and accessories for competitive Cost Estimates from approved vendors and dealers.

#### **Procurement and Installation**

We will coordinate procurement and installation with the product vendors. We will review the installation in coordination with selected vendor(s) and dealers. We will complete the work by preparing a physical punch list of furniture installation, confirming approval with CPL.

#### **MULTIMEDIA, WAYFINDING, AND SIGNAGE**

The wayfinding package for the Digital Hub will be prepared consistently with the entire wayfinding system established to date in the Master Plan as well as in Phase 1 TechCentral, to be consistent with the overarching goals and design parameters into which Phase 3 will fit. We recognize that the design of the wayfinding program needs to be temporary in portions of its execution, taking into account the opportunity to establish an anticipation of the future Digital Hub, as well as the possibility of a temporary location for the equipment.

The proposal assumes weekly meetings, site visits to confirm existing conditions in the areas outlined above, concept development, documentation required for CPL review and approval; specifications for fabrication and installation and procurement of estimates for wayfinding manufacturing and fabrication.

The proposal also includes multimedia recommendations, and site photos with media ideas incorporated for client understanding of options. ~~interaction of a/v firm to provide valid estimates for multimedia options. Content development and implementation for Multimedia is included in this proposal and will be prepared consistent with the proposed and approved budget and scope as understood at this time.~~

*Multimedia content creation and implementation will be provided by Cleveland Public Library, through a position currently being defined and to be filled over the next weeks or months. Bostwick Design Partnership and team will collaborate with CPL and new staff to coordinate the architecture and infrastructure of the Digital Hub with proposed multimedia solutions.*

*This proposal assumes a “not-to-exceed” consulting fee for multimedia to inform the architectural design if/as required prior to and after new CPL staff arrival.*

#### **DESIGN TEAM**

##### **Bostwick Design Partnership: Architecture**

Robert Bostwick AIA, President and Director of Design

Rick Ortmeier AIA, LEED AP, Principal

Bryan Wahl AIA, Senior Associate and Project Manager

Bob Weygandt AIA, Senior Associate and Cost Estimating

Caitlyn Koeth NCIDQ 25713, IIDA, LEED AP ID + C, Interiors and Furniture

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**Karen Skunta & Company:** Multimedia, Wayfinding and Signage  
 Karen Skunta, President & Creative Director

**Tec, Inc.:** MEPT Engineering and Lighting Design  
 Tim Pool, Principal

### COMPENSATION

We propose compensation based on the project understanding, scope of services, and deliverables described above. Note that in two locations a Contingency is recommended. Any additional services that are intended to be billed against these contingencies will be mutually agreed upon in advance and confirmed writing prior to any work taking place.

We will invoice according to the following components of project scope:

#### Basic Design Services

Pre-Design Services (completed under separate Purchase Order)	\$ 25,045
Schematic Design	\$ 19,800
Design Development	\$ 29,700
Construction Documents	\$ 24,750
Bidding and Negotiations	\$ 4,950
<u>Construction Administration and Close-out</u>	<u>\$ 19,800</u>
<b>Total Basic Design Services</b>	<b>\$ 124,045</b>

#### Supplemental Design Services

Programming for Preservation	\$ 2,500
Technology Design	\$ 5,000
Lighting Design	\$ 2,500
Furniture Design	\$ 10,000
Cost Estimating	\$ 7,000
<u>Contingency for Basic and Supplemental Design Services</u>	<u>\$ 15,000    \$ 8,000</u>
<b>Total Basic Design Services</b>	<b>\$ 42,000    \$ 35,000</b>

#### Wayfinding and Multimedia Services

Multimedia Design ( <i>through Feb 2014</i> )	\$ 46,000    \$ 8,000
Multimedia Implementation <i>Consultation Allowance</i>	\$ 56,000    \$ 9,000

Mr. Thomas D. Corrigan  
 Cleveland Public Library Phase 3 – Digital Hub  
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Wayfinding Design	\$ 31,000	\$ 36,000
Wayfinding Implementation	\$ 38,000	\$ 44,000
Engineering Services for Audiovisual Solutions	\$ 12,000	\$ 0
Programming for Audiovisual Solutions	\$ 35,000	\$ 0
<u>Contingency for Wayfinding and Multimedia Creative Services</u>	<u>\$ 25,000</u>	<u>\$ 12,000</u>
<b>Total Basic Design Services</b>	<b>\$ 243,000</b>	<b>\$ 109,000</b>
<u>NTE Reimbursable Expenses (note – includes \$1,200 from previous</u>	<u>\$ 18,000</u>	<u>\$ 12,200</u>
<b>Total Design Services, Reimbursables and Contingencies</b>	<b>\$ 427,045</b>	<b>\$ 280,245</b>

#### ADDITIONAL SERVICES

We propose to provide additional services on an hourly basis or for a stipulated sum, should any of these be requested by the CPL:

- Additional design work not included under the scope described herein, or redesign work required as a result of changes or subsequent information provided out of sequence by the Owner during the course of the study or after completion of the study
- Any outside consultant not specifically listed on the Design Team

#### SCHEDULE

While recent discussions suggest that the specific timeframe may be flexible, we understand that the LSTA grant requires CPL to have the equipment associated with the Digital Hub available for use by 1 July 2013. We do not believe that this allows enough time to define the scope, design the solution and build the design, but will prepare a timeline as part of our deliverables outlined above for the library's use in planning for this new service.

For the Pre-Design Services outlined herein, we propose a 16 week timeline to complete the design, with a targeted approval to go to bid with select architectural portions at the ~~April~~ *May 2014* board of trustees meeting. Wayfinding and ~~multimedia~~ scope will follow quickly on a schedule to be determined and approved by CPL. We will work with you to our mutual satisfaction towards an agreeable schedule for Design, bidding and completion of this important new asset.

*Multimedia design and implementation will necessarily follow a separate schedule aligned with the timeframe for new CPL multimedia staff arrival and orientation. We will coordinate multimedia design and implementation to be provided by CPL into the overall schedule for the project once the future position is filled and the scope of multimedia needs is defined.*

#### CONCLUSION

Again, thank you for this opportunity to submit our proposal for professional services. If you have any questions or concerns regarding our services or quotation, please do not hesitate to call.

Mr. Thomas D. Corrigan  
Cleveland Public Library Phase 3 – Digital Hub  
13 January 2014 *revised 18 March 2014*  
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Sincerely,

BOSTWICK DESIGN PARTNERSHIP

AGREED and ACCEPTED

Richard Ortmeyer AIA, LEED A.P.  
Principal

Thomas D. Corrigan  
President, Board of Trustees  
Cleveland Public Library

Date

- cc: Felton Thomas, CPL
- Cindy Lombardo, CPL
- Joyce Dodrill, CPL
- John Skrtic, CPL
- Robert Bostwick, BDP
- Pam Neckar, BDP
- Bryan Wahl, BDP

- Attachments: Project Budget Spreadsheet
- Hourly Rate Schedule

# TRANSEND

We Understand the Anatomy of Email

Transend Corporation  
225 Emerson St.  
Palo Alto, CA 94301

Tel: (650) 324-5370  
Fax: (650) 324-5377  
[www.transend.com](http://www.transend.com)

February 19, 2014

Attn: George Lenzer  
Cleveland Public Library

George:

Thank you for your request. Transend Corporation is pleased to provide the following quotation to Cleveland Public Library for the Transend Migrator utility:

User License	Unit Cost	Total
3100	\$6.60	\$20,460.00

*Note: The above quote reflects a 20% discount and includes Annual Support & Maintenance.*

*Transend will also extend this unit cost to any additional license purchases made before the end of the 2014 calendar year (12/31/14)*

Annual Support & Maintenance includes the following for **one year** from the date of purchase:

- "Getting Started" Professional Services
  - Transend's Professional Services team will provide remote services to ensure your migration is configured as efficiently as possible.
    - Analysis of customer's environment
    - Early Migration Assessment
    - Remote Training (if necessary)
    - Configuration Services - Suggestions related to preparation of source and target environments
- Unlimited telephone and email support regarding installation and setup issues.
- Unlimited telephone and email support regarding all product usage issues, including all bug fixes and patches specific to customer's migration needs.
- Custom Builds and Instructional materials/videos for select migrations where Transend Migrator will be deployed to each end-user to self-migrate.
- Priority access to support engineers.
- Indirect access to Transend's development team.
- Post-Migration Quality Assurance: Transend engineers will conduct a postmortem consultation with the customer to ensure all migration needs were met (at the customer's request)
- Maximum response time of 24 hours Monday through Friday (except U.S. holidays).
- Free product updates for one year from purchase date.

This quote expires February 28, 2014. If there is any change to the number of licenses quoted above please request a new quote as the unit price may change.

You can order via credit card, or Purchase Order with net 30 day terms. There is a 3.5% order processing/convenience fee, with a minimum of \$5 for orders made with a credit card. Purchase Orders can be paid with a check or wire transfer in US dollars. Add USD \$40 to the above price for wire transfer payment (the fees deducted by the banks). Purchase Orders should be faxed to Sales at 650-324-5377 or sent via email to [sales.info@transend.com](mailto:sales.info@transend.com).

The address for your purchasing department records is in the signature block below and our Federal Tax ID is 94-2635297. Once we process the order, you will receive a confirming email with the license key to turn the evaluation version into a full working version.

Thank you for your interest in Transend software. Please let me know if you have any questions.

Regards,

Jason Krefetz  
[jaaron@transend.com](mailto:jaaron@transend.com)  
Tel: (650) 324-5370  
Fax: (650) 324-5377

#### OUR STORY

To gain more insight into Transend's background, the value proposition we offer, and why we're different than the competition, please watch a 2 minute video that tells [OUR STORY](#).



**ENCORE TECHNOLOGY GROUP**

Rethink Technology!



**Microsoft Office 365 Proposal**

Prepared for:

**Cleveland Public Library**

March 12, 2014



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March 12, 2014

Cleveland Public Library

Mr. Houpe,

Thank you for giving Encore Technology Group the opportunity to respond to your request for installation services. In today's environment most organizations are asking more from their IT staff while at the same time receiving fewer resources. This formula usually places a huge burden on the organization and outside help is needed from time to time. Our goal is to make it easy for your organization to engage Encore Technology Group and provide the technical expertise necessary which will get you through these times. With our vast experience in the public and commercial sector Encore Technology Group is confident that you will find us to be most qualified partner and as such we look forward to working with your organization.

Encore Technology Group methodology includes project management as well as multilevel engineering that gives a predictable, high quality installation and insures success that will meet Cleveland Public Library IT requirements. Please accept this document as evidence of our desire to assist your organization in achieving its technology goals. If you have any questions or would like more information, please contact us at (888) 983-6267. We look forward to combining our talents to make this endeavor a success.

Sincerely,

April Hughes  
ahughes@encoretg.com  
Enclosure

**CONTACT INFORMATION**

**Service Provider:** **Encore Technology Group (Encore)**

**Employees:** **110+ employees**

**Corporate Office:** **Greenville, SC**  
2000 Wade Hampton Boulevard  
Suite 210  
Greenville, SC 29615

**Service Center:** **Greenville, SC**  
2000 Wade Hampton Boulevard  
Suite 210  
Greenville, SC 29615

**Logistics Center:** **Easley, SC**  
903 East Main Street  
Suite A  
Easley, SC 29640

**Sales Offices:**

<b>Charlotte, NC</b> 5960 Fairview Road Suite 400 Charlotte, NC 28210	<b>Raleigh, NC</b> 8313 Six Forks Road Suite 211 Raleigh, NC 27615
<b>Atlanta, GA</b> 3235 Satellite Boulevard Building 400, Suite 300 Duluth, GA 30096	<b>Columbia, SC</b> 810 Dutch Square Blvd Suite 107 Columbia SC 29210

**Support Phone:** **(888) 983-6267**

**Federal Taxpayer ID:** **46-1594391**

**FCC Registration:** **0022372619**

## PROJECT ESCALATION PATH

If you experience an issue or problem during the implementation of your project, we want to hear about it. Accordingly, we will make every effort to provide a timely and effective resolution ensuring that your project stays on task and on time.

The following path of escalation is provided to ensure you receive the level of attention needed for any concerns with your project, its' required products and services or customer relations.

### 1<sup>st</sup> Level

Ben Wilson – PM Manager

(864) 770-2789 [bwilson@encoretg.com](mailto:bwilson@encoretg.com)

### Operations Management

Bob Cress – Operations Director

(864) 200-2174 [bcress@encoretg.com](mailto:bcress@encoretg.com)

### 2<sup>nd</sup> Level

April Hughes – Account Executive

(864) 304-2789 [ahughes@encoretg.com](mailto:ahughes@encoretg.com)

### Sales Management

David Masters – Vice President of Sales

(864) 200-2076 [dmasters@encoretg.com](mailto:dmasters@encoretg.com)

### 3<sup>rd</sup> Level

Antony Eason – Director

(404) 921-3136 [aeason@encoretg.com](mailto:aeason@encoretg.com)

### Executive Management

Chris Powell – Chief Executive Officer

(864) 307-0735 [cpowell@encoretg.com](mailto:cpowell@encoretg.com)

## ABOUT ENCORE TECHNOLOGY GROUP

Encore Technology Group (Encore) was newly established in 2013, but our storied history dates back to 1989. Through this history, we have provided innovative technology solutions for K-12 classrooms, higher education institutions, state and local government agencies, and commercial enterprises. Today, we are one of the largest independent technology solution providers in the southeastern United States, though our prestigious client roster spans the entire nation.

## ENCORE TECHNOLOGY GROUP SUPPORT SERVICES PRACTICE

Encore Technology Group's understands that assisting our customers with the best consulting, design, and implementation of technology is worthless without providing first class service after the sale. To this end Encore Technology Group maintains a dedicated support services organization which includes industry certified engineers and a set of integrated services designed to provide our clients with the best support services plan. Encore Technology Group's support services organizations provides;



- A Commitment to Customer Satisfaction
- Comprehensive Support Services Plans
- Dedicated Support Service Professionals
- Strong Vendor Partnerships with Integrated Support
- Certified Warranty Service for Major Vendors
- Service Level Agreements
- Integrated Call Management and Tracking
- Flexible Support Options
- Comprehensive Geographical Coverage

### Flexible Contracts

Encore Technology Group understands that each organizations support needs and environment are unique and may change from year to year. Therefore Encore Technology Group offers many flexible support options and will work with your organization individually to customize a total support solution.

## SCOPE OF WORK

### General Items

- A pre-project planning meeting will be held to ensure all customer needs are understood.
- Customer will sign off on project plan / design prior to implementation
- Any changes required post sign-off will result in a project change request and may result in additional billing

### Objective

Cleveland Public Library has chosen to move some of its services to a cloud based solution from the existing environment. Specifically the organization has chosen Microsoft Office 365 to deliver these services.

Microsoft® Office 365 delivers the power of cloud productivity to businesses of all sizes, helping to save time, money and free up valued resources. Office 365 combines the familiar Office desktop suite with cloud-based versions of Microsoft's next-generation communications and collaboration services: Exchange Online, SharePoint Online and Lync Online. Office 365 is simple to use and easy to administer – all backed by the robust security and guaranteed reliability you expect from a world-class service provider.

Specifically the organization is looking for assistance in completing the following specific objectives;

- Review with the input and assistance of the organizations technology staff the proposed Microsoft Office 365 architecture and provide recommendations
- Develop a plan that should provide for minimal disruption to business and educational activities including a timeline for the project, identifying and recommending, and for the most part completing the tasks needed to implement and direct the project strategy
- Install and configure the on premise services necessary for a functional Office 365 environment to provide an new messaging platform for the organization to include;
  - Basic configuration of the Microsoft Office 365 management portal
  - Initial user and group configuration of Office 365 accounts
  - Microsoft DirSync services
  - Microsoft Federation Services
  - Additional PowerShell scripting for synchronization as deemed necessary by Encore(Optional)
  - User Email Migration
- Provide mentoring for the organizations IT staff on the proper use and function of the applications and toolsets used
- Upon completion of project and/or as project dictates, provide sufficient documentation for purposes of knowledge transfer

- Cleveland Public Library will be hosting:
  - AD Domain Controller
  - ADFS Server
  - DirSync Server

Components of this project may be completed remotely and do not require Encore's consultant to be on site. Pricing and the scope of the project are defined with this process in mind therefore does not represent on-site time only. VPN or other approved remote access will be required for this project and must be made available from the organization.

### **Encore's Project Methodology**

Encore has more than 20 years of industry experience and we recognize and appreciate the value of adhering to proven methodologies to accomplish complex network systems integration projects. Consequently, Encore has developed a structured approach to performing each project which involves several phases. Each phase is designed to ensure the success of the project and minimize risk and unnecessary disruption to the user community.

By using this roadmap which has been developed through years of experience your organizations is assured of the smoothest most cost effective plan for ensuring a successful project. The first phase of any engagement is the Discovery Phase and is a vital first step in the process. During this project Encore's consultant will perform the following;

#### **Discovery Phase**

##### **Project Kick-off Meeting**

- Discussion of overall business drivers for project
- Overall summary of the project agenda, guidelines, tasks, time-lines, etc.
- Discussion of everyone's roles and responsibilities
- Discussion of the tasks and required information needed for each planning session
- Compile the data from the Microsoft Office 365 Readiness tool and complete the questionnaire
- Discussion of deliverables that the organization will receive at the end of the engagement
- Creation of detailed task list and prioritization report

##### **Initial Discovery**

Prior to the start of the project the organization will run the Office 365 Readiness Tool and questionnaire. Once this information has been compiled, Encore will arrange for a telephone conference with the organization and discuss the steps needed to remediate the existing Active Directory environment, if required. Any major remediation tasks which may need to be performed on the current AD or DNS environment must be completed before the project can begin and are not included in the scope of this project.

- Meet with Client personnel to discuss design and pre-implementation tasks that may be required
- Review with the organization the Office 365 service descriptions to ensure solution alignment



- Review with the organization the summary and findings of the Microsoft Office 365 Assessment tool and discuss specifically the following;
  - Physical infrastructure
  - Existing Active Directory environment
  - Current messaging system environment
  - Identify email coexistence strategy
  - Identify additional hardware requirements
  - End User readiness state of PC's and desktop
- Develop a deployment Project Plan
- Identify the pilot project
- Develop a detailed migration strategy and migration groups
- Develop a user identity and account provisioning plan
- Determine application integration and support
- Plan and coordinate IT department training and support
- Develop mobile device plan
- Coordinate with the organization the necessary process and contacts for converting the MX record and domain name if needed
- Verify and confirm implementation schedule including down time and required building access as well as organization staff participation
- Ensure all hardware and software not included by Encore Technology is available and meets specifications
- Document the organization personnel who will be available for the demonstration, training, and knowledge transfer portions of the project and confirm the necessary scheduling as required

### **Microsoft Office 365 Implementation Phase**

Once the planning, discovery, and design have been completed Encore will configure basic Microsoft Office 365 environment including the management portal and the services needed to synchronize the organizations on premise Active Directory systems to the cloud and prepare for migration of messaging services. Encore's consultant will perform the following tasks as a part of this project;

#### **Office 365 Basic Administration Services**

- Assist in Office 365 administration account setup and configuration
- Assist in Office 365 user account creation and configuration
- Assist in Microsoft Active Directory changes and updates that may need to be performed pertaining to Office 365
- Assist in configuring administrative and security roles

NOTE: Advanced configuration of the Microsoft FOPE system and Transport rules are not included in the scope of this project

## Microsoft Synchronization Services

### Overview

Once the organization has accounts provisioned to a local Active Directory domain Encore Technology will optionally synchronize these accounts to a Microsoft Office 365 cloud service. It should be noted that accounts and relevant account attributes will be taken from the local AD domain, then synchronized to the cloud AD system. Following this process ensures the integrity of the authoritative source and minimizes potential data corruption.

In order to provide a "rich coexistence" and/or single sign-on system to the Microsoft Office 365 accounts, Federation Services must be installed and configured. When you set up single sign-on, you can eliminate the need to manage passwords specifically for Office 365. In addition to benefitting users, single sign-on can benefit administrators in the following ways:

- **Policy control:** Administrators can control account policies through Active Directory, which lets administrators, manage password policies, workstation restrictions, and lock-out controls without needing to perform additional tasks in the cloud.
- **Access control:** Administrators can restrict access to Office 365 so that users can access it through the corporate environment, through online servers, or through both methods.
- **Reduced support calls:** Users often call for support because they have forgotten their passwords. If users have fewer passwords to remember, they are less likely to forget them.
- **Improved security:** Servers and services used in single sign-on are mastered and controlled on-premises, which can improve protection of user identities and information.
- **Cross-trust federation:** Using Active Directory Federation Services, you can establish trusts with other organizations, Active Directory Federation Services, or other services using WS-\*, SAML1.1, or SAML2.0 services.
- **Two factor authentication:** You can use two-factor authentication systems that protect local resources to better protect access to Office 365 services.

Encore will assist the organization in configuring these services as a part of this initial Microsoft Office 365 installation. Basic tasks that are a part of the Microsoft Synchronization Services include;

- Configure mobile access

NOTE: "rich coexistence" functionally will be completely enabled during this project but actual synchronization to local organization services such as Exchange, SharePoint, or Lync is not included in this scope.

### Post Deployment Services

- Provide updated documentation and expert to expert knowledge transfer on the Office 365 system and related services
- Provide limited phone and remote support assistance for staff for a period of 10 working days

NOTE: Encore can provide on-going support and delegated administrative assistance with the purchase of a service contract or managed service contract.

## End User Services

Once all of the core systems and services are installed the organization will complete the desktop/laptop portion of the Office 365 project. This phase is to be completed by the organization and is not included in the price of this project. If assistance is desired Encore Technology is able to help at optional cost. Steps listed here are for reference purposes only.

- Install and configure Office 365 desktop services integration application on all pc's that will access the system
- Configure end user portal services and Office integration

## Additional Requirements

The following are the additional requirements for end user computing devices

Operating system and server requirements

- Windows 7
- Windows 8
- Windows RT
- Mac OS X 10.5 (Leopard), 10.6 (Snow Leopard), 10.7 (Lion)
- Windows Server 2008
- The following are supported with support ending as noted
  - Windows Server 2003 April 1, 2014
  - Windows XP on April 1, 2014 (currently requires SP3)
  - Windows Vista on April 1, 2014 (currently requires SP2)

Office client requirements

- Office 2010 SP1
- Office 2007 SP2
- Office 2013
- Office 2011 for Mac and Outlook 2011 for Mac
- Outlook 2003 via POP and IMAP only
- .NET 2.0 or later
- Lync 2010 or later
- The following are supported with support ending as noted
- Office 2008 for Mac (No longer Supported)
- Entourage 2008 Web Services Edition (no longer supported)
- Outlook 2003 on April 8, 2014

Browser requirements—Administration Center and My Company Portal

- Internet Explorer 8 or above
- Latest Firefox "Release" version
- Safari 5 or above
- Latest Chrome "Stable" version
- The following are not supported
  - Internet Explorer 7
  - Safari 4

Note: Outlook Web App also has a light version that supports a reduced set of features across almost any browser

### User Email Migration

Once the main project is complete the organization may choose to perform email migrations for some or all of its users. This process will include both a migration tool (either free or paid version) and the services labor to migrate accounts from an "approved" existing email system to the new Office 365 Exchange system. If the organization desires Encore Technology to complete this task the following will be the scope of this project.

#### This Scope of Work does not include:

- Migrating end user E-Mail data; However a price can be provided for:
  - Option 1 - Migrating all data from Cleveland Public Library's current E-Mail solution "Zimbra"
  - Option 2 - Client to provide individual PST files and Encore will automate the upload into the relevant Office 365
- Installing Microsoft Outlook on the end users client

### PROJECT DELIVERABLES (Revised from 1/27 Proposal)

Encore will provide Cleveland Public Library with an operational solution as defined in this proposal as well as the following:

- Encore will stand up an on premise Microsoft SMTP Relay Solution utilizing a Windows 2008 R2 or 2012 R2 Server
- The SMTP Relay Solution could utilize the same IP Address as the existing Zimbra Server (post migration) so that users would not have to reconfigure their existing SMTP Relay IP Addresses
- Encore will update any relevant DNS changes in relation to the SMPT relay
- Client will provide hardware and Microsoft licensing

Document	Owner
Project Delivery and Acceptance Documentation	Encore Consultant

### OUT OF SCOPE

The following does not fall within the scope of this proposal unless specifically stated otherwise. Encore may, however, provide guidance to organization personnel in managing these processes or provide these as discrete services at additional cost.

- Active Directory configuration services other than those specified in the scope of services and related to the implementation of Office 365
- Data backup, or desktop migration for users or applications
- Local licenses (unless stated)
- Desktop application or services installation
  - Including installing Mail client

- Infrastructure configurations or required changes other than those specified
- Any reconfiguration of clients will be done by the client, but guided by Encore
- Reconfiguration of local E-Mail archiving solutions
- Reconfiguration of local E-Mail filtering solutions
- Reconfiguration of Firewall

## **CUSTOMER RESPONSIBILITIES**

For the contract to be successful, Client commits to the following general obligations:

- Client understands that Encore relies on immediate clarification and resolution regarding the integrity of data/information supplied to Encore. Client will supply Encore with escalation contacts in the event of a need for a managerial decision to be made by the organization.
- Client will provide, at no cost to Encore, Encore engineer access to adequate working space, facilities, and office services at the required sites. Client will provide security clearance and access to facilities, as required. This includes badges, passwords, access cards, and parking privileges. All necessary network passwords will be provided to Encore technical resources.
- Client will manage the demands of other organizational endeavors at the implementation site(s) and will notify Encore promptly of any changes related to the existing network or operations that would materially affect Encore's performance.
- Client will be responsible for coordinating and approving any required downtime with the Client's personnel where required.
- Client will be responsible for entering into the standard commercial licensing agreements required of Encore or its third parties (e.g. Microsoft) for ownership or use of proposed solutions or services. Such licensing will be provided to Client for review in advance on request.
- Client will be responsible for any third-party issues that are outside of Encore's control which include but are not limited to: Internet Service Provider Circuits (T1, DS3, MPLS, Fiber, etc...) or Circuit Configurations (QOS, Timing, etc.), Electrical Power, Transportation, etc...
- Client will be responsible for arranging the Office 365 licenses; however Encore will provide support during this process
- Client will be responsible in making changes to the local Outlook configuration, however Encore Technology will support the change provide a guide
- Client will be responsible for supplying all network cables

## ENCORE OBLIGATIONS

- Encore agrees that all data, infrastructure documentation and internal systems policies and initiatives belonging to Client are the confidential and proprietary information of the Client organization. Encore agrees that the information shared by Client will be held in strict confidence in accordance with Encore's privacy policy's furnished on request and will not be disclosed, duplicated, or used, in whole or in part, for any purpose other than the purposes described in this proposal.
- Encore agrees to comply with Client building and property security policies, including dress codes as necessary.
- Encore agrees to provide all services and documentation as stated and will provide this documentation to Client in a reasonable and timely manner.

## ASSUMPTIONS

- Client is responsible for all data backups unless otherwise noted
- Client will provide remote access to network as it relates to this project
- Client will provide Encore access to all relevant devices, software, facilities and security measures for successful completion of the project.
- Client will be responsible for any third party delays not caused by Encore. Delays may require additional fees and/or Change Orders.
- Client will provide all necessary network cabling, cabling tie-wraps, etc not defined in the Bill of Material
- Provide onsite resource to facilitate all information and communication per project requirements
- Provide availability for downtime, if required
- Any work requested that is not documented in this SOW may require a written Change Order with associated labor fees and/or product costs (Appendix B)
- Encore primary point of contact will be the assigned project manager
- All projects will be required to obtain a signed Project Signoff to indicate project completion (Appendix A)

## FINANCIAL INVESTMENT

This project is being sold on a fixed cost basis and includes both on-site, and off-site planning, testing, and deployment time. Components of this project may be performed off-site. Prices do not include hardware, software, or licensing that may be required unless specifically stated in this cost schedule.

If a change in scope develops, an immediate review will be conducted between Cleveland Public Library and Encore to determine further action.

Fixed Fee			
Description of Service/Product	Qty	Unit Price	Extended
<b>Professional Services Costs</b>			
Microsoft Office 365 Installation and Configuration			\$14,750.00
Engineering Block of Time – TSA *			\$1,000.00
*Must be used within 12 months of signing the contract			
Migration of Zimbra Email data ( labor) – Based on 2652 Users			\$1,000.00
<b>Microsoft Licensing ( Purchased through Encore)</b>			
79P-03774 - Microsoft Office Professional Plus - license & software assurance (\$22.60 x 550 (number of pc's))			\$12,430.00 per year
No Encore Installation is included – Client will be responsible for install			
M6K-00001 - Microsoft Office 365 (Plan A2) - subscription license (\$0.00 x 2789 (number of users))			\$0.00 per year
5WS-00001 - Microsoft Exchange Online Archiving for Exchange Online A - Subscription license (\$12.00 x 137 (number of users) )			\$1,644.00 Per year
Microsoft School Enrollment requires that a physical agreement be signed and sent back to Encore			

## ACCEPTANCE

Approved by:

\_\_\_\_\_ Date: \_\_\_\_\_

See Terms and Conditions at: <http://www.encoretg.com/content/terms-and-conditions>

## APPENDIX A – PROJECT SIGNOFF

### Project Information

Client Name			
Address			
City/ST/ZIP			
Phone		Email	
Project Name		Project #	
Sales Rep		P.O. Number(s)	
Lead Engineer		Project Manager	

### Project Signoff

By signing below, you agree that all work has been completed as documented in the Scope of Work section of this Statement of Work (Page 7). Final project billing will be submitted for invoicing and payment as documented in the Encore Terms and Conditions

See Terms and Conditions at: <http://www.encoretg.com/content/terms-and-conditions>

<b>Cleveland Public Library</b>	<b>Encore Technology Group</b>
By:	By:
Print Name:	Print Name:
Title:	Title:
Date:	Date:



## APPENDIX B – CHANGE ORDER

In the event, there is a requirement not addressed in the Statement of Work, a Change Order will be created with any needed products and/or services. The assigned Project Manager will create the change order and work with Encore Sales to determine a price. Once completed, the Project Manager will provide a completed Change Order Form to the Client and a quote if needed. Once the Client has signed off on the Change Order, product will be ordered (if applicable) and services will be scheduled. Change Orders will be billed outside of the project once work is completed.



**CHANGE ORDER**

Order #	
Customer:	

TO:


E-Mail		Fax	
JOB NAME			
JOB LOCATION			

**We hereby agree to make change(s) as described herein:**


**NOTE: THIS CHANGE ORDER BECOMES PART OF AND IN CONFORMANCE WITH THE EXISTING CONTRACT**

WE AGREE TO MAKE THE CHANGE(S) SPECIFIED AT THIS PRICE	→	\$	
DATE			
AUTHORIZED ENCORE REPRESENTATIVE SIGNATURE			

**ACCEPTED** - The above prices and specifications of this Change Order are satisfactory and are hereby accepted. All work to be performed under the same terms and conditions as specified in original contract unless otherwise specified.

DATE OF ACCEPTANCE \_\_\_\_\_

AUTHORIZED CUSTOMER SIGNATURE \_\_\_\_\_

## APPENDIX C – OFFICE 365 TRIAL FOR TRAINING GROUP

Encore has created a 30 day Office 365 trial for Cleveland Public Library (CPL). CPL has specified that they will use this trial for in house training. Per CPL's request their domain will not be used for this trial. A total of 5 CPL users (option for up to 25) will be included in this trial.

If CPL proceeds with the proposed 365 project with Encore, the cost of this 30 day trail is included. If for any reason CPL does not proceed with the Office 365 deployment through Encore, an administrative fee of \$500 will be charged.

## STATEMENT OF WORK

<b>Project Name:</b>	Exchange Online Assessment, Planning, Design and Migration Workshop Pilot and Implementation Services	<b>Seller Representative:</b> Denise Adkins-Kokai 847.371.7001 Deniadm@cdw.com
<b>Customer Name:</b>	Cleveland Public Library	
<b>CDW Affiliate:</b>	CDW Government LLC	
<b>SOW Effective Date:</b>	January 28, 2014	<b>Solution Architect:</b> Alan Sacco \ Andrew Hunkins
<b>Version:</b>	1.1	

This statement of work ("Statement of Work" or "SOW") is made and entered into this January 28, 2014 (the "SOW Effective Date") by and between the undersigned, CDW Government LLC ("Provider", "Seller" and "we") and Cleveland Public Library ("Customer" and "you").

## PROJECT DESCRIPTION

### PROJECT SCOPE

During the engagement Seller will utilize Seller's experience with Microsoft Exchange Online to make recommendations on how to best utilize the technology to meet Customer's objectives. In addition, Seller will leverage the knowledge gained through previous deployments to avoid potential issues.

This engagement will:

- Develop a clear vision of the high-level solution goals and constraints.
- Unify the project team behind a common vision.
- Identify business and technical requirements for the Exchange Online Implementation.
- Determine the appropriate end-state Exchange Online Implementation.
- Implement and pilot the solution in the production environment
- Deploy the solution to the remainder of the organization and decommission the legacy system
- Provide one or more detailed documents created specifically for Customer.

### APPROACH

Seller will utilize a phased approach to achieving the goals outlined above. For the purpose of this SOW, the following phases will be utilized to achieve the objective stated above.

Figure 1 – Exchange Online Phases



### PROJECT KICK-OFF MEETING

Prior to the kick-off, Seller will provide Customer with a Pre-Engagement Questionnaire. This document will be used to establish a working understanding of Customer's current environment. Areas of focus include:

- Directory Services Infrastructure

- Network Topology
- Overview of current environment
- User population and distribution
- Administrative practices and procedures (including change control)

If this documentation currently exists and Customer is willing to provide it to the Seller, this can be submitted instead of the questionnaire.

Seller will begin with a project kick-off meeting with Customer's core project team. The kick-off meeting will last approximately one hour and will include:

- Introductions of Customer and Seller team members
- Establishment of roles and the project schedule
- Knowledge transfer and review of Customer's company and vision
- Review of this Statement of Work
- Review of Pre-Engagement Questionnaire or equivalent and clarification of questions
- Review of design workshop goals
- Requirements definition

## **ASSESSMENT**

In order to design a solution which meets Customer's needs and preserve the essential functionality of the current solution, it is necessary to gain a thorough understanding of the current Zimbra environment.

- Current State Inventory and Profile
  - Zimbra platform and geographic distribution
  - Client or end-point platform and geographic distribution
  - Zimbra applications and/or features
  - External or third party applications which depend on the Zimbra
- Identify Business and Technical Requirements for the new solution
  - Dependencies on functionality unique to Zimbra
  - Desired functionality absent from the current Zimbra
  - Coexistence and Migration requirements
  - Validate existing Service Level Agreements
  - Identify Potential sources of capital and operational savings

## **PLANNING AND DESIGN WORKSHOPS**

Seller will work with the appropriate project team members and stakeholders from Customer's company in a series of formal and informal workshops and discussions regarding the current and end-state design of Customer's infrastructure. Active participation and presence from key members of Customer's staff is imperative during this time to ensure requirements are clearly defined and validated and that the design is based upon those requirements. Seller will leverage industry leading practices and Seller's extensive experience to develop a comprehensive, scalable, robust, and secure end state design.

### PLANNING WORKSHOP

The Planning Workshop is a series of interactive meetings with key members of Customer's organization including business and technical stakeholders as well as the project team. These discussions will focus on identification of business and technical requirements and assumptions. Seller will also provide a mapping of how those requirements can be met with Exchange Online. Any requirements which cannot be met will also be called out. At the conclusion of this workshop the project team will have a clear understanding of how Exchange Online will be able to assist in meeting Customer's business objectives.

- Current Environment review

- Active Directory
- Messaging Environment
- Network
- Requirements Gathering and validation
  - Business requirements
  - Technical requirements
- Map requirements to Office 365 Service Descriptions
  - Microsoft Exchange Online for Enterprises Service Description
  - Office 365 Mobility Solutions Service Description
  - Office 365 Identity Service Description
  - Office 365 Support for Apple Mac and iOS Devices
  - Office 365 Security and Service Continuity Service Description
  - Office 365 for Enterprises Support Service Description
- Identify requirements not met by Exchange Online and recommend potential alternatives
- Licensing Requirements
  - Microsoft Licensing Requirements
  - Third- party Software Requirements
- Hardware Requirements
  - Architecture Diagram
  - Server Counts
  - Server Platform
  - Storage
  - Network
- High level task list
  - Task effort estimates
  - Dependencies

### DESIGN WORKSHOP

Based on the requirements identified in the Planning workshop, Seller will work with the project team to determine the end state Exchange design.

- Deployment Options
  - Hybrid vs. Exchange Online
  - Administrative Model and Delegation
- Directory Integration and Authentication
  - Active Directory and Namespace Integration
  - Supported authentication methods
  - Active Directory Federation Services
  - External client support
  - Public Key Infrastructure
  - Directory Synchronization
  - Load Balancing
  - Firewall requirements
  - Server Requirements
- Client Access Design
  - Name Space Design
  - Service Discovery
  - Mobile Devices Support
  - Legacy client protocols

- Mobile Device Management
- Server Requirements
- Transport Design
  - Name Space design
  - Routing
  - Address Policies
  - Message Hygiene
  - Transport Rules, Disclaimers and Signatures
  - Message Journaling
  - Transport Federation
  - Encryption
  - Server Requirements
- Zimbra Migration
  - Migration Approach
  - Network Integration
  - Directory (Dialplan) Integration
  - Transport (Routing) Integration
  - Data Migration Strategy
  - Applications and Services Migration Strategy
  - Tools Selection
  - Test Strategy
  - Server Requirements
- Hardware Requirements consolidation and review
  - Role colocation
  - Virtualization
  - Network, Ports, Addresses & Bandwidth
- Licensing Requirements
  - Microsoft Licensing Requirements
  - Third- party Software Requirements
- Gap analysis

## **BUILD & PILOT**

Seller will assist with the implementation and configuration of the Exchange Online transition infrastructure as specified in the workshops. Any testing requirements identified during the design or planning phases will be conducted at this time, prior to the production implementation.

A typical Exchange online deployment will consist of:

- Two servers running the Active Directory Federation Service (ADFS) to support Single Sign-on
- Two servers running the ADFS Proxy service located in a perimeter network to Authenticate external clients
- One server running the Office 365 Directory Sync Service to support integration with Active Directory
- One Exchange 2010 Standard Server to support coexistence between on premises Exchange and Exchange Online

The servers described above may be implemented on dedicated Virtual Machines, Physical hardware, or collocated with existing servers depending on the results of the design workshop. If the outcome of the design stipulates a different number of servers than that stated above, then the hours associated with this component will need to be updated via a project change request. The hardware requirements of the servers covered in this phase can be found in Exhibit A.

Seller will implement the Exchange configurations required for coexistence and interoperability for all devices and systems deployed during this phase based on the previously established design. Seller will provide guidance and recommendations for

configuration changes to the existing environment to enable coexistence, but the implementation of these configuration changes will be the responsibility of Customer.

A pilot group not to exceed 50 users will be transitioned to the new environment. This pilot period will be used to refine and validate the transition process and gather feedback on the impact to end users.

Applications which depend on the legacy systems will not be migrated during the pilot.

Seller has the right to amend the deployment estimates based on the results of the pilot.

## TRANSCEND INSTALLATION AND CONFIGURATION

Seller will assist Customer with the installation and configuration of the Transcend software used for the migration of email, calendars, contacts, etc. from Zimbra to Exchange Online. Seller can purchase the software for Customer at a price of \$6.60 per user or an aggregate price of \$19,661.40 (for 2,979 users), however, the cost of this software is not included in this Statement of Work. Customer may also purchase software directly from Transcend if Customer so desires.

## DEPLOYMENT

Seller will assist Customer with the migration of all existing resources (2,878 users) to the new Exchange infrastructure following the migration processes defined during the course of this project.

Deployment activities consist of

- Define collections of mailboxes to be migrated and associated timelines
- Migration of mailbox data to Exchange Online
- Directory and routing updates in the source system
- Level 2 support of client configuration processes and scenarios
  - Outlook
  - Mobile device
  - Delegation
  - Share mailboxes
  - Resource setup and scheduling
  - Distribution list management
- Updates to applications which have dependencies on the location of a user's mailboxes

Over the course of the deployment, application dependences on the legacy system will be identified. Seller will provide guidance and recommendations for the reconfiguration of these systems. Migration, reconfiguration and testing of these applications are not the responsibility of the Seller.

At the conclusion of the deployment, the legacy system will remain in place to provide the necessary infrastructure for those application dependencies which have not been transitioned to the Exchange 2013 infrastructure. In some instances it may also be necessary for legacy client applications to remain installed to provide user access to the legacy system.

## CLOSURE

A closure meeting will be held with Seller at the conclusion of the project to verify that all of Customer's business and technical requirements have been satisfied. Formal transfer of documentation items to be provided, listed in "Items Provided to Customer", will also occur at this meeting.

## PROJECT MANAGEMENT

Seller will assign a project management resource to perform the following activities during the project:

- **Kick Off Meeting.** Review SOW including project objectives and schedule, logistics, identify and confirm project participants and discuss project prerequisites.



- **Project Closure Meeting.** The project team will meet to recap the project activities, provide required documentation, discuss any next steps, and formally close the project.
- **Change Management.** When a change to a project occurs, the Seller's project change control process will be utilized.

## PROJECT ASSUMPTIONS

1. The internal/corporate network utilizes a single, continuous, fully routable private address space. Internal clients have direct access to internal servers. Internal systems are not directly accessible from public networks. External clients must establish connections to secure intermediary device which will proxy or route connections to internal resources on the clients' behalf (VPN, Terminal Server, reverse proxy, etc.).
2. The configuration and management of all systems which will be involved in the deployment are under the control of Customer's organization, either directly or through a third party. The Seller may request configuration changes to these devices and Customer will implement these changes pending established change control procedures.
3. All hardware and software that will be implemented as part of this project or that will be configured during the course of this project is covered under a vendor approved support contract.
4. The Exchange Organization is in Native Mode
5. There are no Exchange Servers version 2000 or earlier
6. All Exchange 2003 Servers are running Service Pack 2 or later
7. All Exchange 2007 Servers are running Service Pack 2 or later
8. Zimbra is implemented on the x86 processor architecture
9. ADFS will leverage WID for storage of ADFS-related data.
10. ADFS Proxies will leverage IIS.
11. All users who to be synchronized with Active Directory Federation Services will have an account in the Cleveland Public Library Active Directory.
12. The cost of migration software necessary to migrate Zimbra mailboxes to Exchange Online is not included in this Statement of Work and is Customer's responsibility.
13. Customer acknowledges that Seller may earn a Microsoft incentive payment if Customer purchases Microsoft products from Seller. Furthermore, Customer hereby consents to Seller receiving any such payment from Microsoft, and has no objections in relation thereto.

## CUSTOMER RESPONSIBILITIES

1. There are at least two Active Directory Global Catalog servers, located in the site where the system will be installed, running Windows Server 2003 SP1 or later. These servers currently average less than 50% processor utilization during peak times. The domain and forest functional levels are at least Windows Server 2003 native.
2. All servers (physical or virtual) and network devices to be utilized in the deployment will be procured, assembled, installed and configured with the base operating system and network configuration prior to Seller consultants beginning work on those systems.
3. All software media and corresponding licenses and/or product keys will be provided Seller consultants prior to implementation.
4. All required certificates will be procured prior to implementation and will be provided to the Seller consultant(s) or will be installed by Customer's staff under the supervision of the Seller consultant(s).
5. If the deployment of the solution drives configuration changes and/or upgrades other systems in environment, including but not limited to backup software, anti-spam/antivirus, security/firewall, and/or other gateway products, these changes and the associated costs are not the responsibility of Seller.
6. Seller consultants will provide guidance on client configuration, but will not be responsible for the installation of software or configuration of client devices.

## OUT OF SCOPE

Specific tasks outside this SOW include, but are not limited to:

1. Formal Training
2. Process and/or Build Documentation
3. Migration of applications from the legacy system
4. ADFS Integration with SQL
5. ADFS Integration with UAG
6. ADFS Integration with any system other than the Microsoft Federation Gateway
7. Unified Messaging

Services not specified in this SOW are considered out of scope and will be addressed with a separate SOW or Change Order.

## ITEM(S) PROVIDED TO CUSTOMER

The following will be provided to Customer by the completion of this project.

Table 1 – Item(s) Provided to Customer

Item	Description	Format
Assessment	Document that details the current messaging environment.	PDF
Exchange Online Planning and Design	Document that defines the business and technical requirements and how the new solution will meet these requirements. It will also provide a detailed list of the resources that will be required to implement and migrate to the new solution.	PDF with architecture diagram

## PROJECT SCHEDULING

Customer and Seller, who will jointly manage this project, will together develop timelines for an anticipated schedule (“**Anticipated Schedule**”) based on Seller’s project management methodology. Any dates, deadlines, timelines or schedules contained in the Anticipated Schedule, in this SOW or otherwise, are estimates only, and the Parties will not rely on them for purposes other than initial planning.

## TOTAL FEES

The total fees due and payable under this SOW (“**Total Fees**”) include both fees for Seller’s performance of work (“**Services Fees**”) and any other related costs and fees specified in the Expenses section (“**Expenses**”). Unless otherwise specified, taxes will be invoiced but are not included in any numbers or calculations provided herein.

Seller will invoice for the Total Fees.

## SERVICES FEES

Services Fees will be calculated on a TIME AND MATERIALS basis.

The invoiced amount of Services Fees will equal the rate applicable for a unit of a service or resource (“**Unit Rate**”) multiplied by the number of units being provided (“**Billable Units**”) for each unit type provided by Seller (see Table 2).

The Total Estimated Services Fees of \$70,820.00 is merely an *estimate* and does not represent a *fixed fee*. Neither the Total Estimated Billable Units of 466 nor the Total Estimated Services Fees are intended to limit the bounds of what may be requested or required for performance of the Services.

Table 2 – Services Fees

Unit Type	Unit Rate	Billable Units	Subtotal
Senior Engineer – Per Hour	\$185.00	147	\$ 27,195.00
Associate Engineer – Per Hour	\$125.00	244	\$ 30,500.00
Project Manager – Per Hour	\$175.00	75	13,125.00
<b>Estimated Totals</b>		<b>466</b>	<b>\$ 70,820.00</b>

The rates presented in Table 2 apply to *scheduled* Services that are performed during Standard Business Hours (meaning 8:00 a.m. to 5:00 p.m. local time, Monday through Friday, excluding holidays). When Seller invoices for scheduled Services that are not performed during Standard Business Hours, Services Fees will be calculated at 150% of the Unit Rates. For any unscheduled (i.e., emergency) Services performed at any time of the day, Services Fees will be calculated at 200% of the Unit Rates.

Any non-Hourly Units will be measured in one (1) unit increments when Services are performed remotely or at any Customer-Designated Location(s) (as defined below).

Any Hourly Units will be measured in one (1) hour increments with a minimum of one (1) hour billed each day Services are performed remotely and four (4) hours billed each day Services are performed at any Customer-Designated Location(s). When Hourly Seller personnel must travel more than two (2) hours a day to work at any Customer-Designated Location(s), there will be a minimum of eight (8) hours billed for each day (less travel time that is invoiced pursuant to the “Expenses” section below).

Upon notice, Seller may adjust the rates above, provided that the rates will remain fixed for at least six (6) months after the SOW Effective Date and then again for at least six (6) months after any subsequent adjustment.

The rates above only apply to Services specified in this SOW as it may be amended by one or more Change Order(s).

## EXPENSES

Seller will invoice Customer for Seller’s reasonable, direct costs incurred in performance of the Services. Direct expenses include, but may not be limited to: airfare, lodging, mileage, meals, shipping, lift rentals, photo copies, tolls and parking. Seller will charge actual costs for these expenses. Any projected expenses set forth in this SOW are estimates only.

Travel time will not be billed for this project.

Two (2) weeks’ advance notice from Customer is required for any necessary travel by Seller personnel.

## CUSTOMER-DESIGNATED LOCATIONS

Seller will provide Services benefiting the locations specified on the attached Exhibit (“Customer-Designated Locations”).

## PROJECT-SPECIFIC TERMS

1. Customer is responsible for providing all physical and communications access, privileges, environmental conditions, properly functioning hardware and software, qualified personnel, project details, material information, decisions/directions, and personnel and stakeholder interviews that are reasonably necessary to assist and accommodate Seller’s performance of the Services (“Customer Components”).
2. Seller is not responsible for delays in performance directly caused by the unavailability of the Customer Components and will have the right to invoice Customer, with prior written notice, for time Seller personnel is thereby idled or to reassign Seller personnel to work unrelated to this SOW and the services hereunder.
3. Customer will provide in advance and in writing, and Seller will follow, all applicable Customer safety and security rules and procedures.

4. Customer will secure and maintain the confidentiality of all Seller personnel information.
5. When Services are performed at a Customer-Designated Location, the site will be secure; Seller is not responsible for lost or stolen equipment.
6. This SOW can be terminated by either party without cause upon at least fourteen (14) days' advance written notice.

## SOW TERMS AND CONDITIONS

### CONTACT PERSON(S)

Each Party will appoint a person to act as that Party's point of contact ("**Contact Person**") as the time for performance nears, and will communicate that person's name and information to the other Party's Contact Person.

The Customer Contact Person is authorized to approve materials and Services provided by Seller, and Seller may rely on the decisions and approvals made by the Customer Contact Person (except that Seller understands that Customer may require a different person to sign any Change Orders amending this SOW). The Customer Contact Person will manage all communications with Seller, and when Services are performed at a Customer-Designated Location, the Customer Contact Person will be present or available. The Parties' Contact Persons shall be authorized to approve changes in personnel and associated rates for Services under this SOW.

### PAYMENT TERMS

Except as otherwise agreed by the Parties, Customer will pay invoices containing amounts authorized by this SOW within thirty (30) days of receipt. Any objections to an invoice must be made to the Seller Contact Person within fifteen (15) days after the invoice date.

### EXPIRATION AND TERMINATION

This SOW expires and will be of no force or effect unless it is signed by Customer, transferred in its entirety to Seller so that it is received within thirty (30) days from the date written on its cover page, and then signed by Seller, except as otherwise agreed by Seller.

### CHANGE ORDERS

This SOW may be modified or amended only in a writing drafted by Seller, generally in the form provided by Seller and signed by both Customer and Seller ("**Change Order**"). Each Change Order will be of no force or effect until signed by Customer, transferred in its entirety to Seller so that it is received within thirty (30) days from the date on its cover page and then signed by Seller, except as otherwise agreed by Seller.

In the event of a conflict between the terms and conditions set forth in a fully executed Change Order and those set forth in this SOW or a prior fully executed Change Order, the terms and conditions of the most recent fully executed Change Order shall prevail.

### MISCELLANEOUS

This SOW shall be governed by Seller's "Terms and Conditions of Product Sales and Service Projects", accessed via the "Terms & Conditions" link at [www.cdwg.com](http://www.cdwg.com) (the "**Agreement**"). If there is a conflict between this SOW and the Agreement, then the Agreement will control, except as expressly amended in this SOW by specific reference to the Agreement. References in the Agreement to a SOW or a Work Order apply to this SOW. This SOW and any Change Order may be signed in separate counterparts, each of which shall be deemed an original and all of which together will be deemed to be one original. Electronic signatures on this SOW or on any Change Order (or copies of signatures sent via electronic means) are the equivalent of handwritten signatures. This SOW is the proprietary and confidential information of Seller.

# SIGNATURES

In acknowledgement that the parties below have read and understood this Statement of Work and agree to be bound by it, each party has caused this Statement of Work to be signed and transferred by its respective authorized representative.

### CDW Government LLC

By: \_\_\_\_\_  
signature  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

### Mailing Address:

230 N. Milwaukee Ave.  
Vernon Hills, IL 60061

- A purchase order for payment hereunder is attached.
- A purchase order is not required for payment hereunder.
- The following PSM has given approval:  
Wayne Hess

### Cleveland Public Library

By: \_\_\_\_\_  
signature  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

### Mailing Address:

Street: \_\_\_\_\_  
City/ST/ZIP: \_\_\_\_\_

### Billing Contact:

Street: \_\_\_\_\_  
City/ST/ZIP: \_\_\_\_\_

120813 Standard



**EXHIBIT A.****SOFTWARE LICENSING FEES**

Item Description	No. of Licenses	License Description	Annual Cost per License	Total
Migration Wiz	2,928	M. Wiz Premium	10.99*	32,178.72*
Cleveland Public Library Office 365	951	Office 365 A2 users	0.00	0.00
CLEVENET Office 365	1,843	Office 365 A2 users	0.00	0.00
Cleveland Public Library Office 365	18	Office 365 A3 users	54.00	972.00
CLEVENET Office 365	116	Office 365 A3 users	54.00	6,264.00
<b>Total</b>				<b>39,414.72</b>

\* Migration Wiz is a one-time cost unless Customer purchases a maintenance agreement. Seller will attempt to purchase Software at a discounted price if possible on Customer's behalf.

**Training Options**

Seller partners with NetCom Learning to provide end user training for Office 365 products including Exchange Online. A "Train the Trainer" approach could limit the amount of training expenses and provide for in-house training.

**Office 365 Plans and Pricing**

<http://office.microsoft.com/en-us/academic/compare-office-365-education-plans-FX103045755.aspx>

## EXHIBIT B.

### CUSTOMER-DESIGNATED LOCATIONS

Seller will provide Services benefiting the following locations (“Customer-Designated Locations”).

Table 3 – Customer-Designated Locations

Location(s)	Service(s)		
325 Superior Avenue Cleveland, Ohio 44114	<input checked="" type="checkbox"/> Assessment <input checked="" type="checkbox"/> Configuration <input checked="" type="checkbox"/> Design <input checked="" type="checkbox"/> Implementation	<input checked="" type="checkbox"/> Knowledge Transfer <input checked="" type="checkbox"/> Project Management <input type="checkbox"/> Reconfiguration <input type="checkbox"/> Reinstallation	<input type="checkbox"/> Staff Augmentation <input type="checkbox"/> Support <input type="checkbox"/> Training <input type="checkbox"/> Custom Work



MCPc  
Option #1

1-29-2014

## Engagement Agreement

Cleveland Public Library

### **Project: Cleveland Public Library Zimbra to Hosted Exchange Migration**

Cleveland Public Library would like to migrate their existing on premise Zimbra environment (approximately 2,930 mailboxes and 150 mobile devices) across 30 locations to MS Hosted Exchange 2013 (Exchange Online). This migration will include all active Zimbra mailboxes, shared mailboxes, and distribution groups/resources to the MS hosted servers. Additionally, 134 of the users will require the setup of MS Hosted Exchange archiving (add-on purchase for Exchange Online). MCPc will provide technical resources to plan and implement a staged migration to MS hosted Exchange. Since there is not direct migration from Zimbra to Exchange Online, a third-party migration tool will be required. MCPc recommends Transend's Migrator [http://www.transend.com/products\\_transend\\_migrator.asp](http://www.transend.com/products_transend_migrator.asp). This software will need to be purchased separately and is not included in this quote for professional services. The project has been separated into the following phases:

### **Phase 1: Office 365 Setup, Zimbra Analysis, MS DirSync Configuration and Pilot Migration:**

#### Tasks:

1. Analyze existing Zimbra environment health, mailboxes, distribution groups, mail enabled contacts, mailbox sizes.
2. Identify onsite server to host DirSync replication service to Office 365 (physical or virtual)
3. Verify Office 365 Account (for hosted Exchange) is setup and a local (@onmicrosoft.com) administrator is created.
4. Install and configure Directory Synchronization tool
5. Verify single sign-on
6. Verify email access to hosted Exchange (Outlook OWA, mobile)
7. Configure email domains on Hosted Exchange
  - a. cpl.org
  - b. barbertonlibrary.org
  - c. bellevue.lib.oh.us
  - d. birchard.lib.oh.us
  - e. bristol-libraryoh.org
  - f. burton.lib.oh.us
  - g. heightslibrary.org
  - h. clyde.lib.oh.us
  - i. ecpl.lib.oh.us
  - j. elyrialibrary.org
  - k. euclidlibrary.org
  - l. fairport.lib.oh.us
  - m. hudson.lib.oh.us
  - n. huronlibrary.org
  - o. kinsmanlibrary.org
  - p. kirtland.lib.oh.us
  - q. knowitnow.org
  - r. clelaw.lib.oh.us
  - s. madison-library.info
  - t. mcdl.info
  - u. milan-berlin.lib.oh.us
  - v. norwalk.lib.oh.us
  - w. orrville.lib.oh.us

- x. peninsulalibrary.org
  - y. perry.lib.oh.us
  - z. ritter.lib.oh.us
  - aa. sanduskylibrary.org
  - bb. shakerlibrary.org
  - cc. wickliffe.lib.oh.us
  - dd. welibrary.info
8. Verify user connectivity to Office 365 using OWA, Outlook client and mobile devices.
  9. Setup and test Transend utility migration workstations (on PCs provided by Cleveland Public Library – MCPc recommends 3 – 4 migration workstations to allow for simultaneous mailbox migrations). Verify that all email, calendar and contact data successfully migrates using test mailboxes on Zimbra.
  10. Identify mailboxes for pilot migration (up to 25 mailboxes)
  11. Start pilot migration using Transend workstations. Baseline throughput to MS hosted servers.
  12. Identify and remediate any failed migrations
  13. Room resource, distribution group and external contact setup.
  14. Configure mail polices and use PowerShell to configure delegation access to mailboxes as needed.
  15. Configure archiving for identified mailboxes.
  16. Identify all email enabled applications at all locations (discovery done by Cleveland Public Library IT). Examples include Xerox MFD's, Sirsi Symphony (library automation system), Munis etc.
  17. Configure SMTP relay server and create SMTP virtual directories for each identified email enabled application.
  18. Identify all required "friendly URL's" for Outlook Web Access (OWA). By default Hosted Exchange will have a single OWA URL. DNS can be setup to redirect individual location "friendly" URL's to the main URL.
  19. Work with local customer IT resources to create required friendly URL DNS entries and test redirection to hosted OWA site.
  20. Prepare instructions for migrating inactive mailboxes as shard mailboxes on hosted Exchange (no hosted Exchange license required).
  21. Prepare customized OWA End User Guide.
  22. Prepare instructions for migrating active mailboxes.
  23. Prepare instruction for configuring mobile devices (iOS and Android).
  24. Prepare instructions for setting up email archiving (for select users).
  25. Prepare end-user notification verbiage that Cleveland Public Library can use in their communications.
  26. Verify all pilot users have successfully migrated.
  27. PM/Admin tasks and Office 365 hosted Exchange Admin training for Cleveland Public Library IT staff.

***Phase 1 Cost:***

***120 Hours \$16,560.00***

**Phase 2: Remaining Mailbox Migrations and Production Cutover**

During this phase, all users will continue to use Zimbra for production email. MCPc resources will use the Transend migration workstations to migrate mailboxes to the hosted Exchange server (users will NOT access the hosted Exchange server at this time). MS throttles migration bandwidth to approximately 2GB per hour. Based on a total mailbox size of 400 GB, it is estimated that it will take approximately 25 days to migrate all mailboxes. Although the initial Zimbra migrations using Transend will not affect the production environment since users will continue to use Zimbra while the first pass of migrations are performed in the background (during business hours), mailboxes will be migrated in groups based on location. The breakdown is as follows:

CLEVNET Member Library	E-mail FQDN	#Users
Cleveland Public Library	cpl.org	959
Barberton Public Library	barbertonlibrary.org	39

Bellevue Public Library	bellevue.lib.oh.us	14
Birchard Public Library	birchard.lib.oh.us	60
Bristol Public Library	bristol-libraryoh.org	8
Burton Public Library	burton.lib.oh.us	20
Cleveland Heights-University Heights Public Library	heightslibrary.org	195
Clyde Public Library	clyde.lib.oh.us	4
East Cleveland Public Library	ecpl.lib.oh.us	55
Elyria Public Library	elyrialibrary.org	121
Euclid Public Library	euclidlibrary.org	107
Fairport Harbor Public Library	fairport.lib.oh.us	20
Hudson Library & Historical Society	hudson.lib.oh.us	228
Huron Public Library	huronlibrary.org	28
Kinsman Free Public Library	kinsmanlibrary.org	17
Kirtland Public Library	kirtland.lib.oh.us	11
Know It Now	knowitnow.org	6
Law Library	clelaw.lib.oh.us	11
Madison Public Library	madison-library.info	75
Medina County District Library	mcdl.info	219
Milan - Berlin Township Public Library	milan-berlin.lib.oh.us	21
Norwalk Public Library	norwalk.lib.oh.us	24
Orrville Public Library	orrville.lib.oh.us	57
Peninsula Library	peninsulalibrary.org	13
Perry Public Library	perry.lib.oh.us	20
Ritter Public Library	ritter.lib.oh.us	45
Sandusky Library	sanduskylibrary.org	83
Shaker Heights Public Library	shakerlibrary.org	196
Wickliffe Public Library	wickliffe.lib.oh.us	34
Willoughby - Eastlake Public Library	welibrary.info	130
<b>TOTAL:</b>		<b>2820</b>

Once all mailboxes have been migrated, the Cleveland Public Library will schedule a weekend cutover where email will be offline. During this time a final Transend pass will be done on all mailboxes (to sync the delta changes since the initial migration to hosted Exchange) and the MX records for each email domain will be changed to point to the hosted Exchange server. At this point Exchange email will be "live" with all users accessing the hosted Exchange using Outlook Web Access (OWA) or their mobile devices. NOTE: all mobile devices will need to have their accounts removed and re-added to access the new mailbox.

#### Tasks:

1. Remotely access the Transend migration workstations and migrate the remaining 2,900 mailboxes (400GB total data) from Zimbra to hosted Exchange (estimated to take 25 days with 4 hours of work each day migrating and monitoring progress).
2. Verify that all mailboxes have been migrated.
3. Schedule a weekend for the cutover and send out end-user notifications.
4. Send out user instructions for removing and re-adding email accounts on mobile devices.
5. Run a final Transend pass on all mailboxes (after hours/weekend task).

6. Change DNS time to live setting on MX record to shorter interval (3600 seconds – recommended by MS).
7. Change MX record to point to hosted Exchange.

**Phase 2 Cost:**

**100 Hours (Reg Rate for Tasks 1-4) \$13,800.00**

**10 Hours (OT Rate for Tasks 5-7) \$2,070.00**

**Phase 3: Post Migration Support**

1. Provide onsite post-migration support for the Monday following the cutover (at Cleveland Public Library main location – 959 users).
2. Create SMTP connectors for any email enabled app that was not reported in Phase 1, but is identified after the cutover.
3. Provide as-needed remote support on a T&M basis after the onsite Monday support at \$115/hr. (reg. business hours)

**Phase 3 Cost:**

**20 Hours \$2,760.00 \***

*\*plus any additional T&M support requested after the initial 20 hours for post-migration support immediately following the weekend cutover.*

**Project Summary**

Phase	Est. Hours	Est. Cost
Phase 1: Office 365 Setup, Zimbra Analysis, MS DirSync Configuration and Pilot Migration:	120	\$16,560.00
Phase 2: Remaining Mailbox Migrations and Production Cutover	100 (Reg Rate) 10 (OT Rate)	\$13,800.00 \$2070.00
Phase 3: Post Migration Support	20	\$2,760.00
<b>PROJECT TOTAL:</b>	<b>250</b>	<b>\$35,190.00 *</b>

*\*Plus any requested post-migration T&M Support. All work billed on a T&M basis.*

NOTES:

1. All work billed on a T&M basis billed in 15 minute increments. Project not to exceed \$35,190.00 without written approval from the customer.
  2. MCPc invoices monthly. A monthly invoice for the prior month's work will be mailed to customer on the first week of each month. Terms are NET 30.
  3. All work will be performed remotely where possible.
  4. Except where noted, all work will be performed during regular business hours of 9AM – 5PM M-F. Any work performed outside of regular business hours will be billed at 1.5 the regular hourly rate and will be pre-approved by the customer.
  5. Customer will provide all necessary hardware, software, credentials and access to complete the required tasks.
  6. Transend and Hosted Exchange licenses will be purchased separately.
- All Transend Migration Workstation PCs will have their OS installed by the customer and be remotely accessible prior to the start of any MCPc tasks

CLEVELAND PUBLIC LIBRARY  
MONTHLY FINANCIAL STATEMENT OF FISCAL OFFICER TO BOARD OF LIBRARY TRUSTEES  
FOR THE PERIOD FEBRUARY 1 – FEBRUARY 28, 2014

*Carrie Kuenicky*

FISCAL OFFICER, BOARD OF LIBRARY TRUSTEES

**Cleveland Public Library**  
**Revenues, Expenditures and Changes in Fund Balance**  
**For the Period Ending February 28, 2014**

	General Fund	Special Revenue	Capital Projects	Permanent	Agency	Total
41 Taxes	12,175,000.00	0.00	0.00	0.00	\$ 0.00	12,175,000.00
42 Intergovernmental	3,755,871.76	313,790.11	30,000.00	0.00	\$ 0.00	4,099,661.87
43 Fines & Fees	64,790.00	0.00	0.00	0.00	\$ 0.00	64,790.00
44 Investment Earnings	40,032.56	18,162.94	0.00	16,573.11	\$ 0.00	74,768.61
45 Charges for Services	545,501.67	0.00	0.00	0.00	\$ 0.00	545,501.67
46 Contributions & Donations	5,042.33	13,713.00	50,000.00	0.00	\$ 0.00	68,755.33
48 Miscellaneous Revenue	42,724.64	0.00	0.00	0.00	\$ 78.68	42,803.32
<b>Total Revenues</b>	<b>\$ 16,628,962.96</b>	<b>\$ 345,666.05</b>	<b>\$ 80,000.00</b>	<b>\$ 16,573.11</b>	<b>\$ 78.68</b>	<b>\$ 17,071,280.80</b>
51 Salaries/Benefits	6,644,663.24	258,644.45	0.00	0.00	\$ 0.00	6,903,307.69
52 Supplies	124,361.97	1,979.08	0.00	0.00	\$ 0.00	126,331.05
53 Purchased/Contracted Services	1,155,552.69	62,840.51	0.00	375.00	\$ 0.00	1,218,768.20
54 Library Materials	1,621,887.68	13,278.45	0.00	10,519.00	\$ 0.00	1,645,685.13
55 Capital Outlay	183,875.88	19,067.50	1,198,017.89	0.00	\$ 0.00	1,400,961.27
57 Miscellaneous Expenses	24,514.27	4,345.50	0.00	0.00	\$ 0.00	28,859.77
<b>Total Expenditures</b>	<b>\$ 9,754,845.73</b>	<b>\$ 360,155.49</b>	<b>\$ 1,198,017.89</b>	<b>\$ 10,894.00</b>	<b>\$ 0.00</b>	<b>\$ 11,323,913.11</b>
<b>Revenue Over/(Under) Expenditures</b>	<b>\$ 6,874,117.23</b>	<b>\$(14,489.44)</b>	<b>\$(1,118,017.89)</b>	<b>\$ 5,679.11</b>	<b>\$ 78.68</b>	<b>\$ 5,747,367.69</b>
91 Sale of Capital Assets	0.00	0.00	0.00	0.00	\$ 0.00	0.00
98 Advances	(24,500.00)	24,500.00	0.00	0.00	\$ 0.00	0.00
99 Transfers	(3,500,000.00)	0.00	3,500,000.00	0.00	\$ 0.00	0.00
<b>Total Other Sources / Uses</b>	<b>\$(3,524,500.00)</b>	<b>\$ 24,500.00</b>	<b>\$ 3,500,000.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>
<b>Revenue &amp; Other Sources Over/(Under) Expenditures &amp; Other Uses</b>	<b>\$ 3,349,617.23</b>	<b>\$ 10,010.56</b>	<b>\$ 2,381,982.11</b>	<b>\$ 5,679.11</b>	<b>\$ 78.68</b>	<b>\$ 5,747,367.69</b>
<b>Beginning Year Cash Balance</b>	<b>\$ 32,152,902.16</b>	<b>\$ 12,967,410.73</b>	<b>\$ 13,919,431.93</b>	<b>\$ 3,140,010.68</b>	<b>\$ 10,449.41</b>	<b>\$ 62,190,204.91</b>
<b>Current Cash Balance</b>	<b>\$ 35,502,519.39</b>	<b>\$ 12,977,421.29</b>	<b>\$ 16,301,414.04</b>	<b>\$ 3,145,689.79</b>	<b>\$ 10,528.09</b>	<b>\$ 67,937,572.60</b>

**Cleveland Public Library**  
**Certified Revenue, Appropriations and Balances**  
**General Fund**  
**For the period Ending February 28, 2014**

	<u>Certified Revenue (1)</u>	<u>Income To Date</u>	<u>Balance</u>	<u>Percent To Date</u>	<u>Percent Prior Year</u>
PLF State Income Tax	19,744,566	3,755,872	15,988,694	19%	18%
General Property Tax	24,140,419	12,175,000	11,965,419	50%	53%
Rollback, Homestead, CAT	3,375,390	0	3,375,390	0%	0%
Federal Grants	0	0	0	0%	0%
State Aid	0	0	0	0%	0%
Fines & Fees	370,000	64,790	305,210	18%	25%
Investment Earnings	157,213	40,033	117,180	25%	12%
Services to Others-Clevnet	3,366,741	545,502	2,821,239	16%	16%
Contributions	5,000	5,042	(42)	100%	100%
Miscellaneous	544,352	42,725	501,627	8%	25%
Return of Advances Out	0	0	0	0%	0%
<b>Total</b>	<b>\$ 51,703,681</b>	<b>\$ 16,628,963</b>	<b>\$ 35,074,718</b>	<b>32%</b>	<b>32%</b>

	<u>Appropriation(2)</u>	<u>Expended/ Encumbered</u>	<u>Balance</u>	<u>Percent To Date (3)</u>	<u>Percent Prior Year</u>
Salaries/Benefits	36,251,588	6,759,464	29,492,125	19%	17%
Supplies	1,184,174	416,635	767,539	35%	36%
Purchased Services	11,599,487	6,281,635	5,317,852	54%	61%
Library Materials	11,483,839	4,403,265	7,080,575	38%	37%
Capital Outlay	656,073	234,021	422,052	36%	14%
Other	106,296	86,485	19,811	81%	61%
<b>Sub Total</b>	<b>\$ 61,281,458</b>	<b>\$ 18,181,504</b>	<b>\$ 43,099,954</b>	<b>30%</b>	<b>30%</b>
Advances Out	0	24,500	(24,500)	0%	0%
Transfers Out	3,500,000	3,500,000	0	100%	0%
<b>Total</b>	<b>\$ 64,781,458</b>	<b>\$ 21,706,004</b>	<b>\$ 43,075,454</b>	<b>34%</b>	<b>30%</b>

Note (1): Certificate from Cuyahoga County Budget Commission dated February 10, 2014.

Note (2): Subtotal Amended Appropriation of \$54,307,395 plus carried forward encumbrance of \$6,974,063.

Note (3): Subtotal includes 16% expended and 14% encumbered.



Cleveland Public Library  
 Appropriation, Expenditures and Balances  
 General Fund  
 For the Period Ending February 28, 2014

	Current Year Appropriation	Total Appropriated Funds	Current Year Expenditures	Encumbered and Unpaid	Unencumbered Balance
51110 Professional Salaries	10,515,639.73	10,902,927.43	1,922,083.31	0.00	8,980,844.12
51120 Clerical Salaries	9,690,669.34	10,065,142.68	1,836,792.76	0.00	8,228,349.92
51130 Non-Clerical Salaries	1,233,085.46	1,283,755.00	250,975.68	0.00	1,032,779.32
51140 Buildings Salaries	3,601,946.88	3,733,044.19	654,619.13	0.00	3,078,425.06
51150 Other Salaries	998,698.74	1,037,559.35	194,160.62	0.00	843,398.73
51180 Severance Pay	0.00	32,971.85	46,111.80	0.00	(13,139.95)
51190 Non-Base Pay	0.00	10,353.56	53,546.00	0.00	(43,192.44)
51400 OPERS	3,577,218.98	3,716,837.20	690,876.84	0.00	3,025,960.36
51610 Health Insurance	4,067,844.96	4,234,319.35	662,542.00	0.00	3,571,777.35
51611 Dental Insurance	210,956.08	228,224.10	34,055.81	0.00	194,168.29
51612 Vision Insurance	16,017.41	16,017.41	2,568.82	0.00	13,448.59
51620 Life Insurance	13,651.20	14,781.00	2,264.40	0.00	12,516.60
51630 Workers Compensation	263,314.07	569,325.04	227,659.66	70,440.03	271,225.35
51640 Unemployment Compensation	40,000.00	59,582.55	4,022.31	35,560.24	20,000.00
51650 Medicare - ER	319,190.15	331,665.96	62,384.10	0.00	269,281.86
51900 Other Benefits	15,000.00	15,081.50	0.00	8,800.00	6,281.50
<b>Salaries/Benefits</b>	<b>\$34,563,233.00</b>	<b>\$ 36,251,588.17</b>	<b>\$ 6,644,663.24</b>	<b>\$ 114,800.27</b>	<b>\$ 29,492,124.66</b>
52110 Office Supplies	42,040.00	43,367.51	7,451.93	5,878.67	30,036.91
52120 Stationery	56,800.00	64,311.30	8,660.04	6,305.07	49,346.19
52130 Duplication Supplies	25,100.00	27,766.40	5,060.70	4,635.91	18,069.79
52140 Hand Tools	600.00	600.00	336.19	0.00	263.81
52150 Book Repair Supplies	64,200.00	111,787.58	5,716.67	11,650.83	94,420.08
52210 Janitorial Supplies	100,972.00	113,125.23	24,662.34	15,499.97	72,962.92
52220 Electrical Supplies	67,000.00	78,580.35	8,700.43	38,718.99	31,160.93

Cleveland Public Library  
 Appropriation, Expenditures and Balances  
 General Fund  
 For the Period Ending February 28, 2014

	Current Year Appropriation	Total Appropriated Funds	Current Year Expenditures	Encumbered and Unpaid	Unencumbered Balance
52230 Maintenance Supplies	254,835.00	274,101.20	22,472.63	121,530.39	130,098.18
52240 Uniforms	27,100.00	27,139.00	0.00	39.00	27,100.00
52300 Motor Vehicle Supplies	87,820.00	109,437.91	9,081.01	39,716.90	60,640.00
52900 Other Supplies	319,500.00	333,957.59	32,210.03	48,307.36	253,440.20
<b>Supplies</b>	<b>\$1,045,967.00</b>	<b>\$ 1,184,174.07</b>	<b>\$ 124,351.97</b>	<b>\$ 292,283.09</b>	<b>\$ 767,539.01</b>
53100 Travel/Meetings	125,000.00	131,502.95	4,371.83	52,131.12	75,000.00
53210 Telecommunications	496,187.04	578,021.60	62,993.14	361,113.02	153,915.44
53230 Postage/Freight	104,100.00	112,986.57	14,991.96	85,194.61	12,800.00
53240 PR/Other Communications	148,300.00	191,377.16	37,616.30	50,322.82	103,438.04
53310 Building Repairs	568,400.00	649,759.50	14,482.93	77,649.33	557,627.24
53320 Machine Repairs	45,219.00	53,401.32	313.01	21,877.81	31,210.50
53340 Building Maintenance	190,000.00	248,603.76	33,472.90	50,696.04	164,434.82
53350 Machine Maintenance	286,650.00	394,355.61	41,447.93	69,495.58	283,412.10
53360 Computer Maintenance	1,025,383.31	1,085,701.37	35,061.17	297,218.25	753,421.95
53370 Motor Vehicle Repairs	35,000.00	44,759.93	2,905.76	28,904.17	12,950.00
53380 Contract Security	1,040,000.00	1,084,574.97	151,160.89	418,414.08	515,000.00
53390 Landscaping	30,000.00	30,225.75	0.00	225.75	30,000.00
53400 Insurance	415,817.00	473,067.00	57,596.00	0.00	415,471.00
53510 Rent/Leases	113,200.00	119,780.25	19,404.27	96,125.09	4,250.89
53520 Equipment Rental	60,430.76	72,420.66	10,396.17	5,248.73	56,775.76
53610 Electricity	1,757,100.17	1,830,602.37	338,099.42	1,497,444.13	(4,941.18)
53620 Gas	171,380.00	221,890.03	58,765.02	166,751.13	(3,626.12)
53630 Chilled Water	896,000.06	971,381.10	111,594.88	859,786.16	0.06
53640 Water/Sewer	91,828.62	130,303.54	5,818.85	125,214.67	(729.98)

Cleveland Public Library  
 Appropriation, Expenditures and Balances  
 General Fund  
 For the Period Ending February 28, 2014

	Current Year Appropriation	Total Appropriated Funds	Current Year Expenditures	Encumbered and Unpaid	Unencumbered Balance
53710 Professional Services	1,274,340.40	1,837,053.59	117,041.53	673,883.41	1,046,128.65
53720 Auditors Fees	819,671.64	849,171.64	0.00	29,500.00	819,671.64
53730 Bank Service Charges	26,800.00	26,800.00	4,860.45	0.00	21,939.55
53800 Library Material Control	265,000.00	429,249.47	32,842.03	129,505.44	266,902.00
53900 Other Purchased Services	10,000.00	32,496.75	316.25	29,380.50	2,800.00
<b>Purchased/Contracted Services</b>	<b>\$10,005,808.00</b>	<b>\$ 11,599,486.89</b>	<b>\$ 1,155,552.69</b>	<b>\$ 5,126,081.84</b>	<b>\$ 5,317,852.36</b>
54110 Books	2,335,500.00	2,957,497.68	334,889.14	589,681.94	2,032,926.60
54120 Continuations	432,000.00	931,929.52	51,939.52	449,838.01	430,151.99
54210 Periodicals	815,000.00	1,649,523.05	293,139.34	503,802.32	852,581.39
54220 Microforms	123,000.00	195,750.18	0.00	73,658.68	122,091.50
54310 Video Media	1,354,237.00	1,501,654.88	126,308.83	253,889.80	1,121,456.25
54320 Audio Media - Spoken	156,000.00	172,760.32	16,666.51	20,913.93	135,179.88
54325 Audio Media - Music	393,000.00	502,331.64	21,779.92	141,742.53	338,809.19
54350 Computer Media	0.00	739.00	14.00	725.00	0.00
54500 Database Services	1,178,607.00	1,568,353.74	395,139.17	179,317.93	993,896.64
54530 eMedia	1,045,858.00	1,670,355.00	343,980.40	499,297.06	827,077.54
54600 Interlibrary Loan	0.00	1,905.00	465.00	1,440.00	0.00
54710 Bookbinding	25,000.00	52,739.47	1,433.32	26,306.15	25,000.00
54720 Preservation Services	57,000.00	87,893.55	6,983.58	15,941.74	64,968.23
54730 Preservation Boxing	8,000.00	9,001.32	0.00	0.00	9,001.32
54790 Preservation Reformatting	130,000.00	181,404.82	29,148.95	24,821.82	127,434.05
<b>Library Materials</b>	<b>\$8,053,202.00</b>	<b>\$ 11,483,839.17</b>	<b>\$ 1,621,887.68</b>	<b>\$ 2,781,376.91</b>	<b>\$ 7,080,574.58</b>
55510 Furniture	158,277.00	212,123.63	23,129.71	30,392.96	158,609.96
55520 Equipment	161,903.00	258,532.11	76,876.46	19,752.65	161,903.00

Cleveland Public Library  
 Appropriation, Expenditures and Balances  
 General Fund  
 For the Period Ending February 28, 2014

	Current Year Appropriation	Total Appropriated Funds	Current Year Expenditures	Encumbered and Unpaid	Unencumbered Balance
55530 Computer Hardware	68,000.00	95,133.46	22,585.46	0.00	72,548.00
55540 Software	29,000.00	31,446.25	2,446.25	0.00	29,000.00
55700 Motor Vehicles	0.00	58,838.00	58,838.00	0.00	0.00
<b>Capital Outlay</b>	<b>\$417,180.00</b>	<b>\$ 656,073.45</b>	<b>\$ 183,875.88</b>	<b>\$ 50,145.61</b>	<b>\$ 422,051.96</b>
57100 Memberships	70,584.00	70,684.00	21,236.70	30,504.30	18,943.00
57200 Taxes	10,956.00	11,990.74	1,902.26	10,011.79	76.69
57500 Refunds/Reimbursements	19,125.00	23,621.39	1,375.31	21,454.77	791.31
<b>Miscellaneous Expenses</b>	<b>\$100,665.00</b>	<b>\$ 106,296.13</b>	<b>\$ 24,514.27</b>	<b>\$ 61,970.86</b>	<b>\$ 19,811.00</b>
59810 Advances Out	0.00	0.00	24,500.00	0.00	(24,500.00)
<b>Advances</b>	<b>\$0.00</b>	<b>\$ 0.00</b>	<b>\$ 24,500.00</b>	<b>\$ 0.00</b>	<b>\$(24,500.00)</b>
59900 Transfers Out	0.00	3,500,000.00	3,500,000.00	0.00	0.00
<b>Transfers</b>	<b>\$0.00</b>	<b>\$ 3,500,000.00</b>	<b>\$ 3,500,000.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>
<b>TOTAL</b>	<b>\$54,186,055.00</b>	<b>\$ 64,781,457.88</b>	<b>\$ 13,279,345.73</b>	<b>\$ 8,426,658.58</b>	<b>\$ 43,075,453.67</b>

**Cleveland Public Library**  
**Revenue, Expenditures and Changes in Fund Balances**  
**For the Period Ending February 28, 2014**

	Beginning Year Balance	Year to Date Receipts	Year to Date Expenditures	Year to Date Encumbrances	Unencumbered Balance
101 General Fund	32,152,902.16	16,628,962.96	13,279,345.73	8,426,658.58	27,075,860.81
<b>Total General Fund</b>	<b>\$ 32,152,902.16</b>	<b>\$ 16,628,962.96</b>	<b>\$ 13,279,345.73</b>	<b>\$ 8,426,658.58</b>	<b>\$ 27,075,860.81</b>
201 Anderson	237,574.00	0.00	0.00	0.00	237,574.00
202 Endowment for the Blind	1,870,632.05	0.00	0.00	0.00	1,870,632.05
203 Founders	5,097,795.20	57,340.67	29,484.71	142,714.80	4,982,936.36
204 Kaiser	50,517.36	0.00	0.00	0.00	50,517.36
205 Kralej	169,521.71	0.00	0.00	0.00	169,521.71
206 Library	181,123.56	(7,851.17)	5,692.45	0.00	167,579.94
207 Pepke	109,016.85	(498.12)	0.00	0.00	108,518.73
208 Wickwire	1,206,349.14	7,903.95	0.00	130.79	1,216,122.30
209 Wittke	74,421.21	0.00	0.00	0.00	74,421.21
210 Young	3,478,300.48	(37,807.39)	0.00	2,388.50	3,438,104.59
225 Friends	1,720.09	24,500.00	504.47	1,215.62	24,500.00
226 Judd	5,939.74	0.00	20,562.57	55,105.96	(69,728.79)
228 Lockwood Thompson Memorial	232,237.47	0.00	15,860.65	219,691.30	(3,314.48)
229 Ohio Center for the Book	75.00	900.00	0.00	0.00	975.00
230 Schweinfurth	65,651.08	11,888.00	0.00	23,600.00	53,939.08
251 OLBPD-Library for the Blind	71,143.04	251,366.00	237,714.99	28,684.15	56,109.90
252 LSTA-Know It Now	59,552.75	26,104.11	43,055.65	5,801.60	36,799.61
254 MyCom	53,840.00	36,320.00	7,280.00	64,960.00	17,920.00
<b>Total Special Revenue Funds</b>	<b>\$ 12,967,410.73</b>	<b>\$ 370,166.05</b>	<b>\$ 360,155.49</b>	<b>\$ 544,292.72</b>	<b>\$ 12,433,128.57</b>
401 Building & Repair	13,919,431.93	3,580,000.00	1,198,017.89	1,323,061.76	14,978,352.28
<b>Total Capital Project Funds</b>	<b>\$ 13,919,431.93</b>	<b>\$ 3,580,000.00</b>	<b>\$ 1,198,017.89</b>	<b>\$ 1,323,061.76</b>	<b>\$ 14,978,352.28</b>
501 Abel	201,652.08	0.00	0.00	0.00	201,652.08
502 Ambler	1,922.16	0.00	0.00	0.00	1,922.16

**Cleveland Public Library**  
**Revenue, Expenditures and Changes in Fund Balances**  
**For the Period Ending February 28, 2014**

	Beginning Year Balance	Year to Date Receipts	Year to Date Expenditures	Year to Date Encumbrances	Unencumbered Balance
503 Beard	120,547.30	1,490.16	375.00	2,669.00	118,993.46
504 Klein	4,551.71	0.00	0.00	0.00	4,551.71
505 Malon/Schroeder	251,977.23	(37.74)	0.00	1,200.00	250,739.49
506 McDonald	157,679.29	1,701.47	0.00	0.00	159,380.76
507 Ratner	77,265.33	(265.82)	0.00	0.00	76,999.51
508 Root	33,189.92	0.00	0.00	0.00	33,189.92
509 Sugarman	185,194.09	1,143.16	0.00	0.00	186,337.25
510 Thompson	140,936.71	0.00	0.00	0.00	140,936.71
511 Weidenthal	5,651.24	0.00	0.00	0.00	5,651.24
512 White	1,884,678.86	12,541.88	10,519.00	642.90	1,886,058.84
513 Beard Anna Young	74,764.76	0.00	0.00	0.00	74,764.76
<b>Total Permanent Funds</b>	<b>\$ 3,140,010.68</b>	<b>\$ 16,573.11</b>	<b>\$ 10,894.00</b>	<b>\$ 4,511.90</b>	<b>\$ 3,141,177.89</b>
901 Unclaimed Funds	10,449.41	78.68	0.00	0.00	10,528.09
Others	\$ 10,449.41	\$ 78.68	\$ 0.00	\$ 0.00	\$ 10,528.09
<b>Total All Funds</b>	<b>\$ 62,190,204.91</b>	<b>\$ 20,595,780.80</b>	<b>\$ 14,848,413.11</b>	<b>\$ 10,298,524.96</b>	<b>\$ 57,639,047.64</b>

**Cleveland Public Library**  
**Depository Balance Detail**  
**For the Period Ending February 28, 2014**

<b>Balance of All Funds</b>	<b><u><u>\$ 67,937,572.60</u></u></b>
Chase-Checking	6,470.76
PNC-Checking	0.00
KeyBank-Concentration Acct	0.00
KeyBank-Checking (ZBA)	1,428,020.87
KeyBank-MC/VISA	214,869.18
Fifth Third - Checking	394,716.92
Petty Cash	330.00
Change Fund	4,640.00
KeyBank-Payroll Account (ZBA)	255.52
KeyBank-Savings Bond Acct	0.00
<b>Cash in Library Treasury</b>	<b><u><u>\$ 2,049,303.25</u></u></b>
PNC - Money Market	10,036.50
PNC - Investments	34,726,944.11
PNC/Allegiant Money Market	24,342.71
KeyBank - Victory Fund	0.00
STAR OHIO Investment	2,029,895.26
STAR Plus Investment	14,027,873.68
<b>Investments</b>	<b><u><u>\$ 50,819,092.26</u></u></b>
PNC Endowment Acct	15,069,177.09
<b>Endowment Account</b>	<b><u><u>\$ 15,069,177.09</u></u></b>
<b>Cash in Banks and On Hand</b>	<b><u><u>\$ 67,937,572.60</u></u></b>

CLEVELAND PUBLIC LIBRARY

Finance Committee

REPORT ON INVESTMENTS – February 2014

1. INTERIM DEPOSITS

In accordance with Ohio Revised Code Section 135.14, funds that become available periodically throughout the fiscal year are invested in short term investments known as interim deposits. The investments are in securities that provide the highest interest rate consistent with the highest degree of safety. Other balances are invested in US Treasury and Agency issues as managed by United American Capital Corporation, STAR Ohio, STAR Plus, and a federal money market fund.

Following is a description of interim deposit earnings for the period February 1, 2014 through February 28, 2014.

Investment Period	No. of Days	Amount	Bank	Interest Rate	Investment Income	Investment Form
02/01/14 - 02/28/14	28	Various	STAR Ohio	Various	18.43	Investment Pool
02/01/14 - 02/28/14	28	Various	STAR Plus	Various	1,701.52	Investment Pool
02/01/14 - 02/28/14	28	Various	PNC	Various	1.62	Sweep Money Market
02/01/14 - 02/28/14	28	Various	PNC	Various	0.77	Money Market
08/27/13 - 02/27/14	185	1,000,000	Federal Home Loan Mortgage Corp.	0.375%	2,445.00	Federal Agency
08/21/13 - 02/21/14	185	2,000,000	Federal Farm Credit Bank	0.300%	6,620.00	Federal Agency
08/27/13 - 02/27/14	185	500,000	Federal National Mortgage Assn.	0.550%	1,375.00	Federal Agency
08/28/13 - 02/28/14	185	1,000,000	Federal Home Loan Mortgage Corp.	0.500%	2,500.00	Federal Agency
08/17/13 - 02/17/14	185	1,000,000	Federal Farm Credit Bank	0.300%	1,500.00	Federal Agency
09/18/13 - 02/22/14	158	2,000,000	Federal National Mortgage Assn.	0.550%	13,905.56	Federal Agency
01/24/14 - 02/19/14	27	1,000,000	Federal Home Loan Bank	0.375%	260.41	Federal Agency
02/24/14 - 02/24/14	1	1,000,000	Federal National Mortgage Assn.	0.875%	97.22	Federal Agency

Earned Interest February 2014 \$ 30,425.53  
 Earned Interest Year To Date \$ 40,032.56



## CLEVELAND PUBLIC LIBRARY

REPORT C

## Finance Committee

March 18, 2014

## REPORT ON CONFERENCE AND TRAVEL EXPENDITURES FOR FEBRUARY 2014

In accordance with Board Policy adopted by resolution on November 29, 1972,  
a description of Conference and Travel Expenditures is submitted.

ITEM	DATE	TRUSTEE/STAFF MEMBER	AMOUNT
American Library Association Midwinter Conference Philadelphia, Pennsylvania	1/24/14 - 1/28/14	Amiya Hutson	1,165.61
State Library of Ohio Consumer Advisory Meeting Columbus, Ohio	2/20/14	Will Reed	136.64
Martin Institute of Teaching Excellence How and Where Does Learning Thrive Memphis, Tennessee	2/12/14 - 2/15/14	Nicole Shabazz	1,322.20
Intrinsic Solutions Certified Intrinsic Health & Wellness Coach Cleveland, Ohio	1/16/14 - 6/14/14	Beverly White-Yates	1,260.00
Northeast Ohio Regional Library System Emerging Technologies Symposium Twinsburg, Ohio	1/30/14	Peter Yachanin	30.62
American Library Association Midwinter Conference Philadelphia, Pennsylvania	1/23/14 - 1/27/14	Mary Callaghan Zunt	841.56
<b>TOTAL</b>			<b>\$4,756.63</b>

## SUMMARY

FUND	FEBRUARY	YEAR TO DATE
General	\$2,037.79	\$4,371.83
Judd Fund	0.00	0.00
Lockwood Thompson	2,582.20	2,582.20
Metlife-Fit for Life	0.00	0.00
OLBPD	136.64	136.64
LSTA - Know it Know	0.00	0.00
<b>TOTAL</b>	<b>\$4,756.63</b>	<b>\$7,090.67</b>

**CLEVELAND PUBLIC LIBRARY  
BOARD OF TRUSTEES MEETING  
TERMINATION REPORT  
2/01/2014 THROUGH 2/28/2014**

EXHIBIT 5**Human Resources Committee Report**

March 20, 2014

<b>NAME</b>	<b>DEPARTMENT</b>	<b>JOB TITLE</b>	<b>DATE</b>	<b>REASON</b>
MCCAFFERTY, EDWARD	POPULAR	LA SUBJ DEPT	2/4/2014	PERSONAL REASONS
FLYNN, JOHN	PROPERTY MGMT	CUSTODIAN II	1/21/2014	PERSONAL REASONS
RUSSELL, DIANNE	BROOKLYN	LA	2/21/2014	ANOTHER JOB
LOPEZ, MARIA	FOREIGN LIT	PAGE	2/27/2014	RETURN TO SCHOOL
BROWN, WENDY	SHELF-MAIN	PAGE	2/28/2014	ANOTHER JOB

**RETIREMENT**

WELCH, ROLLIE	TECHNICAL SVCS	COLLECTIONS MGR	2/26/2014	RETIREMENT
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**OTHER TERMINATIONS**

LEE, TONNETTE	PUBLIC SVCS	BRANCH CLERK SUB	1/29/2014	TERM INVOLUNTARY
HUNTER, JESSICA	SHELF PAGES	PAGE	1/27/2014	TERM INVOLUNTARY

\* Delayed notice of resignation

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**CLEVELAND PUBLIC LIBRARY**  
**SALARY CHANGES REPORT**  
**FROM 02/01/2014 TO 02/28/2014**

Human Resources Committee Report  
 March 20, 2014

**EMPLOYEE:** FORD, MALIEK  
**JOB TITLE:** PAGE

**CURRENT GRADE:** Z **EFFEC DATE** 02/04/2014  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

TYPE OF CHANGE	PREVIOUS VALUE	CURRENT VALUE	REASON FOR CHANGE
SALARY AFFECTS BASE WAGE	0.00	9.15	NEW HIRE

**EMPLOYEE:** SAAR, ANTHONY  
**JOB TITLE:** LA SUB

**CURRENT GRADE:** F **EFFEC DATE** 02/09/2014  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

TYPE OF CHANGE	PREVIOUS VALUE	CURRENT VALUE	REASON FOR CHANGE
SALARY AFFECTS BASE WAGE	0.00	20,091.76	NEW HIRE

**EMPLOYEE:** WALKER, DENNIS  
**JOB TITLE:** CUSTODIAN II SUB

**CURRENT GRADE:** B **EFFEC DATE** 02/09/2014  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

TYPE OF CHANGE	PREVIOUS VALUE	CURRENT VALUE	REASON FOR CHANGE
SALARY AFFECTS BASE WAGE	0.00	14,709.50	NEW HIRE

**EMPLOYEE:** HATCH, BETH  
**JOB TITLE:** IT VIRTUAL SVCS WEB MGR

**CURRENT GRADE:** K **EFFEC DATE** 02/09/2014  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

TYPE OF CHANGE	PREVIOUS VALUE	CURRENT VALUE	REASON FOR CHANGE
SALARY AFFECTS BASE WAGE	0.00	65,615.68	NEW HIRE

**EMPLOYEE:** RUDZINSKI, MONICA A  
**JOB TITLE:** BRANCH MANAGER (MEDIUM)

**CURRENT GRADE:** J **EFFEC DATE** 02/09/2014  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

TYPE OF CHANGE	PREVIOUS VALUE	CURRENT VALUE	REASON FOR CHANGE
SALARY AFFECTS BASE WAGE	50,998.74	58,311.24	PROMOTION

**EMPLOYEE:** RUSSO, LUIGI C  
**JOB TITLE:** BRANCH MANAGER (LARGE)

**CURRENT GRADE:** K **EFFEC DATE** 02/23/2014  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

TYPE OF CHANGE	PREVIOUS VALUE	CURRENT VALUE	REASON FOR CHANGE
SALARY AFFECTS BASE WAGE	57,365.88	65,615.68	PROMOTION

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**CLEVELAND PUBLIC LIBRARY  
SALARY CHANGES REPORT  
FROM 02/01/2014 TO 02/28/2014**

**EMPLOYEE:** RINGENBACH, KATHRYN  
**JOB TITLE:** BRANCH MANAGER (LARGE)

**CURRENT GRADE:** K **EFFEC DATE** 02/09/2014  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

<b>TYPE OF CHANGE</b>	<b>PREVIOUS VALUE</b>	<b>CURRENT VALUE</b>	<b>REASON FOR CHANGE</b>
SALARY AFFECTS BASE WAGE	0.00	65,615.68	NEW HIRE

## CLEVELAND PUBLIC LIBRARY

## Human Resources Committee Report

Meeting Date: March 20, 2014

Report Period: February 2014

Report on Paid Sick Time Used by the Month  
Hours Used Per Each Two Pay Periods

<b>MONTH</b>	<b>2013 SICK LEAVE HOURS USED</b>	<b>2014 SICK LEAVE HOURS USED</b>	<b>2014 TOTAL HOURS</b>
January	3,655.75	4,933.14	132,056.58
February	4,261.02	4,259.31	87,450.76
March	*5,244.17		
April	3,614.65		
May	3,910.47		
June	2,895.01		
July	3,272.87		
August	*4,570.23		
September	3,414.33		
October	4,081.30		
November	3,591.42		
December	4,130.37		

\*Covers three pay dates

**CLEVELAND PUBLIC LIBRARY**  
**Feb. 1, 2014- FEB. 28, 2014 EE0-4 REPORT**  
**FULL/PART-TIME EMPLOYEES**

**REPORT E****Human Resources Committee Report**

March 20, 2014

Totals Job Category	Male						Female				
	A	B	C	D	E	F	G	H	I	J	K
Officials/Administrators	82	20	11	1			30	19	1		
Professionals	72	11	3			1	37	13	4	3	
Technicians	21	11	2	1			6	1			
Protective Service	21	8	11					2			
Para-Professionals	141	31	31	2	2		35	30	8	2	
Administrative Support	312	30	66	7	3		52	131	20	3	
Skilled Craft	9	6	1			1		1			
Service Maintenance	49	7	33	2			3	3	1		
<b>Grand Total</b>	<b>707</b>	<b>124</b>	<b>158</b>	<b>13</b>	<b>7</b>	<b>0</b>	<b>163</b>	<b>200</b>	<b>34</b>	<b>8</b>	<b>0</b>

**A= Total Column****B= White****C=Black****D=Hispanic****E=Asian/Pacific****G=White****H=Black****I=Hispanic****J=Asian/Pacific****F= American Indian/Alaskan Native****K=American Indian/Alaskan Native**

**INSURANCE REPORT  
FOR THE MONTH OF  
FEBRUARY  
2014**

REPORT F

Human Resources Committee Report  
MARCH 20, 2014

**Staff Enrollments-Health Care/Dental**

	<b>Single</b>	<b>Family</b>	<b>Total</b>
<b>Med Mutual Silver</b>	21	10	31
<b>Med Mutual Gold</b>	257	147	404
<b>Delta Dental</b>	281	175	456
<b>Vision</b>	243	164	407
<b>Workers' Compensation Lost Time Report</b>			
<i>Classification</i>	<i>Dept/Location</i>	<i>Date of Injury</i>	<i>Total days missed during report month</i>
<b>NO LOST TIME CLAIMS</b>			

**CLEVELAND PUBLIC LIBRARY  
MONTHLY ACTIVITY REPORT FOR FEBRUARY 2014**

CIRCULATION ACTIVITY	Monthly Total		Average Hourly		Year-to-Date		YTD Gain/Loss
	2014	2013	2014	2013	2014	2013	
Main Library	127,963	135,053	695	734	258,291	276,967	-6.7%
Branches	294,842	310,088	1,515	1,593	608,492	656,320	-7.3%
Mobile Units	5,946	4,792			11,787	10,440	12.9%
Library for the Blind	47,607	52,186			98,700	111,705	-11.6%
OLEPD BARD	10,759	12,565			22,562	24,326	-7.3%
eMedia	18,366	13,551			38,589	29,406	31.2%
<b>TOTAL CIRCULATION</b>	<b>505,483</b>	<b>528,235</b>			<b>1,038,421</b>	<b>1,109,164</b>	<b>-6.4%</b>

ELECTRONIC MEDIA CIRCULATION	Monthly Total		Year-to-Date		YTD Gain/Loss
	2014	2013	2014	2013	
eBook	13,294	10,366	29,004	22,621	28.2%
eAudioBook	4,084	2,997	8,453	6,418	31.7%
eMusic	28	66	57	150	-62.0%
eVideo	182	132	297	217	36.9%
Zinio	778	0	778	0	N/A
<b>TOTAL eCIRCULATION</b>	<b>18,366</b>	<b>13,551</b>	<b>38,589</b>	<b>29,406</b>	<b>31.2%</b>

OHIO BRAILLE & AUDIO READING DOWNLOAD (BARD)	Monthly Total		Year-to-Date		YTD Gain/Loss
	2014	2013	2014	2013	
Downloads	10,759	12,565	22,562	24,326	-7.3%
Users	667	597	1,338	1,236	8.3%

COMPUTER USAGE	Number of Computers	Average Session	Number of Sessions		Hours in Use		YTD Gain/Loss
			2014	2013	2014	2013	
Main Library	94	45 minutes	11,644	13,120	10,375	10,234	1.4%
Branches	541	40 minutes	75,021	77,944	50,345	52,415	-3.9%
<b>TOTAL USAGE</b>	<b>635</b>		<b>86,665</b>	<b>91,064</b>	<b>60,720</b>	<b>62,649</b>	<b>-3.1%</b>

Sessions less than 5 minutes excluded. Hours in use does not include grace periods computers are held for patrons.

WALK-IN COUNT	Monthly Total		Average Hourly		Year-to-Date		YTD Gain/Loss
	2014	2013	2014	2013	2014	2013	
Main Library	34,597	42,527	178	219	70,648	87,736	-19.5%
Branches	206,323	223,175	1,060	1,147	406,930	468,787	-13.2%
Mobile Unit	528	548			1,045	1,266	-16.8%
<b>TOTAL VISITS</b>	<b>241,448</b>	<b>266,250</b>			<b>478,623</b>	<b>557,779</b>	<b>-14.2%</b>

**REPORT G**



**CLEVELAND PUBLIC LIBRARY  
BRANCH TOTAL CIRCULATION FOR FEBRUARY 2014**

BRANCH	a Branch Circulation	b Sent from Other Branches	c Sent from Main	d Sent from Other CLEVNET Systems	e Total Direct Circulation (a+b+c+d)	f Sent to Other CLEVNET Systems	g Total Circulation (e+f)
Addison	8,357	659	593	1,234	10,843	996	11,839
Brooklyn	3,997	390	374	604	5,365	568	5,933
Carnegie West	7,622	945	1,137	1,487	11,191	1,079	12,270
Collinwood	5,694	637	782	1,135	8,248	739	8,987
East 131st	4,532	308	319	515	5,674	416	6,090
Eastman	11,295	1,315	1,666	3,122	17,398	2,308	19,706
Fleet*	8,725	823	982	1,686	12,216	1,218	13,434
Fulton	15,021	750	677	1,378	17,826	873	18,699
Garden Valley	2,042	173	150	257	2,622	304	2,926
Glenville	5,454	557	477	1,004	7,492	573	8,065
Harvard-Lee	5,004	467	693	1,187	7,351	762	8,113
Hough	3,208	305	298	412	4,223	385	4,608
Jefferson	4,733	523	836	1,249	7,341	788	8,129
Langston Hughes	4,096	489	477	993	6,055	515	6,570
Lorain	6,022	759	642	1,423	8,846	912	9,758
Martin Luther King, Jr.	7,081	487	725	1,157	9,450	881	10,331
Memorial-Nottingham	7,840	664	1,118	2,246	11,868	1,431	13,299
Mt. Pleasant	3,825	408	429	633	5,295	493	5,788
Rice	8,163	502	549	1,003	10,217	968	11,185
Rockport	12,393	1,046	1,472	2,725	17,636	2,102	19,738
South	5,998	689	590	1,371	8,648	627	9,275
South Brooklyn	12,294	997	1,663	3,118	18,072	2,056	20,128
Sterling	3,836	292	436	609	5,173	414	5,587
Union	5,275	725	640	1,068	7,708	563	8,271
Walz	10,585	794	1,178	1,797	14,354	1,397	15,751
West Park	10,406	1,353	2,475	3,996	18,230	2,467	20,697
Woodland	7,034	563	490	865	8,952	713	9,665
<b>TOTAL</b>	<b>190,532</b>	<b>17,620</b>	<b>21,868</b>	<b>38,274</b>	<b>268,294</b>	<b>26,548</b>	<b>294,842</b>

\*Fleet branch circulation includes remaining circulation generated by Broadway branch items

**CLEVELAND PUBLIC LIBRARY  
BRANCH TOTAL CIRCULATION COMPARATIVE FOR FEBRUARY 2014**

BRANCH	Monthly Total		Year-to-Date		YTD Gain/Loss	YTD %G/L
	2014	2013	2014	2013		
Addison	11,839	9,412	24,095	20,534	3,561	17.3%
Brooklyn	5,933	8,183	12,702	16,502	-3,800	-23.0%
Carnegie West	12,270	12,649	25,537	26,814	-1,277	-4.8%
Collinwood	8,987	9,492	18,090	20,544	-2,454	-11.9%
East 131st	6,090	4,929	11,361	10,434	927	8.9%
Eastman	19,706	18,789	41,208	39,699	1,509	3.8%
Fleet*	13,434	15,631	28,693	32,830	-4,137	-12.6%
Fulton	18,699	14,653	31,595	29,551	2,044	6.9%
Garden Valley	2,926	4,405	6,846	9,709	-2,863	-29.5%
Glenville	8,065	9,042	16,835	18,762	-1,927	-10.3%
Harvard-Lee	8,113	10,182	16,872	21,284	-4,412	-20.7%
Hough	4,608	4,709	9,981	10,113	-132	-1.3%
Jefferson	8,129	8,566	16,609	18,332	-1,723	-9.4%
Langston Hughes	6,570	7,882	13,577	16,529	-2,952	-17.9%
Lorain	9,758	11,688	20,377	25,230	-4,853	-19.2%
Martin Luther King, Jr.	10,331	8,411	22,518	16,634	5,884	35.4%
Memorial-Nottingham	13,299	14,823	28,561	30,719	-2,158	-7.0%
Mt. Pleasant	5,788	6,085	12,438	12,976	-538	-4.1%
Rice	11,185	12,567	24,032	27,233	-3,201	-11.8%
Rockport	19,738	20,640	40,178	44,660	-4,482	-10.0%
South	9,275	8,863	19,444	18,936	508	2.7%
South Brooklyn	20,128	21,596	40,898	45,139	-4,241	-9.4%
Sterling	5,587	7,522	12,179	16,500	-4,321	-26.2%
Union	8,271	7,938	16,822	17,439	-617	-3.5%
Walz	15,751	17,592	33,315	37,757	-4,442	-11.8%
West Park	20,697	21,947	42,624	45,983	-3,359	-7.3%
Woodland	9,665	11,892	21,105	25,477	-4,372	-17.2%
<b>TOTAL</b>	<b>294,842</b>	<b>310,088</b>	<b>608,492</b>	<b>656,320</b>	<b>-47,828</b>	<b>-7.3%</b>

\*Fleet branch circulation includes remaining circulation generated by Broadway branch items

**CLEVELAND PUBLIC LIBRARY  
BRANCH ATTENDANCE FEBRUARY 2014**

BRANCH	Monthly Total		Year-to-Date		YTD Gain/Loss	YTD %G/L
	2014	2013	2014	2013		
Addison	5,305	6,240	10,725	12,823	-2,098	-16.4%
Brooklyn	3,616	3,956	6,874	8,214	-1,340	-16.3%
Carnegie West	13,637	15,865	26,645	32,299	-5,654	-17.5%
Collinwood	5,866	6,769	11,932	14,209	-2,277	-16.0%
East 131st	5,949	7,037	12,501	15,118	-2,617	-17.3%
Eastman	10,997	11,788	21,983	24,929	-2,946	-11.8%
Fleet	9,929	11,078	19,183	22,502	-3,319	-14.7%
Fulton	6,510	7,521	12,871	16,120	-3,249	-20.2%
Garden Valley	3,892	3,958	7,343	8,457	-1,114	-13.2%
Glenville	5,622	6,851	11,415	14,551	-3,136	-21.6%
Harvard-Lee	9,369	8,807	17,941	18,180	-239	-1.3%
Hough	8,678	8,434	16,945	18,304	-1,359	-7.4%
Jefferson	7,083	7,117	14,206	15,545	-1,339	-8.6%
Langston Hughes	5,823	6,354	11,402	13,082	-1,680	-12.8%
Lorain	6,883	7,095	13,810	15,623	-1,813	-11.6%
Martin Luther King, Jr.	5,720	5,398	11,401	11,393	8	0.1%
Memorial-Nottingham	4,955	6,913	10,119	14,671	-4,552	-31.0%
Mt. Pleasant	6,311	6,165	12,040	13,075	-1,035	-7.9%
Rice	12,522	13,646	24,492	28,506	-4,014	-14.1%
Rockport	11,441	9,927	21,670	21,714	-44	-0.2%
South	7,389	6,849	15,280	13,680	1,600	11.7%
South Brooklyn	11,015	13,405	21,039	27,714	-6,675	-24.1%
Sterling	8,649	12,094	18,247	24,545	-6,298	-25.7%
Union	5,235	4,568	9,473	10,265	-792	-7.7%
Walz	8,128	9,130	15,915	19,381	-3,466	-17.9%
West Park	9,322	9,637	18,592	19,630	-1,038	-5.3%
Woodland	6,477	6,573	12,886	14,257	-1,371	-9.6%
<b>TOTAL</b>	<b>206,323</b>	<b>223,175</b>	<b>406,930</b>	<b>468,787</b>	<b>-61,857</b>	<b>-13.2%</b>

CLEVELAND PUBLIC LIBRARY  
BRANCH RANKINGS FEBRUARY 2014

Branch	Total Circulation	Branch	Attendance	Branch	Population
1 West Park	20,697	1 Carnegie West	13,637	1 South Brooklyn	32,043
2 South Brooklyn	20,128	2 Rice	12,522	2 West Park	27,814
3 Rockport	19,738	3 Rockport	11,441	3 Fleet**	26,727
4 Eastman	19,706	4 South Brooklyn	11,015	4 Eastman	23,674
5 Fulton	18,699	5 Eastman	10,997	5 Rockport	19,896
6 Walz	15,751	6 Fleet	9,929	6 Fulton	19,647
7 Fleet*	13,434	7 Harvard-Lee	9,369	7 Rice	19,462
8 Memorial-Nottingham	13,299	8 West Park	9,322	8 Memorial-Nottingham	19,271
9 Carnegie West	12,270	9 Hough	8,678	9 Harvard-Lee	17,655
10 Addison	11,839	10 Sterling	8,649	10 Walz	16,063
11 Rice	11,185	11 Walz	8,128	11 Collinwood	14,769
12 Martin Luther King, Jr.	10,331	12 South	7,389	12 Langston Hughes	14,439
13 Lorain	9,758	13 Jefferson	7,083	13 Glenville	14,006
14 Woodland	9,665	14 Lorain	6,883	14 Addison	13,603
15 South	9,275	15 Fulton	6,510	15 East 131st	13,025
16 Collinwood	8,987	16 Woodland	6,477	16 Mt. Pleasant	12,792
17 Union	8,271	17 Mt. Pleasant	6,311	17 Lorain	12,588
18 Jefferson	8,129	18 East 131st	5,949	18 Martin Luther King, Jr.	12,392
19 Harvard-Lee	8,113	19 Collinwood	5,866	19 Carnegie West	10,487
20 Glenville	8,065	20 Langston Hughes	5,823	20 Union	8,416
21 Langston Hughes	6,570	21 Martin Luther King, Jr.	5,720	21 Sterling	8,267
22 East 131st	6,090	22 Glenville	5,622	22 Woodland	7,946
23 Brooklyn	5,933	23 Addison	5,305	23 South	6,325
24 Mt. Pleasant	5,788	24 Union	5,235	24 Hough	5,667
25 Sterling	5,587	25 Memorial-Nottingham	4,955	25 Brooklyn	5,524
26 Hough	4,608	26 Garden Valley	3,892	26 Jefferson	3,515
27 Garden Valley	2,926	27 Brooklyn	3,616	27 Garden Valley	2,310
	294,842		206,323	28 Broadway**	1,966
					388,323

\*\*Broadway and Fleet services areas merged

Prepared By: Northern Ohio Data and Information Service -  
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Cleveland State University

**CLEVELAND PUBLIC LIBRARY  
MONTHLY ACTIVITY REPORT FOR FEBRUARY 2014**

OTHER TRANSACTIONS Loans* to:	Monthly Total		Year-to-Date		YTD Gain/Loss
	2014	2013	2014	2013	
CLEVNET	76,586	77,164	150,070	150,569	-0.3%
MORE	568	720	1,102	1,582	-30.3%
Other Libraries	624	708	1,257	1,508	-16.6%
<b>TOTAL</b>	<b>77,778</b>	<b>78,592</b>	<b>152,429</b>	<b>153,659</b>	<b>-0.8%</b>

\*Totals included in Main Library and Branch circulation counts.

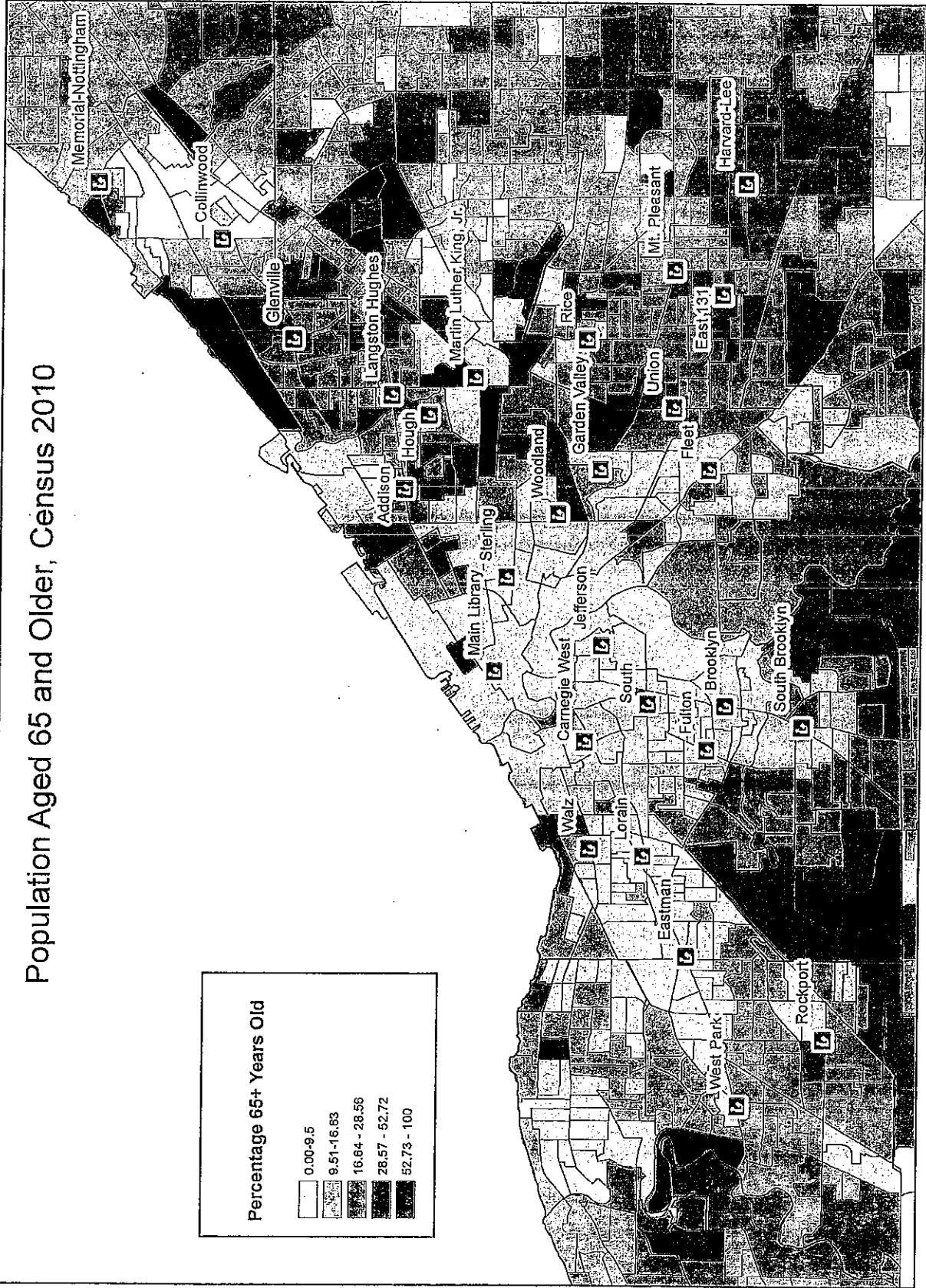
ANALYSIS OF MAIN LIBRARY REFERENCE QUESTION LOAD	Monthly Total		Year-to-Date		YTD Gain/Loss
	2014	2013	2014	2013	
Projected	24,066	22,833	55,207	46,359	19.1%
KnowitNow Web Reference*	439	561	749	1,266	-40.8%
Interlibrary Loan Requests	1,799	4,631	4,249	10,060	-57.8%
<b>TOTAL</b>	<b>26,304</b>	<b>28,025</b>	<b>60,205</b>	<b>57,685</b>	<b>4.4%</b>

\*Questions taken by CPL staff only. As more partner libraries throughout Ohio sign on to provide the service, what had been CPL's disproportionate share as a provider will continue to diminish.

CHANGES IN PERMANENT COLLECTION	Monthly Total		Year-to-Date		YTD Gain/Loss
	2014	2013	2014	2013	
New Titles Added	5,617	5,096	11,274	9,605	17.4%
Total Items Added	19,298	20,576	35,558	40,013	-11.1%

HOURS OPEN	Monthly Total		Year-to-Date		YTD Gain/Loss
	2014	2013	2014	2013	
Main Library	184	184	366	384	-4.7%
Branches	2,559	5,265	10,432	10,972	-4.9%

# Population Aged 65 and Older, Census 2010



Prepared by KO  
March 17, 2014  
Source: Census Bureau