

DIRECTOR'S REPORT

May 13, 2014

Monthly Statistics

Circulation for the month of April was 536,373. This is a decrease of 9% from last year's April circulation of 584,906. The bad news is that circulation activity was down because of a record breaking cold winter that has tremendously affected our attendance and thus our circulation. The good news is that we did experience an increase in eMedia numbers, and our mobile units.

The number of computer sessions for April was down from April of 2013 as well. A decline also in line with the weather issues we faced. There were 101,436 sessions this year in comparison to last year's total of 103,159. The number of hours in use for our computers decreased from 70,190 in April of 2013 to 68,630 in 2014. The addition of TechCentral and other technologies throughout the branches at the end of 2012, will lead to stable computer usage numbers in 2014.

Attendance for the month of April was 298,560. This is less than a 4% decrease from last year's attendance number of 310,004. Strong programming numbers could not help mitigate the activity loss due to weather.

Fighting Community Deficits

On Saturday, April 13th, the Carnegie West Branch hosted the Legal Aid@Your Library clinic. Fifty-nine families signed up to receive a free consultation from a volunteer attorney. At the clinic seven paralegals and students provided intake services and approximately a dozen attorneys volunteered. Included in the volunteer attorneys were Cleveland City Council Members Kevin J. Kelley (President), Phyllis Cleveland, Marty Keane, and T.J. Dow.

In April the Library began providing the Career Literacy & Education Workshop program at the Tri-C Metro Campus and the Rice Branch. In partnership with the Career Transitions Center the program series offers classes on networking, developing a work plan, work place etiquette, and interviewing skills. The classes target adult learners who are entering the workforce either for the first time or after a period of unemployment. Each site partners with a specific group of participants; the

Rice Branch partnered with their GED class and Tri-C Metro's career counseling students attend their site's workshops.

On April 11, the Library hosted its first annual Girl Power event. The event was a series of workshops that focused on personal safety, health issues, social media and the arts. Over 150 teenage girls from CMSD schools visited the library for this event. The keynote speaker, former host of BET's *106 and Park*, Free a.k.a. Antoinette Marie Wright spoke on networking, self-betterment, and esteem issues facing teenage girls. The program was a partnership between the Reading RAMM organization that contracts with CMSD to deliver media arts training to area students.

MAJOR PROGRAMS

On Thursday, April 3 as a part of the Writers & Readers series the Library hosted a lecture by Rabbi Joseph Telushkin of Brooklyn, New York. Rabbi Telushkin was ordained at Yeshiva University in New York, and pursued graduate studies in Jewish history at Columbia University. He has authored 15 books one of which is the most widely selling book on Judaism of the past two decades, *Jewish Literacy*.

Total programming/educational services related expenditures for April totaled \$27,271.48. In the month of April the Library generated \$10,895.00 in revenue from the rental of the LSW auditorium, and Main Library by outside organizations.

Theater, Swords and Shakespeare in Performance

Literature Department Librarian Jean Collins coordinated and hosted two programs in April celebrating the birth of William Shakespeare. On April 23rd, Ms. Collins along with Great Lakes Education Director, Lisa Ortenzi, coordinated the Main Library performance of a scene from *Romeo and Juliet* which was followed by sword fighting lessons, and of course, birthday cake. On April 26th, student actors from the English-Speaking Union National Shakespeare Competition performed monologues and enjoyed a special showing of the film "Shakespeare in Love" in the Louis Stokes Wing Auditorium.

Ohio Poem in Your Pocket Day with Student Poet Sojourner Ahebee
Midwest's National Student Poet, Sojourner Ahebee, State Librarian Beverly Cain, and IMLS Program Officer Timothy Owens joined patrons and staff in the second annual celebration of Ohio Poem in Your Pocket Day coordinated by Literature Department Librarian Steve Capuzzo. This two day celebration

promoting poetry in the State of Ohio featured poetry workshops led by Ms. Ahebee at the Carnegie West Branch, Langston Hughes Branch and Collinwood High School as well as a community poem distribution.

Music at Main

Cleveland Institute of Music violinist, Jinjoo Cho, accompanied by Hyunsoo Kim on the piano played selections by Bach, Leos Janacek, and Franz Waxman along with a couple more familiar tunes from Carmen & Cole Porter. Ms. Cho has appeared with the Cleveland Orchestra, Canadian orchestras, CityMusic Cleveland, and is the First Prize winner of the Alice & Eleonore Schoenfeld International String Competition.

Maria Isabella Author Event

The Science & Technology Department hosted a Friends Author Event. Maria Isabella, author of *In the Kitchen with Cleveland's Favorite Chefs*, presented a visual history of the making of her book. She then prepared a fabulous bean dip for the audience to sample.

Sports Icon Series Interviews

Library Assistant Peter Elwell coordinated a Sports Icon Series Interview with Doug Dieken. Dieken who was recently honored with the 2012 Greater Cleveland Sports Commission Lifetime Achievement Award is a legendary former Cleveland Browns offensive tackle who played 14 seasons with team.

Research That's Possible Only at Main Library

- Notable Research: Found, historic newspaper articles related to the murder of a local mobster, Salvatore Todaro, in the 1920s for a patron.
- A graduate student at the University of Wisconsin-Madison, requested a pdf of Dr. James Shen's 12-page report titled "The Arrest of Chinese in Cleveland" (in the 1920s). The item, which had been treated by Preservation, was retrieved from the folio collection and copied for Mr. Tang.

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 OLC's Legislative Day along with Trustees **Corrigan** and **Seifullah**.
- I attended OLC's Trustee Dinner along with Trustees **Corrigan, Butts, Seifullah, and Werner**.
- I provided brief remarks at a reception held for Mayor Jackson at Margaret Wong's office.
- I participated in the interviews for the Friends' Executive Director.

CLEVNET

April's total OverDrive CLEVNET eMedia collection circulation was 105,181, significantly up from last year's total of 82,826. CPL has 8,277 total followers on Twitter and the Facebook page currently has 6,439 fans.

GRANTS & DEVELOPMENT

Awarded Grants

PNC - Awarded \$15,000 (to the Friends of CPL) in support of the Little Free Libraries Initiative

Submitted Grants

- Alcoa - submitted interim report
- ULC Innovations Award - submitted nomination for MakerSpace
- Better World Books Literacy and Education in Action Program (LEAP) grant - Submitted request for \$15,000 for Literary Lots program.
- Alcoa Foundation - Submitted request for Summer Reading Club 2015.

Projects in Development

- Attended Ohio Library Council's Legislative Day as part of CPL delegation.
- Continued work with Friends of CPL on capacity building grant opportunities (helped to develop a funding plan, assisting in creation of proposals)
- Friends Credit Cards to Branch Managers/FIT - Facilitated the process of Branch Managers and FIT Committee receiving credit/debit cards to use to access money allocated by the Friends of CPL.

PUBLIC SERVICES

Programs, Services & Exhibits

During the month of April the Library hosted a total of 94 programs. Educational programming and services, not included in the above totals, accounted for approximately 128 adult education classes, and 756 hours of after-school tutoring; 216 hours of intensive reading instruction for grades K-3 and 540 hours of homework help for grades K-8.

On Saturday, [April 13th](#), the Carnegie West Branch hosted the Legal Aid @ Your Library clinic. Fifty-nine families signed up to receive a free consultation from a volunteer attorney. At the Clinic seven paralegals and students provided intake services and approximately a dozen attorneys volunteered. Included in the volunteer attorneys were Cleveland City Council Members Kevin J. Kelley (President), Phyllis Cleveland, Marty Keane, and T.J. Dow.

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World Book Night

Every year on April 23rd, volunteer book givers across the country celebrate books and reading by giving away books within their communities. As a Group Giver for World Book Night, Ohio

Center for the Book and Literature Department Manager, Amy Dawson led staff members in distributing more than 600 books to World Book Night volunteer book givers.

Glory Days Program

Social Sciences staff members Peter Elwell and Mark Moore joined forces to coordinate the Glory Day Program on April 4th. This program featured a panel discussion of authors who have written books on the 1920's Championship Cleveland Indians season at League Park.

Art Lab Programs

Youth Services Library Assistant, Eanas Salem conducted two Flower Pot Art Lab programs in April. These programs incorporated the very popular book, *The Empty Pot* by Demi. Participants learned facts about what a plant needs to grow and were then able to decorate their own flower pot to take home. In addition, Library Assistant, Christine Feczkanin, conducted an Earth Day program called Sea of Green. This Art Lab program focused on sustainability for young children.

Dia de los Niños/Dia de los Libros Program

Subject Department Children's Librarian, Maria Estrella hosted the Dia de los Niños/Dia de los Libros Program (Children's Book Day) on Saturday, April 26th. This nationally recognized initiative emphasizes the importance of literacy for all children from all backgrounds. The cultural literacy fiesta included international story time in multiple languages, (Russian and Spanish) giveaways, crafts, and fun.

Financial Literacy for Teens

Twenty teens in CPL Studio 470 were treated to a financial literacy program sponsored by the Federal Reserve Bank of Cleveland.

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Cleveland Institute of Music violinist, Jinjoo Cho, accompanied by Hyunsoo Kim on the piano played selections by Bach, Leos Janacek, and Franz Waxman along with a couple more familiar tunes from Carmen & Cole Porter. Ms. Cho has appeared with the Cleveland Orchestra, Canadian orchestras, CityMusic Cleveland, and is the First Prize winner of the Alice & Eleonore Schoenfeld International String Competition.

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Main Library Tours

Fine Arts & Special Collections Manager Pam Eyerdam conducted a tour of Main Library for CPL Board member Tom Corrigan and guests on April 24th. In addition she conducted a tour for a group representing the Museum Professionals Association on April 26th. Special Collections Librarian Kelly Ross Brown conducted a tour on April 26th for the Cleveland Hiking Club. Foreign Literature Manager Milos Markovic along with Youth Services Manager, Annisha Jeffries provided a tour to a group of New Tech West High School students. The Map Collection Department staff welcomed twelve enthusiastic City of Euclid Senior Center individuals on April the 21st and provided them a tour of the department and Cleveland Municipal School District Transition Coordinator Mr. Bill Carroll brought ten MLK seniors into the Map Collection Department as part of an overall tour of Main Library on Monday [April 28th](#).

Genealogy and Family History Clinic

Three Genealogy Clinics were held during the month of April. Debbie Abbott, of the African American Genealogy Society, hosted a special genealogy clinic for people from Olivet on April 19th.

Main Library Book Clubs

The Ohio Center for the Book hosted three Graphic Novel Book Club events coordinated by Librarian Jean Collins. Guest Valnetino Zullo lead the discussion on the titles; *Maus*, *Persepolis*, and *Fun Home*. The African-American Book Club met on Wednesday, April 30th to discuss *Residue Years* by Mitchell S. Jackson and Social Science staff members Helena Travka and Lakeisha Winstead hosted the Non-Fiction Book Club April 10th meeting. Ron Robert, of the Martin Luther King, Jr. Branch, led the discussion of Terry Pluto's *Faith and You*.

Outreach

March Class Visits

A Cuyahoga Community College Culinary Arts Instructor brought his class into the library to show them CPL's circulating and reference cook books area, Modernist Cuisine, 5 vols. and Modernist Cuisine Home Edition, 2 volumes and two class groups from Nordonia High School visited the Youth Services Department.

Youth Services Outreach

Children's Librarians Maria Estrella and Kristen Schmidt presented story time at the Smarty Pants Daycare every Tuesday and Wednesday in April. In addition, the Wee Read and Play story time was also performed on April 23rd.

Foreign Literature Outreach

Librarian Caroline Han hosted a Chinese story time, on-demand Chinese language learning for adults, ESOL, and computer literacy programs throughout the month of April. These programs were held on-site as well as at the Goodrich-Gannet and Evergreen Senior Centers. Librarian Victoria Kabo, hosted the "Literary Map of Ohio" program in Russian language at the Memorial-Nottingham Branch. Library Assistant Tatiana Shneyder participated in "International Story Time" program sponsored by Youth Services Department where she read children's story in Russian and English to attendees. Foreign Literature Manager, Milos Markovic, Youth Services Manager Annisha Jeffries and Foreign Literature Librarian Victoria Kabo hosted visiting Polish language school students.

MEETING ROOMS and SCHEDULING

In April a total of 327 meeting room requests were processed by the OPS department, with a total of 8,185 estimated attendees. This number includes reservations placed for meeting room space in each of the 27 branches, Main Library and Technical Services. Forty-three AV requested were filled for both Branches and Main Library.

BOOKMOBILE/ON THE ROAD TO READING

As a part of the On the Road to Reading program, four childcare centers participated in a special three-class session teaching basic ballet concepts in conjunction with the reading of Angelina Ballerina by Katharine Holabird. As OTRR staff read the book Jessica Wallis of Ballet in Cleveland demonstrated the movements and concepts being described. Jessica Wallis of Ballet in Cleveland (BIC) brought not only her ballet skills but her Master's in Education to the classrooms and expanded a basic

dance lesson to focus on vocabulary and print awareness. By incorporating these types of experiences into story times, children will have a better understanding of the vocabulary and concepts that are contained within the book.

Collection Development

Music of the Modern World, a folio sized collection of music magazines was cataloged and added to the Fine Arts collection.

A donation of the journal called ITALIX from the Cleveland Institute of Art was added to the collection. Manager Pam Eyerdam created a MARC record listing its holdings at CPL - the only holding library in Ohio.

During the month, staff collected and processed a total of 3,339 long loan items for the following agencies: Akron Public Library, Cleveland Heights University Heights Public Library, Shaker Heights Public Library, Twinsburg Public Library and several CPL Branches.

Interlibrary Loan staff members supplied 36 Interlibrary loan items for out-of-state patrons and eight books for in-state customers. To promote new materials and encourage greater usage of library resources and participation in CPL sponsored events, staff forwarded 17 distinct emails to 2,151 patrons. In addition, staff mailed new Russian and Chinese book lists to 510 patrons on listserv database.

The Patent and Trademark Resource Center has been greatly enhanced with the addition of PUBEAST. PUBEAST is the same database used by patent examiners at the US Patent and Trademark Office and its satellites in determining patentability. Patent searchers and inventors will also be glad to know that patent images are now available in pdf format from the USPTO Web page.

Research That's Possible Only at Main Library

- A patron researching a local boxer who rose to fame in the late 1920s is scanning through the Cleveland Press microfilm to find boxing advertisements and match results.
- Business Department Library Assistant Joseph Parnell researched and answered several questions during the month using information obtained in the Cleveland Corporation Microfilm files.

- The World Chess Hall of Fame requested scans of the Steinitz and Zuckertort's first world chess tournament match and photos of Robert Byrne.
- A Ph.D. candidate from Case Western Reserve contacted Special Collections in regards to research about the Mazarinades collection.
- A patron requested information about the artist P. Pizzi who painted murals in the Ohio Theater of Playhouse Square.
- A patron from West Park requested a recording of Emily Dickinson's poems set to music by Aaron Copland.
- The editor of the North Carolina Literary Review requested permission to use an image of Charles Chesnutt from the Digital Gallery.
- Music score requests included: the Biblical Chant B / Binder, Abraham Wolf, 1895-1966; The Faust legend in music and literature / Grim, William E.; Here Comes the Night: The Dark Soul of Bert Berns and the Dirty Business of Rhythm and Blues /Selvin, Joel; a request for Bach's St. Anne prelude for a funeral memorial; The Song is You; All Night, All Day (authorship of this spiritual); Mattinata - Leoncavallo (copy made from Petrucci); House of the Rising Sun; Beethoven Violin concertos
- Russian and Mandarin Chinese language readers advisory and instruction in e-book downloading in Russian and Chinese.
- ILL request from California for esoteric WWII Serbian language memoirs. CPL is one of three owning institutions in the U.S.
- Notable Research: Found historic, newspaper articles related to the murder of a local mobster, Salvatore Todaro, in the 1920s for a patron.
- Research requests for newspaper articles pertaining to a local playwright/author, Ruth Ketteringham, for Ms. Gramlich, a Special Collections Librarian at Akron-Summit County Public Library.
- The United States Department of Copywriting and Trademarks resource was forwarded to a patron seeking protection of his works.

- A patron requested an article from the Columbus Dispatch regarding transportation access for persons in wheelchairs in Columbus, Ohio.
- A graduate student at the University of Wisconsin-Madison, requested a pdf of Dr. James Shen's 12-page report titled "The Arrest of Chinese in Cleveland" (in the 1920s). The item, which had been treated by Preservation, was retrieved from the folio collection and copied for Mr. Tang.
- A local law firm recently requested multiple historic volumes of The United States Pharmacopeia, published by the United States Pharmacopeial Convention, Inc.

Staff Development

Fine Arts Librarian Bruce Biddle attended a symposium on April 26th at Cleveland Museum of Art: Rediscovering Van Gogh.

Special Collections Clerk Michael Jacobs is a member of the Five Oaks Historical Society (Schweinfurth) and attended the Spring Gala at Five Oaks Mansion in Massillon, Ohio where he promotes the Charles Schweinfurth Collection here at CPL

Shelf Division Assistant Manager Cynthia Coccaro attended the seminar Effective Communication at Tri-C on April 22nd.

Popular Librarian Judy Daniels and Library Assistant April Lancaster attended the NEO-RLS Annual Showcase Workshop. Jamie LaRue, retired Director of Douglas County Public Library spoke of trends that can move the profession forward.

Youth Services Manager, Annisha Jeffries attended the School Library Journal Think Tank on April 25th, which was held in Nashville, TN. Branch Children's Librarians Pasha Moncrieff and Lan Gao also attended. The theme: Accelerating Your Impact in your profession as a librarian.

Subject Department Children's Librarian, Maria Estrella attended the Virginia Hamilton Conference on Thursday, April 3rd and Friday, April 4th.

Other Main Library News

On April 9, 2014, the Shipping Department celebrated one year of backlog free deliveries.

The Schweinfurth exhibition catalog won a recognition award from the Cleveland Restoration Society.

Special Collections staff members are preparing to move temporarily out of the Special Collections workroom while construction begins later in June 2014 to redesign the old CD room into a new digital and preservation facility.

Retired Senior Assistant Librarian, Bill Anderson (retired Dec. 2011) passed away April 9, 2014. He was known for building the foreign film AV collection and the blues, jazz, and R&B CD collection when it was housed in Fine Arts.

Department Managers Maureen Mullin and Robin Speigner both retired from CPL effective April 30, 2014.

BRANCHES

Laura McShane of the Brooklyn Branch mounted a very well-received "Pick a Poem!" display to acknowledge April as National Poetry Month. The display included materials provided by the Literature Department. A photographic image of the bulletin board was posted on the library's staff newsletter as well as the library FaceBook page. A gardening program was performed on April 15 which included making paper flowers. Earth Day craft programs were presented on April 22, Earth Day. The manager attended Cleveland Arts Prize jury meetings on April 15 & 24.

Carnegie West Branch worked with the Literature Department hosted a poetry writing workshop for a dozen teens from Garret Morgan School of Science on April 24th. Sojourner Ahebee, the National Student Poet visiting CPL for Ohio Poem in Your Pocket Day, led the workshop. State Librarian of Ohio Beverly Cain was also in attendance.

Children's Librarian, Lan Gao attended Library Leadership Think Tank on Friday, April 25 in Nashville, Tennessee with Youth Services Manager, Annisha Jeffries, and Garden Valley Children's Librarian, Pasha Moncrief.

Youth Outreach and Programming Coordinator, Nicole Shabazz, visited and had a meeting with Fleet Manager, Rekiat Olayiwola, and Gao. She informed them that Mound Elementary School in Slavic Village has been selected as the location for the 2014 Cleveland Public Library Summer Reading Club Kick-off and she discussed activities for that day with them. Literacy and Education Coordinator, Sherri Jones, visited and met with

Olayiwola to discuss Kiwanis Club of South East Cleveland partnership with Cleveland Public Library Summer Reading Club.

Fulton Branch saw an increased use of our main floor and our community room by our community partners. Early Childhood held several information trainings for daycares in early childhood education. Stockyard, Clark, Fulton & Brooklyn Centre held an information table as did Stephanie Zarraga, Cuyahoga Community College and the Board of Elections held 3 information tables trying to sign people up to be poll workers.

Jefferson Branch has been gearing up for the unveiling of the new Little Free Library located in front of the Branch's parking lot. The Property Management Department staff installed the Little Free Library. The official unveiling took place on April 30, 2014 in honor of El Día de los Niños.

Lorain had great gardening programs, including seed starting with children for Lorain's garden and a program from Ohio State University Extension called "Preparing Your Garden". Lorain's garden has been prepared and some vegetables have been planted. Children have been able to design their clothes using donated clothes, upcycled material, and sewing equipment. A Bicycle Safety program taught patrons how to ride the streets safely. Crystal Tancak has been to the Willard Head Start for story times. Olivia Hoge presented at Computers in Libraries 2014 to talk about "Maker" programs in the branches.

In addition to the regular monthly youth programs, Rockport hosted an egg hunt during which a dozen participants found eggs throughout the children's area. Rockport also hosted an Earth Day activity that entailed planting seeds in recycled egg cartons.

During the month of April the children of the South Branch had the opportunity to learn about Mars and its differences and similarities to earth through a trivia game, discussion and short clip of the documentary called Roving Mars.

Mr. Declat attended the Metro North Block Club on April 22, 2014. This was a busy night with a number of candidates present. The block club hosted candidates running for office for the Tremont West Board, and House Representatives to Columbus. Mr. Declat spoke to the attendees regarding the ongoing process for the South Branch building.

South Brooklyn Branch Manager Luigi Russo attended the first of ten workshops titled New Leadership Academy, and the Quarterly Main/Branch Managers meeting.

Our America Reads/CSU tutors continued to provide tutoring during CMSD's Spring break. Salida Qadir (graduating Senior) received the CPL America Reads Tutor of the Year Award for her extraordinary commitment to the Sterling children. Ms. Qadir taught the children to focus on their assignments and recognize the difference between quality and mediocre work. Saliha's interactions with the students went beyond homework help.

Walz branch served free lunch twice a day during spring break, tutoring continued through the break. crafts and a family Disney Scene-it challenge were added since CMSD was on vacation. Students were writing poetry for Poem in your Pocket day.

Addison Branch Manager Magnolia Peters attended the Ward 7 Community meeting at Fatima Family Center and shared information regarding Larn4Life, the Harvest for Hunger Campaign and the Seed Library Gardening Workshops.

Garden Valley Youth Services Librarian Pasha Moncrief attended Rainbow Terrace Learning Center's Epilepsy Party.

Harvard-Lee's Youth Services librarian Lori Scurka attended a Kent State University Workshop entitled: Book Look Plus: Focusing on Readers Advisory and Literature Trends. The workshop was held at the Brunswick Branch of the Medina Public Library system.

The Hough Branch welcomed Joel Leftkowitz as their newest Library Assistant Computer Emphasis staff member.

The Langston Hughes Branch hosted the Oberlin College Jazz Ensemble on April 22.

The Martin Luther King Jr. Branch hosted the Women's Artist Reception this month with 50 patrons in attendance Memorial Nottingham Branch continues to host GED classes for the community.

The Union Branch offered a Hair Care Fair where patrons were able to have Q/A with a professional stylist. The Domestic Violence and Child Advocacy Center presented an awesome Personal Safety Program to a 2nd grade class from Imagine Cleveland Academy.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In April, OLBPD circulated 53,695 books and magazines directly to patrons. OLBPD registered 126 new readers to the service. The BARD circulation statistics were not available at the time this report was being written.

OLBPD has finalized our keynote speakers for Family Fun and Learning Day 2014. OLBPD is pleased to announce that local columnist and author Terry Pluto will speak about his latest book "Joe Tait: It's been a Real Ball" which has been locally produced in audio for OLBPD patrons, along with sports topics and his faith work. OLBPD is also pleased to present Vickie Collins, Network Division Chief at the National Library Service. She will offer patrons news and updates from the National Library Service and answer questions about reader services. OLBPD Family Fun and Learning Day will take place Wednesday, July 16, 2014 from 10 a.m. - 3 p.m. at OLBPD.

OLBPD launched our "Braille Awareness and Literacy" web page as part of our web site. The web page features a "Braille Name Game" learning activity developed by OLBPD Manager Will Reed to help raise awareness about braille, and encourage and promote the importance of braille literacy for people who are blind or visually impaired. The web page also features a message advocating the importance of learning to read and write braille among people who are blind and low vision as well as a link to OLBPD's "Additional Resources" web page for finding further information on braille literacy education and support.

OLBPD Librarian Michelle Makkos and OLBPD Library Assistant Ken Redd provided information and talks about the service at the Tolerance Fair at the Convention Center on March 9th; Crossroads Hospice in Green, Ohio on March 12th; Wickliffe Country Place on March 14th.

TechCentral

MC²STEM School Internship Partnership Update

Two students, Cat and Marques, from the MC²STEM School began interning in the TechCentral MakerSpace on April 1, as part of the Youth Opportunities Unlimited internship program. The interns have been working alongside TechCentral staff on special projects, and the interns have been able to provide assistance to patrons by being available for longer, more in-depth assistance than has previously been available in the MakerSpace.

The interns will continue working through May at approximately 12 hours/week each.

Library Assistant, Computer Emphasis In-Service

The first of two Library Assistant, Computer Emphasis meetings for 2014 was held at the Lakeshore Auditorium on Wednesday, April 30, from 10:00 a.m. - 2:00 p.m. 51 Library Assistants were in attendance for the event. Topics covered at the event included:

- Customer Service Discussion on Dealing with Demand Patrons
- Database Updates and Changes
- Maker Services Overview and Duct-Tape MakerLab Activity
- Office 365 Demo & Rollout Overview
- Summer Reading Club Site Training
- Zinio Training

Visits and Community Engagement

TechCentral offered services and space to participants of the 2014 Cleveland Startup Weekend, held at Tyler Village in Cleveland April 11-13. As part of the weekend, a TechCentral staff member was present at the Tyler Village event location with a 3D printer, enabling participants to print 3D objects as part of development of their startup projects. Additionally, the TechCentral MakerSpace played host to several startup weekend participants, including an after-hours session from 6pm-10pm in the TechCentral MakerSpace on Saturday, April 12.

On April 15, CJ Lynce participated in an interview for a school project for a student from the Ohio Center for Broadcasting. The topic of the interview was the development and introduction of the TechCentral MakerSpace.

On April 17, CJ Lynce presented three sessions on 3D Printing Basics for students of Hawken School, as part of their annual Monument creation project held at the Gries Center in Cleveland, near the Western Reserve Historical Society. This presentation was part of the ongoing CPL-CLEVNET outreach visits.

Sam Tripodis provided a tour for a librarian from the Boonshoft Museum of Discovery on April 18.

TechCentral hosted a meeting of the Inventors Connection of Greater Cleveland in the TechCentral MakerSpace on the evening of April 21. CJ Lynce gave a tour of the MakerSpace to the attendees of the event.

Sam Tripodis provided a tour of the TechCentral MakerSpace for a group of students and teachers from Nordonia High School on April 22.

Adam Jaenke represented TechCentral and CPL at the Kent State Mini Maker Faire on April 24.

Jorge Arganza presented a session on 3D printing basics at the Euclid Public Library on April 29, as part of a CPL-CLEVNET outreach visit.

Meetings, Professional Development, and Outreach

CJ Lynce and Sam Tripodis, along with Olivia Hoge, Lorain Branch Manager, and Anastasia Diamond-Ortiz, Knowledge Manager, presented CPL at the 2014 Computers in Libraries conference in Washington DC on April 7-9. All participated in the *MakerSpace InfoBlitz* session, with Mr. Lynce and Mr. Tripodis presenting specifically on developing frontline staff to work in a MakerSpace or Maker related department.

CJ Lynce and Terrence Metter presented at the Ohio Library Council Northwest and North conferences on April 11 and April 23, respectively. Mr. Lynce and Mr. Metter presented a session on creating Maker and Creative Spaces in libraries.

Yehia (Jon) Alhibshi-Devore attended a meeting of the IMPAC Dublin Literacy Award Committee on April 3.

Denise Williams-Riseng attended the Youth Services meeting on April 16 to give a presentation on the recently developed Internet Safety for Families.

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

Cortney Gatewood assisted with the Lorain Branch Fashion Month programming in April as a tie-in to TechCentral creative and maker services. Ms. Gatewood assisted Lorain Branch staff in providing instruction on sewing machines, creating upcycled clothing, and presentation of a fashion show on April 29.

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

	Branches	Main	Total
Number of Computer Classes	37	20	57
Attendance in Computer Classes	149	118	267
Cancelled Computer Classes (in-advance, no registrations)	4	0	4
No-Show Computer Classes	4	0	4

	Branches	Main	Total
Number of MakerLabs	2	2	4
Attendance at MakerLabs	15	16	31
Cancelled MakerLabs (in-advance, no registrations)	1	0	1
No-Show MakerLabs	1	0	1

TECHNICAL SERVICES

The Harvest for Hunger Campaign at the Lake Shore Facility was a big success. The Acquisitions Department took the lead in planning, donating and coordinating the activities. Nathaniel Infante, Acquisitions Department, created flyers for all of the fundraisers and was the official photographer for the fundraising events. A combined total of over \$1,500.00 was raised from all of the fundraisers.

Gift baskets were raffled for those making monetary donations. Anarie Lanton, Acquisitions Department, contributed the grand prize Date Night gift basket and an automotive gift basket. Alicia Naab, Preservation Department, contributed an Avon gift basket and put together two additional baskets with items donated from Technical Services staff. The gift baskets raised \$525.00. The winners were Doris Yee, Gloria Massey, Nancy Mocsiran, and Paula Stout.

The Doubleheader Indians Opening Day Lunch was held on two separate days and raised \$413.00. The menu consisted of hot dogs/brats/Polish boys/sausages, nachos with cheese and salsa, Cracker Jacks, popcorn, peanuts, and all condiments.

Acquisitions staff collectively contributed, cooked, and served all the menu items for the lunches. Cayla Napoleon, Shelf/Shipping, was the Grand Slam prize drawing on the 1st day and Laura Mommers, Collection Management, was the Grand Slam

prize drawing on the 2nd day. Each of them received \$25.00 in Indians Fun Money.

The Jelly Bean Counting Contest concluded on April 9th and raised \$102.00. Tonya Jenkins, Acquisitions Department, suggested this fundraiser and donated all the jelly beans and glass jar container as well as took the time to count all the jelly beans and keep track of all the guesses. The person with the closest guess was Alicia Naab with a guess of 1,283 jelly beans. The actual number of jelly beans totaled 1,272. Jack Frost donuts were sold at a Donut Sale held at the end of April. Seven dozen donuts were donated and sold, raising \$200.00.

Patricia Lowrey spent much of the month in Contract Negotiations along with S.E.I.U. representatives from Technical Services Dawn Grattino and Lisa Kowalczyk.

Technical Services managers completed their "StrengthsFinder 2.0" training with Kristy Frieden. Materials Processing Manager Elizabeth Hegstrom and Acting Preservation Manager Alicia Naab attended the Northeast Ohio Technical Services Librarians meeting on April 4 at Cuyahoga County Public Library.

Acquisitions Manager Sandy Jelar Elwell, Assistant Director of Public Services Carlos Latimer, Human Resources Recruiter Sharon Allen, and Ms. Lowrey interviewed candidates for the vacant Collection Manager position.

High Demand: Staff cataloged 687 titles, and added 11,169 items. They ordered 1,246 titles and 11,967 items. Staff processed 803 items for the Acquisitions Department and processed 111 items for Materials Processing. Steven Best made 18 phase boxes for the Preservation Department.

The Manager worked extensively on the Holds Reorder List, developing several ideas for ensuring that the public's holds on DVDs get filled as quickly as possible. She contributed to the Harvest for Hunger fundraising efforts and helped to sell donuts. Summer Salem, Technical Services Associate, was trained on how to handle the OCLC set/cancel holdings lists and will help clear up the backlog of lists, as well as handle the lists every other week.

Materials Processing: The Associates cataloged 1,481 new titles for the Cleveland Public Library and added 1,632 records for the CLEVNET libraries. The Associates and Sr. Clerks added 5,102 items. The Technicians worked on 21,102 items.

Elizabeth Hegstrom, Materials Processing Manager, met with the staff to discuss the changes coming with the email migration. Christon Hicks, YoLanda Lawler, Vivian Grayson and Karima Ward were given a project to add '(large print)' to the physical description in existing bibliographic records for large print books. The general material description, the subfield h that appears in the title of the bibliographic record, is being phased out which will make it very difficult for staff using Workflows to identify large print books. Under the new Resource Description and Access (RDA) rules, large print is identified in the physical description area rather than in the title. Andrea Johnson, Catalog Manager, is working with IT/CLEVNET to display the physical description in the hit list in Workflows.

Catalog: Diana Olivares, Regina Houseman and Dawn Grattino eliminated a backlog of music scores needing cataloging and they attended a webinar "RDA for Music: Popular Music, Jazz and World Music Audio Recordings." Ms. Olivares, Ms. Houseman and Michael Monaco attended the Ohio Library Council (OLC) Technical Services Retreat. Mr. Monaco helped plan the event and recruit speakers, and helped run the programs during the event. Mr. Monaco also attended a meeting of the OLC's 2014 Convention & Expo (CAE) Program Committee to work on the CAE immersion workshops.

Mr. Monaco attended a meeting of the CPL150 team to plan their next event, and he and Anastasia Diamond-Ortiz, Knowledge Manager, spoke at a Public Service Managers meeting. Catalog Manager Andrea Johnson updated instructions for the final check of finished book trucks. Catalogers added 3,267 titles and 3,278 items.

Collection Management: During April, Laura Mommers ordered 396 DVD titles for the Branches and the AV Department. Ms. Mommers ordered 3,250 DVDs totaling \$84,286 for the Branch collections and 826 DVDs totaling \$19,022 for the Audio-Visual Department. Ms. Mommers ordered 314 CD titles for the Branches and the Popular Library. Ms. Mommers ordered 2,150 CDs totaling \$25,784 for the Branch collections and 203 CDs totaling \$2,455 for the Popular Library. Ms. Mommers created a new account in Midwest for the Youth Services staff at the Main Library to select music CDs.

In order to help students prepare for the third grade reading tests, Bonnie Bolton created a list of early readers for branches to use to bolster their collections. Ms. Bolton

selected a total of 212 titles for Main Library and Branch juvenile collections this month. Ms. Bolton ordered 1,927 juvenile books totaling \$22,239 for the Branch collections and 212 juvenile books totaling \$2,749 for the Main Library's children's collection. Ms. Bolton also processed 66 Branch discretionary lists for young adult and juvenile titles and submitted them to Acquisitions or High Demand.

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).

Lake Shore Shelf/Shipping: Stephen Wohl, Shelf/Shipping Supervisor, attended the IT/Tech Services quarterly meeting on April 8th and two Staff Development Day planning meetings. He assisted Page New Hire Committee with Page Assessments on April 30th at the West Park Branch.

A total of 1,728 telescopes of new materials were shipped out to the Main Library, Branches and CLEVNET. The Technicians unpacked 17,689 new items and sent them to the Acquisitions and High Demand Departments.

Acquisitions: The Acquisitions Department ordered a total of 6,372 titles and 9,265 items (including periodical subscriptions and serial standing orders); received 12,928 items, 1,818 periodicals, and 552 serials; added 1,055 periodical items, 179 serial items, 574 paperbacks, and 2,099 comics; and processed a total of 1,976 invoices.

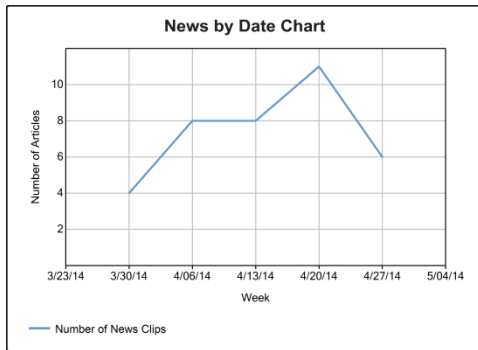
Preservation: Alicia Naab and Gloria Massey attended an online webinar put on by the Library of Congress on conservation treatments and storage supplies used in Washington D.C. Ms. Naab discussed the cost of materials being re-cased with Milos Markovic of Foreign Literature and they worked out a plan to repair more materials in house. Ms. Naab and Elizabeth Bardossy met with engineers from TECinc Engineering to discuss the needs of equipment in the Preservation lab that will be moved to the new Digital Hub downtown. Ms. Naab, Ms. Bardossy and Ms. Massey worked with Pam Eyerdam and Michael Jacobs of Special Collections to develop a new wrapper style protective enclosure for books that do not require complete boxing.

Ms. Naab edited and uploaded the digital version of a Rockport Branch scrapbook to the Digital Gallery. Preservation collected

change donations in April from the vending machine area and turned in \$57.68 in staff contributions to Sandy Jelar Elwell for the Harvest for Hunger campaign.

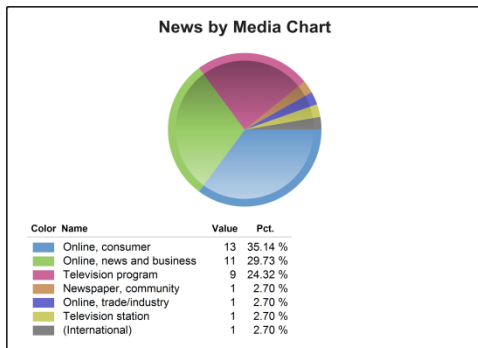
Almost 400 items were added to the Digital Gallery bringing the collection to a total of 47,252 items. There were 17,680 Digital Gallery pages viewed during the month. Thirty-six phase boxes were made and 74 items were boxed in pre-made containers.

MARKETING & COMMUNICATIONS



Media coverage for the month of April included 37 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$9,835.86 with a news circulation audience of 365,998 people. In April, the online print media outlets that featured CPL events and programs received 35,461,297 unique visitors.

Food for Fines had the most media coverage.



The Library began advertising with *Ohio Profile News* in an effort to reach the Arab American population; *Campus Observer* ads promoted the Shakespeare program and John Schwartz; John Schwartz was also promoted in the *Gay People's Chronicle, Cleveland Jewish News, La Prensa, cleveland.com, WKSU and WNPR radio*; Foreign

Literature Department was promoted in program for *ClevelandPeople*; A double page spread promoting Library branches ran in *Live Cleveland*, a supplement to *Cleveland Magazine*; CPL had an ad placed in *Positively Cleveland's Spring/Summer Official Visitors Guide* and the LGBT issue; Digital Magazines were promoted in *Phenominal Women* magazine and free eBooks promoted in the Senior Day program booklet; RTA bus taillight ads began in April and promote Free eBooks, classes, digital magazines and the kids eMedia page.

Search Engine Marketing with *cleveland.com* resulted in the CPL ad being viewed 8,623 times on average per week, which resulted in an average of 765 clicks to website per week. *Public library* was the most clicked-through phrase.

March-SOCIAL MEDIA

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

1. [April 16th](#): Interested in old #CLE photos? Check out our vast digital photo gallery: (Link to Digital Gallery)
2. [April 4th](#): We had an incredible afternoon with Jesmyn Ward a few weeks ago. Check out the photos: Link to Ward photos
3. [April 1st](#): Planning on checking out Flashdance: The Musical at @playhousesquare? Pair a great production with great books! Link to Book List on Pinterest
4. [April 25th](#): Great article on Sew Lorain Kids in ALA Magazine (Link to article)
5. [April 4th](#): Make your [Saturday](#) a musical one with a free performance by CIM (Link to Music at Main)

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

1. [April 12th](#): Harvest for Hunger promotion
2. [April 25th](#): Sew Lorain Kids article in ALA Magazine
3. [April 1st](#): Photo of Brooklyn Branch Poem in Your Pocket bulletin board
4. [April 15th](#): Asking patrons what they are reading
5. [April 20th](#): Harvest for Hunger promotion

GRAPHICS

Graphics staff designed, printed, and distributed 146 items in April in addition to graphics for the library website, and 4 staff newsletters and UpNext monthly program guide.

Promotional and printed pieces included: promotion for John Schwartz; Summer Reading Club collateral; Ohio Poem in Your Pocket promotion and collateral; Cleveland Play House bookmarks for *Tappin' Through Life*; Letter about Literature Awards Book; June-December Mobile Schedule book; Postcards for Friends Gift Shop; Designs for RTA taillight ads; Wrap design for book trucks promoting TechCentral.

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 5,676 in 2013 to 8,277 currently. Facebook fans are up from 5,189 in 2013 to 6,439 currently. Downloads of books in an electronic format (eBooks) were up from 82,826 in 2013 to 105,181 currently.

Library News on the cpl.org homepage featured pages built for the following news item: Seed Library at Cleveland Public Library; Cleveland Public Library Encourages Patrons to Support Harvest for Hunger with Food for Fines; Celebrating Ohio's Poets and Poetry on Ohio Poem in your Pocket Day; and The Library Board of Trustees Meetings.

During the month of April, the following new events, programs, and information were promoted on pages of cpl.org: Writers & Readers--John Schwarz; Ohio Poem in Your Pocket Day; Shakespeare 450th Birthday; Learn4Life; TechCentral; Annual Report 2013; eMedia for Kids; Zinio Digital Magazines; Free Tutoring; Celebrate with Books; Art Labs; Learning Express Library; Testing and Education; MyPlace MyCard-Music; Teen Room; Curl up with a good book; and MyPlace-My eBooks are free.

8 Popular Topic pages were updated with new book lists in April.

The 32nd "Off the Shelf" (April 2014 issue) was sent out on April 4, 2014, to a distribution list of 3,942. This issue featured: Share Your Love of Poetry with Cleveland; Celebrate an Epic Birthday: William Shakespeare's 450th Birthday; Get Graphic! A Graphic Novel Book Club; Sugarman Honor Awards for 2014; 2013 Report to the Community; and Food for Fines April 14-26, 2014. The following New Releases were featured: The Storied Life of A.J. Fikry by Gabrielle Zevin; And the Dark Night Sacred by Julia Glass; and The Intern's Handbook by Shane Kuhn. The following events were featured: Genealogy & Family History Research Clinic; Oberlin College Jazz Ensemble; MakerSpace Lunch n' Learn; Share Your Poetry; and Lorain Fashion Show.

7 new pages were built for cpl.org including The Braille Name Game/Braille Awareness and Literacy for OLBPD, theater booklists for the Literature Department, and new Ohio author pages for OCFTB.

An SSL certificate was installed on the EZproxy server to allow CPL patrons to securely access the MyJstor feature of the Jstor research database.

Read in the CLE was updated with a Featured Reader John Schwartz.

A contact form with the ability to attach a file was created for Summer Reading Club.

PROPERTY MANAGEMENT

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We continue to meet with and monitor the work of the contractors working on the gas conversation project for LSW and Main. We are attending weekly meetings with Bostwick Design Partnership to develop a Digital Hub at Main.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. One of the boiler circulating pumps was removed for repair and reinstalled after repair at Collinwood. A new HVAC control for the main air handling unit was replaced at Eastman. A bad bearing assembly was replaced on the hot water pump at Jefferson. The cooling tower was cleaned and serviced and the Chiller has been serviced by an outside contractor and both are ready for summer operations at Lakeshore. An exterior parking lot light fixture was replaced at Langston Hughes. The outside air damper linkage was repaired and the fan coil unit in special collection staff work room fan motor was replaced at Main. Several bad light ballast were replaced at Mt. Pleasant, Walz and Tech Central. Filters were replaced in air handling units and a defective flow switch was replaced on one of the boilers at Woodland. New wiring and air lines were run for the new service lift at the Garage.

The Carpenters and Painters worked to repair the front doors at Fleet. Several soap dispensers and stall doors in restrooms at Main were repaired or replaced. Repairs were made to several Little Free Libraries. Repairs were completed on the concrete ramp at Lorain. Painting is ongoing at Union. The Garage serviced vehicles, #3, #5, #12, #14, #15, and #16. All snow blowers have been picked up and lawn mowers are being delivered to branches.

SAFETY & PROTECTIVE SERVICES

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activities	Ave per day	Total Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents	Incident Reports Generated	CPL access activities
Apr 2014	5,500	204	78	39	362	186	46	75
Mar 2014	5,531	213	179	36	284	201	47	70
Feb 2014	5,524	240	177	35	278	158	41	69
Jan 2014	5,426	226	199	21	260	209	45	76
Dec 2013	6,250	272	239	34	224	254	58	86
Nov 2013	6,407	267	257	44	211	229	84	425
Oct 2013	5,648	226	301	42	262	144	63	61
Sep 2013	6,371	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

Special Attention, Special Events, and Significant Incidents

- April 29 and May 1 Teach For America LSW 218
- April 25, 2014: Scene Party in Main
- April 11 Girl Power POT Luck Event, LSW Auditorium
- April 8 Jannasis Associates LSW Auditorium

Protective and Fire Systems

- The fire system at Main building was damaged due to a power surge. Tyco repaired the system and it is now functioning.
- The Library Board of Trustees Approved replacement of the Fire System at the Lake Shore Facility. The fire system was tested and was certified in compliance with the fire department.

Contract Security

- An extension of the G4S contract was granted by G4S until December 30, 2014.

Administration

- Interviews were conducted for Safety & Protective Services Officer position and an offer was made and accepted. The new Officer begins on May 5, 2014.

INFORMATION TECHNOLOGY & CLEVNET

ACCOMPLISHMENTS THIS PERIOD:

KnowItNow24x7 (KIN24x7):

The Statewide Coordinator presented two programs with 60+ people attending altogether at the Ohio Library Council Northeast Chapter Conference. KnowItNow24x7 promotional materials were also distributed and questions answered about the service.

Virtual Services and Hardware:

- Summer sites for online Summer Reading Club are ready for use by staff and the public. Created landing page with tutorial and contact form, training materials and documents that have been uploaded to Staff Intranet. Provided informal training for site to 50 computer aides.
- David Reynolds attended Computers in Libraries Conference, and garnered ideas for future projects.
- An SSL certificate was installed on the EZproxy server to allow CPL patrons to securely access the MyJstor feature of the Jstor research database.
- Seven new pages were built for cpl.org including The Braille Name Game/Braille Awareness and Literacy for OLBDP, theater booklists for the Literature Department, and new Ohio author pages for OCFTB.
- The Rockcreek Public Library's newly acquired domain - rockcreekpl.org - has been set up on our web server to point to their member page on clevnet.org and this domain has been set up in our DNS.

Software:

- Marlene Pelyhes participated in SirsiDynix online training for PERL scripting.
- Software team configured policies for "3 for me" cards at the Twinsburg Public Library and Wickliffe Public Library. The "Three for me" card was originally developed at Euclid Public library as a way to encourage kids under 13 to read, allow them to receive a library card without a parent's signature, and limit financial liability. A new "Teen

Triad" card was also configured for the Euclid Public Library that extends the program to young adults.

- 31 weeding/shelf list reports were created for the various CLEVNET member libraries.
- A script was written to fully automate the process of loading bibliographic records received from Midwest Tape on a daily basis.

KEY ITEMS IN PROGRESS THIS PERIOD:

Converged Technologies and Software:

- Ann Palomo will retired at the end of March 2014. Hilary Prisyblla is serving as the interim Manager while a search is conducted.
- Brian Leszcz has joined the software team. Brian was previous a member of the Know It Now team as the programmer/analyst.
- Collaborative training efforts with Tech Central for Phase One of Office 365 Email migration. Beth Hatch and CJ Lynce, Public Services, are leading the effort and are prepared to accommodate the July 2014 timeline.

WEBSITE STATS:

(www.cpl.org) Website Access Statistics (April 1 – April 30, 2014)

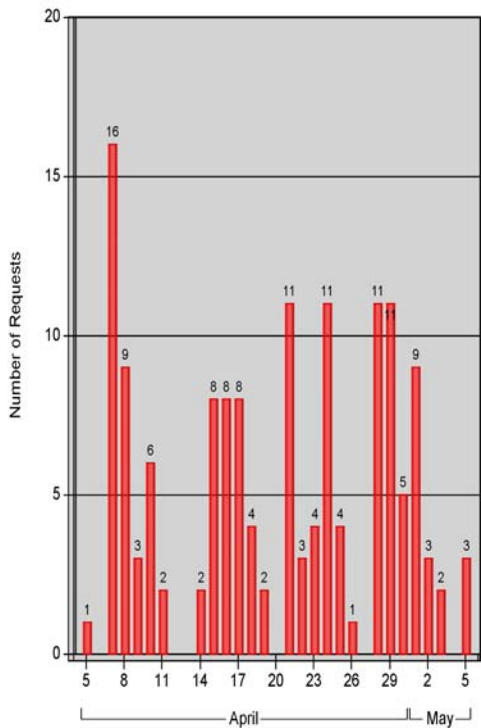
Sessions (previously Visits)	228,083
Users (previously Unique Visitors)	176,821
Page views	400,937
Pages / Session (previously Pages / Visit)	1.76
Avg. Session Duration	00:02:11
Bounce Rate	67.28%
% New Sessions	72.88%

Top page visits:	Top searches on CPL.ORG
Research Databases – 9,495 Branch Locations – 4,238 Locations and Hours – 3,774 MyTunes – 3,758 My Account – 3,495 Learn4Life – 3,310 Research and Learning – 3,099 Mobile Site & App – 2,357 Books, Movies & More – 2,337 Events & Classes by Branch – 2,288 Death Notices, Obituaries – 1,975	Library card – 11 Book sale - 10 Employment – 6 Makerspace – 5 My Tunes – 4 Zinio – 4 557 total

Top News Stories :			
Ohio Poem in Your Pocket – 223 / Mobile 137 Harvest for Hunger – 136 / Mobile - 79 Shakespeare’s Birthday – 104 Seed Library – 84 / Mobile – 42			
Social Media	Apr-12	Apr-13	Apr-14
Twitter Followers	3,734	5,676	8,300
Facebook Fans	3,914	5,189	6,455

Service Management - Helpdesk

Number of Requests Per Day
04/05/2014 - 05/05/2014



Problem Type Frequency - Top 5
04/05/2014 - 05/05/2014

