

DIRECTOR'S REPORT

June 19, 2014

Monthly Statistics

Circulation for the month of May was 534,146. This is a decrease of 2% from last year's May circulation of 546,513. The bad news is that circulation activity was down, but the good news is that circulation seems to be stabilizing. After a really poor winter for circulation, circulation numbers seem to be stabilizing and with the weather issues in our rear mirror, we hope to make some gains.

The number of computer sessions for May also rebounded with the numbers being nearly identical. There were 100,948 sessions this year in comparison to last year's total of 100,971. The number of hours in use for our computers also showed a modest increase 67,631 in May of 2013 to 67,921 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 May was 291,565. This is a 12% increase from last year's attendance number of 260,753. Strong programming numbers could make these numbers fluctuate from month to month.

Fighting Community Deficits

On Saturday, May 10th, the Woodland Branch hosted the Legal Aid@Your Library clinic. Seventy-four families signed up to receive a free consultation from a volunteer attorney. At the Clinic there were 16 volunteers: five paralegals and students provided intake services and eleven attorneys. Former East Cleveland Municipal Court Judge Sandra Walker was among the volunteers.

MC²STEM School Internship Partnership Update

The first two internships from MC² STEM school concluded in May. Unfortunately, one intern had to withdraw from the program in early May due to extenuating circumstances, with the other Intern completing the 120 hour program on May 31.

Over the two-month program, the interns had the opportunity to work with a number of patrons on laser engraving, 3D printing, and other MakerSpace projects. A number of positive messages from patrons were received regarding the interns. In addition to

working with patrons, the interns completed two larger projects: Fabrication of new TechCentral keychain giveaways using the laser engraver, and sample boards displaying the various colors of vinyl available to purchase.

TechCentral will be further evaluating the initial round of interns, and will look into starting a second round of Internships for the Fall 2014 semester

MAJOR PROGRAMS

Summer Reading Club (SRC) opened early registration in the month of May. Librarians across the system began school outreach and direct engagement with patrons to promote this year's SRC, *Get a Clue: Read!* On May 21st, the Library in partnership with the Cleveland Municipal School District held its SRC kick-off at Mound STEM (PreK-8) school. CMSD CEO Eric Gordon, Director Felton Thomas, and Library staff spoke to an assembly of 500 children about the importance of reading over the summer and encouraged them to participate in the various programs and activities at CPL branches.

On Thursday, May 22 the Library hosted the 2014 Sugarman Awards to an audience of 50 community stakeholders and jury members. Awards were presented to Gerard Dubois and Leda Schubert, the winning illustrator and author of *Monsieur Marceau: Actor Without Words*. Arthur Evanchik the Assistant Dean of Special Projects at Case Western University delivered the keynote address. Also in attendance was Karen Long, former Plain Dealer book editor, and current manager of the Anisfield-Wolf Book Awards.

On Saturday, May 10 as a part of the Writers & Readers series the Library hosted a lecture by *New York Times* journalist, John Schwartz author of *Oddly Normal: One Family's Struggle to Help Their Teenage Son Come to Terms with His Sexuality*. Ohio Representative Nicky J. Antonio (D) gave opening remarks at the event.

Over 100 students, families, and friends attended the Letters about Literature and River of Words Awards Ceremony on Saturday, May 3, 2013. Literature Department Librarians Tim Phillips and Steve Capuozzo served as the coordinators and MCs for these events respectively. Ohio submissions for this year's Letters about Literature (LAL) contest totaled over 1,280. Students from more than 69 Ohio counties entered. After national-level judging, OCFB received 258 letters to judge. Each of the 258

students who entered the contest and the sponsoring teachers received a special certificate.

Research That's Possible Only at Main Library

- The Microform Center had a request from an author working on a WWII book which would feature an event from April 29, 1944. A B-17 bomber landed in Nazi-occupied France. Some of the crew were captured, and others were rescued and hidden by the French underground. The author wanted help locating the next of kin for one of the survivors. Information was obtained including a death notice which confirmed the survivor's children and grandchildren are still living in the area.
- Business, Economics and Labor Librarian Susan Mullee assisted a Business Listserv member who inquired about a database that could help their patron find a fabric called HOLKA (85% viscose and 15% linen, used in interior design/upholstery, manufactured in the UK). The patron was looking for the name of the manufacturer/fabric mill. The Business Listserv member was thankful of the 18 companies Ms. Mullee located and sent.
- A researcher from South Africa was urgently trying to track down high resolution scans of two images from the book: "*Arabian Nights*" (1928) edited by Hildegarde Hawthorne, illustrated by Virginia Frances Sterrett. CPL is one of the few libraries in the world that has such a copy. A copy of the images were located, scanned and sent via WeTransfer.
- A request to use an image from the poster collection was made. Special Collections Librarian Kelly Brown helped to determine that the poster came from the WWI era, pre-1923 (Women's Land Army - WLA). Special Collections Manager Pam Eyerdam recognized the poster as being housed in the Photograph Collection. The Photograph Collection houses over 2,000 war posters out at Lake Shore along with over 1,000 movie posters.

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

GRANTS & DEVELOPMENT

Projects in Development

Little Free Libraries - Coordinated meetings between Friends of CPL and PNC Fairfax Connection and with Margaret Bernstein and PNC to begin this grant to create 5 new Little Free Libraries in the Fairfax neighborhood.

Literary Lots - Worked on proposal for Lot funding to the Harry and Emma R. Fox Charitable Foundation, assisted in researching/developing/updating funding plan, coordinated printing of book list, facilitated conversations to host an additional Lot in Fairfax neighborhood.

Chess Club - Created a formal agreement to host club this fall at MLK Branch and letter of support for Chess is Life to use for soliciting other support.

Cuyahoga Arts & Culture (CAC) - Submitted final report for Maker Faire.

New York Community Bank Foundation - The Friends of CPL discovered an opportunity to submit a proposal to this Foundation due to their involvement with Ohio Savings Bank. We submitted a menu of opportunities for them to learn about the Library. Following an in person meeting scheduled in June we will submit a full proposal for a to be determined project.

Coach Sam's Inner Circle Foundation - Hosted meeting with Sherri Jones to discuss this Foundation's new partnership with CPL, which includes hosting a program featuring 'Jungle Terry' at Harvard Lee Branch as part of Summer Reading Club. We gave them materials for Summer Reading Club and Adult Education programs to pass out as their Aiming Higher program comes to an end for the school year.

Letter of Support written to Kiwanis Club for partnership with Fleet Branch.

PUBLIC SERVICES

Outreach & Programming Services

During the month of May the Library hosted a total of 89 programs. Educational programming and services, not included in the above totals, accounted for approximately 30 adult education classes, and 672 hours of after-school tutoring; 192 hours of intensive reading instruction for grades K-3 and 480 hours of homework help for grades K-8. After-school snacks were served at 14 branch locations. In the second half of May GED classes concluded for the season and will resume in the fall. After-school tutoring provided by America Reads also concluded services in May and will resume in August with the beginning of the new school-year. Intensive reading instruction will continue through the summer at 3 locations: Woodland, Addison, and the Walz.

On Saturday, May 10th, the Woodland Branch hosted the Legal Aid @ Your Library clinic. Seventy-four families signed up to receive a free consultation from a volunteer attorney. At the Clinic there were 16 volunteers: five paralegals and students provided intake services and eleven attorneys. Former East Cleveland Municipal Court Judge Sandra Walker was among the volunteers.

On May 14th in partnership with Euclid Public Schools and Euclid Public Library the Library hosted a visit by author Erin Gruwell. To audience of 50 library professionals and educators Gruwell spoke about her book *The Freedom Writers Diary* and about the importance of engagement with young students.

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Total programming/educational services related expenditures for May totaled \$ 16,238.04. In the month of May the Library generated \$5,200.00 in revenue from the rental of the LSW auditorium, and Main Library by outside organizations.

On May 31, the Library hosted its first wedding reception for the marriage of Scott Kapusta and Jessica Waldon. Approximately 200 people attended the event.

City of Cleveland - Senior Day

Public Administration Library staff members Eddie Johnson and Elaine Herron, Lakeisha Winstead from the Social Science department and Caroline Peak from the Collinwood Branch represented CPL at the City of Cleveland's Senior Day on May 14th. Thank you to Friends of the Library for providing the raffle gift!

National Day of Civic Hacking

The Library hosted Cleveland's first event for the National Day of Civic Hacking. Fifteen hackers met in the Map Collection to edit OpenStreetMap and Local Wiki for Cleveland. Anastasia Diamond-Ortiz, Knowledge Manager, coordinated the event.

Social Science Exhibit

The Social Sciences Department was the venue for the Readers and Writers event on May 10th featuring John Schwartz, author of *Oddly Normal*. The Social Science Department also continues to host the photographic exhibit "Love Makes a Family."

Letters about Literature/River of Words Awards

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Main Library Book Clubs

Social Science Department Librarians Helena Travka and Library Assistant Lakeisha Winstead hosted the Non-Fiction Book Club discussion featuring guest leader, Fine Arts & Special Collections Manager Pam Eyerdam. Ms. Eyerdam led the discussion of Dale Carnegie's *How to Win Friends and Influence People*. The History Department held its book discussion on May 24th where they discussed *Well with My Soul: the Extraordinary Life of a 106-year-old Woman* by Ella Mae Cheeks Johnson. Foreign Literature Librarian Victoria Kabo hosted her regular bi-monthly Russian Book Club at the Memorial-Nottingham Branch. The Ohio Center for the Book featured talks with "All-Star Superman," Grant Morrison, writer, DC Comics, and a Raisin in the Sun by Lorraine Hansberry.

Art Lab Programs

During the month of May, Library Assistant, Eanas Salem and Children's Librarian Kristen Schmidt conducted several Art Lab programs. *Beautiful Butterfly*, which incorporated the very popular book, *The Very Hungry Caterpillar* incorporated families learning about the amazing life cycle of a butterfly, enjoying some fun stories and creating their own butterfly magnets.

Youth Bird Watching Program

Library Assistant, Christine Feczkanin, conducted a spring bird watching program. The children learned about different types of birds while making their very own bird feeder!

Foreign Language Story Time

Two Chinese story times and language learning programs for children were held during the month of May. One on May 2nd and another on May 10th. These programs were conducted by Senior Subject Librarian Caroline Han.

Critical Thinking Workshop

Fine Arts & Special Collections Manager Pam Eyerdam hosted a Critical Thinking workshop on May 17th by Professor Chris Chavez.

Music at Main

Students from the Cleveland Institute of Music presented a string ensemble with piano accompaniment playing selections by Bach and Brahms on May 3rd. On Friday evening May 23rd at 7 p.m. there was a special performance of *A Southern Songbook* by Elliot Yates and Buck McDaniel.

Main Library Tours

Main Library staff members conducted and participated in several tours during the month of May. Foreign Literature Manager Milos Markovic conducted a tour for 16 Case Western Reserve University ESOL students and their instructor on May 1st in addition, Mr. Markovic conducted a tour on May 22nd for several Friends of CPL members. Special Collections Librarian Stacie Brisker conducted a tour of Main Library for 6 visitors on May 21st and on May 27th Doug Kusak from the Cleveland Metroparks brought 27 attendees to Special Collections to view items pertaining to the Group Plan.

May Class Visits

Two class groups from Nordonia High School visited the Youth Services Department during the month of May along with a visit from 32 students from New Tech High School.

Foreign Literacy and Language Learning Programs

The International Services Center instructor brought more than a dozen students to the Special Collections Treasure Room for ESOL class on May 1st, 7th and 12th and Foreign Literature Librarian Caroline Han hosted on-demand Chinese language learning for adults throughout the month of May.

Outreach

Summer Reading Kickoff Rally at Mound Elementary

Youth Services Manager Annisha Jeffries attended a Summer Reading Club Kickoff Rally at Mound Elementary School on Wednesday, May 21st, Children's Librarian's Pasha Moncrieff and Lan Gao also attended.

Youth Services Outreach

Children's Librarians Maria Estrella and Kristen Schmidt conducted several weekly story times and Wee Read & Play's at Smarty Pants Daycare as well as the Community Villa View School.

Ohioana Book Festival

Literature Department Staff Members Jean Collins and Evone Jeffries attended the eighth annual Ohioana Book Festival on Saturday, May 10th at the Fort Hayes Metropolitan Education Center in Columbus representing the Ohio Center for the Book and the Cleveland Public Library. They handed out brochures, coloring books, and pencils and promoted our activities. More than 100 Ohio authors are on-hand to have books signed, attend panel discussions.

Great Reads about Great Places

The Ohio Center for the Book announced that it has selected *Rosa, a Story of Rosa Parks* by Nikki Giovanni, illustrated by Bryan Collier, as Ohio's selection for the National Book Festival's "Discover Great Places through Reading Map."

Foreign Literature Outreach

Librarian Caroline Han hosted Seniors Information Literacy and ESOL program at Asian Evergreen Senior Tower and Goodrich-Gannett Senior Center. Manager Milos Markovic attended the Global Cleveland kick-off campaign at the convention center. Librarian Victoria Kabo attended regular meeting of Russian Cultural Garden Committee.

Collection Development

The Science & Technology Department staff converted a high traffic area of the floor shelf space to be used more effectively. Books on knitting, crocheting, and quilting are now arranged altogether in LC order in aisles directly off the public elevator. In June the staff plans to move all circulating books on knitting, crocheting, and quilting from the 9th floor storage space to this same area next to the public elevators as well.

The Public Administration Library will cease binding *APWA Reporter, EMS, Firehouse, and Municipal Finance Journal* and *Regulation* and instead will keep for 5 years. In addition, they received a copy of the Cleveland Opportunity Corridor Project *Final Environmental Impact Statement/Record of Decision April 2014* for public review on May 14th.

Business, Economics and Labor Librarian Susan Mullee revised the Business Department's brochure titled "*Research Databases for Entrepreneurs & Small Business Owners*". She added the research databases Business-Gale Virtual Reference Library, Conference

Board Business Knowledge Resource, and S&P Capital IQ NetAdvantage to the list of helpful business research databases. Children's Librarian, Kristen Schmidt created a brochure: "*Hot Titles for Cool Kids*" with assistance from Youth Services staff members Maria Estrella and Annisha Jeffreies.

Social Science Library Assistant Lakeisha Winstead facilitated the acquisition of additional Collinwood High School yearbooks to the collection.

Fine Arts & Special Collections Manager Pam Eyerdam met with the Schweinfurt Committee on May 9th. The Committee approved a variety of trade catalogs from Bookpress, Jordan Antiquarian Books, Book Dealer Carmen Valentino, and some selections from Biblio.com.

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- A PhD candidate from Case Western Reserve is working on a publication project. She is gathering materials from the 19th century books, writings, illustrations, art, etc. - that depict representations of mermaids. She was aware of the Folklore collection and inquired about how to find such material. Special Collections Librarian Stacie Brisker assisted her by explaining how she used the online catalogue doing a search of mermaids, then limited the fields to main library, sorted by published date, and searched through the old card catalog as well. She then informed her about the contents of some folktales that included tales about mermaids by cultures.

- A researcher from South Africa was urgently trying to track down high resolution scans of two images from the book: "*Arabian Nights*" (1928) edited by Hildegarde Hawthorne, illustrated by Virginia Frances Sterrett. CPL is one of the few libraries in the world that has such a copy. A copy of the images were located, scanned and sent via WeTransfer.
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- A professor from the University of Minnesota needed information scanned from the book "*Chess in the Classroom.*" CPL is the only library in the world that owns the book.
- Staff in Government Documents used the Congressional Publications database to locate the microfiche that is part of our CIS microfiche collection: John Glenn, U.S. Senator from Ohio, Tributes CIS Number: 98-S920-16 Sudoc Number: Y1.1/3:105-34 to assist a patron with information request.
- A patron wanted to compare two editions of the title: *Naval Architecture of Planing Hulls*, 1946 and 1954 editions.
- A patron in Australia wanted to know when we officially processed the book: *Handbook of Industrial Membrane Technology*.
- A patron wanted the building codes relevant to churches in Cleveland in 1886 and 1909.

Staff Development

All Main Library Public Services staff members attended Office 365 Training Sessions during the month of May. Several staff members were identified as training ambassadors and attended an additional training session. Ambassadors will help other staff members migrate to the new system.

Youth Services Manager Annisha Jeffries attended the *Take Five Conference* on Friday, May 9th.

Main Team Manager Robin Wood and Lending/AV Manager Kenyatta Abrams attended a Customer Service Program sponsored by NEO-RLS.

Main Manager's Daniel Oreskovic, Sarah Flinn and Milos Markovic attended a Crisis Communication program at Euclid Public Library.

Shelf Division Assistant Manager, Cynthia Coccaro attended an EASE workshop, *Aggressive Behavior in the Workplace*, on May 6th.

Special Collections Librarian Stacie Brisker attended two Fred Pryor Career track programs. *Outlook: Tips, Tricks and Secrets Unlocked/ Outlook: Beyond Email and Calendar and Power Point*. Ms. Brisker also attended a webinar on preservation of scrapbooks with Special Collections Librarian Kelly Ross Brown.

Fine Arts & Special Collections Manager Pam Eyerdam attended the national Art Libraries Society conference in Washington DC.

Popular Department Manager Sarah Flinn attended the Library Journal event *Lead the Change* at Cuyahoga County Public Library's Parma-Snow Branch.

Other Main Library News

Public Administration Staff Members Eddie Johnson and Brenda Robinson have both officially announced their retirements later this year, June 6th and August 1st respectively.

Tammy Houghton, Popular Library Assistant has been promoted to Children's Librarian at the South Brooklyn Branch. The Popular staff wishes her the best of luck in her new position.

The Fine Arts Department welcomes Andy Kaplan as the new Music Librarian. Mr. Kaplan was promoted from Computer Emphasis Library Assistant at the Carnegie West Branch.

The Fine Arts & Special Collections Department continues to prepare for their upcoming move as a result of the digital hub construction project. Work must be done to move equipment, furniture, collections and staff work areas from the Special Collections workroom to Fine Arts. A timetable has been prepared, work orders written and an inventory is being done for collections in flat files in the Special Collections workroom.

The exhibit catalog, Charles F. Schweinfurth: Uncompromising Architect of Cleveland's Valiant Age won 2 awards - one from the Ohio Museum Association and one from the Cleveland Restoration Society. Librarian Kelly Ross Brown attended the Restoration

Society event and accepted the award representing Cleveland Public Library.

LANDstudio reported that the artist, Ivan Juarez will be on site the week of June 2nd to supervise the installation of the See Also artwork in the garden, entitled Drawing Lines. A bookmark will be created and a press release prepared for Marketing.

Materials Handling Manager Dan Oreskovic and Shelf Department Manager Cynthia Coccaro were involved in the Page Assessments which were given at the West Park Branch and Lake Shore Facility in May.

Shelf Division Clerk Terrance Myhand presented a CPL Fit and Learn talk on Bicycling 101 on May 21st at Main Library.

The Open Geo Group headed by GIS enthusiast, Wil Skola, held their monthly meeting in the Map Collection. Every May, the group participates in a national event which requires like groups in cities around the world to update GIS related information for their cities in Open GIS software accessible by all users. This is the second time the event has been held in the CPL Map Collection Department.

MEETING ROOMS and SCHEDULING

In May a total of 344 meeting room requests were processed by the OPS department, with a total of 8,028 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. Fifty-five AV requisitions were filled during the month of May.

BOOKMOBILE/ON THE ROAD TO READING

In the month of May, the OTRR program finished up their childcare centers for the 2013-2014 service. The planning for the 2014-2015 session will begin in June. A newly developed art instruction for seniors began in May. The programs were delivered in partnership with Art House, is a nonprofit arts center located in historic Brooklyn Centre, between the Ohio City and Old Brooklyn neighborhoods of Cleveland, Ohio. Art House provides high quality visual and creative arts classes for people of all ages and skill levels. The programs were taken to nursing home settings Fairfax Place, HCR ManorCare, and one senior complex Kingsbury Towers in the Hough Neighborhood.

Mobile Services intends on delivering the Art House program to disabled patrons in the month of August.

BRANCHES

Addison Branch Manager Magnolia Peters attended: Microsoft 365; Summer Food Program; and Aggressive Behaviors on the rise- What Employers Need to Know. Library Assistant (Computer emphasis) Antonio Williams attended "Microsoft 365 TNG" as Addison's 365 Ambassador.

The Brooklyn Branch hosted the Kyodai Brass Quintet in the meeting room for the Sixth Graders from Denison School on May 6th. The program was coordinated through the Cleveland Institute of Music and the Arts Renaissance Tremont. Photos from the program were used on the library's newsletter and on the CPL Facebook page. On May 16 the branch received its two AWE computers and they were installed in the children's area. The meeting room was utilized with meetings by the Brooklyn Centre Naturalists, Recovery Resources and the Guidestone Counselors.

At the Carnegie West Branch on May 8th and May 12th five musicians from the Oberlin Conservatory provided children grade school children from Paul Lawrence Dunbar School (CMSD) and Near West Intergenerational (Charter) with a music introduction program focused on thinking outside the box. The musicians explained each instrument and showed traditional and non-traditional ways to create music using each instrument. Short pieces were played to illustrate explorative contemporary music. Several children were then asked to help create music by providing a character, mood, or theme from which the group created an improvisational piece. The musicians then gave several children greater control for the creation process by teaching them how to conduct the group.

Collinwood Branch Manager Caroline Peak and Youth Services Librarian hosted a work group with representatives from the Cleveland Museum of Art and Collinwood community residents on May 15.

East 131st street Branch Manager Ginaya Willoughby participated in the Crisis Management workshop at Euclid Public Library on May 19. Willoughby is also receiving Summer Lunch Program training this month.

Fulton Branch Staff, Ms. Torres and Rodney Lewallen, Alea Lytle held a Cinco de Mayo celebration. They narrated a brief history

of the celebration, held a story time; children got to hit a pinata, and answered trivia questions for a prize.

Glenville Branch hosted Councilman Kevin Conwell and sponsored the program "Coffee with a Cop" on May 3, with a very good showing of residents. Also, May 29th, Councilman Conwell and other Councilmen will host the forum "Predators Target Homes of Older Americans for Foreclosure". This meeting will enlighten the senior population on how to apply for home improvement loans or grants.

Harvard-Lee's Branch Manager Harriette Parks hosted the 2nd Annual Mother's Day Brunch on May 3. There were approximately 25 women in attendance.

Hough Branch Clerks Bianca Allen and Valerie Johnson accepted transfers to Rice Branch and Langston Hughes respectively. Computer Aide Carlos Piepenburg joined the Hough Staff this month. Custodian Joe Johnson and Ms. Willingham attended Civility Training. Computer Aide Joel Leftkowitz attended Office 365 training; Mr. Piepenburg, Ms. Spivey, and Ms. Willingham are scheduled to attend.

Jefferson Branch received two AWE children's computers. It has been truly exciting to see them already being used. Last but not least was the training for Office 365. To which all regular staff attended including the branch manager.

Langston Hughes Branch Manager William Bradford attended the Aggressive Behaviors on the Rise workshop this month. Mr. Bradford also attended Summer Lunch Training at Lakeshore on May 22.

On May 24th the Lorain Branch hosted 20 volunteers who came to help package seeds for the Seed Library. Todd Fagan attended the Literacy Luau at Stockyard Elementary with two hundred students and parents in attendance. He talked about the summer reading club and handed out flyers for Library programs and services. On May 28, 2014 at Tancak attended Willard Head Start's Recognition Program which recognized students who are advancing to kindergarten as well as parent and community volunteers who have worked with the children during the school year. During the program Crystal Tancak was recognized as an 'Outstanding Community Volunteer' and received an engraved Crystal Plaque as a gift of appreciation.

Martin Luther King Jr. Branch featured a Men's Art Exhibit in the upstairs gallery this month. Branch manager Toni Parker attended the Crisis Management Training at Euclid Public Library on May 19 and Microsoft Office 365 training at MLK on May 20.

Memorial Nottingham Branch hosted the 11th Annual Congressional Art Show on May 17th. There were over 150 visitors in attendance.

Mt. Pleasant staff attended the Mt. Pleasant Community Development, Murtis Taylor Social Services, and John Adams High School Community Engagement meetings

Rice Branch manager Ali Boyd attended the Books Work meet and greet held at the Saint Luke's Foundation, Buckeye Larchmere Luncheon, the Shaker Square Alliance Meeting, the Freshlink Workgroup Meeting and the Healthy Eating Active Living Advisory Council Meeting.

The South Branch was authorized to collect school supplies for the Esperanza Back to School Initiative. All regular staff and the manager attended the Office 365 training. This is really exciting for staff because they get to work on a project together without having to send materials back and forth.

South Brooklyn Branch Manager Luigi Russo is currently weeding the adult science fiction/fantasy hardback fiction while Adult Library Assistant Anna Kaufman-Ford is weeding the adult science fiction/fantasy paperback fiction. Mr. Russo delivered the Summer Reading Club postcards to ten schools, and attended Career Day at Charles A. Mooney to speak with three different classes about what the Cleveland Public Library is and offers.

The Sterling Branch held a Bike Fix-A-Thon organized and run by Bike Cleveland and sponsored by the Sisters of Charity Foundation. Bike Cleveland volunteer mechanics transformed the Sterling parking lot into a "Bike Maintenance Garage" (complete with parts and air compressor) where they performed safety checks and repaired over 60 bikes for neighborhood children.

Walz used money from the Friends of the Library to get a Cat in the Hat mascot style costume. The costume was taken to 5 grade schools and 2 nursery schools. The cat spread the word of the summer reading club to over a thousand kids. Walz also hosted a Night out with the Cat in the Hat. Children played Cat in the hat games, did cat crafts and had their picture taken with the cat.

On May 5, 2014 Woodland Branch Youth Services staff, Mrs. Adela Garcia and Mrs. Leslie Barrett hosted a fun filled Cinco de Mayo celebration. The children enjoyed story time, creating their own piñata, pin the tail on the donkey and trivia. The Children also took turns hitting the donkey piñata that was filled with delicious candy. Arlist Hunter joined the Woodland Staff this month as their newest Computer Aide on May 19th.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

In May, OLBPD circulated 52,320 books and magazines directly to patrons. OLBPD registered 155 new readers to the service. The BARD circulation statistics were not available at the time this report was being written.

In May, the National Library Service (NLS) hosted the 2014 National Conference of Librarians Serving Blind and Physically Handicapped Individuals. Conference highlights include:

- The NLS Collection Development Section discussed efforts to expand the collection through the incorporation of more commercially produced audio books. Typically, NLS adds approximately 2,000 new titles to the collection each year, and they hope to add an additional 1,000 new titles received from commercial publishers.
- In 2013, BARD users borrowed more than three million titles. At the time of the conference, NLS is already reporting three million downloads for 2014.
- Beginning this year, regional libraries will begin offering locally produced audio books in BARD, and NLS will be encouraging regional libraries to offer locally produced braille books through BARD as well.
- With respect to the BARD mobile Apple app, nearly 11,000 users registered over 17,000 Apple devices for use.
- NLS is committing research and development to explore offering refreshable braille display readers in place of hard copy braille production.
- NLS is planning for the next generation of digital talking book players featuring wireless internet and Cloud connectivity, a built in text to speech engine capable of reading ebooks, and receiving electronically delivered titles versus physical cartridges through the mail.

The Ohio Braille and Talking Book Program Consumer Advisory Committee meeting was held at the State Library of Ohio on May

29th. Consumers were provided updates about the service, including information from the NLS National Conference and program details for Family Fun and Learning Day 2014.

OLBPD Librarian Michelle Makkos and OLBPD Library Assistant Ken Redd provided information and talks about the service at the Warrensville Health Fair on April 5th; Tri-C Resource Fair on April 16th; CSU Veterans Expo on April 24th; Avon Vision Fair on April 25th.

TechCentral

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TechCentral will be further evaluating the initial round of interns, and will look into starting a second round of Internships for the Fall 2014 semester.

Office 365 Training

TechCentral assisted in providing training for all CPL staff members on Office 365 throughout May. CJ Lynce, TechCentral Manager, organized 6 locations throughout system to hold training sessions, including Lakeshore, Main Library, South Brooklyn, Carnegie West, and Martin Luther King Jr. branches.

Sam Tripodis, TechCentral Coordinator, along with Beth Hatch, IT Virtual Services Manager, developed and taught a total of 17 classes at the 5 locations, including two ambassador training sessions at the Lakeshore Facility.

TechCentral will continue to assist with the user instruction side of the Office365 rollout, including training and development of instructional materials for staff.

Community Engagement and Visits

TechCentral participated in the *Very Special Arts Festival* on May 8 at the Cuyahoga County Fairgrounds. This festival is aimed at children with disabilities, giving them an opportunity to experience and interact hands-on with a variety of artistic and creative tools and projects. The library partnered with NASA Glenn Research Center and shared a table at the event. Sam Tripodis brought TechCentral's 3D printer to the event in which he demonstrated to attendees of the festival.

CJ Lynce attended a planning meeting for the Cleveland Desktop Publishers User Group on May 20. The purpose of the meeting was to develop a presentation for the CDPUG membership on 3D printing software. TechCentral has worked with CDPUG members in the past, and CDPUG has been very generous in providing free advertising for TechCentral and the MakerSpace to its membership.

Meetings and Professional Development

Sam Tripodis attended the CLEVNET Technology SIG meeting on May 9 on behalf of TechCentral and Cleveland Public Library. Sam talked about the TechCentral MakerSpace, and gave a demonstration on the library's 3D printer.

CJ Lynce attended the Institute of Museum and Library Services (IMLS) Library Stakeholder focus meeting on May 15 at the San Francisco Public Library. The topic for this convening was *Learning Spaces in Libraries*, including MakerSpace and collaborative learning spaces. This meeting was an opportunity for libraries to give input and guidance to IMLS in order to direct future funding investments in libraries. Topics of the meeting included:

- The Shift to Participatory Learning
- Approaches to Technology & Spaces
- Connected Learning
- Community Engagements including Partnerships and Programming

CJ Lynce attended a meeting at the Great Lakes Science Center on May 30 as part of the *Making in NEO* initiative. The main goal of this particular meeting was to create a mind-map of all of the maker opportunities in Northeast Ohio in order to send to the Obama Administration as part of the White House Maker Faire in June.

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

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

	Branches	Main	Total
Number of Computer Classes	31	19	50
Attendance in Computer Classes	188	110	198
Cancelled Computer Classes (in-advance, no registrations)	15	0	15
No-Show Computer Classes	2	0	2

	Branches	Main	Total
Number of MakerLabs	5	6	11
Attendance at MakerLabs	21	28	49
Cancelled MakerLabs (in-advance, no registrations)	0	0	0
No-Show MakerLabs	0	0	0

In addition to computer classes and MakerLabs, TechCentral staff held 20 scheduled one-on-one sessions on various topics including:

- Custom Cookie Cutters
- Email Basics
- iMovie video creation
- Job Applications
- Laptop Computer Use
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Word
- Tablet Use
- Typing Skills
- Using DSRL Camera
- Vinyl Cu

TECHNICAL SERVICES

Patricia Lowrey, Director of Technical Services, along with SEIU 1199 delegates Dawn Grattino, Senior Catalog Librarian and Lisa Kowalczyk, Technical Services Librarian, wrapped up Contract Negotiations after many months. The bargaining unit membership elected to reject the proposed contract that had been developed by both negotiating teams.

Technical Services had a "Clean Up Day" on May 16. Every department cleaned up workspaces, recycled old paper, and discarded unneeded and broken furniture equipment.

Ms. Lowrey attended the Book Expo America in New York from May 28 to the 31st. She attended the Library Journal "Day of Dialog" on the 28th and learned about many new book titles that will be published in the next few months. On the 29th, she spoke on a panel at the International Digital Publishers Forum about eBooks. The program was "The Future of Libraries as a Key Discovery Channel" and there were about one hundred eBook publishers in the audience. Ms. Lowrey attended many programs on publishing and public library activities during the conference.

High Demand: Staff cataloged 970 titles, and added 13,224 items. They ordered 1,455 titles and 15,378 items. The department has steadily begun to handle a wider range of titles over the year, which means more bibliographic work of a detailed nature. Staff processed 107 items for the Acquisitions Department and 684 DVDs for Materials Processing.

Carole Brachna, High Demand Manager, continued to work with the movie titles on the Holds Reorder List, and came up with some ideas to make the process more efficient and expedite popular items to the public. She met with Patricia Lowrey, the Technical Services Director, on May 19 to discuss these ideas. Dale Dickerson, High Demand Librarian, placed orders in the absence of the Technical Services Associates one day.

All High Demand staff attended the Office 365 Email training.

Preservation: Alicia Naab attended an online webinar through NEO-RLS on time management. Ms. Naab had a telephone discussion with Marilyn L. Zielinski, Technical Services Manager of Toledo-Lucas County Public Library about digitization techniques. Ms. Naab and Ann Marie Wieland from Archives collaborated to fill

out a survey on disaster management preparation for the Knowledge Office.

Ms. Naab, Elizabeth Bardossy, Laura Wallencheck and Gloria Massey all participated in Technical Services cleaning day and cleared 20 units of oversized shelving that will be relocated to Main Library in preparation for the Preservation move there this fall. A total of 643 items were added to the Digital Gallery bringing the collection to 47,895 items. There were 20,250 page views of the collection in May.

Ms. Massey and Renee Pride digitized, printed and bound a John G. White classification resource for use by the Catalog and Special Collections Departments. Ms. Pride prepared the 2013 staff newsletters for binding and archival. Ms. Massey, Ms. Naab and Ms. Bardossy treated the books that were designated for saving from the mold outbreak in the stacks this winter.

Materials Processing: The Associates cataloged 1,269 new titles for the Cleveland Public Library and added 1,517 records for the CLEVNET libraries. The Associates and Sr. Clerks added 4,659 items. The Technicians worked on 20,879 items.

Christon Hicks attended Office 365 Ambassador training. Marisol Adorno-Cruz, Marsha Draeger, Doug Huston, Brenda McIntyre, Michael Reynolds, Maria Russell, Dennis Workman, Vivian Grayson and Karima Ward attended the Office 365: Outlook Web App training for staff at Lake Shore. Eric James, Shirley Jones and YoLanda Lawler attended the training at other locations. Elizabeth Hegstrom attended Aggressive Behaviors on the Rise seminar offered by ease@work. The Materials Processing staff met with Ms. Hegstrom to discuss staffing and minor changes in department workflows. Ms. Hegstrom and Catalog Librarians Barbara Satow and Regina Houseman, submitted two proposals for presentations for Ohionet's "RDA 4 Everyone" conference to be held July 10, 2014, OMG it RDA: What Public Services Staff Need to Know (without TMI) and RDA without Tears: One Library's Implementation Story. Both proposals were accepted.

Lake Shore Shelf/Shipping: On May 13th Stephen Wohl attended the Office 365 ambassador training. On May 19th Mr. Wohl attended Crisis Communication training at the Euclid Public Library. The training was given by Bruce Hennes from Hennes-Paynter Communication. Mr. Wohl attended three Staff Development Day meetings.

Darryl Pless continued to volunteer to help in the Preservation department making phase boxes when needed.

The staff of the Lake Shore Shelf/Shipping Department sent 156 items to the Main Library for requests and 100 items to fill holds. Main Library received 397 telescopes, the Branches received 981 telescopes, CLEVENET received 141 telescopes, CASE received 8 telescopes CSU received 12 telescopes and Tri-C received 7 telescopes. A total of 1,546 telescopes were shipped out. The Technicians sent 20,597 new items to the Acquisitions and High Demand Departments.

Catalog: Catalog staff participated enthusiastically in Technical Services clean-up day. OHIONET accepted two proposals for presentations by Regina Houseman, Barbara Satow and Materials Processing Manager Elizabeth Hegstrom at the RDA 4 Everyone conference. Ms. Houseman created an archival record for documents relating to the Cleveland chapter of the Dames of Malta. Ms. Satow participated in the Office 365 Ambassador training. Diana Olivares resigned to take a position in New Mexico. Librarians cataloged 4,656 titles and added 3,554 items for Cleveland Public Library material.

Acquisitions: Nathaniel Infante, Technical Services Associate attended the Office365 training session for Ambassador and Acquisitions Manager Sandy Jelar Elwell and the rest of the Acquisitions staff attended the Office 365 training for all CPL staff. Acquisitions staff participated in the Technical Services Spring Cleaning Day. Staff spent the day cleaning and straightening up their work station areas and packing up any items to be discarded or recycled. Ms. Jelar Elwell attended the Director's overview of contract negotiations information for managers on May 20.

The Acquisitions Department ordered a total of 7,226 titles and 9,729 items (including periodical subscriptions and serial standing orders); received 12,356 items, 1,833 periodicals, and 910 serials; added 768 periodical items, 235 serial items, 298 paperbacks, and 1,714 comics; and processed a total of 1,752 invoices.

Collection Management: During April, Laura Mommers ordered 744 DVD titles for the Branches and the AV Department. Ms. Mommers ordered 4,575 DVDs totaling \$106,692 for the Branch collections and 1100 DVDs totaling \$25,963 for the Audio-Visual Department. Ms. Mommers ordered 325 CD titles for the Branches and the Popular Library. Ms. Mommers ordered 2,561 CDs totaling \$29,872

for the Branch collections and 251 CDs totaling \$2,986 for the Popular Library.

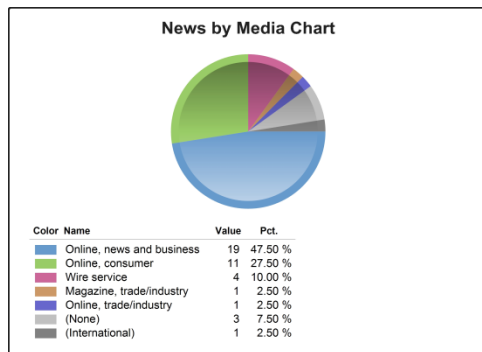
Bonnie Bolton selected a total of 277 titles for Main Library and Branch juvenile collections this month. Ms. Bolton ordered 2,603 juvenile books totaling \$28,129 for the Branch collections and 282 juvenile books totaling \$3,435 for the Main Library's children's collection. Ms. Bolton also processed 59 Branch discretionary lists for young adult and juvenile titles and submitted them to Acquisitions or High Demand.

Collection Management staff processed 60 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).

Nancy Mocsiran participated in Office 365 Ambassador training on May 13th. Ms. Mocsiran also created and analyzed a survey sent to all Branch Managers to determine the popularity of core magazine collection titles.

MARKETING & COMMUNICATIONS

Media coverage for the month of May included 40 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$30,259.21 with an outlet circulation audience of 19,121,800 people. In May, the online print media outlets that featured CPL events and programs received 707,906,502 unique visitors. An article that appeared in examiner.com regarding the largest American public library systems had the most media coverage with online news and business being the most popular news media.



Summer Reading Club was promoted in the *Universe Bulletin*, *Call & Post*, *La Prensa*, *Ohio Life News*, *Campus Observer*, and *The Scoop on Summer*; TechCentral was promoted in *Kaleidoscope*; Library ad appeared in the East Technical High School Spring Sports pocket calendar; Digital magazines were promoted in *Campus Observer*. A Library book truck was

wrapped with a TechCentral theme.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 8,133 times on average per week, which resulted in an average of 675 clicks to website per week. *Public library* was the most clicked-through phrase. Free Classes and Free Music continue to be in the top 10 most searched for items, which may indicate the success of the advertising campaign.

May-SOCIAL MEDIA

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

1. May 30th: Save the date: Dan Savage is coming to Cleveland Public Library on June 21st! (Promoted post)
2. May 12th: Looking for book recommendations? Check out what our staff is reading! (Link to Read in the CLE)
3. May 20th: Check out what Natalie Ronayne, president of @CBGarden is reading this spring (Link to Read in the CLE)
4. May 28th: Inspiration On The Page: Norman A. Sugarman Award Honors Outstanding Children's Literature (Link to Karen Long's post)
5. May 16th: There are treasures to be discovered... (Link to Collections page on website)

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

1. May 30th: Dan Savage save the date
2. May 20th: Congratulations to winner of the Congressional Art Show
3. May 15th: Throwback Thursday photo from digital gallery
4. May 31st: Question for audience: If you could meet an author, living or deceased, who would it be?
5. May 22nd: Throwback Thursday photo

GRAPHICS

Graphics staff designed, printed, and distributed 122 items in May in addition to graphics for the library website, and 5 staff newsletters, UpNext monthly program guide, and MyBranch monthly branch activity fliers.

Promotional and printed pieces included: Summer Reading Club collateral; Booklet entitled Hot Titles for Cool Readers, Grade K-7; Rebranding of promotional material from Learn4Life to Gale Courses; Home Bound Services *Booking Ahead* May-July; Sugarman collateral; Congressional Art Show exhibit and MLK exhibit were installed.

WEBWARE www.cpl.org and other CPL sites

Twitter followers are up from 5,974 in 2013 to 8,490 currently. Facebook fans are up from 5,278 in 2013 to 6,581 currently. Downloads of books in an electronic format (eBooks) were up from 83,809 in 2013 to 106,581 currently.

Library News on the cpl.org homepage featured pages built for the following news item: CPL 150 Ad Hoc Committee Meeting; Public Meeting on Neighborhood Safety; Cleveland Public Library Board of Trustees Meeting; and Guerilla Haiku Hits Cleveland!

During the month of May, the following new events, programs, and information were promoted on pages of cpl.org: Writers & Readers: John Schwarz; Writers & Readers: Dan Savage; Summer Reading Club; Exhibits; Genealogy Clinics; Music@Main; Gale Courses; TechCentral; Annual Report; eMedia for Kids; Zinio; Memorial Day Closing; Staff Development Day Closing; South Branch Updates; TechCentral MakerSpace; Celebrate with Books; Art Labs; Culture Grams; Enticing Titles; MyTunes: One Direction; Curl up with a good book; MyPlace My eBooks are Free; Zinio.

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

The 33rd "Off the Shelf" (May 2014 issue) was sent out on May 5, 2014, to a distribution list of 4,203. This issue featured: Writers & Readers: John Schwartz; Summer Reading Club; Eastman Reading Garden; and Music at Main. The following New Releases were featured: All the Light We Cannot See by Anthony Doerr; Delicious! by Ruth Reichl; and Sixth Grave on the Edge by Darynda Jones. The following events were featured: Genealogy Clinic; Sew Lorain for Kids; Sew Lorain for Adults; Read, Think, and Reason: It's Critical!

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. Interviews were held for the open carpenter position and the position was filled.

Maintenance Mechanics continue to maintain the buildings for safety and the comfort of patrons and staff. A leak was repaired on the main A/C units at Addison and Brooklyn. A/C startup was completed and a pneumatic air leak was repaired at Collinwood. The main A/C unit was recharged at East 131. Power and data lines were installed for a new children's computer table at Glenville. Numerous lights were repaired and the A/C condenser and evaporator coils were cleaned at Carnegie West, Harvard-Lee, Rockport and Union. The floor drain in the fire pump room was repaired at Main. The commissioning of the demand ventilation controls for LSW was completed. Two days were spent repairing tracks, cars and transfer systems for the Translogic system. Rewired the power transformer for the eastside garage and repaired the outdoor water faucet for the sensory garden at Lakeshore. The hot water tank was repaired at Jefferson. Repairs were made to the main A/C unit at Walz.

The Carpenters repaired several locks at LSW and completed numerous work orders. The Painters are finishing the painting at Union.

The Garage serviced vehicles #5, #6, #8, #12, #15, #16, #24 and #25. Lawn mowers were delivered to all branches and the tractors at Lakeshore were serviced.

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
May 2014	5,958	221	82	42	444	156	58	
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

Special Attention, Special Events, and Significant Incidents

- May 31, 2014: Wedding Reception for 200 people at Main
- May 29, 2014: Councilman Kevin Conwell at Glenville
- May 23, 2014: Music Program at LSW
- May 22, 2014: Sugarman Awards Main Brett Hall
- May 22, 2014: Read Baby Read Event at LSW
- May 18, 2014: New Leaders Council in LSW 218
- May 17, 2014: Cleveland Young Professional Senate
- May 17, 2014: 11th Congressional Art Shore at Lake Shore
- May 16, 2014: College Now Treasure Room
- May 15, 2014: International Services Center Treasure Room

Protective and Fire Systems

- The repair to the Lorain Burglar and Fire System was started and will be completed in June.

Contract Security

- An extension of the G4S contract was granted by G4S until December 30, 2014.
- Willo Security Contract was negotiated and completed.

Administration

Local 244 Contract negotiations started in May

INFORMATION TECHNOLOGY & CLEVNET

ACCOMPLISHMENTS THIS PERIOD:

KnowItNow24x7 (KIN24x7):

- On May 1, the KnowItNow24x7 Coordinator presented a program at the Central/Southeast Ohio Library Council Chapter Conference on "Life-Long Learning for Librarians: Free Professional Development and Current Awareness Resources and Tips."
- On May 2, the KnowItNow24x7 Coordinator presented the annual LSTA budget proposal to the State Library of Ohio Board which approved the proposal for the coming fiscal year beginning July 1, 2014.

Network:

- Rock Creek Library migrated from T1 to a fiber connection thru VPN
- Willoughby Eastlake Public Library administration office updated to a VPN connection
- CHUH migrated to CLEVNET VOIP

Virtual Services and Hardware:

Training for Office 365: Beth Hatch and Sam Tripodis from TechCentral created training for the launch of Office 365. They provided 17 classes in May, including the specifically designed training for ambassadors. Training was held at Lakeshore, Main, Carnegie West, MLK, and South Brooklyn. 120

staff members attended. **Total evaluation results:**

<https://www.surveymonkey.com/results/SM-JR23H66/>

Summary of training results:

83 staff completed evaluations for the course: (1.2% of CPL staff)

Question 1: Rate your satisfaction with the course:

27.71% Extremely satisfied, 59.04% Satisfied, 10.84% Neither, 1.2% Dissatisfied, and 1.2% Extremely Dissatisfied.

Question 2: How well did your instructor teach the course?

51.81% Extremely well, 32.53% Moderately well, 10.84% Well
*3.61% Slightly well, 1.2% Not well at all

Question 3: How successful do you feel transitioning to your new email?

27.71% Extremely confident, 46.99% Quite confident, 18.07% Moderately confident 3.61%, Slightly confident, 3.61% Not at all confident

Question 4: Do you understand the role of the ambassador program, and what you need to do when you have questions about your email?

84.34% Yes, 14.46% Not entirely, 1.2% Not at all

Software:

- Software staff (Hilary Prisbylla, Marlene Pelyhes, and Brian Leszcz) attended the COSUGI Annual Conference (Customers of Sirsidynix User's Group, Inc.) in Detroit MI from May 14-17. This conference provided an opportunity to view demonstrations of new Sirsidynix products/services and presentations on product implementations from other Sirsidynix customers.
- Staff assisted Lorain Public Library system staff with extended closings at Avon and Columbia branches. This involved removing these locations as hold pickup locations and "shadowing" the collections from the public catalog, then reversing the changes once the building reopened.

- Over 115 helpdesk cases were solved this month.

KEY ITEMS IN PROGRESS THIS PERIOD:

Converged Technologies and Software:

- Email migration for Perry and Cleveland Public libraries.

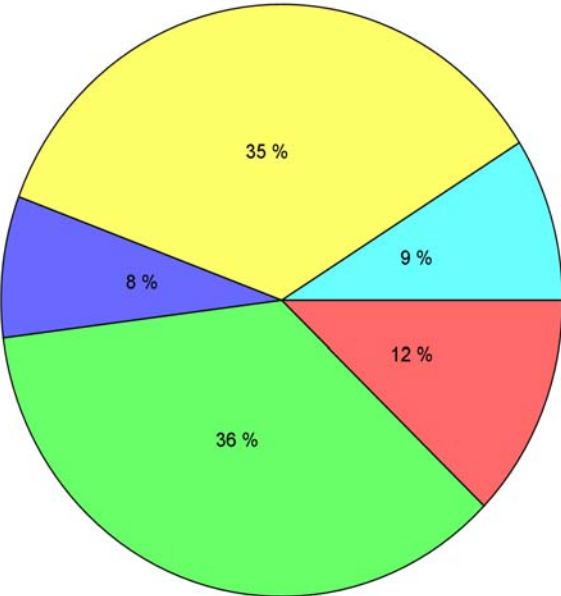
WEBSITE STATS:

(www.cpl.org) Website Access Statistics (May 1 - May 31, 2014)

Sessions (previously Visits)	225,554; (2,529) decrease from previous month
Users (previously Unique Visitors)	175,079 (1,742) decrease from previous month
Page views	394,418 (6,519) decrease from previous month
Pages / Session (previously Pages / Visit)	1.76 (.001) decrease from previous month
Avg. Session Duration	00:02:05 (6 second) decrease from previous month
Bounce Rate	67.67% (.39 increase) from previous month* Not a good indicator for this to go up
% New Sessions	73.02% (.14 increase) *good indicator

Service Management - Helpdesk

Problem Type Frequency - Top 5
05/11/2014 - 06/10/2014



- Automation, Hardware, PC Hardware, Repair
- Automation, Software Services, Email, Autogenerated Case - Junk/S...
- Automation, Software Services, Holds
- Automation, Software Services, Other
- Automation, Software Services, Reports

Number of Requests Per Day

