

## **DIRECTOR'S REPORT**

October 16, 2014

### **Fighting Community Deficits**

#### **Legal Aid @ YourLibrary**

On Saturday, September 13th, the Glenville Branch hosted the Legal Aid @ Your Library clinic. Fifty-three families signed up to receive a free consultation from a volunteer attorney. There were 9 volunteer attorneys from Buckingham Doolittle and from City Hall, and three law students provided intake. Council President Kevin Kelley, Councilman, TJ Dow and Councilwoman Mamie Mitchell were among the volunteers providing legal services to library patrons.

#### **Northeast Ohio Media Group / Plain Dealer Grant Status**

A ribbon-cutting event for the Northeast Ohio Media Group/Plain Dealer Digital Literacy Grant project was held on September 25 at the Harvard-Lee Branch Library. TechCentral Coordinator, Sam Tripodis, was in attendance at the event to demonstrate the mobile TechToolBox kits as well as one of the SmartBoards purchased through the grant.

#### **Teen Programs**

Youth Services Department Librarians Maria Estrella and Kristen Schmidt coordinated two teen workshops in September in Studio 470. The Collaborative to End Human Trafficking hosted a program and the staff from the Rape Crisis Center presented Dating Violence 101.

#### **Celebrate Diversity**

The Library in partnership with the Cleveland State University, Confucius Institute began offering lunchtime Business Chinese courses in the Foreign Literature Department. The class is designed to help students overcome language barriers and understand the culture, people and general way of doing business in China. Students will learn beginning Chinese dialogues and grammar and vocabulary emphasizing business communication skills such as negotiating, socializing and establishing and maintaining good relationships. This twice-weekly class had an average attendance of 20 students per class and will run through November 17.

## Ugandan Orphan Choir

On Friday, September 5th Ugandan Orphan Choir performed for students in the East 131st Branch service area. Approximately 50 students and educators observed a performance of traditional Ugandan dance and song by the Choir and participated in a post-program meet-and-greet with the Ugandan children and program facilitator.

## Mi Mundo: Traditional Peruvian Dance Classes

Youth Services Department Librarian Maria Estrella hosted the Mi Mundo: Traditional Peruvian Dance Classes on Saturdays, September 13th and 27th. Young library patrons and their families were taught a traditional Peruvian dance.

## Foreign Language Storytime

Sixty-two children and parents attended the Russian Language "Children's Club" on September 6th. Foreign Literature Department Librarian Victoria Kabo hosted the program which was held in the Foreign Literature Department and in the Youth Services Art Lab.

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

\* The Philadelphia Museum of Art called to verify the date for a WPA print entitled "The Cell" by Cleveland, Abraham Jacobs.

\* A researcher from Virginia requested to view the two copies of the Woodsfield (Ohio) Gazette from 1832.

\* A graduate student from a local university visited to research the impact that Cleveland sports teams had upon the city of Cleveland. He became familiar with Special Collections and the Sports Research Center during his tour.

\* Chess researcher requested scans from the 1874 Alphonsine Manuscript: Chess Problems with Additional Solutions and Remarks by Alfonso.

\* A curator from the World Chess Hall of Fame needed photographs of Emanuel Lasker, Wilhelm Steinitz, Garry Kasparov, Vladimir Kramnik, Viswanathan Anand and Magnus Carlsen for an exhibit. Special Collections staff was able to provide photographs of Lasker, Steinitz and Kasparov.

\* The Microform Center received a visit from an Irish television production company who was filming a documentary about Nancy Corrigan who was one of the most successful pilots of her generation. She was born in Ireland and immigrated to Cleveland in 1929. The crew filmed the presenter scrolling through *Plain Dealer* articles on Ms. Corrigan.

\* 15 standards requests were received via email. The staff in the Science and Technology Department was able assist with 5 of the 15 by using a resource of 10,000 standards from Excel spreadsheet which has been compiled by staff since December of 2013.

## **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 Network Meeting.
- I presented to the USPTO's Patent and Trademark program.
- I attended the Anisfield-Wolf Book Awards.
- I presented at the NEOMG's Press Conference at the Harvard-Lee branch.

### **CLEVNET**

CPL has 9,238 total followers on Twitter and the Facebook page

## **GRANTS & DEVELOPMENT**

### Submitted Grants

Ohio History Fund - Submitted request for \$2,400 for the Cleveland Public Digital Library, specifically to send 4 employees to the Society for American Archivists Annual Meeting in 2015.

Knight Foundation News Challenge - Submitted entry for The People's University. This was the first round of applications for this annual grant program. We will know at the end of October whether our initial application was approved for a full proposal.

### Projects

Cleveland Foundation - Submitted Interim Report for activities on the Learning Centers grant.

Little Free Libraries - Working toward the opening of five new Little Free Libraries in the Fairfax neighborhood. As a CPL contact, I am working with our Graphics team to create a flyer advertising the locations of the new libraries and an invite for the community celebration.

Northeast Ohio Media Group (NEOMG) - Hosted an open house at the Harvard Lee Branch on September 25 to showcase new equipment purchased through this grant.

Letter of Support - sent to Bishop Larry Macon for his nomination to the MetroHealth Hospital Board of Trustees.

## **PUBLIC SERVICES**

### Programs, Services & Exhibits

During the month of September the Library hosted a total of 143 programs. Educational programming and services, not included in the above totals, accounted for approximately 128 adult education classes, and 738 hours of after-school tutoring; 192 hours of intensive reading instruction for grades K-3 and 546 hours of homework help for grades K-8. After-school snacks were served M-Th. at 18 branch locations. Impact 216, the program formerly known as Rocking the 216, an 8-week ACT preparation program offered in partnership with Greater Cleveland College Now is now being offered at 4 CPL locations: Eastman, South Brooklyn, Martin Luther King, Jr., and Harvard-Lee.

Total programming/educational services related encumbrances for September totaled \$ 44,558.75. \$30,750.00 was devoted to Learning Center programming and staff professional development; Learning Center financial support is generously provided by the Cleveland Foundation. In the month of September the Library generated \$2,250.00 in revenue from the rental of the LSW auditorium, and Main Library by outside organizations.

#### *Legal Aid @ YourLibrary*

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#### *Ugandan Orphan Choir*

On Friday, September 5th Ugandan Orphan Choir performed for students in the East 131<sup>st</sup> Branch service area. Approximately 50 students and educators observed a performance of traditional Ugandan dance and song by the Choir and participated in a post-program meet-and-greet with the Ugandan children and program facilitator.

#### *Cleveland Museum of Natural History*

Family Passes to the Cleveland Museum of Natural History (CMNH) continue to be available for check out by CPL cardholders at Sterling, Walz, & Woodland. The program distributed 45 tickets during the month of September.

### *Patents and Trademarks Programs*

Science and Technology Department Librarian Jim Bettinger with assistance from Government Documents staff members Mona Brown and Erick Walker coordinated three programs hosted by the United States Patents and Trademarks Office (USPTO) in September. On September 22<sup>nd</sup>, attorneys from the Cleveland Intellectual Property Law Association attended a program held in Government Documents on the PubWEST and PubEAST databases. On the 23<sup>rd</sup>, fifty public participants attended the program, "Patents and Trademarks: Get the Information You Need to Protect Your Intellectual Property." As part of the program, Social Science Department Librarian Tracey Overbey presented legal resources available from the Social Sciences Department. On September 24<sup>th</sup>, librarians from CPL and several other local libraries received training on using the USPTO website.

### *River of Words Poetry Workshops*

Cynthia Larsen from Lake Erie Ink led three youth poetry workshops for the River of Words art and poetry contest at the Carnegie West Branch, Mt. Pleasant Branch and Collinwood Branch in September. Literature Department Librarian Steve Capuozzo hosted and coordinated the workshops.

### *Get Graphic @ OCFB*

Guest reader Valentino Zullo discussed the book *Are You My Mother?* by Alison Bechdel on September 18<sup>th</sup>. Ms. Bechdel's book is the recent winner of the MacArthur Foundation's Genius Grant. This *GET GRAPHIC! Comics and the Clinic* book club event was coordinated by Literature Department Librarian Jean Collins.

### *Christmas in July & Blind Date with an Ohio Author*

Congratulations to Cody White, the winner of the "Christmas in July Blind Date with an Ohio Author" promotion. The Cleveland Play House provided him with two free tickets to this year's production of *A Christmas Story*.

### *Playhouse and Playhouse Square Partnerships*

Table-top exhibits related to the Playhouse Square production of *Motown the Musical* and the Cleveland Play House production of *Little Foxes* as well as bookmarks for the next Cleveland Playhouse Production, *How We Got On*, running October 24th through November 16<sup>th</sup> were available in the Literature Department.

### *ARTneo Arts Symposium*

Fine Arts and Special Collections Manager Pam Eyerdam worked with Outreach and Programming Services to plan an Arts Symposium

with ARTneo on Saturday, September 13<sup>th</sup>. The focus of the program was to present the venues available for artists, arts organizations, and programming throughout Northeast Ohio. There were 3 panel discussions with members of the arts community, arts organizations, and community leaders.

#### *Grant Seeking & Proposal Writing Programs*

Social Science Department Librarian Helena Travka coordinated two programs with Carrie Miller of the Foundation Center of Cleveland. "Grant Seeking Basics" was offered on September 13<sup>th</sup> and "Proposal Writing & Budgeting Basics" was offered on September 20<sup>th</sup>.

#### *Main Library Book Clubs*

Literature Department Librarian Steve Capuozzo led the book discussion for the Anisfield-Wolf Book Award winning poetry book, *The Big Smoke* by Adrian Matejka on September 10<sup>th</sup>. The Literature Department also hosted book talks on *A Constellation of Vital Phenomena* on September 17<sup>th</sup> and *My Promised Land* on September 24<sup>th</sup>.

Popular Department Library Assistant Doug Westerbeke led a discussion on *The Leftovers* by Tom Perrotta and the African American Book club discussed *Hidden Riches* by Felicia Mason.

Social Science staff members Lakeisha Winstead and Helena Travka kicked off the Brown Bag Nonfiction Book Club with author Debra Robinson discussing her book *A Haunted Life* on September 11<sup>th</sup>.

Foreign Literature Department Librarian Victoria Kabo hosted the Russian Book Club meeting at Memorial-Nottingham Branch.

#### *Story Time and Class Visits and Tours*

Youth Services staff members conducted story times throughout the month of September. Story times were offered for toddlers, preschoolers and growing readers. Staff also welcomed visits from Campus International School, Community Villa View School and Developing Character Day School.

#### *Mi Mundo: Traditional Peruvian Dance Classes*

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### Teen Programs

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### Foreign Language Story Time

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### Music at Main

Jazz Pianist Jackie Warren played a mixture of Latin and traditional jazz on September 6<sup>th</sup> for an audience of fifty-two patrons.

### Class Visits and Instruction

The History Department hosted three university visits in September. Graduate students from Case Western Reserve University's History Department, Historic Preservation and History Students from Ursuline College and the Cleveland Urban Design Collaborative brought students from the landscape architecture and urban design program. In addition, Library instruction sessions were provided to a graduate writing class from Case Western Reserve University by the Fine Arts and Special Collections staff.

### Knitting Club

Popular Library Manager Sarah Flinn hosted a Knitting Club on September 12<sup>th</sup>. Participants were shown different knit and crochet stitches and were able to practice using donated yarn and needles.

### GED Classes at CPL

Business Economic and Labor Department Librarian Susan Mullee and Social Science Department Librarian Tracey Overbey continued to teach weekly GED classes throughout the month of September.

### September Displays

Social Science Department staff members Tracey Overbey, Pete Elwell, and Mark Moore prepared a display on Johnny Kilbane and Cleveland boxing history for the County Mayo Society program on September 26<sup>th</sup> and Librarian Helena Travaka put together a Cleveland Browns exhibit in Social Sciences.



### Main Library Outreach

Youth Services Department Librarian Maria Estrella attended the Cleveland Natural History Museum Open House for Educators and Librarians on September 24<sup>th</sup> and conducted a Hispanic Heritage Month story time at Hough Branch on September 23<sup>rd</sup>.

Business, Economics and Labor Department Librarian Susan Mullee attended the 2nd Annual Community Career and Resource Fair at the St. Phillip Neri Family Center on September 18<sup>th</sup>.

Foreign Literature Department Librarian Caroline Han hosted two ESOL and Information Literacy program for seniors at Goodrich-Gannett Community Center, Librarian Mary Torres hosted an Hispanic Heritage Month program at the Fulton Branch on September 19<sup>th</sup> and Librarian Victoria Kabo attended two meetings of the Russian Cultural Garden Committee during the month of September.

Fine Arts and Special Collections Department Librarian Andy Kaplan met with the new Music, Theater, and Humanities Librarian from Cleveland State University Library and gave her a tour of the great resources at CPL for the CSU students and staff members Kelly Brown, Stacie Brisker and Pam Eyerdam attended the *Annual Anisfield Wolf Book Award* ceremony on September 11<sup>th</sup>.

Anisfield-Wolf Book Award winning poet Adrian Matejka was featured at the Brews and Prose event held at the Old Angle Boxing Gym on W. 25<sup>th</sup> street on September 10<sup>th</sup>. Several Main Library staff members attended the event. The event featured Matejka reading his work and two live boxing demonstrations. Social Science Department Librarian Mark Moore prepared a display table of library materials and information which was displayed at the event.

### MEETING ROOMS and SCHEDULING

The total number of requests for Main Library in the month of September was 102. There was an estimated total attendance of 2,422. The Lake Shore Facility requested meeting rooms 27 times and 240 requests originated in branch libraries; there was an estimated total attendance of 1,672. There were a total of 57 AV requisitions for the month of September; 40 of them were for Main and 17 for Branches.

## OUTREACH

In the month of September the Library began its annual kindergarten sign-up campaign. Approximately 1900 library cards were mailed to CMSD students who were enrolled in kindergarten in the year 2014.

The OPS department facilitated approximately 24 outreach events in the month of September. OPS staff directly participated in 7 offsite events and 3 library tours.

## BOOKMOBILE/ON THE ROAD TO READING

The Bookmobile was not in service for the week beginning on September 29th for repairs and an evaluation on future repair cost. The evaluation will be completed and more should be known about the future maintenance cost in October.

On September 3rd, interviews were completed by Dawntae Jackson, Human Resources, and Rhonda Pai, Mobile Services to fill two vacancies in the Mobile Services Department. The position of part time clerk was filled with the hiring of Wallace Carrillo. The second opening was a part time library assistant opening and was filled by Melanie McCarter.

The On the Road to Reading (OTRR) program began full-time service this month. The program serves over fifty classrooms with children ranging from one and a half to five years of age every other week.

In September the Bookmobile made 70 stops and serviced 589 patrons.

## Collection Development

Center for Local and Global History Manager Olivia Hoge was named as chair of the Electronic Resource Committee (ERC).

Collection development projects continue across Main Library and LSW. Fine Arts and Special Collections staff members continue to weed and transfer titles to stack books, shift oversize books to the 5<sup>th</sup> floor and make catalog corrections. The Foreign Literature staff withdrew 3,838 items from the collection in September. Youth Services staff continues to weed the collection, process new materials, create bookmarks, and prepare book lists for programs such as Hispanic Heritage Month and the Enticing Book Titles for Teens brochure.

Fine Arts and Special Collections Manager Pam Eyerdam and Department Librarian Kelly Brown travelled to Connecticut in

September to meet and open a dialogue with a premier chess collector.

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

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- A researcher from Virginia requested to view the two copies of the *Woodsfield (Ohio) Gazette* from 1832.
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#### Staff Development

Business Department Library Assistant Joseph Parnell was asked and accepted a position on the CPL Reclassification Committee.

Fine Arts and Special Collections Department Librarian Stacie Brisker joined the Northern Ohio Bibliophilic Society and The Bibliographical Society of America.

Social Science Department Librarian Mark Moore and Library Assistant Pete Elwell attended a program on mold presented by

ICA and the Ohio Museums Association at the Pro Football Hall of Fame in Canton.

#### Other Main Library News

History Department Librarian Beverly Austin accepted a Youth Services Librarian position at Fulton Branch effective September 21<sup>st</sup>.

The Center for Local and Global History received three additional ProScan microfilm and microfiche readers and four old microfilm readers were removed from the department.

Library Assistant David Furies transferred from the Science and Technology Department to the Public Administration Library.

The Shipping Department turned over 100% of the delivers on the same day during the month of September.

Materials Handling Manager Daniel Oreskovic and Assistant Shelf Supervisor Cynthia Coccaro, both Page Committee members, were involved in Page assessments and interviews held at Westpark Branch and Lake Shore.

Youth Services Manager Annisha Jeffries conducted the system wide Youth Services monthly meeting on, Wednesday, September 19<sup>th</sup>.

The Literature Department is hosting two practicum students: Jean Cottrill and Steve Bruno.

#### BRANCHES

Addison Branch - Youth Services Librarian, Heidi Landskroener attended the MyCom Meeting at the St. Clair/Superior Development Corp to learn about the many exciting projects & initiatives of the organization.

Brooklyn- "Read to the Beat" was a great success during the month of September. It was held every Wednesday morning for an audience of appreciative children, including several from Archwood Head Start. The Meeting Room saw increased usage for counseling and tutoring. A Saturday newcomer, "Step Up to Quality," is a training workshop for Hispanic day care providers.

Collinwood Branch - Manager Caroline Ms. Peak, Manager attended: Collinwood High School Advisory Committee Meeting on September 4.

Carnegie West Branch - Mean Green Science Machine started September 23<sup>rd</sup>. Children from Near West Intergenerational School, Mi Casita after school program and neighborhood children accompanied by parents attended this STEM focused learning program for a total of 25 attendees.

East 131<sup>st</sup> - Branch manager Ginaya Willoughby held a staff meeting this month. A workshop on Civility was presented by Sharon Allen from Human Resources as a part of the meeting.

Fleet - Children's Librarian, Lan Gao, made presentation about Summer Reading Club 2014 - Successes and Challenges during Youth Services meeting, she attended America Reads Orientation held at downtown, and won scholarship to attend "In Search of Wonder" event sponsored by The National Children's Book and Literacy Alliance. Branch Clerk, Tamiko Chisolm, transferred to Memorial Nottingham Branch effective September 8.

Fulton - The Kids Cafe is a big hit with a daily attendance of 46 and we have now requested an additional amount raising it to 55.

Garden Valley - Youth Services Librarian staff Pasha Moncrief and Leonard Burks visited Anton Grdina and Willow School to promote the Woodland book sale.

Glenville Branch - The branch welcomed Michelle Miller as the new Children's Librarian this month. Ms. Miller is a former employee of Cuyahoga County Public Library.

Harvard-Lee's Branch- Harriette Parks will represent Cleveland Public Library at the Cleveland Leadership Academy 2014.

Harvard-Lee branch is one of the recipients that received a Smart board from the Northeast Ohio Media Group. On September 25, 2014, Harvard-Lee branch hosted a ribbon cutting ceremony to commemorate this.

Hough Branch - Members from the Cleveland Association of Black Storytellers hosted a photo and video exhibition to highlight the accomplishments of the "I AM Hough" project conducted over the summer with the youth of the Hough community. Everyone was invited to view the photos and video clip that were compiled to document the experience. Youth Services Children's Librarian Maria Estrella conducted a bilingual story hour with a class from Daniel E. Morgan in honor of Hispanic Heritage Month.

Jefferson Branch - The month of September brought fall programming back to the Branch. The most successful program this fall season was *Apples Galore!*, where the children had the opportunity to taste apples and see which one was their favorite. The board members of the Tremont West Development Corporation voted to appoint Mr. Declet as an ex-officio member of the board. Mr. Declet attended his first board meeting on September 18.

Langston Hughes - The branch received a cell phone charging station on September 4. Langston Hughes is one of the branches where the charging station is being piloted.

Lorain Branch - During the Month of September Microsoft Word Computer Classes were held on Mondays and 'Tween Time' was presented on Tuesdays. A total of 6 MakerLabs were presented to patrons by TechCentral staff as well as Children's Librarian, Crystal Tancak and Lorain's new Computer Aide, Lisa Sanchez.

On September 9<sup>th</sup> Crystal Tancak attended the Open House at H. Barbara Booker from 5:30-7pm to promote library services, programs, and the new '3 For Me' library card as well as answer questions from 250 teachers, parents, and children. Throughout the month Crystal Tancak and Todd Fagan promoted library services and presented storytimes to a total of 227 children.

Martin Luther King Jr. Branch - The branch is hosting a Friday afternoon chess program for students. The grant funded program is averaging 30-35 students a week.

Memorial Nottingham - The branch welcomed Tamiko Chisolm as their newest branch clerk. Ms. Chisolm transferred from Fleet Branch.

Mt. Pleasant - Mt. Pleasant Manager and Youth Services staff met with A.J. Rickoff Elementary School's Administrators and 25 teachers. The Manger met with the MyCom and the Boys and Girls Club, and attended the Mt. Pleasant NOW Community Roundtable. CPL Consultant, Peter Whitt attended. Over 19 youth signed-up and 10 participated in the "River of Words" poem-writing activity conducted by Lake Erie Ink in conjunction with the Ohio Center for the Book.

Rice Branch - Over 40 children and adults attended a presentation from the Cleveland Association of Black Storytellers. Over 150 participated in the Healthy Eating Active Living "Jump, Move, Flash" Day in the parking lot of the Harvey Rice Learning Campus which includes Rice Library. The 8-week Mean Green Science Machine began in September with 20 participants.

Rockport Branch - In September Rockport hosted Read to the Beat which brought over 40 preschool age children to the library each Tuesday for a musical story time. The snack program resumed on September 8 with about 30 students eating lunch after school each day. Two America Reads tutors have been hired for the Rockport branch. Youth Services staff hosted several programs including a birthday party for Curious George and a Talk like a Pirate Scavenger Hunt. Part-time Library Assistant Computer Emphasis B Mann was hired to work afternoons at Rockport; he began on the 8th. As for collection maintenance, the paperback fiction and DVD sections were weeded.

South Branch - The South Branch kicked off the 2014-2015 school year with afterschool programming, reconnecting with area schools, field trips to the library and the continuation of story times which were held throughout the summer. Youth Services staff visited the schools to deliver a welcome letter to acquaint the teachers and school administrators with the Cleveland Public Library and South Branch and services we offer including the new "3 for Me" card amongst others.

South Brooklyn- Branch Manager Luigi Russo partnered with the Center for Local and Global History in displaying books on Cleveland History. South Brooklyn received a Cell Phone Charging Station, and found ways to work with students that need volunteer hours for class. The end of September will also bring on the ACT enrichment program called College Now.

Sterling Branch - The branch is excited to welcome our new children's librarian, Tracie Forfia, The branch celebrated International Dot Day on September 15 with a group reading of The Dot by Peter H. Reynolds. Ten children created a dot mural. 21 children made houses, vehicles and aircraft during the MakerKit Mania - Legos program. On Saturday mornings, our young fashionistas, ages 6-10, designed and made couture tissue paper dresses. Once again, the Kids Café Snack program is popular at Sterling. 761 first snacks were served during the first three weeks of the program. The America Reads tutors are popular with the kids at Sterling.

Woodland Branch - The book sale was a huge success generating over \$500.00. On September 18, 2014, Woodland's Children's Librarian Adela Garcia attended a tour of the early literacy centers at Cuyahoga County Public Library. She visited the following branches: Parma, Garfield Heights, Maple Heights and Mayfield Heights.

Walz - Programming expanded with Braxton tutors, free after-school snack program and Imagination Bridge our innovation grant- theater/ arts program. Physically Walz has a new phone charging station and a re-done meeting room with fresh paint, new carpet, and a new smart TV.

West Park - West Park staff spent most of September completing the major weeding project we have been doing all summer and shifting materials around the branch anticipating the reorganization of the branch's physical space. We have emptied a few fixtures and are awaiting Buildings to remove them which will hopefully open up the branch and create more comfortable reading and studying spaces. The Friends' book sale was held on the 18th through the 20th and brought in over \$3,200! We continue to see an increase in meeting room's use having hosted page assessments and interviews, Bellaire-Puritas Development Corp. meeting, local Girl Scout troops, etc.

## OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

For September 2014, OLBPD circulated 53,155 books and magazines directly to patrons. OLBPD circulated 11,589 copies of our quarterly Dimensions newsletter to patrons. OLBPD registered 146 new readers to the service. Approximately 653 active OLBPD BARD patrons downloaded 11,589 items from among 2,192 registered users.

On June 7, 2013 the United States Government Accountability Office (GAO) issued its opinion in support of the Bureau of Engraving and Printing (BEP) plan to use appropriated funds to purchase and give currency readers to blind and visually impaired individuals as part of its compliance with the federal district court order to provide such individuals with meaningful access to U.S. currency. As an interim measure in advance of issuing tactile-enhanced Federal Reserve notes, the BEP is providing currency readers, free of charge, to eligible blind and visually impaired individuals. The U.S. Currency Reader Program will launch in two phases. Beginning September 2, 2014, in partnership with the National Library Service (NLS) for the Blind and Physically Handicapped, the BEP initiated a four-month pilot where NLS patrons can pre-order a currency reader. The pilot program allows the government to test its ordering and distribution processes and gauge demand for currency readers. The second phase will be the national rollout. Currency readers will be widely available to all U.S. citizens, or persons legally residing in the U.S. who are blind or visually impaired, starting January 2, 2015.

OLBPD has completed a major revision to our Reader's Handbook. The OLBPD Reader's Handbook offers patrons an orientation to our service. The revised edition of the handbook includes more information about our digital talking book service, using BARD to download books, and other recent changes to the service since the last revision. Reader handbooks are sent to all new readers and to patrons on request. The handbook is available in large print, audio, braille, and electronically on the OLBPD web site.

### **TechCentral**

#### *Ingenuity Fest 2014*

TechCentral represented the Cleveland Public Library in the 2014 Ingenuity Fest on Saturday and Sunday, September 27 and 28 in the 'make Space' held at the Great Lakes Science Center. The MakerSpace Laser Engraver, 3D printer, and Vinyl Cutter were demonstrated, as well as four drop-in 'MakerLabs'; Duct-Tape



Wallet, Easy Loom Knitting, Vinyl Cut Bumper Stickers, and Mail Envelope Wallet.

#### *Cell Phone Charging Stations*

Ten Cell Phone Charging Stations were installed in various branches throughout the system. CJ Lynce provided training on their use to the respective branch staff members in early September. Each branch charging station has four lockers, accommodating most phones with a variety of charging plugs. Patrons select their own locker code to secure their phone while charging.

#### *myCloud re-Launch at Harvard-Lee*

TechCentral Manager, CJ Lynce, provided training for Harvard-Lee Branch staff members on September 4 to prepare for the re-launch of the myCloud system at that branch. The service was made available to Harvard-Lee Branch patrons on September 5, and joins Main Library, Lorain Branch, and Fleet Branch libraries in offering this service.

#### *Northeast Ohio Media Group / Plain Dealer Grant Status*

A ribbon-cutting event for the Northeast Ohio Media Group/Plain Dealer Digital Literacy Grant project was held on September 25 at the Harvard-Lee Branch Library. TechCentral Coordinator, Sam Tripodis, was in attendance at the event to demonstrate the mobile TechToyBox kits as well as one of the SmartBoards purchased through the grant.

#### *TechCentral Satellites Initiative - Fleet and Lorain Branches*

Beginning in September, weekly MakerLabs were offered at both Lorain Branch and Fleet Branch libraries as part of the TechCentral Satellites initiative. Both TechCentral staff and branch staff are participating in offering these hands-on programs to patrons.

#### *Community Engagement and Visits*

On September 8, TechCentral Manager, CJ Lynce, greeted a staff member from the Bibliothèque et Archives nationales du Québec, who was visiting a couple maker spaces in the United States.

On September 12, TechCentral Coordinator, Sam Tripodis gave a tour of TechCentral and the MakerSpace to staff members from Positively Cleveland's IT Department.

Mr. Lynce met with the Director and Head of Adult Services from the Westerville Public Library on September 25. A tour of the

MakerSpace, as well as the rest of TechCentral, was provided to the guests.

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

For the first time since their debut in September 2013, the attendance of TechCentral MakerLabs at branches has surpassed attendance for traditional Computer Classes. This is largely in part to the regular offering of MakerLabs at the Lorain and Fleet Branches, as part of the TechCentral Satellites initiative, although the hands-on format of MakerLab programming has been gaining popularity with patrons.

The following are the statistics for Computer Class and MakerLab programs for September 2014:

	Branches	Main	<b>Total</b>
Number of Computer Classes	43	21	<b>64</b>
Attendance in Computer Classes	158	109	<b>267</b>
Cancelled Computer Classes (in-advance, no registrations)	2	0	<b>2</b>
No-Show Computer Classes	2	0	<b>2</b>

	Branches	Main	<b>Total</b>
Number of MakerLabs	18	2	<b>20</b>
Attendance at MakerLabs	166	22	<b>188</b>
Cancelled MakerLabs (in-advance, no registrations)	0	0	<b>0</b>
No-Show MakerLabs	0	0	<b>0</b>

## TECHNICAL SERVICES

Patricia Lowrey, Director of Technical Services, attended the CLEVNET Committee on Resources to discuss the 2015 electronic resources budget and information about a number of online products. She gave Jason Jaffrey, the new head of the CPL Friends organization, a tour of Technical Services and the Lake Shore Facility. Ms. Lowrey, High Demand Manager Carole Brachna, Materials Processing Manager Elizabeth Hegstrom, and Acquisitions Manager Sandy Jelar Elwell met with staff from the Improve Consulting & Training Group to begin a process improvement project. Ms. Lowrey visited the Graphics Department on Sept. 23 and learned a great deal about their operation.

Collection Management: During September, Collection Manager Pam Matthews selected 931 book titles and 5,217 copies for Branch and Popular Library adult book collections. Laura Mommers selected 226 DVD titles and 2,908 DVDs for the Branches and the AV Department. She ordered 267 CD titles and 3,088 CDs for the Branches and the Popular Library. Nancy Mocsiran ordered 131 titles and 330 copies of books on CD for the Branches and the Popular Library. Bonnie Bolton selected 356 titles and 2,858 copies for Main Library and Branch juvenile collections this month. Ms. Bolton also selected a total of 82 titles and 825 copies for Main Library and Branch Young Adult collections.

Ms. Mommers processed 26 Branch discretionary CD lists and 24 Branch discretionary DVD lists and submitted them to High Demand for ordering. Ms. Bolton also processed 5 Branch discretionary lists for Young Adult titles and 6 Branch discretionary lists for Juvenile titles and submitted them to Acquisitions or High Demand. She also processed 27 Juvenile Bonus lists and 25 YA Bonus lists. Ms. Mocsiran processed 24 Branch discretionary lists for Adult materials and submitted them to Acquisitions or High Demand.

Ms. Matthews served as part of a hiring committee for the position of Senior Clerk in Materials Processing. The committee interviewed a total of 12 candidates for this position. Ms. Matthews attended her first CORC meeting to discuss the selection and/or continuation of shared CLEVNET databases. She also attended her first Anisfield-Wolf awards ceremony. Ms. Mommers and Ms. Matthews visited the Lorain branch together to examine ways to maximize their DVD space. Suggestions were made, with some were implemented immediately.

Lake Shore Shelf/Shipping: Supervisor Stephen Wohl attended the "Put Mold on Hold in Exhibits and Storage" workshop in Canton on Monday September 8th. Mr. Wohl and Darryl Pless attended the Preservation Department's workshop on how to repair books on September 24th.

The staff of the Lake Shore Shelf/Shipping Department sent 52 items to the Main Library for requests and 127 items to fill holds. A total of 1,522 telescopes were shipped out to the Main Library, Branches, CLEVNET, CWRU, CSU and Tri-C. The Technicians unpacked and sent 23,115 new items to the Acquisitions and High Demand Departments.

Stephen Wohl assisted in interviewing candidates for Page vacancies in many Branches and the Main Library.

Materials Processing: The Associates cataloged 1,534 new titles for the Cleveland Public Library and added 1,192 records for the CLEVNET libraries. The Associates and Sr. Clerks added 5,424 items. The Technicians worked on 20,160 items.

Marsha Draeger, Brenda McIntyre, Michael Reynolds, Dennis Workman, and Shawn Wolford attended a book repair workshop given by the Preservation Department. Elizabeth Hegstrom presented "RDA for Non-Catalogers" at the Branch Manager's meeting. Ms. Hegstrom, with Pamela Matthews, Collection Management Manager, and Dawntae Jackson, Human Resources, interviewed candidates for a Technical Services Senior Clerk Position.

High Demand: Staff ordered 1,534 titles and 16,054 items. They added 808 titles and 13,047 items. They received 1,498 items for the Acquisitions Department.

Throughout the month, the Technical Services Associates struggled valiantly with an error that stops orders from being loaded into Sirsi. Many orders, from various vendors and for various types of material, needed to be entered by hand. IT was consulted and has opened a case with SirsiDynix, but as yet there has been no solution.

The Manager, Carole Brachna, attended a meeting about the profile for selection records that are loaded into the catalog and automatically ordered if a patron places a hold on the title. She worked with Brodart to modify the profiles in an attempt to eliminate materials we prefer not to purchase, while still including those the public wants. Ms. Brachna spent a

half day at the Eastman Branch, learning about the branch with Manager Kenneth Knape.

The High Demand Department met on September 17 to discuss various issues. The Manager met the same day with the some of the other Technical Services managers and two consultants who practice Lean Six Sigma. All bargaining unit performance evaluations were completed by the end of the month.

Catalog: The Department adopted Resource Description and Access (RDA) for video recordings; Michael Monaco identified some training materials for cataloging DVDs and Blu-rays using RDA. Mr. Monaco, Jintao Huang, and Dale Dickerson, High Demand, worked through the training independently and then met to establish a core standard for original cataloging.

Librarians cataloged 4,189 titles and added 3,192 items for Cleveland Public Library. Barbara Satow and Regina Houseman collaborated to update the CLEVNET bibliographic input workflow to identify large print titles. Mr. Monaco participated in a CPL150 team meeting with Shark & Minnow Consulting via a conference call.

Acquisitions: Several staff from the Acquisitions Department participated in a half day cross-training session at other CPL locations. Sandy Jelar Elwell, Acquisitions Manager, cross-trained in Financial Services and the Payroll Department; Tonya Jenkins, Technical Services Librarian, cross-trained at the Harvard-Lee Branch; and Lisa Kowalczyk, Technical Services Librarian, and Paula Stout, Technical Services Associate, cross-trained at the West Park Branch.

Ms. Jelar Elwell met with Olivia Hoge, Manager of the Center for Local and Global History, to provide an overview of CPL's Electronic Resources Committee (ERC), procedures related to electronic products, and fund and budget information. Ms. Jelar Elwell attended the CLEVNET Online Resources Committee (CORC) Meeting. She met with representatives of Improve Consulting and Training Group, to begin a review the workflow in Technical Services.

The completed 2015 periodical subscription renewals for the Main Library were submitted to the vendor EBSCO to be processed.

The Acquisitions Department ordered a total of 7,916 titles and 35,294 items (including periodical subscriptions and serial standing orders); received 15,338 items, 2,054 periodicals, and 654 serials; added 611 periodical items, 272 serial items, 772

paperbacks, and 2,564 comics; and processed a total of 1,844 invoices

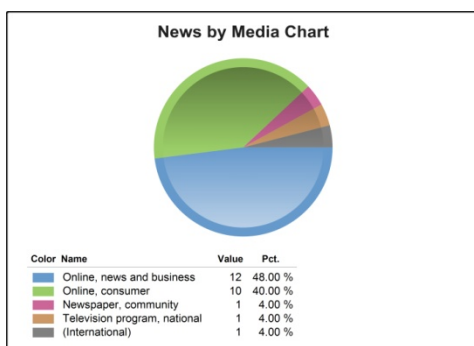
Christon Hicks and Yolanda Lawler, Technical Services Associates in the Materials Processing Department, volunteered to assist the Acquisitions Department with the receiving of library materials.

Preservation: Alicia Naab demonstrated the workings of Preservation to Olivia Hoge, Manager Center for Local and Global History, when she spent half a day in the department this month. Ms. Naab and Elizabeth Bardossy attended a meeting to select furniture for the Cleveland Public Library Digital Library.

Preservation put on a book repair workshop for Technical Services staff that was well attended. Participants learned to tighten hinges, repair and clean torn pages, tip in pages and enclose and label loose or brittle materials. Gloria Massey, Renee Pride and Ms. Bardossy all helped plan and execute the workshop and created handout resources for those attending. Ms. Pride and Ms. Bardossy also attended a mold remediation workshop this month that the Ohio Museums Association presented at the Pro Football Hall of Fame in Canton, Ohio. Ms. Bardossy additionally attended the quarterly Ohio Preservation Council meeting in Oberlin, Ohio.

A total of 428 items were added to the Digital Gallery bringing the collection to 49,222 items; 20,280 digital pages were viewed in September.

**MARKETING & COMMUNICATIONS**



Media coverage for the month of September included 25 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$22,887.49 with a news circulation audience of 12,060 people. In September, the online print media outlets that featured CPL events and programs received 15,313,817 unique visitors. An article that appeared in *examiner.com* regarding International Literacy Day had the most media coverage with online news and business being the most popular news media.

Ads to promote the new Cleveland Landmark Series library card featuring artist, Julia Kuo, appeared in the *Universe Bulletin*, *La Prensa*, *Profile News*, *Campus Observer*, *Kaleidoscope* and *The Lotus*; Online advertising was done on cleveland.com and mobile; an ad to promote the Foreign Literature department appeared in the program for 1 World Festival; an ad congratulating the Spanish American Committee ran in a program booklet for the event, *Embracing New Beginnings*; Hispanic Heritage Month was promoted in a special edition of *La Prensa*; TechCentral was promoted with a video produced by *Cool Cleveland* for a beer pull tap created by a patron, John Fuderic. A children's library card was mailed to 2,900 CMSD children entering kindergarten. Additional card packets were created for hand-delivery to charter and parochial schools.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 8,057 times on average per week, with an average of 552 clicks to website resulting in a 69% click through rate for the month. *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.

#### September-SOCIAL MEDIA

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

1. Sep 9th: A library card just for kids! <http://ow.ly/BhfK4>#ThreeForMe #LibraryCardSignUp (Link to editorial from PD)
2. Sep 27th: The fun continues throughout October for Hispanic Heritage Month at CPL: (Link to HHM page)
3. Sep 15th: Book recommendations for children getting their first library card: (Link to youth services list)
4. Sep 16th: Talking about #CLELiteracy & library card sign-up month on @TheListShowTV (Link to List Show clip)
5. Sep 22nd: Link to new arrivals

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

1. September 2nd: Introduction of new Landmark series library card
2. September 8th: International Literacy Day w/ photos of Felton reading to children
3. September 25th: Throwback Thursday photo from 1945
4. September 29th: Photo of the boy with the new library card.

5. September 9th: Link to editorial about barbershop literacy and the new 3 for me card.

## GRAPHICS

Graphics staff designed, printed, and distributed 195 items in September in addition to graphics for the library website, and 5 staff newsletters, UpNext monthly program guide, and MyBranch monthly branch activity fliers.

Highlights included: New library card and 3 For Me promotion; OLBDP Newsletter and Readers Handbook; Octovofest promotional materials; 6 month schedule guide for MOB; Hispanic Heritage Month collateral.

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

Twitter followers are up from 6,826 in 2013 to 9,238 currently. Facebook fans are up from 5,681 in 2013 to 6,883 currently. Downloads of books in an electronic format (eBooks) were up from 89,872 in 2013 to 113,887 currently.

Library News on the [cpl.org](http://cpl.org) homepage featured pages built for the following news items during the month of September: ArtLab; Special Meeting of Library Board of Trustees; Cleveland Public Library Board of Trustees Meetings; Cleveland Public Library Celebrates Hispanic Heritage Month; FREE Patent Workshop; New Cleveland Landmark Series Library Card; and FREE Tutoring in All Subjects: Grades K - 8 .

During the month of September, the following events, programs, and information were promoted on pages of [cpl.org](http://cpl.org): Julia Kuo Cleveland Landmark Series Library Card; Patent Workshop; Hispanic Heritage Month; MyTunes Kids; Gale Courses; TechCentral; Brown Bag Book Clubs; Free Tutoring; Zinio; MyTunes Song of the Month, Sia; Garden Open; TechCentral Makerspace; Hot Titles for Cool Readers; Searchasaurus; Enticing Titles; and MyPlace my eBooks are Free.

The 37th "Off the Shelf" (September 2014 edition) was sent out on August 17, 2014. Of the emails sent, an estimated 1,665 were read (not all email "opens" are reported by all email providers). This gives us a 19% open rate. Although our open rate has gone down, we are reaching a larger audience than ever. This edition featured: September is Library Card ; Hispanic Heritage Month; Brown Bag Book Club; FREE Patent Workshop; Cell Phone Charging Stations; FREE Keychain Give-Away! Sign-Up



Month. The following new arrivals were featured: The Secret Placeby Tana French; Season of Storms by Susanna Kearsley; The Witch with No Name by Kim Harrison. The following events were promoted: Original Movie Poster Exhibit; Music@Main: Jackie Warren; Business Chinese Course; River of Words Poetry Workshops; Genealogy Clinic; On and Off the Wall: the Visual Arts in Cleveland Since 2000; and Comics and the Clinic.

After the site experienced a conflict with the LibraryH3lp reference chat module, causing the entire site to crash, the site was rebuilt and is now back to fully functional.

A Library Highlights page was created for our mobile site, featuring the same promotions as our full site.

Website maintenance included additions to the Staff Center intranet, updates to the Research Databases page; the creation of an Hispanic Heritage Month page, and many additions to Ohio Center for the Book.

The new 3-For-Me card prefix and profile was added to the EZproxy servers config for access to research databases. It was also made accessible to eMedia (OverDrive), Zinio, and Freegal.

The Popular Topic sections of the site were removed, per John Skrtic. The visits to these pages were very low.

### **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 meeting weekly with contractors working on the Digital Hub.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. Toilets were snaked and repaired at Brooklyn, Collinwood, Fleet, Jefferson, Langston Hughes and Rockport. Smart tables were installed at Carnegie West, Harvard-Lee, Lorain and Rockport. Scaffolding was set up and the ceiling lights at Jefferson and Rice were repaired. The HVAC cooling tower screens were cleaned at Lakeshore. Several broken electrical covers for floor boxes were replaced at Langston Hughes. The condenser on the main HVAC rooftop unit was

cleaned and the handy cap push button for opening the front door was repaired at Rice. A new power outlet was installed for the cell phone charging station and several ballast for light fixtures were replaced at West Park.

The Carpenters and Painters installed cell phone charging stations at Addison, Eastman, Fleet, Harvard-Lee, Langston Hughes, Lorain, South Brooklyn, Walz and West Park. Concrete and metal post were removed that was left from when the fence was taken down and all traffic and directional signage have been replaced with new signs at Lakeshore. Old carpet was removed and new carpet was installed in the new Teen room at Rockport. All the shelving was removed from the storage room on the second floor and a wall was constructed for the new Teen room at MLK. Painting was completed in the new Teen rooms at MLK and Rockport.

The Garage serviced all snow blowers and vehicles #16 and #24 were serviced.

## **SAFETY & PROTECTIVE SERVICES**

### Safety Services

- CPL Safety & Protective Services Expulsion guideline policy was completed and presented to Joyce Dodril, John Skrtic, and Carlos Latimer.
- Safety & Protective Services policies on dispatch, radio use, and administration were developed and presented to Human Resources for review.
- Fourth quarter fire drills are being scheduled

## Protective Services

### Activity

Month	Total Comm Activity	Avg per day	Total Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents	Incident Reports Generated	CPL access activity
Sept 2014	5,222	208	193	23	333	157	28	77
Aug 2014	4,997	192	90	29	313	153	34	83
Jul 2014*	3,137	224	71	22	206	69	52**	133**
Jun 2014	4,593	200	102	29	391	148	36	
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

\*This month is only for 14 days due to a network drive issue and subsequent loss of data. \*\*This count is not impacted by loss of data.

### Special Attention, Special Events, and Significant Incidents

- United Black Fund 9/18/2014
- On and Off the Wall: The Visual Arts in Cleveland Since 2000 9/12/2014
- Data Basics / Hyatt Event 9/15/2014
- Thomas Corrigan's Irish American Event 9/26/2014
- April Pierson received a thank you email from Leslie Barrett LA Youth Emphasis Woodland for handling disruptive juveniles 9/16/2014

### Protective and Fire Systems

- The repair to Glenville Branch Fire System was and the problem was diagnosed. We are working with Property Management to resolve the issue.

- The call list the fire and burglary monitoring company use has been updated and will reduce the costs incurred by dispatching the after hour security company.

Administration

- Local 244 Contract was ratified

## **INFORMATION TECHNOLOGY & CLEVNET**

### CLEVNET

The CLEVNET Directors' Panel and other CLEVNET Directors representing various-sized libraries throughout the CLEVNET region met in the second of two retreats with CLEVNET and CPL staff at the Lake Shore Facility on September 17, 2014. (The first retreat was held on August 6, 2014, and is summarized in the Director's Report presented to the CPL Board of Trustees at their regular meeting on September 18, 2014.) These retreats are the follow-up to the visioning process undertaken by CLEVNET in 2013. The August retreat focused on governance and produced four areas of concern: vision, fiscal transparency, staffing, and voice. Given the urgency to deal with staffing shortages in the IT/CLEVNET department, the Chair of the Directors' Panel suggested that the second retreat focus on staffing. Wayne Piper, former director of professional development for Ohio Library Council, facilitated both retreats.

Mr. Piper asked the participants to formulate responses to two questions: "What five questions do I have about CLEVNET staffing?" and "How does CLEVNET staffing impact my patrons?"

The group discussed: how the size of the IT/CLEVNET staff has not increased with the growth of CLEVNET; the need for weekend coverage; possible staffing formula tied to the number of library systems or buildings; the growth and capacity of CLEVNET; why CPL's hiring freezes should not affect CLEVNET staff; and why using techs from other member libraries to provide support is not a solution they would endorse.

Chief Knowledge Officer Tim Diamond presented a draft of a new staffing plan for IT/CLEVNET to the Directors for their input. The group unanimously endorsed the plan in its entirety and gave special mention to two potential new positions: Project Manager (to manage new initiatives and innovation) and Operations Manager (to manage tech support and streamline the requisition

process). The estimated salary cost of the plan is approximately 2% higher than the department's salary costs in 2011.

In the interest of greater fiscal transparency, Mr. Diamond gave the group a preview of the presentation Chief Financial Officer Carrie Krenicky will give to the entire CLEVNET membership at their quarterly meeting on October 31, 2014. The presentation covered: current pricing model; shared direct costs; indirect costs; hardware purchases; costs for CPL only; CLEVNET agreements; statistical measures used to allocate costs to participating libraries; and changes since the pricing model was first developed. The presentation was well received and appreciated by the Directors.

However, the Directors requested—univocally and emphatically—that CPL take the necessary actions to remove CLEVNET from the General Fund and create a special revenue fund. Mr. Diamond assured the group that Ms. Krenicky shared their desire to better capture the financial information around this source of revenue, and he would take their message back to CPL.

Due to lack of time, the group agreed that the current pricing (cost allocation) model would remain in effect for the coming year. But the group would like to review the pricing model in 2015 and take steps to revise it for 2016 and beyond, if a better model can be created.

Julianne Bedel, Director of Barberton Public Library and Chair of the Directors' Panel, is scheduled to meet with Executive Director Felton Thomas on October 17, 2014, to discuss the outcomes from the two retreats and the actions that are needed to stabilize CLEVNET and move it forward.

#### CLEVNET Projects

- Hubbard Public Library upgraded from 5mb to 50mb connection.
- The network core upgraded to 10mb to prepare for the firewall upgrade.

#### CPL Projects

IT continued to work closely with Public Services on the Cleveland Digital Public Library project.

#### Library Systems & Applications

In September, the software team completed 188 help desk cases. Support highlights:

- Staff assisted Wickliffe Public Library in conducting an inventory of their collection.
- A new "3 for Me" juvenile card profile was configured in the policy file for the Cleveland Public Library.
- New hold pickup library policies were configured for the Sandusky Library.
- Over 43 weeding/shelflists were sent to the CLEVNET member libraries.

Hilary Prisbylla attended the SirsiDynix Consortia Special Interest Group meeting in Lehi, Utah. The meeting provides an opportunity to discuss SirsiDynix product implementation with SirsiDynix staff and other consortium leaders from across the country.

#### KnowItNow24x7

In September, librarians working with KnowItNow24x7 (KIN24x7) handled 1,907 sessions, and the service added six new librarians from around the state. KIN24x7 also provided chat widgets to two K-12 schools, allowing ready access to the statewide service for their students. Six boxes of promotional materials were sent out to requesting libraries from Westlake to Cincinnati.

#### Virtual Services

The mobile site now features Library Highlights page, featuring the same promotions as our full site. The new "3 for Me" card prefix and profile was added to the EZproxy servers config for access to research databases; it was also made accessible to eMedia (OverDrive), Zinio, and Freegal.

A new Sports Research Center web page has been created, and features interviews with Dan Coughlin and various sports celebrities. The Popular Topic sections of the site were removed, per Director of Public Services; the visits to these pages were very low.

Beth Hatch was voted to the North Chapter Action Council of the Ohio Library Council for a one-year term ending in 2016.

#### Staff Changes

Competition for IT talent in northeast Ohio is intensifying. George Lenzer, a critical member of the department for 14 years, left in September for a new career in the private sector. The decision to leave public service was not an easy one for Mr. Lenzer, who began his library career at Cleveland Heights-University Heights Public Library and worked there for many years before coming to CPL. He was unabashed in his commitment

to CLEVNET's mission, working long hours and sacrificing time with his family to provide IT services to the member libraries. Described as "brilliant," by everyone who worked with him, George will be greatly missed.