

## **DIRECTOR'S REPORT**

November 20, 2014

### **Fighting Community Deficits**

During the month of October the Library hosted a total of 184 programs. Educational programming and services, not included in the above totals, accounted for approximately 121 adult education classes, and 663 hours of after-school 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, held 88 ACT sessions at 4 CPL locations: Eastman, South Brooklyn, Martin Luther King, Jr., and Harvard-Lee. Business Chinese classes continued at Main library and occurred on 8 occasions with an average class size of 23 adult students.

### **Legal Aid @ YourLibrary**

On Saturday, October 18 the Lorain Branch hosted the Legal Aid @ Your Library clinic. Thirty-three families signed up to receive a free consultation from a volunteer attorney. Student volunteers from four law schools: Case Western University, Carnegie Mellon, Akron University, and Harvard were on hand to conduct intake interviews. Legal Aid had two volunteers providing foreign language interpretation (Spanish, Burmese) serving at least four patron groups. Thirteen lawyers from Jones Day, including the former President of the local Bar Association, met with the families over the course of the morning and into the early afternoon.

On October 14 the Library partnered with The Foundation Center to present Rising Tide: The Empowerment of Low-Income Women. Rising Tide is a series of multimedia gatherings created to demonstrate how philanthropy accelerates social change and showcases new ways of solving old problems by lifting up social innovators who are changing our region. Held in the Louis Stokes wing auditorium, the event was attended by approximately 200 representatives from foundations and nonprofit organizations.

### **EVENTS**

On October 1, 2014, the Susan G. Komen organization held their annual Pink Tie event downtown at the Cleveland Public Library. The Greater Cleveland Food Bank held their annual meeting and volunteer recognition program at the Lake Shore Facility on October 16.

America Scores community mentors and staff used the Smart Board and computers in the TechCentral computer lab for a resume-building workshop for teens on October 21.

PNC Financial Services held a private event for 75 clients on Thursday, October 23, 2014, 6 - 9 p.m., in the Louis Stokes Wing Auditorium and Lower Level Lobby. Joshua Foer, author of *Moonwalking with Einstein*, gave a presentation in the auditorium which was followed by a book signing and reception in the Lower Level Lobby.

### ***Celebrate Diversity***

In October the Library began offering branch programming in honor of Hispanic Heritage Month. Branch programs were offered in partnership with the Julia De Burgos Cultural Arts Center. The topics of programs ranged from Afro-Puerto Rican history and culture to Bomba drumming and the visual arts. Approximately 50 programs were held at our 27 branch locations and Main library. Artwork by Cleveland-area Latino artists, Kevin Fernandez and Bruno Casiano, was exhibited in Main Library in honor of Hispanic Heritage Month. The exhibit took place from October 3 - November 1.

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

\* A patron requested articles from *1912 American Musician* regarding Danish ragtime composer Bodewalt Lampe aka Ribé Danmark.

- A patron request for an article from the *Cleveland Plain Dealer* regarding local architect William Trout.
- Patron wanted to know the "dime store" located next to the Downtown May Company in the 1950s. The answer (S.S.Kresge) was verified by the Cleveland directories.
- A staff member from the Ohio Tourist Center inquired about a mural purchased in 1973 for \$2.5 million.
- Patron requested to view the music vertical file on James Hodgkiss Rogers (1922) who was a Cleveland composer and music critic for the *Cleveland Plain Dealer* from 1915-32.
- Researcher requested information and photographs of Dr. Zelma Watson George, who was a prominent African American educator in Cleveland.
- Request for information on collectibles and antiques: American historical flasks; Doorstops: identification & values.
- Requests for information on The "Lancaster" iron toys, mechanical banks.

- A chess historian requested assistance to identify which edition of *The Famous Game of Chesse-Play* by Arthur Saul and edited by Joseph Barbier he owned.
- A researcher from France requested information about the edition of 1520 of the *Image du Monde* by Gossuin de Metz located in Special Collections.
- Researcher requested information pertaining to a former Kentucky slave owner named David Leitch (born in 1753).
- PAL assisted a student with his thesis by email. His topic concerned the deaths of Patrick Toolis and Patrick Cleary who died while helping to build the foundation of the Terminal Tower.

## **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 gave welcome remarks to the Foundation Center's "Rising Tide Empowers Low Income Women".
- I met with Councilwoman Yvonne Conwell to discuss CPL's efforts in her service area.
- I met with Maria Campanelli, Executive Director of the Cleveland Children's Museum to discuss a possible future partnership.
- I presented a welcome at the Cleveland Foodbank's Annual Meeting.
- I met with Julianne Bedel, the director of the Barberton Public Library and the head of the CLEVNET Director's panel.
- I attended the American Library Association's Executive Board Spring meeting in Chicago.

## **CLEVNET**

CPL has over 9400 total followers on Twitter and the Facebook page currently has nearly 7,000 fans.

## **GRANTS & DEVELOPMENT**

Operational Workplace Goals - Completed for Finance Dep't. for 2015.

Alcoa Foundation - Submitted Final Report for Big Bellies.

Little Free Libraries - Continuing work toward opening five new Little Free Libraries in the Fairfax neighborhood. Planning a community celebration to announce the locations for November 6.

Northeast Ohio Media Group (NEOMG) - Hosted an open house at the Franciscan Village Senior Center bookmobile stop on October 22 to showcase new equipment purchased through this grant.

Chess Club at MLK Branch - Helping to organize the finale tournament for Nov. 7.

Friends of Cleveland Public Library - Submitted Quarterly Programming and Branch Support Reports.

Knitting Club at Rice Branch - Processed a small grant received for this group to buy knitting supplies.

## **PUBLIC SERVICES**

### Programs, Services & Exhibits

During the month of October the Library hosted a total of 184 programs. Educational programming and services, not included in the above totals, accounted for approximately 121 adult education classes, and 663 hours of after-school 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, held 88 ACT sessions at 4 CPL locations: Eastman, South Brooklyn, Martin Luther King, Jr., and Harvard-Lee. Business Chinese classes continued at Main library and occurred on 8 occasions with an average class size of 23 adult students.

In October the Library hosted *Career Literacy & Education Workshops* at 2 locations. The 3-part series workshop was presented by Career Transition Center to John F. Kennedy high

school students and Tri-C's GED class. Approximately 14 students attended the sessions held at Louis Stokes Wing of the main library and 16 students attended the workshop sessions at CPL's Harvard-Lee branch. School administration and staff has requested that additional programming targeting the students be offered when possible.

On Saturday, October 18th the Lorain Branch hosted the Legal Aid @ Your Library clinic. Thirty-three families signed up to receive a free consultation from a volunteer attorney. Student volunteers from four law schools: Case Western University, Carnegie Mellon, Akron University, and Harvard were on hand to conduct intake interviews. Legal Aid had two volunteers providing foreign language interpretation (Spanish, Burmese) serving at least four patron groups. Thirteen lawyers from Jones Day, including the former President of the local Bar Association, met with the families over the course of the morning and into the early afternoon.

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#### *Miniature Book Society Exhibit and Lecture*

Literature Department Manager Amy Dawson worked with Special Collections Librarian Kelly Ross Brown to create a display of Miniature Books from the CPL Collection compliment of the *Miniature Book Travelling Exhibit*. To compliment the exhibit, a lecture by Lecture by Todd Sommerfeld was offered on Saturday,

October 18<sup>th</sup>.

*Fine Bindings from Special Collections*

The Ohio Center for the Book and Special Collection Departments presented: *Fine Bindings from Special Collections* an exhibit: October 1-31<sup>st</sup> in the Special Collections Department (John G. White Corridor). Among the treasures to be found in the collection are finely bound books from Europe, the Middle East and Asia.

Get Movin' With Movable Books: Planes, Trains and Automobiles Literature Department Manager Amy Dawson coordinated bookmaking workshops in eight CPL branches during the month of October. *Get Movin' With Movable Books: Planes, Trains and Automobiles* helped patrons create pop-up and movable books about moving by plane, or train, or automobile.

*Friday's Frightening Frolics*

Literature Department Librarian Tim Phillips and the Ohio Center for the Book at Cleveland Public Library hosted *Friday's Frightening Frolics*, a literary and cinematic celebration of four chilling books and spine-tingling movie adaptations to celebrate October--the scariest month of the year!

*Playhouse and Playhouse Square Partnerships*

Literature Department Librarian Jean Collins maintained table-top exhibits related to the Cleveland Play House production of *How We Got On*, October 24 - November 16<sup>th</sup> and completed bookmarks for the next Cleveland Playhouse Production, *A Christmas Story* (November 28 - December 21<sup>st</sup>), as well as the Great Lakes Theater production of *A Christmas Carol* (November 29 - December 23<sup>rd</sup>).

*Sports Icon Series Interviews*

Social Science Library Assistant Pete Elwell coordinated two Sports Icon Interviews during the month of October. Jim Sutphin was interviewed on October 1<sup>st</sup> followed by Jack Herrick on October 29<sup>th</sup>.

*Main Library Book Clubs*

Social Science Library Assistant Lakeisha Winstead hosted the Social Sciences Non-Fiction Book Club meeting led by Beverly White-Yates, Administrative Assistant in Human Resources. *Urban Bush Women: Twenty Years of African American Dance Theater, Community, Engagement, and Working it Out* by Nadine George-Graves was the October book selection.

### *Story Time and Class Visits*

For the month of October, the Youth Services Department and the Popular Department collaborated on the *Haunted Hallway Fun Day* on Saturday, October 25<sup>th</sup>. Children were invited to dress up in their costumes.

### *Main Library Tours and Instructional Visits*

Staff members throughout Main Library conducted tours to individuals and groups throughout the month of October. Tours were conducted for the Open Door Academy, students from John Hay High School, the Community Villa View School, a book publisher and guest, and 16 walk-in patrons and groups. In addition, Social Science Library Assistant Lakeisha Winstead conducted a library tour for a senior citizen organization on Oct 4<sup>th</sup>.

On October 15<sup>th</sup>, Special Collections Librarians Stacie Brisker, Kelly Brown and Manager Pam Eyerdam gave a presentation to the Rowfant Club about: Islam and Korans in Special Collections; historical background about John G. White as an important bibliographer of chess (and former Rowfant member); and building the contemporary visual arts collection of Lockwood Thompson. In addition, Fine Arts Librarian Andy Kaplan gave a library instruction session for a Cleveland State University music graduate class for their "Approaches to Music Research" class.

Nine people attended the monthly Genealogy & Family History Research Clinic held on Saturday, October 9<sup>th</sup> in the Center for Local and Global History.

### *Foreign Language Story Time*

Foreign Literature Librarian Victoria Kabo hosted a Russian speaking Children's Club program that included a story time and crafts in the ArtLab.

### *Music at Main*

Two student groups from Cleveland Institute of Music performed for 72 patrons at the *Music at Main* series on October 4<sup>th</sup>. *The Suryana String Quartet* played Quartet in C Major, Hob.III:32, Op. 20, No. 2 (1772) by Franz Josef Haydn and Dylan Kennedy played Violin Concerto in D Major, Op. 77 (1878) by Johannes Brahms.

### *GED Classes at CPL*

Business, Economics and Labor Librarian Susan Mullee and Social Science Librarian Tracey Overbey continued to offer support and facilitate GED classes during the month of October.

### *Business Chinese Program*

Foreign Literature Librarian Caroline Han partnered with CSU's Confucius Institute to host sessions of "Business Chinese: Introduction to Business Culture."

### *Big Book - Kniguru Award program*

The *Big Book - Kniguru Award*, an afternoon custom designed program for KSU Russian-language students was held in the Foreign Literature Department on October 31<sup>st</sup>. Librarian Victoria Kabo hosted the event.

### EXPENDITURES & REVENUE

Total programming/educational services related encumbrances for October totaled \$ 14,316.88. \$5398.92 was encumbered for iPads to support data collection at the Library's after-school snack locations. In the month of October the Library generated \$2,381.25 in revenue from the rental of the LSW auditorium, and Main Library by outside organizations.

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### MEETING ROOMS and SCHEDULING

The total number of requests for Main Library in the month of October was 99. There was an estimated total attendance of 3,263. The Lake Shore Facility requested meeting rooms 21 times and 331 requests originated in branch libraries; there was an estimated total attendance of 3,101. There were a total of 63 AV requisitions for the month of October; 49 of them were for Main and 17 for Branches.



## October Displays

Special Collections staff members installed a *Mail Art* postcard display in Special Collections as part of the festivities of Octavofest. Mail Art began in the 1940s and continues today, it was a way for artists to share ephemeral artwork between each other - these postcards were created by first year design students at the Cleveland Institute of Art.

The Center for Local and Global History is hosting an exhibit of old Public Square plans as well as drawings of the new proposal which was assembled by Library Assistant Dan Milich. In addition, an automobile exhibit is on display in the Photographs area.

Social Science Librarian Helena Travka prepared a mini-display of materials related to Halloween and ghosts that are available in the Social Science collection.

Youth Services Librarians, Maria Estrella and Kristen Schmidt created displays for the following subjects in the Youth Services Department: Hispanic Heritage Month, Down Syndrome Awareness Month, Bullying, Halloween, Thanksgiving and Nutrition.

## Outreach

A presentation on Warm Up Cleveland was shared with members of the North Coast Knitting Guild on October 14 and the Busy Hands Knit and Crochet Group in South Euclid on October 29. The second session of Quilt for Cleveland was held at the Lorain Branch on October 4. At September and October's Quilt for Cleveland programs, a total of four quilt tops were sewn for Warm Up Cleveland.

On October 4<sup>th</sup> and October 25<sup>th</sup>, the Library presented two puppet shows at the Cleveland Botanical Garden.

Youth Services Manager Annisha Jeffries and Youth Services Librarian Maria Estrella visited daycares and schools and delivered the *I'm Ready to Read* campaign cards promoting the Kindergarten Sign-Up Campaign and Librarian Kristen Schmidt attended an Open House at Bard Community High School.

Literature Manager Amy Dawson was joined by Valentino Zullo and Branch Staff Member Kevin Ray at the Cleveland ComicCon on October 26<sup>th</sup> to help promote Get Graphic at the Ohio Center for the Book. In addition, Ms. Dawson hosted two poster sessions and one display book at the OLC Conference and Expo in Columbus.

They included: *Get Graphic @ Your Library* and *Learn about Octavofest: A Month-Long Celebration of Book and Paper Arts*.

Literature Librarian Steve Capuozzo staffed a table for the Ohio Center for the Book at the *Books by the Banks* book festival in Cincinnati on Saturday, October 11<sup>th</sup>. Thousands attended this all day festival at the convention center in downtown Cincinnati.

Foreign Literature Librarian Victoria Kabo hosted *Big Book - Kniguru Award* after hour's program at Memorial-Nottingham Branch for the second year. This award is Russian literature most prestigious and featured three visitors from Russian Federation. In addition, Ms. Kabo attended CMA International Community Day on October 12<sup>th</sup> and the Russian Cultural Garden Committee meeting on October 14<sup>th</sup>.

Foreign Literature Department Librarian Caroline Han hosted two ESOL and Information Literacy program for seniors at Goodrich-Gannett Community Center on October 1<sup>st</sup> and 15<sup>th</sup>.

Fine Arts Librarian Bruce Biddle volunteered at the Morgan Paper Conservatory helping them get ready for annual auction benefit on October 11<sup>th</sup> for Octavofest.

#### Collection Development

Director of Public Services, John Skrtic used Lockwood Thompson Funds to commission local artist, Amy Casey to create a piece of art for Main Library. Ms. Casey presented her work, titled, "Dissemination" to the Board of Trustees at the October Meeting.

Staff in the Center for Local and Global History are working on numerous projects including expanding the City of Cleveland Historical Park Plans, processing the Beverly Conley images and processing images for the African American Families collection.

Special Collections librarians are reviewing a potential donation of chess books to JGW from the Davenport (Iowa) Public Library, monitoring the temperature and humidity levels in the 8<sup>th</sup> LSW vault and working on sorting documents pertaining to artists Frank Wilcox, William Scheele, and Paul Travis that will be donated to Special Collections.

## Research That's Possible Only at Main Library

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- Researcher requested information and photographs of Dr. Zelma Watson George (who was prominent African American educator in Cleveland.)
- Request for information on Hans-Peter Feldmann's time-lapse photography work.
- Request for information on collectibles and antiques: *American historical flasks; Doorstops: identification & values.*
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- Researcher requested information pertaining to a former Kentucky slave owner named David Leitch (born in 1753).
- PAL assisted a student with his thesis by email. His topic concerned the deaths of Patrick Toolis and Patrick Cleary who died while helping to build the foundation of the Terminal Tower.
- An aerospace company was looking for a Department of Defense standard on metal. The spec is Mil S-18732D. The patron needed the 1955 standard, and he was advised to consult with a "technical library." CPL provided all the information he needed.

## Staff Development

Assistant Shelf Supervisor Cynthia Coccaro and Shelf Division Pages Khalil Rush and George Booth attended the *Making Positive Impressions* workshop on October 8<sup>th</sup> at Cleveland Public Library.

In the month of October, Susan Mullee attended the Ohio Library Council's Immersion Workshop titled: *eGads! eGov! Helping Libraries Navigate Online Government Resources*, held on October 8<sup>th</sup>. In addition, Ms. Mullee completed the 6 week Gale Course titled: *Teaching Adult Learners*.

Special Collections Librarians Stacie Brisker and Kelly Ross Brown attended the *Miniature Book talk* in Literature Department that was presented by collector Todd Summerfeld. They did this on their off day.

Fine Arts and Special Collections Manager Pam Eyerdam attended the 2 day workshop at CWRU Kelvin Smith Library entitled *Acknowledging the Past, Forging the Future of Special Collections* on Oct. 21-22<sup>nd</sup>.

Social Science Librarian Helena Travka and Literature Department Manager Amy Dawson attended the Ohio Library Council Convention and Expo from Oct 8<sup>th</sup> -10<sup>th</sup>.

Youth Services Manager, Annisha Jeffries was asked to speak on a panel at the In Search of Wonder Conference on October 17<sup>th</sup> in Perry Ohio to discuss the Common Core Standards for Educators, Public Librarians and School Media Specialists.

On Friday, October 17<sup>th</sup>, 2014 Youth Outreach & Programming Coordinator, Nichole Shabazz and Library Assistant, Youth Emphasis, Erica Marks attend the *In Search of Wonder: Common Core and More* event in Perry, Ohio. *In Search of Wonder* provided the opportunity to learn about new and classic fiction and nonfiction literature that can be used as appropriate Common Core materials in a variety of settings from a team of award-winning authors and illustrators. Keynote speakers included National Ambassador for Young People's Literature Emeritus Katherine Paterson, Steven Kellogg, Nikki Grimes, Tanya Lee Stone, and YA author Chris Crutcher. Each of the author's presentations was followed by commentary from an education/library expert who connected the author's speech and work to relevant Common Core Standards.

On Monday, October 20<sup>th</sup>, 2014 Youth Outreach & Programming Coordinator, Nichole Shabazz attended the NASA Engineering

Design Challenge (EDC) professional development workshop sponsored by the Educational Programs Office at NASA's Glenn Research Center. The EDCs are the first in a new series based on authentic NASA research.

On Friday, October 24, 2014 Youth Outreach & Programming Coordinator, Nichole Shabazz attended the LAND Studio event *From the Studio to the Street*. Northeast Ohio has a growing body of talented artists interested in creating public art, but not sure how or where to enter the arena. To demystify the process, LAND studio developed a workshop that featured a keynote from distinguished Seattle-based public artist's duo, offered general education on portfolios, RFPs and RFQs, calls for artists and competitive application development as well as a behind-the-scenes look at artist presentations and selection committee deliberations. Assistant Director of Outreach & Programming, Aaron B. Mason was a member of the selection committee at this workshop.

Youth Outreach & Programming Coordinator, Nichole Shabazz attended an Early Childhood Compact Conversation with Robert Rodriguez, Special Assistant to the President for Education Policy on Tuesday, October 28, 2014. During the conversation Mr. Rodriguez highlighted the President's initiatives on early childhood learning and engaged in a discussion about strategies to build on the PRE4CLE momentum in Cleveland.

Mobile Services Manager, Rhonda Pai, attended the annual Association of Bookmobile & Outreach Services (ABOS) conference in San Diego from October 29th -31st.

#### Other Main Library News

Special Collections Librarian Kelly Ross Brown worked with CPL FIT Wellness Ambassadors to host a meeting and donation drive. In addition, she coordinated the CPL FITness Challenge and served on the Union Negotiations Team.

Social Science Librarian Tracey Overbey continued her CPL FIT committee work: presenting with Tonya Thompson a Home Remedy Lunch and Learn, speaking on fundraising at the Wellness Ambassador's meeting, assisting with the Bravo Wellness Screening program, working with the United Way committee on the Halloween costume fundraiser and working with the WOW committee.

Lending Sr. Clerk Carolyn Southerland will retire from Cleveland Public Library after 35 years of service. Mrs. Southerland's last day will be October 31, 2014

Ohio History Connection presented a Recognition Award for the exhibit catalogue - *Charles F. Schweinfurth (1856-1919): Uncompromising Architect of Cleveland's Valiant Age*. This was an exhibit co-curated by ARTneo and Cleveland Public Library's Special Collections Department.

The PLA Conference Program Subcommittee approved a program submission presented for the 2015 ALA Annual Conference in San Francisco prepared and submitted by Robin Wood and Madeline Corchado on behalf of Cleveland Public Library titled *Ultimate Community Engagement - Paid Youth Volunteers @ Your Library?*

#### BRANCHES

Addison Branch - Manager Magnolia Peters attended the Ward 7 Community Meeting at Fatima Family Center. Information was shared concerning Computer Classes; Hispanic Heritage Month Programs and DC vs. Marvel Super Hero Party.

Brooklyn - Brooklyn opened the month by hosting its final Read to the Beat program on Wednesday, October 1<sup>st</sup>. In recognition of Hispanic Heritage Month, there was a Hispanic drum program on the 8th and, on the 16th, the children made Mexican papel picado flags to take home.

Carnegie West - In celebration of Octavofest two programs hosted 30 special needs teenagers from Garrett Morgan High School and 30 2nd graders from Paul Laurence Dunbar. Each group made pop-up cards based on the theme Trains, Plains, and Automobiles. Branch Manager Angela Guinther attended a meeting of Ohio City non-profits on the 16<sup>th</sup>. Tom McNair, the new executive director of Ohio City Inc., spoke with the group about challenges and goals the organization faces and how the neighborhood non-profits will help in these endeavors.

Collinwood Branch- Youth Services kicked off its "Something to Do" kick starter on October 14 with good attendance. Branch Manager Caroline Peak attended the Cleveland Police 5<sup>th</sup> District Community Awards Program at Job Corp on October 15.

East 131<sup>st</sup> Street Branch - Manager Ginaya Willoughby along with other managers who attended the New Supervisor's Academy delivered an outstanding presentation to the Leadership Team on October 28 at the Lakeshore Facility.

Eastman Branch - The Program Rocking the 216 has changed its name to impact the 216. The program started on September 29th. This is the first time the program has been held at Eastman Branch and they are averaging about 16 students per class. A class of 18 children from McKinley visited the branch on October 3rd. This was a class of combined kindergarten to 8th grade. Ms. DeVore included some coloring activities for the younger

children and the older students were able to use the computers. Fleet Branch - Cleveland College Preparatory School kindergarten and 1<sup>st</sup> grade students attended Personal Safety Classes at Fleet presented by Domestic Violence & Child Advocacy Center, a total of 58 students attended the presentation in two sessions.

Children's Librarian, Lan Gao, visited Kindergarten Classes at Hope Academies Broadway and Washington Park Community School and hand delivered Kindergarten Library Card mailers

Fulton Branch - The highlight was our Halloween Event which we called: The Quest to Save the Halloween Candy. We had an approx. attendance of 215. We had balloon animals (Ms. Bev), face painting - Rodney; a Soothsayer - volunteer, who led the children in a craft; a volunteer led the children in bowling which we called it "vanquish the witch's minions and volunteer storytellers who read scary stories.

Garden Valley Branch - Youth Services staff hosted a program on Teen Domestic Violence on October 29. A new Graphic Novel Club began on October 8. Avid readers have also been recruited to begin writing book reviews.

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

Harvard-Lee Branch - Rock in the 2-1-6 classes are in full session with twenty five students signed up. Harvard-Lee Branch acquired 3 new daycare centers bringing the total number of daycares served by the branch to eleven.

Hough Branch - Manager Donna Willingham attended a Ward 7 Council meeting to promote branch programming; Children's Librarian Manisha Spivey conducted a Hispanic Heritage Program, "Colorcito" which introduced youth to learning colors in Spanish.

Jefferson Branch- During this month Branch staff offered many programs around Hispanic Heritage Month. The branch participated on Tremont West Healthy Trick or Treat initiative. The branch was one of the stations scattered throughout the neighborhood. The table's theme was Healthy Food Fear Factor. The children that participated had the opportunity to taste different kinds of foods that they normally would not eat in exchange for a sticker on their passport.

Langston Hughes Branch - The branch partnered with the East 88<sup>th</sup> Street Browns Youth Organization whose mission is to foster safe environments for learning life skills. They will meet at the branch Monday through Friday from 3 - 5 p.m.

Lorain Branch - MakerLabs were held every Wednesday in October at the Lorain Branch as well as Saturday MakerLabs on October 11<sup>th</sup> and 25<sup>th</sup>. Crystal Tancak hosted a 'Mad Hatter' program on October 6<sup>th</sup> which involved 22 children participating

in activities and a book discussion about 'Alice in Wonderland.' On October 3<sup>rd</sup> and October 29<sup>th</sup> carpenters completed the carpet installation in the children's area, work room, and staff room at Lorain.

Martin Luther King Jr. Branch - The branch hosted a Job Fair on October 30, 2014 coordinated by Councilman Kevin Conwell's office.

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

Mt. Pleasant Branch - Manager Cal Zunt attended the Summit on Community Violence, sponsored by Councilman Zack Reed. The Manager met with Timothy Diamond, Knowledge Officer and consultant Peter Whitt on October 23 regarding neighborhood outreach.

Rice Branch - Library Assistant Eric Eubanks participated in a visit and discussion with Author James Horvath at the Sunbeam School. Mr. Eubanks and Children's Librarian Brianna Daniels attended the Parent Teacher Conference at Harvey Rice. The 8-week Mean Green Science Machine continued in October. Story times and class visits took place five days a week.

Rockport Branch- Rockport celebrated Fire Safety Week with a themed story time. Cassandra Feliciano read a couple books to children and then attendees had the opportunity to walk through a fire truck, talk with fire fighters and touch and hold equipment. About 80 people attended the event. Construction was completed on the new teen center with the grand opening set for Tuesday November 18th. The branch meeting room was painted with a new Smart TV installed and a Smart Board added.

South Branch - The branch staff continues to do outreach visits. During these visits, they are offering story times for toddler, preschool, preschool with special needs and Kindergarten classes. The branch has continued to be visited by students from Buhner Dual Language School and Luis Munoz. They come to the branch to check out books and much more! Afterschool programs continue to be successful and patrons are looking forward to the Day of the Dead Sugar Skulls. South Branch is participating in Trick or Treat on Clark on Wednesday, October 29 and will stay open until 7 and hand out treats in support of this event. Scranton & Clark Block Club:

South Brooklyn- The month of October brought in a little bit of cool weather, continuation of College Now's ACT prep program with free lunches for teens, and the final weeding of the Adult collection: CDs. Various displays were put up: Anna Kaufman Ford, Adult Library Assistant displayed scary books for Halloween, and books for Hispanic heritage; Tammy Houghton, Children Librarian displayed books on new African American



Authors, Banned books, Halloween fiction & picture books, as well as juvenile fiction series; Clerk Raymond Cruz set up a horror DVD display.

Sterling - The Kids Cafe Snack Program served 1,255 after-school snacks during October. 9 high school students, a faculty member and Y.O.U. coordinator from Jane Addams Business Careers Center came to Sterling as part of the World of Work program. Monica Rudzinski taught an hour class "What to Expect at Work" which included a hands on experience component. Students worked in groups and with the manager performing basic page duties. The class reconvened to discuss their experience. Thanks to our new children's librarian, Tracie Forfia, it's been an exciting month at Sterling. 46 children attended the kickoff party for our "Score a Touchdown: Read" reading club.

Union Branch - Manager Marcie Williams attended mandatory meeting for Managers held at Jefferson Branch on October 16. Union Branch welcomed a new page on October 29.

Woodland Branch - Manager Rena Baker was guest speaker at the Daughters of the Nile, Inc. Installation Program for new members. Children's Librarian Adela Garcia has formed a partnership with Tri-C Trio Program; a representative will come routinely, set up a table and provide information to residents 19 and older.

West Park - October 2014 was a program filled month. West Park branch had six programs in honor of Hispanic Heritage Month as well as a music program presented by Cleveland Institute of Music graduates.

#### BOOKMOBILE/ON THE ROAD TO READING

The Mobile Services Department provided uninterrupted service in October despite the Bookmobile's ongoing mechanical issues.

Wallace Carrillo completed his Bookmobile training and is able to drive the Bookmobile as a regular driver for Mobile Services.

In partnership with Northeast Ohio Media Group (NEOMG), Mobile Services hosted an open house for the new Techboxes on October 22nd at their Franciscan Village. The Techboxes were purchased with funds generously provided by NEOMG. In October the Bookmobile made 70 stops and serviced 613 patrons.

#### OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

For October 2014, OLBPD circulated 52,626 books directly to patrons. OLBPD registered 153 new readers to the service. BARD statistics were not available at the time this report was written.

On October 9<sup>th</sup>, Greater Cleveland Volunteers Program Director Jan Vectirelis met with OLBDP Manager Will Reed to discuss and renew our Memorandum of Understanding for three years. Greater Cleveland Volunteers has a long history of recruiting volunteers to spend service time with OLBDP.

On October 10<sup>th</sup>, OLBDP Library Assistant Ken Redd staffed an informational table as part of the exhibits for the EastWest Eye Conference at the Global Center for Health Innovation and Convention Center. Thanks to the generosity of the EastWest Eye Conference who afforded OLBDP an exhibit spot at no cost, Mr. Redd networked with ophthalmologist, optometrists, and eye care professionals from all across Ohio, and shared information with them about OLBDP and the service we provide.

The Ohio Braille and Talking Book Program Consumer Advisory Committee meeting was held at the State Library of Ohio on October 29<sup>th</sup>. Consumers were provided updates about the service, including information about the distribution of currency readers to eligible blind and low vision U.S. citizens through the Bureau of Engraving and Printing (BEP), as well as the major revision to the OLBDP Reader's Handbook.

OLBDP will be participating in its annual Holiday Book Chat with classes of the Ohio State School for the Blind. On Friday, December 5<sup>th</sup>, OLBDP will discuss "Candlelight for Rebecca" by Jacqueline Dember with the elementary students. On Friday, December 12<sup>th</sup>, OLBDP will discuss "Elijah's Angel" by Michael Rosen with the younger students.

OLBDP Librarian Michelle Makkos and OLBDP Library Assistant Ken Redd provided information and talks about the service at the WKYC Health and Wellness Expo on September 6<sup>th</sup>; Middleburg Heights Health Fair on September 11<sup>th</sup>; Hudson Library Fair and St. Andrew Church Fair on September 13<sup>th</sup>; Tower City Expo and Arthritis Foundation Expo on September 17<sup>th</sup>.

TechCentral

TechCentral Coordinator, Sam Tripodis, submitted his letter of resignation on Friday, October 17. Mr. Tripodis will conclude his 11 year career with CPL on November 15, after which he will be pursuing a position with another organization related to Business Management and Human Resources.

As the timing of the departure of Mr. Tripodis and the lack of a TechCentral Coordinator overlaps with approximately 4 weeks of the leave of Mr. Lynce, various TechCentral staff members will

divide up handling of the immediate logistical and operational needs of the department, including scheduling, computer class and equipment logistics, and assisting with training and final preparations for the 'official' debut of the TechCentral Satellite branches. Director of Public Services, John Skrtic will be the supervisor-in-charge of the department during this 4-week overlap.

*Community Engagement, Presentations, and Visits*

TechCentral Coordinator, Sam Tripodis, provided a tour of the TechCentral MakerSpace on October 21 to a student from the University of Wisconsin, who was visiting the area.

Mr. Tripodis gave a presentation on the NEOMG/Plain Dealer mobile TechToyBox kits in conjunction with Mobile Services at a stop on October 22.

On October 23, TechCentral Manager, CJ Lynce, gave a presentation at Baldwin Wallace University about the TechCentral MakerSpace.

Mr. Lynce traveled to Monterey, California, to present on TechCentral and makerspaces at the Internet Librarian 2014 conference on October 29.

*Meetings, Presentations and Professional Development*

TechCentral Coordinator, Sam Tripodis and Library Assistant, Terry Metter, met with shark&minnow on October 9 to discuss the topic of the 'People's University'.

On October 16, TechCentral Manager, CJ Lynce, attended a web-based meeting for the INFOhio College and Career Readiness Task Force, Innovation Group.

Mr. Lynce had a phone meeting on October 22 with Eileen Petridis, Fall Communication, regarding the 2014 Annual Report.

Library Assistants, Computer Emphasis from around the system met on October 29 at the Lakeshore Facility. TechCentral Coordinator, Sam Tripodis, organized and led the training, which included training on Library card applications, unemployment benefits and resources, 3-For-Me Cards, as well as a Q&A session with IT/CLEVNET staff.

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

Three new MakerLabs were debuted in October by TechCentral staff:

- TechCentral Manager, CJ Lynce, presented *Making Basics: Easy Loom Knitting* at Main Library. Participants of the Lab learned how to make knit hats using round knitting looms, and nearly a dozen hats were made to be donated to the Warm Up Cleveland initiative.
- Former Lorain Branch Manager and current Center for Local and Global History Manager, Olivia Hoge, and Mr. Lynce presented *Homebrewing Basics* at the Lorain Branch Library on October 11.
- On October 31, Library Assistant, Computer Emphasis, Jorge Arganza, began presenting a 4-session, month-long MakerLab series *Making Machines: Robotics*. This series uses the LEGO® Mindstorms® brick system to build and program robots. This session is being offered in conjunction with Youth Services and Studio 470.

Rockport Branch staff did an outstanding Job promoting the October Computer and Internet Basics class series and encouraging patrons to attend at Rockport Branch. Ultimately, we had 12 students for the series, twice the normal capacity, and nearly three times the average we see throughout the system for the same series. Extra laptops were sent to Rockport Branch to accommodate the increased class size.

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

	Branches	Main	<b>Total</b>
Number of Computer Classes	33	19	<b>52</b>
Attendance in Computer Classes	168	84	<b>252</b>
Cancelled Computer Classes (in-advance, no registrations)	8	0	<b>8</b>
No-Show Computer Classes	3	0	<b>3</b>

	Branches	Main	<b>Total</b>
Number of MakerLabs	14	3	<b>17</b>
Attendance at MakerLabs	93	29	<b>122</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, spent much of the month developing and entering budget requests for 2015. Ms. Lowrey attended the Ohio Library Conference Annual Convention and Expo in Columbus. She and most Technical Services Managers met with Director of Public Services John Skrtic and Assistant Director of Public Services Carlos Latimer to discuss projects for 2015. Robin Wood, Main Library Team Manager, spent a day in Technical Services learning about all the different departments.

Preservation: Preservation staff met with Chatham Ewing, Digital Library Strategist, to discuss progress on the department's move to Main Library. The staff also visited the Main Library to see their new workspace and acquaint themselves with the Main Library and LSW buildings and staff. Karen Skunta visited Preservation this month to stage photographs for signage and way finding related to the Cleveland Digital Public Library. Staff participated by posing for and setting up typical Preservation activities. Gloria Massey, Renee Pride and Elizabeth Bardossy also conducted a second book repair workshop to Technical Services staff to accommodate additional employees wishing to learn basic book repair skills.

Alicia Naab volunteered to help with the check-in process for the Wellness screenings this month. Ms. Naab also worked with Ginaya Willoughby, E 131<sup>st</sup> Branch Manager, to have prints of historical photographs of her branch made. These will be used to decorate the meeting room and make staff more aware of the history of the branch. Ms. Naab and Margaret Baughman of the Photograph Collection discussed and deeply researched a Cleveland synagogue for a patron who found a labeling mistake in the Digital Gallery. Ms. Naab attended the manager's meeting to learn about contract changes and updates for staff to pay rates and health care for 2015.

There were 637 items added to the Digital Gallery bringing the total to 49,859. Almost 25,000 digital pages were viewed in October.

Collection Management: During October, Laura Mommers ordered 428 DVD titles and 4,225 copies for the Branches and the AV Department. She ordered 334 CD titles and 2,693 copies for the Branches and the Popular Library. Ms. Mommers also processed 25 Branch and 1 Popular Library discretionary CD lists and 26 Branch discretionary DVD lists, and 7 TV DVD bonus lists and submitted them to High Demand for ordering.

Nancy Mocsiran ordered 157 audiobook titles and 340 copies for the Branches and the Popular Library. Bonnie Bolton selected a total of 725 titles and 5,107 copies for Main Library and Branch juvenile collections this month. She also selected a total of 147 titles and 1,113 copies for Main Library and Branch Young Adult collections. Ms. Bolton processed 4 Branch discretionary lists for Young Adult titles and 2 Branch discretionary lists for Juvenile titles and submitted them to Acquisitions or High Demand.

Pam Matthews selected a total of 1,088 titles and 6,669 Adult books in the month of October for Branch and Popular Library Adult Collections. Ms. Mocsiran processed 27 Branch discretionary lists for Adult materials and submitted them to Acquisitions or High Demand. Staff processed a total of 81 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).

Ms. Matthews met with David Gray, owner and publisher of Gray & Company, local Cleveland publishers and representatives of library vendors Ingram and Baker & Taylor in October. Ms. Bolton also attended the meeting with Baker & Taylor, as it included representatives from its CATS (Children and Teen Services) Division. Ms. Bolton instructed Beverly Austin, the new Children's Librarian at the Fulton Branch, in the use of the iPage, Ingram's database. Ms. Mommers attended the FIT Committee 2014-15 launch meeting.

The Collection Management staff all participated in the Lake Shore United Way/Community Shares drive. They helped plan and execute two major events in October: a Pumpkin Bakeoff, which raised \$216.50, and a donut sale, which raised \$218.25.

High Demand: Staff ordered 1,383 titles and 14,483 items. They added 804 titles and 13,386 items. They received 1,319 items for the Acquisitions Department.

For the second full month, the Technical Services Associates continued to struggle with the *coredump* 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.

Ken Knape, Manager of the Eastman Branch, visited Technical Services, including the High Demand Department, to learn about

how we order, process and add items. Carole Brachna, High Demand Manager, attended a meeting with Public Services, in which we discussed and planned for non-holdable DVDs. She worked with Patricia Lowrey, Director of Technical Services, and Pamela Matthews, Collection Manager, to further refine the profile for selection records received from Brodart. Dale Dickerson, High Demand Librarian, attended a CPL FIT Ambassadors meeting.

Materials Processing: Materials Processing Manager Elizabeth Hegstrom presented "OMG it's RDA: What CLEVNET Staff Need to Know" at the CLEVNET Technical Services SIG meeting at Perry Public Library. Ms. Hegstrom cataloged 10 books for Rice Local Author collection. YoLanda Lawler attended the book repair workshop offered by the Preservation Department. Karima Ward and Vivian Grayson reviewed labels and items on Extra Copy trucks. Ms. Lawler joined the committee organizing fundraisers for United Way and assisted with two fundraisers

The Associates cataloged 1,664 new titles for the Cleveland Public Library and added 1,417 records for the CLEVNET libraries. The Associates and Sr. Clerks added 6,089 items. The Technicians worked on 22,416 items.

Shelf/Shipping: Shelf/Shipping Supervisor Stephen Wohl attended the CPL-FIT Wellness Ambassador's meeting on October 8<sup>th</sup>, and a meeting about the Library's current financial outlook, health care, and the results of the recent contract negotiations with SEIU 1199 and Local 244 on October 16<sup>th</sup> at the Jefferson Branch.

The staff of the Lake Shore Shelf/Shipping Department sent 47 items to the Main Library for requests and 98 items to fill holds. Main Library received 448 telescopes, the Branches received 958 telescopes, CLEVNET received 110 telescopes, CASE received 9 telescopes CSU received 6 telescopes and Tri-C received 6 telescopes. A total of 1,537 telescopes were shipped out. The Technicians sent 25,015 new items to the Acquisitions and High Demand Departments.

Catalog: Michael Monaco identified a limitation in the Sirsi authority module that prevents certain changed authority headings from updating catalog records, and developed a workaround. Instead of making the changes manually, batches of affected records can be changed using MarcEdit. Jintao Huang spent a day working in the Foreign Literature Department at Main Library. Barbara Satow located materials from the Received with Holds report while Amei Hu was on vacation. Catalogers added 2,963 titles and 3,246 items for Cleveland Public Library.

Catalog Manager Andrea Johnson met with a representative from Improve Consulting and Training Group to begin a process improvement project. Ms. Johnson also met with Center for Local and Global History Manager Olivia Hoge and Photograph Librarian Margaret Baughman about cataloging local collections. Ms. Johnson gave tours of Catalog to Ms. Hoge and Main Team Manager Robin Wood.

Regina Houseman, Ms. Johnson, and Ms. Satow attended the CLEVNET Technical Services Special Interest Group meeting at Perry Public Library. Ms. Houseman and Ms. Satow spoke to the group about the proper use of subfield z when adding items. Ms. Johnson suggested alternatives to searching WorldCat through FirstSearch. Mr. Monaco represented the Ohio Library Council (OLC) Technical Services Division at the 2014 OLC Convention and Expo "OLC Connects" event on October 8th. Mr. Monaco also monitored and facilitated the OLC Immersion Workshop "Lean Library Management" on October 7th.

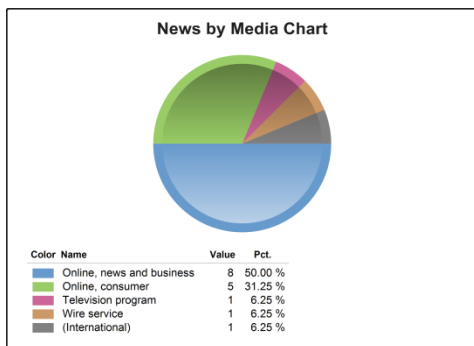
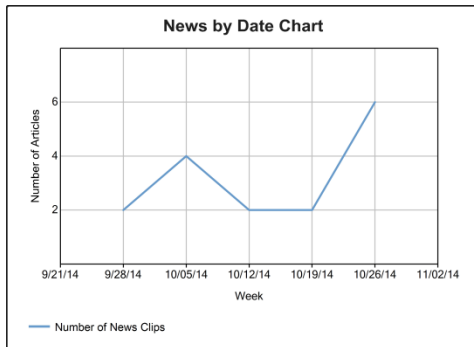
Acquisitions: Sandy Jelar Elwell, Acquisitions Manager, attended the meeting for Managers at Jefferson Branch. Members of the Library's Administrative Team provided managers with an overview of the Library's current financial outlook, health care options, and the results of the recent contract negotiations at this session. Ms. Jelar Elwell worked with periodicals vendor EBSCO to resolve problems created by the bankruptcy of another supplier; she was able to transition all of the affected 2015 subscriptions to EBSCO without any lapse in service.

Lisa Kowalczyk, Technical Services Librarian, attended a CPL-FIT meeting for all Wellness Ambassadors and she volunteered to assist with the fundraising for United Way in Technical Services. Leslie Pultorak, Acquisitions Librarian and Technical Services Associates Glennis Blair and Anarie Lanton attended the Book Repair Workshop presented by the Preservation Department at the Lake Shore facility. Ms. Pultorak also worked on locating items that were listed as missing from the inventory in the Acquisitions Department during the Library's Fixed Asset Audit.

The Acquisitions Department ordered a total of 6,986 titles and 31,242 items (including periodical subscriptions and serial standing orders); received 16,604 items, 2,058 periodicals, and 319 serials; added 687 periodical items, 123 serial items, 520 paperbacks, and 2,021 comics; and processed a total of 2,222 invoices.



**MARKETING & COMMUNICATIONS**



Media coverage for the month of October included 16 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$5,008.11 with a news circulation audience of 54,888 people. In October, the online print media outlets that featured CPL events and programs received 9,941,172 unique visitors. A retirement blog that appeared in *Bankrate.com* entitled *When an Insurer Buys your Pension* regarding the Library's pension plan, 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 *Profile News, Scene Magazine, Cleveland Magazine* and *The Lotus*; Finale for Hispanic Heritage Month was promoted on La Mega 88.7 FM, *Vocero Latino, La Prensa, and Campus Observer online*; *Step Out, Cleveland* was promoted on *cleveland.com* and mobile and *Face Book* to encourage early registration; an ad was taken out in the program booklet for 100 Black Men of Greater Cleveland; an ad congratulating Carrie Krenicky was placed in *Crain's Cleveland Business*; an ad promoting the Library and an informational page was included in the *Crain's Giving Guide 2014*; Library ad appears in the winter sports calendars for Collinwood, East Tech and Glenville High Schools.

Search Engine Marketing with *cleveland.com* resulted in the CPL ad being viewed 6,593 times on average per week, with an average of 446 clicks to website resulting in a 15% click-through rate for the month. *Library Cleveland Oh* was the most clicked-through phrase. Free Music continues to be in the top 10 most searched for items.

## October-SOCIAL MEDIA

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

1. October 29: Current employment opportunities at CPL:<http://ow.ly/CUWkn>
2. October 26: Calling all crafters & knitters! Let's warm-up Cleveland together! <http://ow.ly/CUVyT> #CLE
3. October 24: Watchmen graphic novelist Dave Gibbons appointed first comics laureate <http://ow.ly/D6GVr> (via @guardian)
4. October 27: What's new in movies, books & music this week:<http://ow.ly/CUX0n>
5. October 28: Check out students from Cleveland School of the Arts at Cleveland Public Poetry this Saturday. Noon, Main Library: <http://ow.ly/Dp8By>

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

1. October 27: It's time to Step Out, Cleveland! Join in a FREE community dance experience November 8 & 9. Sign-up now for workshops-space is limited! <http://ow.ly/DoNR2>
2. October 22: It's time to Step Out, Cleveland! We are excited to work with LAND studio on a two-day FREE community dance experience at the Global Center for Health Innovation. Come to a workshop, come to dance, stay for a bit, or the whole day. No dance experience is necessary. Just step out!
3. October 24: Hey Cleveland! It's time to STEP OUT! Join CPL & LAND studio November 8th & 9th for a weekend of dance, yoga, music & more. FREE & open to the community. NO dance experience necessary. Come for a workshop, or stay for the whole day. All you have to do is STEP OUT & give it a try. Details:<http://ow.ly/Dj0HZ>
4. October 6: Big smiles for Ondrariah Samara Johnson. She just got her first library card! #literacy #MyPlaceMyCard
5. October 16: Congratulations to our CFO Carrie Krenicky. Carrie is a finalist for Crain's Cleveland Business CFO of the Year. <http://ow.ly/CRwVx>

## GRAPHICS

Graphics staff designed, printed, and distributed 123 items in October in addition to graphics for the library website, and 5 staff newsletters and UpNext monthly program guide.

Highlights included: Hispanic Heritage Month Finale; Step Out, Cleveland branding; Man Up; Bookmarks for Cleveland Playhouse-*How We Got On* and *A Christmas Story*.

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

Twitter followers are up from 7,025 in 2013 to 9,441 currently. Facebook fans are up from 5,802 in 2013 to 6,986 currently. Downloads of books in an electronic format (eBooks) were up from 91,779 in 2013 to 116,216 currently.

Library News on the [cpl.org](http://cpl.org) homepage featured pages built for the following news items during the month of October: ArtLab; Warm-Up Cleveland! 2014; Step Out, Cleveland: Shake off the Rust!; Fact Sheet Regarding Ebola; and Board of Trustees meeting announcements and agendas.

During the month of October, the following events, programs, and information were promoted on pages of [cpl.org](http://cpl.org): Julia Kuo Cleveland Landmark Series Library Card; Step Out Cleveland; Hispanic Heritage Month; Exhibits; Octavofest; Learn4Life; TechCentral; Brown Bag Book Clubs; Free Tutoring; Zinio; MyTunes featured Artrist: John Legend; Warm-Up Cleveland; eBooks for Kids; TechCentral Makerspace; Hot Titles for Cool Readers; Searchasaurus; Searchasaurus; Enticing Titles; and MyPlace my eBooks are Free.

The 38th "Off the Shelf" (October 2014 edition) was sent out on October 7, 2014. Of the emails sent, an estimated 1,336 were read (not all email "opens" are reported by all email providers). This gives us a 15% open rate. We are sending the November edition out at a different time of day (2:30 p.m. as opposed to early morning or lunch as in the past) and we have tried a new format with the subject line. The October edition featured: Celebrate Cleveland's Hispanic Heritage; For the Love of Books and Paper Arts: Octavofest 2014; Crafting for a Good Cause: Warm-Up Cleveland; and Friends of Cleveland Public Library Book Sale. The following new arrivals were featured: *A Sudden Light* by Garth Stein; *Not My Father's Son* by Alan Cumming; and *Some Luck* by Jane Smiley. The following news and events were promoted: New Cleveland Landmark Series Library Card; Music@Main: CIM Saturdays; Friday Frightening Frolics; Homebrewing Basics: Learn to Brew; and Legal Aid @ Your Neighborhood Library.

## **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. Boilers were serviced and put into operation for the heating season at Brooklyn, East 131, Eastman, Fleet, Harvard-Lee Hough, Lakeshore, Lorain, MLK, Mt. Pleasant, Rice, South Brooklyn, Union, and Woodland. The outdoor condensing unit for the LSW computer room was serviced and put into operation. A new heating coil was installed on the main air handling unit at Addison. The Eastman Garden fountain was shut down for the season. The electrical terminal block was replaced on the main air handling unit at Fulton. Underground water leaks were located and repairs are underway by a contractor at Lakeshore. The main air conditioning unit was winterized and shut down for the season at Lakeshore. All of the humidity sensors were replaced with new ones and the outside air dampers on AHU's 1, 2, 3, 4, and 5 were checked for operation in LSW. The lighting and side panels were removed from the display cases on the third floor of Main to be ready for the new displays for the new Digital Hub. Two new heating circulating pumps were installed at MLK. The combustion fan blowers on the two rooftop units were replaced, and the gas valve and electronic ignition were replaced on the lower unit at Mt. Pleasant. The filters were changed on the rooftop unit and equipment room HVAC equipment at Woodland. The outside covers for the intake louvers were installed at Union.

The Carpenters and Painters were working on completing the Teen rooms at Rockport, MLK, East 131, Woodland and Harvard-Lee. The door closers on the exterior doors were replaced at Harvard-Lee. The Main dock doors were repaired.

The Garage serviced #13, #18, and #20 and sent #11 to the repair shop to replace the transmission.

## SAFETY & PROTECTIVE SERVICES

### Safety Services

- Quarterly fire drills for all branches were completed for the four quarters in 2014.
- LSW/Main evacuation procedures were drafted and sent for approval
- Investigatory meeting held with Officer Taylor regarding license suspension
- Lt. Duncan attended the job fair at MLK 10/30/2014

### 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
Oct 2014	4939	198	196	25	307	182	54	48
Sept 2014	5222	208	193	23	333	157	28	77
Aug 2014	4997	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
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

\*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

- Pink Tie Event 10/1/2014 Main bldg
- South branch Halloween Event 10/29/2014
- PNC Wealth Management Event 10/23/2014
- Food Bank Event at Lake Shore 10/16/2014

- Leadership Cleveland Event 10/31/2014
- Russian author at MemNott Branch 10/31/2014
- Rice Additional Security 10/15 thru 10/27

#### Protective and Fire Systems

- 26 fire drills completed in October
- Total of 105 fire drills completed in 2014
- LSW and Main buildings emergency evacuation plan drafted
- Working with Patricia Lowery on tornado/earthquake evacuation plan for Lake Shore facility

#### Contract Security

- G4S has their full time guard posted earlier due to short staffing at the branch.

#### Administration

- Job description revised to include "OPOTA preferred" and "Firearms certification preferred"
- Safety & Protective Services submitted revised policies to Human Resources for review
- SPS present at Board Meeting 10/16/2014

### **INFORMATION TECHNOLOGY & CLEVNET**

The CLEVNET Directors held their last quarterly meeting of the year on October 31, 2014, at the Lake Shore Facility. The meeting was led by Julianne Bedel, Chair of the CLEVNET Directors' Panel and Director of Barberton Public Library.

An update on CLEVNET's strategic planning efforts was provided by Director Bedel, Timothy Diamond from CPL, and Wayne Piper, former director of professional development for Ohio Library Council, who is working as a consultant to CLEVNET on implementing its strategic vision. Mr. Piper facilitated the Directors' Panel retreats which were held on August 6 and September 17, 2014. Summary reports from the two retreats were distributed to the members.

Mr. Diamond reported that the process had started in 2013 with a series of regional planning sessions. From the input gathered at those sessions, five areas of focus were identified: Governance, Change Management, Technology, Marketing and Training. The Directors' Panel chose to focus on Governance at the first retreat and brought in Wayne Piper to guide the group.

Mr. Piper spoke about the retreat process and how the group condensed their concerns about Governance to Vision, Fiscal Transparency, Staffing and the Voice of the Directors' Panel.

The second retreat in September focused on staffing because of the pressing need to deal with staffing shortages in the IT/CLEVNET department at CPL. The retreat participants unanimously endorsed a new staffing model for CLEVNET which was distributed at the meeting for discussion. Timothy Diamond will become the Chief Information Officer (CIO) for CPL and will act as a liaison between CPL and CLEVNET. The new staffing model calls for additional staff, including a database administrator, an operations coordinator, and a project manager who would explore and evaluate new ideas and lead initiatives to design, prototype and test new services.

Along with the new staffing model, the other major action step of the second retreat was for Mr. Diamond to take the message back to CPL that the Directors' Panel would like CPL to take the necessary actions to remove CLEVNET from the General Fund and create a special revenue fund for CLEVNET. Mr. Diamond was pleased to report that he did take that message back to CPL where it was well received by Chief Financial Officer Carrie Krenicky. Soon after, Ms. Krenicky prepared a resolution for consideration by CPL's Board of Library Trustees that would authorize her to submit a request to the Auditor of State for the creation of a CLEVNET Special Revenue fund. The resolution was presented at the Finance Committee meeting on October 14, 2014, and approved at the regular Board meeting on October 16, 2014. Within minutes after the adjournment of the Board meeting, Ms. Krenicky filed her request with the Auditor of State. Their response is pending.

Another outcome of the second retreat was the decision to review and revise CLEVNET's pricing (cost allocation) model in 2015 for implementation in 2016, if a better model can be created. The current pricing model is nearly 30 years old. A salary survey and job description analysis of the IT/CLEVNET positions were also recommended for action in 2015.

At the end of the second retreat, the participants asked Julianne Bedel to meet with Director Felton Thomas to discuss the outcomes from the two retreats and the actions that are needed to stabilize CLEVNET and move it forward, including the new staffing model. Mr. Diamond reported that he and Director Thomas travelled to Barberton to meet with Director Bedel on October 17, 2014. The two directors had a collegial and

productive meeting. Director Thomas promised to move the retreat initiatives forward. He also promised to include CLEVNET on the agenda of the upcoming work session of the CPL Board in November for a discussion of how the CPL Board might demonstrate its commitment to the CLEVNET model of resource sharing. This is in response to a request from the Directors' Panel at their August retreat.

Another request that came from the Directors' Panel retreat in August was for greater fiscal transparency. In response, Chief Financial Officer Carrie Krenicky gave a detailed presentation at the quarterly meeting that covered the 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 CLEVNET Directors gave Ms. Krenicky an enthusiastic round of applause in gratitude for her outstanding work on behalf of CLEVNET.

The next quarterly meeting of the CLEVNET Directors will be held January 23, 2015, at 9:30am at the Lake Shore Facility.