

DIRECTOR'S REPORT

January 15, 2015

Form Communities of Learning

On December 6th, The Holiday Hack-a-Thon program was held in partnership with *Scene Magazine* in the Louis Stokes Wing of the Main Library. It attracted 52 competitors ranging from teens to adults. Five groups formed, each tasked to come up with an idea to "hack" anything holiday related, plan their project and build or execute as much as possible in one day. Participants used resources and information available in the library as well as the resources and equipment in TechCentral. Finished projects included an electronic holiday clock, an interactive holiday song website, a gift-snooping alarm/notification system and an online wish list/gift idea website.

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.

Online outreach for Warm Up Cleveland through Ravelry.com continues to attract new participants and increase donations. As of Dec. 30, a total of 1,074 items have been donated to Warm Up Cleveland in 2014.

Warm Up Cleveland deliveries were made in December to 2100 Lakeside Men's Shelter, Providence House, West Side Catholic Center, Mary's House, Cuyahoga County Women's Crisis Shelter and Asian Services in Action.

Legal Aid @ Your Library

On Saturday, December 6th, the Harvard-Lee Branch hosted the Legal Aid @ Your Library clinic. Forty-nine patrons signed up to receive a free consultation from a volunteer attorney. Twenty-

one volunteers from Buckley King, the Cuyahoga County prosecutor's office, and Kohrman Jackson & Krantz provided pro bono legal services.

Celebrate a Global Perspective

Foreign Literature Librarian Victoria Kabo hosted a traditional Russian New Year's program for 124 children and 80 adults. The program included arts and crafts, children's choral performance, games, contests and a small gift for all of the pre-registered attendees.

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 1950's. 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 Plain Dealer from 1915-32.
- * Researcher requested information and photographs of Dr. Zelma Watson George (who was 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 Chess-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 attended Margaret Wong's Holiday Celebration, along with Trustee Corrigan.
- I presented at the Friends Annual Meeting.
- I attended the CPL 150 meeting on the South branch.
- I served as a panelist for the Greater Cleveland Partnership's introduction to PRE4CLE.

CLEVNET

CPL has over 9700 total followers on Twitter and the Facebook page currently has over 7,100 fans.

GRANTS & DEVELOPMENT

Awarded Grants

Moscow Open Challenge - CPL was selected as one of five 'winners' for the Literary Lots project and its ability to engage the community through literacy. There is no monetary award. CPL will receive recognition for its participation. Awaiting details.

Submitted Grants

PPG Foundation - Submitted request for \$4,500 to support 2015 STEM programs at Rockport Branch.

Projects

Letters to Elected Officials - Wrote letters congratulating elected and reelected officials from the November elections.

Reconciled Restricted Grants - Will work to notify department managers of restricted funds available and help them to spend these funds down in 2015.

Meeting at Cleveland Foundation - introduced new Friends Executive Director and discussed a proposal for capacity-building for the Friends.

Began planning for an application to the National Endowment for the Humanities for *The Big Read*. Full proposals are due in in January.

Began discussing an application for ALA's *StoryCorps at Your Library* grant, application due in February.

PUBLIC SERVICES

Programs, Services & Exhibits

During the month of December the Library hosted a total of 138 programs. Educational programming and services, not included in the above totals, accounted for approximately 92 adult education classes, and 536 hours of after-school homework help: 440 hours for grades K-8 provided by the Cleveland State University America Reads program and 96 hours of intensive reading instruction for children grades K-3, provided by Braxton

Educational and Technology Consulting. After-school snacks were served M-Th. at 10 branch locations.

Renovation and updates to Learning Centers have neared completion. Branches are being equipped with flat screen monitors, fresh paint and carpeted where needed. Sixty iPads purchased with Cleveland Foundation funds for use in the Learning Centers, have been configured and given asset barcodes are ready to will be deployed the week of January 5.

Impact 216, College Now's college readiness program did not hold classes in December due to winter recess. From October 1 through December 31st, 94 students participated in the program.

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EXPENDITURES & REVENUE

Total programming/educational services related encumbrances for December totaled \$130,315.22, \$95,000 of which was provided by Starting Point in support of the Library's intensive reading program at Garden Valley, Woodland, Walz, and Addison.

MEETING ROOMS and SCHEDULING

The total number of requests for Main Library in the month of December was 58. There was an estimated total attendance of 1,533. The Lake Shore Facility requested meeting rooms 9 times and 190 requests originated in branch libraries; there was an estimated total attendance of 3,132. There were a total of 37 AV requisitions for the month of December; 27 of them were for Main and 10 for Branches.

BOOKMOBILE/ON THE ROAD TO READING

The bookmobile was off the road the last two weeks in December to be revamped with new materials and supplies for the 2015 service year. While in service the Bookmobile made 49 stops and serviced 403 patrons.

Art Lab Programs

Youth Services hosted two Art Lab programs during the month of December. The Painting and Punch program on December 13th gave participants the opportunity to create winter landscapes using salt in watercolor to add texture to their masterpieces!

Reading is Aloud

Literature Library Assistant Evone Jeffries created a program called Reading is Aloud which featured a reading of *the Gift of the Magi* by Ohio author, O'Henry. Guests and patrons each read a section. A box of "gifts" was included as part of the program.

Little Free Library Cleveland Movement

Literature Department Manager Amy Dawson coordinated with the representatives of the Little Free Library Cleveland Movement to create stickers for donated books. In addition, she created a display on the 2nd floor of Main Library which featured book donations for the movement.

Main Library Kitting Club

Popular Library Manager Sarah Flinn hosted a Knitting Club on November 14th. Participants worked on beginning projects such as scarves and hats.

If you love a book, let it go... Little Free Libraries @ the Ohio Center for the Book Literature Department Manager Amy Dawson had an article included in the Ohio Library Quarterly which discussed the Little Free Library Movement in Ohio and the impact of book ownership and literacy.

Main Library Book Clubs

Social Sciences Librarian Helena Travka and Library Assistant Lakeisha Winstead coordinated the Social Sciences Non-Fiction Book Club on December 11th. A lively discussion of Don Miguel Ruiz's *The Four Agreements* was led by Social Sciences Librarian Tracey Overbey.

Foreign Literature Librarian Victoria Kabo hosted a traditional Russian New Year's program for 124 children and 80 adults. The program included arts and crafts, children's choral performance, games, contests and a small gift for all of the pre-registered attendees.

Literature Librarian Jean Collins hosted *Comics & the Clinic*, a graphic novel book club, on December 18th. Seven patrons and guest reader Valentino Zullo engaged in a lively discussion of *Can't We Talk about Something More Pleasant* by Roz Chast.

The Popular Department hosted the African American Book club who discussed *Bring on the Blessings* by Beverly Jenkins.

Story Time and Class Visits

Youth Services Manager, Annisha Jeffries, Subject Department Librarians, Maria Estrella and Kristen Schmidt, Library Assistant and Christine Feczkanin conducted story times throughout the month of December. Ms. Jeffries conducted a story time with students from Marion Seltzer Elementary School on December 19th, Ms. Estrella conducted the Growing Readers Preschool Story Time, and Ms. Schmidt conducted two programs: Snowflakes and Penguins along with a Family Story Time on

December 27th and Ms. Feczkanin coordinated the Wee Read and Play Story Time.

Students representing from Denison School, St. Bartholomew School, St. Barnabas School, Birchwood Elementary and Cleveland School of Architecture and Design Students from John Hay all made special visits to Cleveland Public Library in December. These student groups visited numerous departments including Youth Services, Fine Arts, The Center for Local and Global History, Science and Technology and the Photograph Collection where staff members assisted them with their projects and assignments. Also during the month of December, a Girl Scout troop visited the Photograph Collection for a scavenger hunt and several independent student groups visited the Center for Local and Global History to look for primary resources for their History Day projects.

Communications & Culture Programs

Foreign Literature Senior Subject Librarian Caroline Han offered on-demand classes titled "Communications & Culture" which supplants the original offering of "Business Chinese: Introduction to Business Culture" throughout the month of December.

Main Library Outreach

Youth Services staff members visited two schools and four daycares, conducted story time at the Fed Kids Daycare at the Federal Building every other Monday and assisted with the Fleet Branch Winter Fest program.

Foreign Literature Librarian Victoria Kabo hosted regular bi-monthly meetings of the Russian Book Club at the Memorial-Nottingham Branch.

Fine Arts Librarian Bruce Biddle assisted with an art program for children at the Addison Branch on Friday, December 12th. He worked with Heidi Landskroener to prepare and conduct a holiday painting project.

Special Collections Librarian Stacie Brisker posted a blog entitled *Holiday Plant Folklore* and some examples of their legendary tales.

Foreign Literature Librarian Caroline Han hosted two ESOL and Information Literacy programs for seniors at Goodrich-Gannett Community Center on December 3rd and December 10th.

Youth Service's Book Bike arrived on December 29th. With the addition of this new outreach tool, staff members will be able to host activities at farmer's markets, local events, and neighborhood daycare/school visits throughout downtown Cleveland in 2015.



Collection Development

Starting on 2015 the Foreign DVD collection will be moved to the Foreign Literature Department to make room for the expanding Blue Ray Collection.

Collection Development in Fine Arts and Special Collections continued in December. Music Librarian Andy Kaplan processed a collection of sheet music of socialist and American songs. Librarian Bruce Biddle weeded the art section of books and is shifting on the 5th floor to accommodate the transfers. Special Collections Librarian Stacie Brisker continues relabeling books designated for shelving on the 5th floor of Main. Special Collections Librarian Kelly Brown was notified by Preservation the first of the Emanuel Lasker chess scrapbooks will be receiving preservation treatment by ICA in the spring of 2015 and Kent Practicum student Chad Statler completed the Howell & Thomas architectural finding that will be posted in the OhioLINK EAD once Catalog completes a collection level record.

Business, Economics and Labor Sr. Subject Librarian Sandy Witmer continued to work with Catalog to inventory several heavily-used sets of older reference books. She also continued the reference book weeding project.

The Center for Local and Global History received an index to photographs that the Plain Dealer had previously donated to the Photograph Collection. Librarian, Patrice Hamiter, is processing images from the African American Families Collection and Clerk Nick Durda is working with Page Lily Korte to process portraits from the Plain Dealer.

Research that's Possible Only at Main Library

- A local artist visited the Map Collection to digitize and make copies of various historical maps of Cleveland for a project he is constructing through a grant funded by local art gallery, Spaces.
- The Photograph Collection was contacted by the Cleveland Magazine, The Plain Dealer, and The Parma Observer for images to accompany articles being written.
- A researcher from a national television news program called requesting help in finding photographs of the three men recently exonerated of murder charges 1975. Staff members in BEL found photographs and articles in the *Call and Post* historical database for the patron. The researcher responded with his thanks: "*Your colleague in photos is also sending me some stills of the judge at the time. Together, you have out-researched and out-archived a dozen correctional facilities, news outlets, and schools!*"
- Information requests for: how to choose and use recorded music for children; biography on Mary Wells, three performers from the 1968 Young People's concert (Steven & Martin Vann, Helen Quach and Laurence Foster; lyricist Dorothy Fields and information on her song "A Fine Romance."; Shostakovich booklet accompanying a 1979 RCA recording; Bob Dylan biographies and studies.
- A researcher at the Carnegie Museum of Art in Pittsburgh and needed a high resolution scan of an image from the journal *Deutsch Kunst und Dekoration*.
- A professor from Buffalo State SUNY requested high resolution scans from Pierre Boiaustuu's "*Histoires prodigies*" of 1560.
- A researcher from France inquired about the CPL edition of *Image du monde* (printer Olivier Arnoullet) and its woodcuts and if there were any other images.

- A chess researcher needed scans of the pages in Samuel Loyd's 1878 book "*Chess Strategy*" in which a Loyd v Moore position occurs.
- A chess researcher from Florence, Italy sent an email inquiring on research materials on the Grob's Attack.
- A Kent State professor from the Urban Design program is researching information on the Great Lakes Expositions of 1936 and 1937 for an article.
- Researcher wanted to view the Audubon Bien edition of *Birds of America* prints, and 2 volumes of her book *The Fairyland around Us*.
- A book collector from San Jose, CA called Special Collections and inquired about an edition of Dickens' Christmas Carol.
- A Cleveland researcher provided scans to supplement torn out pages from *The Ohio Architect & Builder*.
- A researcher requested a microfilm copy of the 15th century manuscript of *Brut's Chronicles of England*.
- A patron viewed PAL's copies of the Cleveland Illuminating Annual Reports.
- Social Sciences staff was able to provide some portraits of German generals from a rare 1904 regimental history to support research by a graduate student at the University of New Mexico.
- Literature Department staff assisted a gentleman who was interested in reviews of black films from the 1920s and 1930s. He was able to find material in Literature's file cabinet of Ward Marsh reviews, part of the Ward Marsh Cinema Archives.

Staff Development

On December 1st, Youth Outreach & Programming Coordinator, Nichole Shabazz, Literacy & Education Coordinator, Sherri Jones, Mobile Services Manager, Rhonda Pai and Assistant Director, Outreach and Programming Services attended the Personalized Blended Learning at Cleveland State University. Two of the nation's most recognized leaders on the subject of personalized blended, Prasad Ram, the founder of the ed-tech company Gooru and a former chief engineer at Google, and Gordon Freedman,

president of the National Laboratory for Educational Transformation, were panelist in a discussion about the future of education within an online, individualized context.

On December 2nd, Mobile Services Manager, Rhonda Pai and Youth Outreach & Programming Coordinator, Nichole Shabazz, attended the Personalized Blended Learning Luncheon @ ideaStream. This lunch event delved more deeply into the benefits of personalized and blended learning and allowed for a more intimate discussion among participants.

Erica Marks, Library-Assistant, Youth Emphasis earned her Master in Library & Information Science from Kent State University.

Special Collections Librarian Stacie Brisker became a member of the *Bibliographical Society of America* in December.

Subject Department Clerk Joslyn Blackwell was promoted to Library Assistant Library for the Blind. Joslyn last day in Lending was December 27th.

Popular Department Library Assistants Doug Westerbeke and April Lancaster attended a Readers' Advisory Program at Cuyahoga County's Parma-Snow Branch. Staff from local libraries attended workshops and met with publishing representatives to discuss upcoming book releases for 2015.

Popular Library Assistant April Lancaster attended the Youth Opportunities Unlimited Employability Skills Boot Camp held at the Federal Reserve Bank. Volunteers from Cleveland Public Library and other local businesses helped students from area high schools develop winning interview skills and create successful resumes.

Special Collections Clerk Michael Jacobs retired on December 31st.

BRANCHES

Addison Branch Manager Magnolia Peters attended the Ward 7 Community Meeting at Fatima Family Center. Information was shared concerning Computer Classes.

Brooklyn Branch meeting rooms were busy during December with tutors, counselors and events. Guidestone and MetroHealth held

meetings. A state agency titled Opportunities for Ohioans held its first session here with plans to hold a couple more meetings here in the coming year.

Carnegie West, Branch Manager Angela Guinther spoke to the Friends of CPL at their annual meeting regarding how Friends funds were spent at Carnegie West Branch this year: value adding to existing programs, specifically Maker Labs hosted by TechCentral, (tea party for the cookie cutter lab, purchasing several roles of patterned duct tape for the Duct Tape Universe lab) the purchase of the beautiful classic style globe for the adult room, and Guinther's decade long membership in the Friends and encouraging others to join, especially staff, were the topics. A new group of adult ESOL students from Esperanza were brought to the library by their instructor to obtain library cards, learning English materials, and materials in their native language.

Collinwood Branch Library Assistant Monique Long attended the Neighborhood Leadership Initiative and MyCom Girls Health Summit on December 6. There she was able to work with teen girls from all over the city promoting physical, mental and educational health.

East 131st street Branch manager Ginaya Willoughby attended the Ward 2 meeting, Annual Friends Meeting and Manager's Scheduling workgroup this month.

Eastman Branch signs have been posted informing the public that there will be no tax preparation for patrons at Eastman Branch in 2015. Ann Miley who managed the program along with the VITA coalition came into the branch and informed Mr. Knape that she would no longer be doing the program at Eastman Branch. This is a service that has been provided to patrons at the branch for many years. Mr. Knape sent out emails and called other branches that have tax service but has not been able to find anyone to replace this service and it is with deep regret that we will no longer be able to provide this service to the patrons who come into the branch.

Fleet Branch, manager, Rekiat Olayiwola, attended P-16 Early Childhood Committee and general meetings. She also attended the annual Friends of the Library meeting at the main Library. She

participated in Fleet Branch Advisory Committee meeting held at the Branch. She visited seniors in Alexia Manor and staff a table at Super Reader program sponsored by Neighborhood Leadership Institute. She visited Willoughby Public Library for her annual exchange visit.

Fulton Branch held crafts sessions twice per week, on Mondays and Thursdays with attendance of 5-10 youth per session. Word Games to increase literacy played once weekly on Tuesdays with attendance of 3-7 youth per session. Story time is held, once weekly, on Wednesdays at 10:30am. To increase attendance the Salvation Army will be coming weekly starting in January 2015.

Garden Valley Youth Services Librarian Pasha Moncrief and Branch Clerk Jasrielle Blade attended a Career Workshop at Anton Grdina Elementary School. Ms. Moncrief and Ms. Blade informed participants at the workshop how Garden Valley Branch can aid in educating and supplying information in achieving their career goals.

Harvard Lee Branch Manager was one of the featured speakers at the 57th Annual Friends of the Library Meeting. Mrs. Parks highlighted some of the special events that have taken place at Harvard Lee during 2014.

Hough Branch hosted a Pre-Kwanzaa Celebration. Participants learned the history of Kwanzaa, heard a Kwanzaa story and then created a Kwanzaa craft. Manager Donna Willingham attended an informational Ward 7 meeting which highlighted the expected impact of a new corridor that will stretch through key areas of Cleveland.

Jefferson Branch manager Jamie Declet attended the Central Tremont Block Club, Tremont West Board Meetings. Youth Services programming for the month of December was truly a busy month filled with activities for the children. Creative Cupcake Art: The participants got together and made some delicious art. They decorated cupcakes and ate them after they were done! Elf-Mania! Elf Mania which included a screening of the movie Elf while making an elf craft and enjoying some popcorn!

Lorain Branch offered 2 Sew Lorain programs (5 participants), 3 MakerLabs (10+ participants), 4 winter literacy/craft programs

(50 participants), and a new video/computer gaming program twice for kids (56 participants). Staff plans to offer Get Your Game On @ Your Library monthly now. At nearby schools and daycare centers, staff presented 33 storytimes to nearly 480 children. Staff flip-flopped non-fiction and fiction on shelves in Adult area; weeded Adult materials, CDs, and DVDs; and prepared to rearrange shelving and desks in Adult area. New Branch Manager Shayna Muckerheide settled into work, meeting with other staff as well as patrons and community organizers to familiarize herself with CPL and the neighborhood.

Martin Luther King Jr. Branch welcomed over 400 visitors during the annual Circle fest event this year. There were performances by students from Cleveland School of the Arts and also crafts and face painting for families.

Memorial Nottingham Branch manager Paula Logan-Reid completed the weeding of the entire non-fiction collection this month.

Rice Branch Clerk Patricia Fanning had the honor of processing an application and issuing a library card to Mr. Ricky Jackson. Mr. Jackson was recently released from prison after serving 39 years for a crime he did not commit.

At the Rockport Branch, the newly opened teen room proved popular in December with about 20 teenagers visiting the room every day after school. Aside from daily activities, the room was host to Theater Thursdays the first three weeks in December. 15 teens signed in for each of these showings. Maleficent was shown in the meeting room for the younger children with 24 children in attendance. Children's Librarian Cassandra Feliciano attended Bring a Grown-Up to School Day at R. G. Jones Elementary on 12/18/14. Over 200 parents stopped by to learn about CPL and programming offered for adults and children.

South Branch's community engagement included the Lincoln Heights Block Club and the South Branch Community Meeting: The first of the community meetings regarding the future of the South Branch took place on December 10, 2014. The meeting was well attended with over 70 people in attendance. Youth Services programming included the Gingerbread Houses, where the branch kicked off programming with the ever-popular Gingerbread House decorating

with over 30 children and parents in attendance in which the participants decorated their own gingerbread house,

At South Brooklyn, added its own flavor of festive mood with various Christmas displays: adult books, juvenile books, DVDs & CDs. South Brooklyn also partnered with various CPL Downtown Main Departments, like Social Science, History and Science & Technology to receive and display Christmas books. The staff held a cookies swap in which those that participated brought enough cookies to share with other staff, as well as have the chance to take other staff's cookies home.

Sterling Branch's December was fun-filled and busy month at Sterling. The holiday themed "After-School Tuesdays" were very popular. Children made candy cane reindeers, stockings and Santa hats. 98 children enjoyed these programs. 42 children and teens attended Sterling's holiday party. After making cards for family and friends everyone enjoyed cake and refreshments while watching classic holiday cartoons. The Fashion Police (a.k.a. the Sterling Kids) helped Marvin Benton judge CPL's Ugly Sweater contest. The Fashion Police had a difficult time selecting a winner amongst all the beautiful "ugly sweaters". Everyone rang in the 'Noon' year with a "Noon Year's Eve" party. Guests made 2015 sunglasses, counted down to noon and enjoyed refreshments. The finishing touches were put on the "A Toast to the New Year" bulletin board. Starting in January children and teens will add their New Year's resolutions to the board.

Union Branch staff welcomed Kelli Minter as the new Children's Librarian. Ms. Minter transferred from the Mt. Pleasant Branch.

Walz Branch presented an adaptation of the tale "the Bear Who couldn't sleep" to the K-2nd grades of Watterson Lake School. The adaptation by Walz staff not only adapted it for puppets but to include Chanukah, Christmas and Kwanzaa. It was followed by a Reading of The Night before Christmas where the poor librarian was heckled by a very irreverent Puppet named Jake. On Dec 18th the custodian, on his own accord and with his own funds played Santa to the children in the Snack Program.

West Park's, December has generally been a laid back one for us at West Park. We have had holiday materials on display that have seemed to be going out, especially movies and children's books

before the holidays. Children's librarian Vicki Beggiani hosted a holiday party with about 30 children in attendance hearing stories, doing crafts, and eating treats. The branch has also had several "drop in" crafts available for kids and parents to do at their leisure that have been very popular.

TechCentral

TechCentral Staffing Changes: Library Assistant, Computer Emphasis PFT, Terrence Metter has accepted a position with the Center for Local and Global History as a Subject Department Librarian. His last day with TechCentral was December 27.

Meetings, Presentations and Professional Development

TechCentral Manager, CJ Lynce, met with new Lorain Branch Manager, Shayna Muckerheide, on December 18 to discuss the plan for TechCentral services at the Lorain Branch Library.

Mr. Lynce visited the Fleet Branch library on December 23 to check on the status of their 3D printer and related hardware.

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

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

	Branches	Main	Total
Number of Computer Classes	24	12	36
Attendance in Computer Classes	73	46	119
Cancelled Computer Classes (in-advance, no registrations)	7	2	9
No-Show Computer Classes	2	1	3

	Branches	Main	Total
Number of MakerLabs	10	2	12
Attendance at MakerLabs	69	14	83

Cancelled MakerLabs (in-advance, no registrations)	0	0	0
No-Show MakerLabs	0	0	0

As in years past, no computer classes are held during the weeks surrounding Christmas and New Year's due to extremely low attendance. Additionally, cancelled classes are traditionally higher in December due to the same reason.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

For December 2014, OLBDP circulated 47,629 books and magazines directly to patrons. OLBDP registered 97 new readers to the service. BARD statistics were not available at the time this report was written.

OLBDP hosted its annual Holiday Book Chat with classes of the Ohio State School for the Blind. On Friday, December 5th, OLBDP discussed "Candlelight for Rebecca" by Jacqueline Dember with the elementary students. On Friday, December 12th, OLBDP discussed "Elijah's Angel" by Michael Rosen with the younger students. Retired OLBDP Library Assistant Stephanie Combs returned to volunteer and be part of both discussions. The holiday book chats are fun events and something that OLBDP staff and OSSB students and teachers really look forward to each year.

OLBDP Manager Will Reed and Library Assistant Ken Redd met with CPL's Cathy Poilpre and Beth Hatch on November 5th to discuss strategies to better promote OLBDP services through email and social media. In December, OLBDP opened its Twitter account and set up its Twitter page at <https://twitter.com/olbpd>. On December 22nd, OLBDP tweeted its first message. In January, OLBDP will also explore moving forward with Constant Contact as part of the next phase of this outreach and promotion campaign.

Daniel Colvard from GBBN architects met with OLBDP Manager Will Reed on December 23rd. Mr. Colvard is working with the Pittsburgh Regional Library for the Blind and Physically Handicapped on improving accessibility within their workspace. Mr. Colvard toured OLBDP and asked questions regarding our operations within

our buildings and space as a best practice model to use in his plans for the Pittsburgh Library.

OLBPD Librarian Michelle Makkos and OLBPD Library Assistant Ken Redd provided information and talks about the service at the North Royalton Wellness on November 1st; Wadsworth Health Fair on November 7th; Cleveland Sight Center on November 11th; Cleveland Sight Center Client Visit and Library Tour on November 12th; Lakewood Low Vision Group on November 21st.

TECHNICAL SERVICES

Patricia Lowrey, Director of Technical Services, spent much of the month wrapping up spending, adjusting budget allocations for 2015, and preparing for the end-of-year projects. She met with Beth Hatch from CLEVNET/IT to discuss the new OverDrive ePeriodicals collection. During the last few days, Ms. Lowrey updated the 2014 Technical Services Operational Plan and started to draft the Annual Report.

High Demand: Staff ordered 94 titles and 1,194 items. They added 360 titles and 6,804 items. They received 980 items for the Acquisitions Department and processed 344 items for Materials Processing. Dale Dickerson processed 56 photographs for the digital collection. Vendors were notified to hold electronic invoices until January. Time was spent receiving the last items in Sirsi and paying the last invoices. Small issues were cleared up so the books could be closed accurately.

A test order for the Nonholdable DVDs was sent to Midwest Tapes; the order transmitted successfully. The department began to receive and add the numerous branch paperback classics as they arrived. The majority have been processed and sent to the branches.

Vacation bidding was completed. The Manager spent some time reviewing the operational plan. Mrs. Brachna participated in Warm-Up Cleveland by knitting five hats and a pair of mittens.

Shelf Shipping: Stephen Wohl worked with Main Library Team Manager Robin Wood to implement a small change in the request process for books shelved in the stacks at Lakeshore. Shelf/Shipping will no longer be faxing email confirmations but using the MFD to scan and email the confirmations to the appropriate department instead.

The staff of the Lake Shore Shelf/Shipping Department sent 28 items to the Main Library for requests and 108 items to fill holds. Main Library received 459 telescopes, the Branches received 870 telescopes, CLEVENET received 105 telescopes, CASE received 12 telescopes CSU received 11 telescopes and Tri-C received 8 telescopes. A total of 1,465 telescopes were shipped out. The Technicians sent 14,098 new items to the Acquisitions and High Demand Departments.

Collection Management: Nancy Mocsiran ordered 42 titles of audiobooks for the Branches and the Popular Library. Pam Matthews ordered items for Branch and Popular Library Adult Collections, selecting a total of 334 titles in the month of December. Staff processed a total of 60 telescopes by relocating the floating materials to the branches and college collections at Case Western Reserve University (CWRU), Cleveland State University (CSU), and Cuyahoga Community College Metro Campus (CCC).

Ms. Matthews attended the CLEVNET Online Resource Committee (CORC) meeting to decide on shared databases for next year. Ms. Bolton spent most of a day in the Youth Services Department at the Main Library; Ms. Matthews spent an entire day visiting all of the Main Library's departments; and Ms. Mommers and Ms. Matthews spent a few hours at the Lorain Branch explaining Collection Management parameters and procedures to the new Branch Manager, Shayna Muckerheide. Both Ms. Mommers and Ms. Bolton helped out in the Acquisitions department.

Preservation: Alicia Naab assisted Gina Gerken from Studio Graphique in choosing photographs of the Cleveland Trust building from the Library's collection to decorate the new Heinen's grocery store that is now being built in that location. Ms. Naab corresponded with Hal Tarr of the Free Library of Philadelphia to advise them on our use of particular vendors for scanning. Ms. Naab updated the Preservation section of the 2014 Operational Plan to include activities conducted through the end of the year.

Ms. Naab and Elizabeth Bardossy examined two oversized Sanborn Insurance Atlases that were purchased for the Map Collection. The maps are in good condition and will require some cleaning and recovering. Gloria Massey attended two trainings at Main Library to learn to use new digitization equipment being purchased for the Cleveland Public Digital Library.

There were 252 items added to the Digital Gallery bringing the total collection to 50,144 digital items; almost 17,000 digital pages were viewed during December.

Materials Processing: The Associates cataloged 1,315 new titles for the Cleveland Public Library and added 1,571 records for the CLEVNET libraries. The Associates and Sr. Clerks added 7,851 items. The Technicians worked on 22,014 items.

Elizabeth Hegstrom assisted Andrea Johnson, Catalog Manager, in interviewing for a Technical Services Librarian, Catalog, Slavic emphasis. Ms. Hegstrom met with the entire Materials Processing staff to review procedures around the holidays.

Acquisitions: All remaining orders for 2014 selections were placed by December 19th and the last day for all staff to receive materials and pay invoices in Sirsi was also December 19th. The Librarians in the Acquisitions Department completed the annual end of the year projects consisting of creating new orderlines on existing purchase orders for titles with partial receipts; reviewing and editing order information; and deleting all invoices from Sirsi that had not been approved for payment before the end of the year.

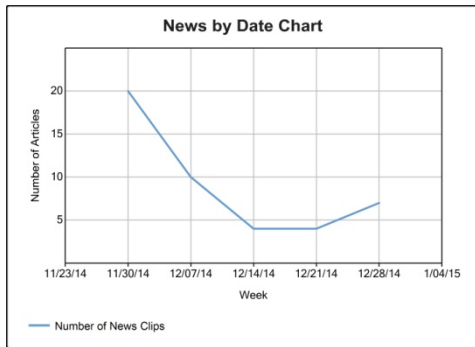
Leslie Pultorak, Acquisitions Librarian, ordered, received, and processed items for the Glenville Senior Forum Book Club. Collection Management Librarians Bonnie Bolton and Laura Mommers continued to volunteer with the receiving of new library materials that had been ordered by the Acquisitions Department. Manager Sandy Jelar Elwell served on the interview panel for candidates for Librarian position in the Catalog department.

The Acquisitions Department ordered a total of 2,489 titles and 34,281 items (including periodical subscriptions and serial standing orders); received 15,110 items, 2,094 periodicals, and 401 serials; added 386 periodical items, 218 serial items, 747 paperbacks, and 1,769 comics; and processed a total of 2,287 invoices.

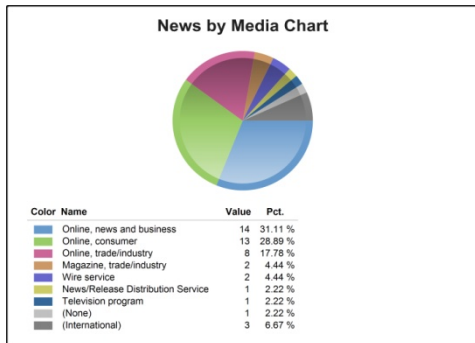
Catalog: Catalog Manager Andrea Johnson conducted interviews for two Technical Services Librarian positions with assistance from Acquisitions Manager Sandy Jelar Elwell, Materials Processing Manager Elizabeth Hegstrom, and Human Resources Assistant Dawntae Jackson. Librarian Yeshen Dugarova-Montgomery gave a tour of the Catalog Department to each of the applicants. Michael Monaco attended the Ohio Library Council Convention & Expo (CAE) 2015 Program Committee Meeting on December 3rd.

Mr. Monaco met with the other members of the CPL 150 Team to begin planning for an Unconference to be held in February 2015. Staff added 3,352 titles and 3,464 items for Cleveland Public Library.

MARKETING & COMMUNICATIONS



Media coverage for the month of December included 45 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$17,406.56 with outlet page views of 109,102,863 people. In December, the online print media outlets that featured CPL events and programs received 10,697,556 unique visitors. An online article in *Al Jazeera America.com* entitled "Cleveland Residents Doubtful Cop who Shot 12-year-old will be Indicted", regarding a community forum held at the MLK Branch had the most views.



CPL was mentioned almost equally between online news and business and online consumer.

Ads to promote the new Cleveland Landmark Series library card featuring artist, Julia Kuo, appeared in the *La Prensa; Campus Observer, Profile News, and Lotus*; MakerSpace was promoted in the online magazine, *Belt*. The Library was promoted in Destination Cleveland's 2015-2016 Visitor Guide.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 7,603 times on average per week, with an average of 521 clicks to website resulting in a 7% click-through rate for the month. *Library Cleveland* was the most clicked-through phrase.

December-SOCIAL MEDIA

The top 5 most clicked on links from BOTH Facebook & Twitter:
 1. Dec 2nd: Our friends at @cleveland scene are taking over @techcentral cpl for a Holiday Hack-a-thon, and you are invited! (Link to the Scene Magazine event)

2. Dec 22nd: ICYMI: Photos from the Holiday Hack-A-Thon hosted by@ cleveland_scene (Photos from Cleveland Scene's event)
3. Nov 24th: Exciting news for our CPL branch in Old Brooklyn! (Link to FreshWater Cleveland article about the Old Brooklyn branch)
4. Dec 5th: Join Director Felton Thomas & Friends of CPL Director Jason Jaffery on Dec 11th to hear what's in store for CPL
5. Dec 8th: Brown Bag Book Club link

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

1. December 3rd: Link to press release about Kevin Ray winning the "I love my librarian" award
2. December 29th: Noon Year promotion at Main Library
3. December 18th: ArtLab promotion
4. December 1st: Video from WKYC about Madison talking about Little Free Libraries
5. December 23rd: Family storytime at Main Library promotion

GRAPHICS

Graphics staff designed, printed, and distributed 61 items in December in addition to graphics for the library website, and 4 staff newsletters and UpNext monthly program guide and MyBranch branch activity fliers. Highlights included MLK calendar and branding and Enticing Titles for Teens brochure.

Highlights included: AWinterfest promotional materials.

WEBWARE www.cpl.org

Twitter followers are up from 7,297 in 2013 to 9,776 currently. Facebook fans are up from 5,961 in 2013 to 7,122 currently.

Library News on the cpl.org homepage featured pages built for the following news items during the month of December: Cleveland Public Library Honored with Two Prestigious Awards, Board of Trustees and Joint Finance & Human Resources Committee Meetings, and Celebrate 30th Annual Martin Luther King, Jr. Day.

During the month of December, the following events, programs, and information were promoted on pages of cpl.org: End of the Year Giving, Exhibits, New Library Card, Gale Courses, TechCentral, Brown Bag Book Club, Testing and Education Reference Center, Holiday Hack-a-Thon, Free Tutoring, Zinio, Warm-Up Cleveland, Christmas Closings, New Years Closing,

TechCentral MakerSpace, South Branch Updates, eBooks for Kids, BookFlix, ArtLabs, Sesame Street eBooks, MyTunes: Journey, Curl Up with a Good Book, and MyPlace: My eBooks are Free.

The 40th "Off the Shelf" (December 2014 edition) was sent out on December 2, 2014. Of the 9,103 emails sent, an estimated 1,697 were read, giving us a 19% open rate. The December edition featured: Holiday Hack-a-Thon, Holiday Circlefest, Friends of the Library Yearly Meeting, Celebrate the Season with a Gift for all Clevelanders (donate). The following new arrivals were featured: Jane and the Twelve Days of Christmas, Small Victories, and Revival. The following events and programs were featured: Legal Aid at Your Library, Knit-Ins, Reading is Allowed, Making Tunes, ArtLab Snowflakes, and Rice Branch Teen Knitting.

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. Two hot water pumps were repaired at Brooklyn. A contractor had to be called in to dig up and replace plug drain pipe at East 131. Air filters were changed at Fleet. The time clock for the HVAC system was replaced, filters were replaced and the thermostats were calibrated at Glenville. New wiring and conduit was installed for the parking lot lights, two new insinkerators (hot water facets) were replaced and new down lighting was installed in the auditorium at Lakeshore. The expansion tanks for domestic water pumping system were replaced at LSW and Main. New thermostats that operate via Wi Fi and give us the capability to check and change the temperatures from the office were installed at West Park. The outside air dampers and actuators were repaired at Woodland. The hot water circulating pump was repaired at Union.

The Carpenters and Painters made repairs to the lobby of the elevator entrance at Carnegie West. Equipment was moved from Preservation to its new location. Repairs were made to the fence at South. New door closers were installed at Harvard-Lee and Rockport. The manager's office for Tech Central was relocated to a space in the workroom area and was painted and new carpeting

was installed. The ceiling was repaired and painted in the meeting room at Addison. Shelving was installed to handle supplies for Preservation in Main. Two baby changing stations were installed at Woodland.

The Garage has been making repairs to snow blowers and delivering salt and plowing parking lots as needed at the branches.

SAFETY & PROTECTIVE SERVICES

Safety Services

- SPS ready for the 40 hour work week starting January 11, 2015
- Zero investigatory meetings
- I will check with HR to see if SPS can offer comp time to send officers to Recovery Resources for Mental Health First Aid training
- I would like approval to use the Cisco phones speakers for closing/emergency announcements
- Male on synthetic drug K2 12-26-2014, EMS refused to transport. CPD took male away from area

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
Dec 2014	4747	190	192	31	194	254	53	38
Nov 2014	4442	198	196	17	237	189	40	48
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

*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

- New Year Eve Firework display on LSW roof successful
- American Brigade meeting at MLK 12-3-2014
- MLK Circlefest 12-7-2014
- Federal Reserve staff meeting in LSW 12-10-2014
- Community meeting at Mt. Pleasant 12-19-2014
- Upstage players still at Lake Shore facility

Protective and Fire Systems

- Door alarm to Eastman Reading Garden from LSW LL tunnel repaired
- Motion detector at Fulton Branch replaced
- Wire to front community door at Harvard Lee repaired

Contract Security

- Special attention at Hough branch 12-13-2014

Administration

- SPS present at Board Meeting 12/18/2014

INFORMATION TECHNOLOGY & CLEVNET

CLEVNET

CLEVNET's ongoing strategic planning process has identified five areas of focus: Governance, Change Management, Technology, Marketing and Training. The Directors' Panel chose to focus on Governance at its first retreat in August and condensed their concerns about Governance to Vision, Fiscal Transparency, Staffing and the Voice of the Directors' Panel. At their follow-up retreat in September, in the interest of fiscal transparency, the directors requested that CPL take the necessary actions to remove CLEVNET from the General Fund and create a special revenue fund for CLEVNET. In response, Chief Financial Officer Carrie 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. Immediately after the adjournment of the Board meeting, Ms. Krenicky filed her request with the Auditor of State.

The response Ms. Krenicky received from the Auditor of State was that since CPL is not a "subdivision" as defined in Chapter 5705 of the Ohio Revised Code, it is not necessary for the Auditor of State's Office to grant permission to create the fund. However, Ms. Krenicky needed to confirm that the fund resolution language is sufficient from an audit standpoint to indicate "commitment" under GASB 54. She confirmed with Balestra, Harr & Scherer, CPAs, the Library's current IPA firm, that the wording in the resolution is sufficient.

Fund 231 is now the CLEVNET special revenue fund. Since it will start with a \$0 fund balance, with expenditures occurring immediately, CPL will need to make its contract cost payment (\$1,597,071.73) up front to cover expenditures until revenues from the CLEVNET contract libraries come in steadily. This required Board approval at their regular meeting in December 2014.

CLEVNET Projects

Harbor-Topky and Newton Falls libraries have both been migrated to CLEVNET VoIP.

CPL Projects

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

Library Systems & Applications

In December, the software team completed 154 help desk cases. Support highlights:

- Completing the end-of-year acquisitions "rollover" process for the Cleveland Law Library, Willoughby-Eastlake Public Library, Lorain Public Library System, Medina County District Library, and Ritter Public Library.
- Updating the circulation policy file for Clyde Public Library to become effective 1/1/2015. Clyde Public Library had adopted the CLEVNET standardized circulation policy recommendations.
- Moving the summary and detailed circulation statistics generated each month from the SirisDynix Symphony ILS to the CLEVNET members site allowing staff to access all CLEVNET-provided statistics for both physical and

electronic materials from one centralized location. Previously these statistics were sent by email.

- Generated over 40 weeding/shelflist reports for the CLEVNET member libraries.

KnowItNow24x7

Librarians working with KnowItNow24x7 in December handled a total of 1,907 chat sessions and 89 text messages.

December saw the new KnowItNow24x7 Community Site come back online at its regular web address:

<http://community.knowitnow.org>. The new site features a streamlined, WordPress platform and, in addition to statistics and training materials, includes quick links to the KnowItNow24x7 Twitter (news and resources) and Delicious (suggested resources) accounts as well as to the webpage for accessing the online reference service itself. Although some intermittent internet routing and email issues cropped up during the month due to the transition, these were handled with the expert assistance of CLEVNET's IT staff, and all appears to be resolved.

Virtual Services

The 40th "Off the Shelf" (December 2014 edition) was sent out on December 2, 2014. Of the 9,103 emails sent, an estimated 1,697 were read, giving us a 19% open rate.

For Staff Newsletter article entry, a new system was set up. On the staff site, the Benefits page was rebuilt and all of the new benefits documentation was linked. Other routine updates to the website included building book lists for Youth Services and Literature, and the 2014 Celebrate with Books was built.

Many CLEVNET member libraries' hours were updated in the CLEVNET app. Routine database maintenance takes place nearly on a daily basis. Information on the CLEVNET Members Site was updated regularly. EZproxy and Squid proxy issues were resolved. Monthly auto-generated reports were set up for CLEVNET libraries requesting statistics on Bibliocommons catalog.