

## **DIRECTOR'S REPORT**

May 21, 2015

### **Form Communities of Learning**

On April 8th, the Library hosted 230 students from CMSD schools for its second annual Girl Power event. Students from across the city participated in a half day program that included wellness workshops, career training, and arts programming.

ImpACT 216, College Now's ACT preparation program was offered 72 times at the following branches: Eastman, Harvard-Lee, MLK, and South Brooklyn. Average class attendance is 25 students per site.

On April 11th, local chef, entrepreneur, and author Jonathon Sawyer held a book signing in the Louis Stokes Wing auditorium to promote his new book *Noodle Kids: Around the World in 50 Fun, Healthy, Creative Recipes the Whole Family Can Cook Together*. To an audience of both parents and their children Sawyer spoke about the process of introducing young people to healthy meal choices and the art of cooking.

On April 10th and 24th the Library in partnership with the NASA Glen Research Center hosted a half-day program in honor of the 25th Anniversary of the launching of the Hubble telescope. Students and parents viewed a video documentary about the telescope, participated in hands-on activities, and heard a presentation by Center Director, James M. Free.

On April 18th the Library hosted Cleveland author, Tricia Meili in the Louis Stokes Wing Auditorium. Meili recounted her amazing story of survival and recovery that was detailed in her best-selling memoir *I Am the Central Park Jogger: A Story of Hope and Possibility*. Prior to the main event Meili met with a group of 40 students who were part of the Cleveland Rape Crisis Center, Youth 360 program.

As a part of the Library's partnership with the Great Lakes Light Opera, two music awareness programs were held at the West Park Branch. The programs entitled, *How Opera Butchered the Bard* and *Living Masters of American Opera*, exposed people of all ages to opera music and the history of the genre.

## **Fighting Community Deficits**

### BOOKMOBILE/ON THE ROAD TO READING

The bookmobile had several mechanical issues this month. Starting on Monday, April 20th, the bookmobile broke down at the Asian Evergreen stop. The remaining two stops (University Towers and Antioch Towers) were canceled that day.

City Trucking mechanics were sent to the site and had to move the bookmobile to their garage for further diagnostics. The alternator was the issue and it was fixed by Tuesday afternoon (4/21). However, all stops on Tuesday were cancelled, because the bookmobile did not return until mid-afternoon.

On Wednesday, April 22nd the bookmobile started its run for the day, but while out at the first stop the power from the generator was not powering the lights or the equipment. The temperature was in the low 40s and with no heat or lights the bus was not a suitable place for patrons or staff. Two of the bookmobile's four stops were cancelled (Fairway and Scranton Castle). At the second stop, Franciscan, the staff was able to create a small area in the lobby for patrons to pick up their holds.

Thursday April 23rd the problem had not been rectified and morning stops were cancelled. The small amount of holds were either mailed to patrons or sent to the Fleet Branch for pickup. The afternoon stops received limited service. The patrons at Arbor Park and Friendly Inn were able to come to the bookmobile driver side window to pick up items they had placed on hold and return items.

The bookmobile was off the road from April 27th to May 1st and the needed repairs will be made to the transformer box as well as regular upkeep of the vehicle.

On Saturday, April 18th, the Rice branch hosted the Legal Aid @ Your Library clinic. Fifty-two patrons signed up to receive a free consultation from a volunteer attorney.

## **Celebrate a Global Perspective**

KSU: Virginia Hamilton Conference on Multicultural Literature for Youth

The 31st annual Virginia Hamilton Conference's theme was Building Global Citizens through Literature and celebrated the role of multicultural literature in building global citizens who will be prepared to serve and lead future generations. Keynote speakers were:

\* David Macaulay, winner of this year's Virginia Hamilton Literary Award

\* Grace Lin, Newbery Honor children's writer and illustrator

\* Rita Williams-Garcia, winner of a Newbery Honor Award, Coretta Scott King Award, and Scott O'Dell Award for Historical Fiction

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

\* An engineering student from an out-of-state school requested technical drawings of a local Cleveland Landmark for a school project.

\* CLGH staff members pulled photographs pertaining to Lewis Carroll and Alice in Wonderland for an upcoming Fine Arts and Special Collections display.

\* CLGH staff members worked with staff members from the Library of Congress who are attempting to re-create the lost/missing ending of a film. They were looking for any stills or shot lists for the film.

\* A professor from out of state is traveling to Cleveland to do extensive research on images he saw on the Digital Gallery, as well as other materials owned by the Library.

\* A patron doing research on streetcars came in to research images and to possibly use portions of Jasper Wood's short film "Street Car".

\* On March 20th, a State law made birth records available for individuals given up for adoption between 1964 and 1996. CLGH staff members helped three patrons research their birth parents using the Ancestry database, *The Plain Dealer* Historical database, Reference USA, and city directories on microfilm.

\* Fine Arts staff assisted patron requesting appraisal information on family history, design and construction of the

Main Ave. bridge in Cleveland. The bridge now connects the East and West Shoreways and opened on October 6, 1939.

- \* A Ph.D candidate from Case was researching the murals of the Cleveland Courthouse done by Frank Brangwyn during the WPA era.
- \* An auction house needed assistance in researching a print done by Alexander Calder from a catalog raisonne.
- \* A researcher wanted to find historical images of Dodge Court (a street behind Playhouse Square) and the Hermit Club of Cleveland.
- \* A local writer needed information on movie theaters of Cleveland.
- \* Special Collections staff members assisted with research on the life of Charles Frederick Schweinfurth.
- \* The Cleveland Arts Prize Committee requested some scans of pictures, articles and memorabilia to review.
- \* A local Cleveland writer is researching information about chess and checkers; miniature books from Special Collections.
- \* Chess writer need scans from a Russian chess periodical that covers the 1914 St. Petersburg tournament.
- \* A patron wanted information on the 1926 edition of *Complete Works of Abraham Lincoln*, which he owns.
- \* Fine Arts and Special Collections Manager Pam Eyerdam assisted a patron doing research on a 15th century print.
- \* Architects requested drawings by the Cudell & Richardson firm (1870), Special Collections has a drawing of the Group Plan of 1903 and articles from the Ohio Architect & Builder.
- \* Researchers requested permission to use digital images of Charles Chesnutt and a WPA print by Dorothy Rutka entitled, Department Store.
- \* The Public Administration Library assisted patrons with questions concerning ordinances, copies of last year City Records, genealogy, the Parma highway, old advertisements for Cleveland businesses, the Metro Hospital bond issue and information regarding East Cleveland annexation.

## **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 helped kick off the "Anniversary of the Hubble Space Telescope" exhibit.
- I introduced Jonathon Sawyer at his "Noodle Kids" book signing.
- I introduced Trisha Meili at our "Writers and Readers" event.
- I joined **Trustees Corrigan**, and Seifullah in Columbus for Library Legislative Day.
- I joined **Trustee Corrigan**, and Jason Jaffery in Washington, D.C. for National Legislative day.

### **CLEVNET**

CPL has over 10,000 total followers on Twitter and the Facebook page currently has over 7,200 fans.

## **PUBLIC SERVICES**

### **PROGRAMS**

During the month of April the Library hosted a total of 201 programs, and 163 story times were conducted throughout the system and at various offsite locations. Educational programming and services, not included in the above totals, accounted for approximately 85 adult education classes, and 846 hours of after-school homework help: 702 hours for grades K-8 provided by the Cleveland State University America Reads program and 144 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.

ImpACT 216, College Now's ACT preparation program was offered 72 times at the following branches: Eastman, Harvard-Lee, MLK, and South Brooklyn. Average class attendance is 25 students per site.

On April 8<sup>th</sup>, the Library hosted 230 students from CMSD schools for its second annual Girl Power event. Students from across the city participated in a half day program that included wellness workshops, career training, and arts programming.

On Saturday, April 18<sup>th</sup>, the Rice branch hosted the *Legal Aid @ Your Library* clinic. Fifty-two patrons signed up to receive a free consultation from a volunteer attorney.

On April 11<sup>th</sup>, local chef, entrepreneur, and author Jonathon Sawyer held a book signing in the Louis Stokes Wing auditorium to promote his new book *Noodle Kids: Around the World in 50 Fun, Healthy, Creative Recipes the Whole Family Can Cook Together*. To an audience of both parents and their children Sawyer spoke about the process of introducing young people to healthy meal choices and the art of cooking.

This year the Library hosted three jazz performances as a part of a month-long celebration of this genre. On April 11<sup>th</sup>, the Langston Hughes branch hosted a performance by the Oberlin Jazz Ensemble. On April 13<sup>th</sup> best-selling author and musician James McBride performed at the Martin Luther King Jr. Branch. And on April 15<sup>th</sup> as a part of a partnership with Tri-C Community College, resident arts Gerald Clayton performed with his trio at the same location. All three of the performances were well received by the community and it is our hope the the April jazz series will continue in 2016.

On April 18<sup>th</sup> Library hosted Cleveland author, Tricia Mellie in the Louis Stokes Wing auditorium. Mellie recounted her amazing story of survival and recovery that was detailed in her best-selling memoir *I Am the Central Park Jogger: A Story of Hope and Possibility*. Prior to the main event Mellie met with a group of 40 students who were part of the Cleveland Rape Crisis Center, Youth 360 program.

As a part of the Library's partnership with the Great Lakes Light Opera, two music awareness programs were held at the West Park Branch. The programs entitled: *How Opera Butcher the Bard* and *Living Masters of American Opera* exposed people of all ages to opera music and the history of the genre.

On April 1<sup>th</sup> and 24<sup>th</sup> the Library in partnership with the NASA Glen Research Center hosted a half-day program in honor of the 25<sup>th</sup> Anniversary of the launching of the Hubble telescope. Students and parents viewed a video documentary about the telescope, participated in hands-on activities, and heard a presentation by Center Director, James M. Free.

Nichole Shabazz and Annisha Jeffries co-lead the April Youth Services meeting in which the 2015 Summer Reading Club program, *Read to the Rhythm* was discussed. Margaret Bernstein of WKYC, spoke to the YS staff about the #WeReadHere reading selfie initiative and encouraged branches to participate during SRC and to set a goal of collecting and submitting one Summer Reading Selfie per day in an effort to promote family literacy and for possible inclusion on Channel 3 news. The Director also addressed the YS staff after having them participate in a team building activity. He used the activity as a segue into his talk with YS staff about the importance of getting behind something even if it is not their personal decision or they don't get direct credit. He further elaborated on the People's University learning program soon to begin and took questions from attendees. The meeting wrapped up with Beth Hatch, IT Manager, going over the new SRC website and registration instructions, with staff, as we will no longer be using Bibliocommons Summer Sites.

#### MEETING ROOMS and SCHEDULING

The total number of requests for Main Library in the month of April was 132. There was an estimated total attendance of 6,018. The Lake Shore Facility requested meeting rooms 29 times and 274 requests originated in branch libraries; there was an estimated total attendance of 5,617. There were a total of 62 AV requisitions for the month of April.

#### BOOKMOBILE/ON THE ROAD TO READING

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#### STAFF

Below is a list and summary of the professional development training attended by Youth Outreach & Programming Coordinator, Nichole Shabazz.

Literacy Cooperative: The Serious Business of Play Workshop

This informative workshop was presented by Annie Lopez. Dr. Lopez holds a Ph.D. in Developmental and Educational Psychology from Teachers College, Columbia University and is experienced in training and motivating preschool teachers. She owns and operates Redstone Schoolhouse, a child development center in Ashtabula County, Ohio and provides consulting services with *Literacy Powerline*. Dr. Lopez focused on how children actually learn through play and examined traditional play behaviors to better understand the learning process. The presenter demonstrated ways to promote literacy and learning by planning for play and by guiding children through playtime. Four strategies were presented and participants had an opportunity to practice them.

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role of multicultural literature in building global citizens who will be prepared to serve and lead future generations. Keynote speakers were:

- David Macaulay, winner of this year's Virginia Hamilton Literary Award
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- Rita Williams-Garcia, winner of a Newbery Honor Award, Coretta Scott King Award, and Scott O'Dell Award for Historical Fiction

In addition to participating in the speaker events, I attended the following professional development workshops:

- Creating Multicultural Multimedia Book Kits that Align with CC Standards

Desiree Thomas, teen information services specialist,  
The Columbus Metropolitan Library

- The Availability and Accessibility of Award-Winning Multicultural Youth Literature in Public Libraries Terry Benton, Assistant Professor of English/Doctoral Student, Youngstown State University/Kent State University
- Authors Panel: Book Writing and Publishing

David Macaulay, Rita Williams-Garcia, Grace Lin

Baseball in the Attic

Social Science Department Library Assistant Peter Elwell coordinated the Baseball in the Attic program on April 11<sup>th</sup> which explored the hobby and history of baseball card collecting.

Music at Main

Cleveland Institute of Music student ensemble (the *Aurelia String Quartet*) performed String Quartet No. 8 in C minor, Op. 110 by Dmitri Shostakovich, and another student ensemble performed Piano Quartet No. 1 in G minor, K. 478 (1785) by W. A. Mozart on April 4<sup>th</sup>.

### CSU Confucius Institute Partnership

Throughout the month of April, Senior Subject Librarian Caroline Han, partnered with the CSU Confucius Institute to host ongoing partnership programs including Business Chinese Classes and Baduanjin, a form of Chinese martial arts.

### Cleveland Play House Partnership

Literature Department Senior Subject Librarian Jean Collins maintained table-top exhibits related to the Cleveland Play House production of *Vanya and Sonia and Masha and Spike* which was performed at the Cleveland Play House from April 3<sup>rd</sup> through April 26<sup>th</sup>.

### Get Graphic Novel Speaker Series

The Graphic Novel Speaker Series continued on April 25<sup>th</sup> with Marc Sumerak discussing the Craft of Comics. Guest Host Valentino Zullo performed the introduction. 21 patrons were in attendance.

### Main Library Book Clubs

During the month of April, the Main Library book Clubs were as active as ever. The Social Science Book Club discussed *Weekends with Daisy* by Sharron Kahn Luttrell. Assistant Director of Public Services - Main Library Robin Wood led the discussion and Subject Librarian Helena Travka prepared a list of read-alikes to pass out. In addition, Ms. Travaka also made peanut butter paw print chocolates to go with the theme. On Monday, April 20<sup>th</sup> Map Librarian Tom Edwards led a discussion on *The Map Thief* by Michael Blanding. The African-American Book Club read *Boy, Snow, Bird* by Helen Oyeyemi and the fourth *A Graphic Novel Book Club: Women Warriors* was held on, Thursday, April 16<sup>th</sup>. This was the most popular work yet with the 12 club members in active participation discussing *Storm: Make It Rain*, by Greg Pak.

### Sports Icon Interview Series

Social Science Department Library Assistant Peter Elwell coordinated another Sports Icon Interview with Dan Coughlin former Cleveland Pipers General Manager, Mike Cleary in April.

### Art Lab & Studio 470 Programs

Youth Services staff members developed and coordinated two creative and unique Art Lab and Studio 370 programs during the month of April. An Earth Day Celebration was held in the Art

Lab on April 18<sup>th</sup> and Maker Lab Wednesday was held on Wednesday, April 8<sup>th</sup>.

#### Foreign Language Story Time

Foreign Literature Subject Librarian Victoria Kabo hosted two Russian language children's program stressing early literacy, socialization and arts and crafts during the month of April. Total of 51 children and adults participated in this cultural immersion effort

#### Library Blogs

Special Collections Librarian Stacie Brisker authored a blog about the Irish manuscript known as the *Book of Ballymote*, Fine Arts Librarian, Bruce Biddle posted a blog about the Cleveland Museum of Art's exhibit entitled *Fresh Prints: The Nineties to Now*, and Literature Department Library Assistant Evone Jeffries created four blog posts about Ohio Poem in your Pocket Day, the YMCA Greater Cleveland Book Clubs, the Anisfield-Wolf Book Award Announcements and the the OCFB Book Set titles on Race.

#### Main Library Tours

Main Library staff members provided several tours during the month of April. Special Collections Librarian, Kelly Ross Brown provided a tour to Collinwood High School students and members of the Guild of Bookworkers. Librarian Bill Chase conducted 3 tours of the *Lincoln at Cleveland* exhibit, and Special Collections Manager Pam Eyerdam prepared a tabletop exhibit of items from Special Collections for the YMCA program, *It's Time to Talk* book club on April 16<sup>th</sup>. In addition, Ms. Eyerdam hosted a visit for the Head of Special Collections at Case Western Reserve Kelvin Smith Library. Foreign Literature Senior Subject Librarian Caroline Han conducted a tour for students from St. Vincent-Mary High School and Subject Librarian Mary Torres conducted a tour from visitors from the International Services Center. Department Manager Milos Markovic assisted Youth Service Manager, Annisha Jefferies with a large group of visiting students from Laurel School and Subject Department Children's Librarian Maria Estrella and Children's Librarian Kristen Schmidt conducted a tour for 20 Collinwood High School students for Ohio Library Day on April 14<sup>th</sup>.

#### Exhibits

During the month of April, Main Library staff members created a number of displays and exhibits. The Center for Local & Global History Library Assistant Dan Milich created and maintained

displays for the Map and History Collections. Subject Department Librarian Terry Metter created a Jazz Appreciation Month Display and Subject Department Clerk Nick Durda, changed the monthly displays on the blue boards to: "East of Eden," "Cuban Crisis," and "St. Joseph's Church."

Science & Technology staff members assisted with the NASA Hubble Space Telescope Anniversary event in April by displaying books about Hubble and preparing an online booklist in Bibliocommons. The Science & Technology Department staff also assisted with the Jonathan Sawyer author visit by providing materials from the department about cooking with children, including safety. A booklist was also created in Bibliocommons.

Fine Arts Librarian Andy Kaplan prepared a display for Jazz Appreciation Month featuring books on Miles Davis, John Coltrane, Louis Armstrong, Duke Ellington, Dizzy Gillespie, and Charlie Parker.

The Public Administration Library displayed books on walking and bicycles along with a smaller display of titles published by New Society Press.

#### GED Classes

Subject Librarians Susan Mullee and Tracey Overbey continued to assist with the facilitation of the GED classes offered at Main Library.

#### Main Library Outreach

The Literature Department coordinated a partnership program with the YWCA on Thursday, April 23<sup>rd</sup>. Presentations were delivered by Senior Subject Department Librarian Jean Collins and Library Assistant Evone Jeffries.

Foreign Literature Subject Librarian Mary Torres conducted bilingual story time and craft lesson at Melissa's Learning Tree Day Care on April 7<sup>th</sup>, and Sr. Subject Librarian Caroline Han hosted ESOL and Information Literacy program for seniors at the Goodrich-Gannett Community Center. Subject Librarian Victoria Kabo attended Cleveland Cultural Garden Induction Dinner representing CPL.

CLGH Department Manager Olivia Hoge joined Lorain Branch Manager Shayna Muckerheide on a visit to Almira Elementary to present on a program on genealogy for a class of eight graders.

## Collection Development

In April, the Foreign Literature Department completed movement of the foreign language DVD's from AV to Foreign Literature.

## Research that's Possible Only at Main Library

- A patron was appreciative for CPL's Government Documents Department having 1040, 1040A, and 1040EZ blank tax forms. He explained that another large library system in the county no longer has the forms available for the public.
- An engineering student from an out of state school requested technical drawings of a local Cleveland Landmark for a school project.
- CLGH staff members pulled photographs pertaining to Lewis Carroll and Alice in Wonderland for an upcoming Fine Arts and Special Collections display.
- CLGH staff members worked with staff members from the Library of Congress who are attempting to re-create the lost/missing ending of a film. They were looking for any stills or shot lists for the film.
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- A Ph.D candidate from Case was researching the murals of the Cleveland Courthouse done by Frank Brangwyn during the WPA era.
- An auction house needed assistance in researching a print done by Alexander Calder from a *catalog raisonne*.
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- Architects requested drawings by the Cudell & Richardson firm (1870), Special Collections has a drawing of the Group Plan of 1903 and articles from the Ohio Architect & Builder.
- Researchers requested permission to use digital images of Charles Chesnutt and a WPA print by Dorothy Rutka entitled, *Dept. Store*.
- The Public Administration Library assisted patrons with questions concerning ordinances, copies of last year City

Records, genealogy, the Parma highway, old advertisements for Cleveland businesses, the Metro Hospital bond issue and information regarding East Cleveland annexation.

- An international patron requested and viewed the Annual Report of the Labor Housing Conference published in 1936 in Washington D.C. According to WorldCat.org, Cleveland Public Library is the *only library in the world* which owns this title.
- In collaboration with Fine Arts & Special Collections, BEL assisted a patron in verifying the existence of the Elbee Art Company in the 1940s in Cleveland.
- *Standard for Bleachers, Folding and Telescopic Seating, and Grandstands*, published in 2007 by the International Code Council, was requested by a builder. Only *three* libraries in the United States own the book.
- *American National Standard Safety Requirements for Ladder Accessories*, published in 2013 by the American Ladder Institute, was requested by a law firm. Cleveland Public Library is the *only public library* which owns the book.
- The book, *The Edison Nickel-Iron-Alkaline Storage Battery*, published in 1930 by The Technical Staff of the Edison Storage Battery Company, was requested by a railroad enthusiast. Cleveland Public Library's copy is the *only copy* on WorldCat. The battery is still being used today.
- A senior editor for The Lincoln Library submitted a request for verification of a quote attributed to John Wycliffe. She was unable to verify it online in primary sources, but Cleveland Public Library owns a 19th-century set of the Wycliffe Bible including the elusive prolog now credited to John Purvey. Social Science Librarian scanned through the 60-page prolog in Middle English and was unable to verify the quotation.

## Staff Development

Youth Services Manager Annisha Jeffries conducted the system wide monthly Youth Services Meeting on April 15<sup>th</sup>. This meeting focused on the 2015 Summer Reading Club. This year's theme is Read to the Rhythm.

Subject Department Children's Librarians Maria Estrella and Kristen Schmidt participated in a free webinar on Tuesday, April 7<sup>th</sup> called: Youth Announcements: Ready for Summer Reads.

Subject Department Children's Librarian, Maria Estrella attended the Virginia Hamilton Conference on April 9-10.

General Research Collections Manager Don Boozer presented programs at the Ohio Library Council Northwest and North Conferences: *The Thrill of the Hunt: Advanced Reference Skills for Tracking Down the Elusive Query* and *Don't Panic! A Reference Review for Public Services Staff* (a co-presentation with Bill Meltzer, Worthington Libraries). Slides for both presentations were shared with departmental staff as well as information from other programs attended at the conferences.

Science and Technology Senior Subject Librarian Jim Bettinger attended the 2015 Depository Library Council Virtual Meeting and the Akron-Summit County Public Library's 20th anniversary celebration of their Patent & Trademark Resource Center.

As a member of the Dublin Literary Award Committee, Fine Arts and Special Collections Librarian Bill Chase attended the last meeting at Carnegie West Branch. In addition he attended a lecture about Cleveland church architecture presented by Tim Barrett at John Carroll University on April 9<sup>th</sup> and a new political action committee for the arts at the Rock Hall on April 8<sup>th</sup>.

Literature Department Library Assistant Evone Jeffries listened to and registered for several free free webinars provided by Booklist. In addition, she regularly listens to podcasts and reads profession journals.

The Library Assistant Computer Emphasis meeting was held on April 29<sup>th</sup>, main library staff members from TechCentral, CDPL and Heather Koonce from PAL attended the meeting and training program.

Popular Library staff members Ricardo Jackson and Benjie Smith attended a Readers' Advisory event at the Cuyahoga County Public Library and Librarian Judy Daniels attended the NEO-RLS Spring



Showcase. Cheryl Gould spoke about the changing roles of librarians.

Department Manager Amy Dawson presented at the OCL North Chapter Conference on Thursday, April 30<sup>th</sup>. The presented was on creating EAD Finding Aids.

#### Other Library News

Youth Services Manager Annisha Jeffries was interviewed and quoted for an article for the Huffington Post Education blog. The article titled: *8 Awesome Ways Libraries Are Making Learning Fun*. The Art Lab and Studio470 were featured.

Main Library Department Managers Pam Eyerdam and Amy Dawson attended the Kent State SLIS program recognizing their participation with the Library School Practicum program on April 21<sup>st</sup>.

Main Library staff member's Assistant Director of Public Services Robin Wood and General Research Collections Manager Don Boozer were among the group of staff members who participated in Library Legislative Day in Columbus.

Business, Economics and Labor Library Assistant Joseph Parnell was the author of the April CPL FIT newsletter supplying numerous articles and has been on the planning committee of the 2015 Staff Development Day. Mr. Parnell will once again "MC" the event and will write, film, and present a short video based on this year's SDD theme: *"The People's University."*

The Shipping Department celebrated their two year anniversary being backlog free on April 20<sup>th</sup>.

#### BRANCHES

Addison Branch - Local author, Ramona Smith presented a book talk on her first book, *Shine Sistah Shine* for A New Chapter Adult Book Discussion Forum Outreach/Partnerships: Ohio State Representative, Stephanie D. Howse, conducted her monthly "Meet and Greet" at the branch for the constituents of House District 11. Regina Foster, new Program Director for *Rainey Institute* requested the reestablishment of a deposit collection of music and art materials for their students.

Brooklyn Branch - Change of Direction, and after school mentoring service/program is now using the branch meeting room on a bi-weekly basis. The middle school age young men make crafts, use the SmartBoard and spend their time constructively under the tutelage of Mr. Danny Thomas. The Center for Families

held an afternoon session for Head Start pre-K children and their mothers in the meeting room on April 20. Regular rounds of school visits occurred and the manager and children's librarian met with Timothy Diamond and Peter Whit from Enlightenment to set the date for a community hearing/meeting, May 11

Carnegie West - A cultural history interpreter from the Cleveland Metroparks came to Carnegie West to talk to 4th and 5th graders from Urban Community School about the African American Inventor, Garrett Morgan. The children were then challenged to produce their own inventions. The children were divided into seven teams and they competed with each other to produce the best puff ball launcher. There was a surprising amount of creativity shown as none of the inventions were exactly the same. Branch Manager Angela Guinther helped to organize CPL's participation in Ohio Library Council's Legislative Day and visited Columbus to advocate for public libraries along with other staff on April 28<sup>th</sup>.

Collinwood Branch - The Branch has provided us with the opportunity to form new partnership with the Coit Road Farmer's Market for plans to introduce children to healthy eating programs during the summer and fall. Our regular story time, tutoring and "Kid's Café" programs continue to grow with new children taking advantage of the resources. We provide tax preparation clinics for our patrons. The program that we are most proud of this reporting period is our Art Reception held on Tuesday, April 14<sup>th</sup> as part of Ohio Library Day which featured art from students from local schools. We were able to display the artwork of over 30 students with 35 people in attendance. The art work is still on display until the end of the month.

East 131 - The branch held an Ohio Library Day puppet showcase reader's theater, Earth Day themed snack discussion, and a healthy cooking demonstration by the Cleveland Food Bank. Branch Manager Mrs. Willoughby attended a quarterly manager's meeting, Jazz night at MLK branch, community collaborative meeting, Magazine Workshop in Technical Services, Legislative Day Planning and Legislative Day in Columbus, Ohio.

Eastman Branch - Manager Ken Knape conducted interviews for vacant Children's Librarian position this month.

Fleet Branch - Manager, Rekiat Olayiwola, attended Broadway P-16 Early Childhood Literacy Committee and P-16 general meetings. She attended Cleveland City Council Safety Committee meeting at

Elizabeth Baptist Church and represented the Library at Friends of Slavic Village dinner held at Third Federal Bank.

Fulton Branch - The branch hosted the District 2 breakfast fundraiser for Harvest for Hunger. District Manager Luigi Russo flipped quite a few pancakes for a variety of staff members bringing their appetites for pancakes, sausages, bacon, turkey bacon, coffee, smoothies, and juice. Over \$50.00 was raised. Thank you to the staff that participated and the staff that made this fundraiser possible.

Garden Valley - Youth services staff teamed with the new LACE to provide a fun and knowledge-based scavenger hunt for the kids during their spring break. Answers to questions were easily found via CPL website under kids and teen tabs. Mr. Roy Peoples, who grew up in Garden Valley and East Tech alum, have returned to give a big literary boost to the community. Two programs were held to introduce his poetry to the community. The branch was represented at the Girl Power conference (Moncrief) and the Chess event at Main (Moncrief).

Glenville - Staff hosted the District 5 Breakfast in support of Harvest for Hunger. Breakfast was outstanding and the district donated \$60.00.

Harvard Lee Branch - Clerk Bianca Jackson orchestrated a Team Appreciation Week for Harvard Lee. During this time, each team members receives a designated special day where fellow team members acknowledge them for their service. Gifts are exchanged with each day being a unique theme. Some of the themes were favorite sports team day, tie day, twin day, glam day, hat day, Chipotle day, to name a few. This was a great effort in furthering our team building and Harvard-Lee's 2015 theme - U.N.I.T.Y: Together We Stand, Divided We Fall. It was wonderful to see all team members participate.

Hough Branch - This month's featured programming included: Cleveland Clinic's "Sex Education", conducted by Angela Watson; an Easter egg decorating session with youth; "Book Buffet" in which readers could look over the latest arrivals to Hough; and "World Tour Wednesdays" in which youth were able to explore a different country each week.

Jefferson Branch - The branch had the pleasure of hosting the monthly meeting of the Tremont West Development Corporation Board of Directors. The board has overgrown the meeting room at the Tremont West office. Also the Wee Play and Sing Toddler Time

group has grown so large that it was necessary to add a second session.

Langston Hughes - The Langston Hughes branch presented jazz week at CPL, offering the 9th year in our jazz series with the Oberlin College Jazz Ensemble on Saturday, April 11th with 47 in attendance. On April 13th, it was Langston Hughes at MLK with author/musician James McBride with 120 in attendance!

Lorain Branch - Branch Manager, Shayna Muckerheide attended the Joint Manager's meeting and magazine training offering by Technical Services this month. Tech Central at Lorain is being received well by patrons.

Martin Luther King Jr. Branch - The branch had the pleasure of hosting two wonderful Jazz programs this month. The first was program Langston Hughes at MLK featured author and musician, James McBride and his band. Over 130 patrons enjoyed this wonderful and uplifting performance. The second program was part of the Tri-C Jazz Festival which featured the Gerald Clayton Trio with over 125 patrons in attendance. A couple of artist from our Sankofa partnership was gracious enough to loan us some Jazz and Blues artwork for these special occasions. We currently have a "Boycott" exhibit on display until the end of the month. Music in the Stacks presented two performances this month. Mr. Roberts continues to conduct chess lessons on Friday afternoons and outreach to PNC. Ms. Parker helped to host a Food for Fines breakfast with Marcie Williams and Anastasia Diamond.

Memorial Nottingham Branch - The 11<sup>th</sup> Congressional Art Competition was held at the branch this month. Over one hundred entries were on display.

Mt. Pleasant - Manager Cal Zunt attended the MyCom community meeting and Joint Manager's meeting this month.

Rice - Youth programs included a visit and extravagant program with NASA, story times and school class visits 4 days a week; the Kids' Café, the Kid's Crochet Club, daily chess, and weekend video games. For adults, there was another *gardening workshop*, Legal Aid, GED Instruction, Knitting Group, Think Tank, yoga, meditation, smoking cessation and the Bridgeport Food truck continued to arrive weekly to sell fruits and vegetables in the parking lot. Manager Ali Boyd attended the Manager's Meeting and assisted with interviews for Tech Central and Eastman Branch and participated in another Healthy Eating Active Living planning meeting. Brianna Daniels attended the Youth Services meeting.

Rockport - Several popular adult programs were presented during the month of April. AARP tax preparation assistance ended on 4/10; every session throughout the program was booked for the duration of tax season. Tech Central taught a beyond capacity introduction to computers series. The meeting room was booked for several groups between 10 and 30 people in size including a neighborhood garden club, a senior transportation CPR class, and an informative session by Early Childhood Options. Children have continued to attend events at the library including two nutrition classes conducted by the Food Bank and a duct tape maker lab led by Rockport staff. Teens have been excited to use the new iPads Rockport received early in April. At least 5 iPads have been used every day; one teen stated she was afraid to use the device since she had never touched one before, but we have been encouraging all teens to at least try and to ask any questions that may arise.

South Branch - Staff got in the spirit of the Harvest for hunger Campaign by decorating the collection barrel with a Star Wars theme. The barrel was artistically decorated by Mr. Fox-Morgan library assistant youth emphasis, with the motto "May the Food be With You.". Also with the barrel the Branch has an excellent display of the super six foods desired by the Cleveland Food Bank.

South Brooklyn - Manager Luigi Russo attended District Manager meetings this month and visited branches within his district. Russo also held a meeting with District 2 managers. He attended the Technical Services magazine training and the Harvest for Hunger breakfast at Fulton.

Sterling - Tech Central presented the very popular 3D Pet Monster program. We talked about new technologies creating opportunities in business and industry. Our young fashionistas were excited to learn that a popular handbag company (named after Rudyard Kipling) is using 3D printing technology to create handbags.

Union Branch - To celebrate Ohio Library day patrons learned how to make healthy smoothies. *Let's Talk About It Book Club* had a very good discussion about "The New Jim Crow" by Michelle Alexander. Afterschool kids planted different types of seeds in cups which will later be transferred to the Union Garden. Branch Manager Marcie Williams served as the branch represented to Harvest for Hunger facilitating pancake breakfasts at several branch locations. Over 350.00 were raised!

Walz - Staff observed National Poetry month by creating displays of poetry books, Poem in my Pocket Day and a multi-generational program named The Art of Haiku, where participants created a scroll with cherry blossoms and penned in an original Haiku. The same project was taken to Algart Health Care as an outreach program. Class visits this month also highlighted poetry...the children particularly like riddle poetry.

West Park - Manager Michael Dalby attended the Joint Manager's meeting and District Manager's meeting this month.

Woodland - The CPL150 Advisory Board met to discuss findings from the first Woodland branch public meeting and preliminary results from a survey-in-progress. Those who attended provided highly relevant feedback. The survey will continue. Whitney Johnson represented the branch at the Girl Power conference. Arlist Hunter represented the branch at the chess event. Rena Baker represented the branch at two jazz events: James McBride and the Trio.

#### TechCentral

Two open houses were held for the TechCentral Satellite locations, April 7 at Fleet Branch, and April 8 at Lorain Branch, following the March 30 openings of services at both locations. During each open house, TechCentral and Branch staff coordinated in offering various drop-in programs and demonstrations.

3D printing services at both branches have been particularly popular among branch patrons, and have also been helpful at reducing the demand on the TechCentral, Main Library, 3D printers.

#### Equipment and Furniture Additions and Improvements

IT/CLEVNET staff installed ten new computers in the TechCentral Learning Lab, LSW 217, to replace aging systems that had become increasingly problematic during classes.

IT/CLEVNET finished prepping 14 new laptops for TechCentral that will be used to increase equipment available for TechCentral MakerLabs. These additional laptops will increase the capacity for the department to offer more MakerLab programs requiring laptops, and can also be used to for special computer classes.

A new combination staff/patron desk was installed in the TechCentral MakerSpace. This new desk will provide space for the new heat press, as well as other equipment in the future. Additionally, the desk will provide a new staff workspace that

is better suited for a service point, rather than the existing patron table that was repurposed as a staff work area.

#### Visits and Outreach

Library Assistant, Computer Emphasis, Deman Deng, attended the Kent State Mini Maker Faire on April 11, representing Cleveland Public Library and TechCentral at a booth during the event.

On April 13, TechCentral Manager, CJ Lynce, attended a Northeast Ohio Maker Network meeting at the Great Lakes Science Center. The purpose of the meeting was to continue discussions of a more formal Maker Network in the region, as well as to discuss activities for the upcoming 'Maker Week' led by the White House.

Students from Lakewood Middle School visited the TechCentral MakerSpace on April 13. Library Assistant, Computer Emphasis, Yehia (Jon) Alhibshi-Devore presented a session on 3D printing basics, and allowed the group to select a 3D model that will be printed and given to their class.

Two groups from Collinwood High School visited TechCentral on April 14 as part of larger tour of the library. During the visit, Library Assistant, Computer Emphasis, Matthew Sucre, gave the groups a brief tour of the TechCentral MakerSpace, as well as other TechCentral services.

Library Assistant, Computer Emphasis, Adam Jaenke, attended the *Girls Make IT Better* program at the Federal Reserve Bank of Cleveland on April 17. Mr. Jaenke presented three sessions on 3D printing for high school girls attending the program. This is part of a continued relationship with the Federal Reserve Bank of Cleveland and TechCentral, surrounding the topic of 3D printing.

Twelve students from Max Hayes High School visited TechCentral and the Cleveland Digital Public Library on April 21. Mr. Lynce arranged the visit for the group, as well as a Q&A session with IT/CLEVNET administrators and staff, as well as a tour of the IT/CLEVNET department.

#### Meetings, Presentations and Professional Development

The first Library Assistant, Computer Emphasis In-Service meeting of 2015 was held on April 29 at the Lake Shore Facility Auditorium. Topics of the training included; an overview of the Cleveland Digital Public Library; an overview activity of TechCentral MakerLab programs offered in branches; promoting and requesting of TechCentral computer classes; an activity aimed at

identifying ways to improve communications between Library Assistants, Computer Emphasis; an update from Safety and Protective Services regarding the upcoming SPS reorganization. TechCentral Coordinator, Forrest Lykins, attended a NEO-RLS Webinar, *If It's Broke, Fix It*, on April 29.

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

The following are the statistics for Computer Class and MakerLab programs for April 2015:

	Branches	Main	<b>Total</b>
Number of Computer Classes	44	20	<b>64</b>
Attendance in Computer Classes	111	78	<b>189</b>
Cancelled Computer Classes (in-advance, no registrations)	1	1	<b>2</b>
No-Show Computer Classes	5	2	<b>7</b>
Cancelled Computer Classes Due to Weather	0	0	<b>0</b>

	Branches	Main	<b>Total</b>
Number of MakerLabs	14	2	<b>16</b>
Attendance at MakerLabs	99	5	<b>104</b>
Cancelled MakerLabs (in-advance, no registrations)	1	0	<b>1</b>
No-Show MakerLabs	2	1	<b>3</b>
Cancelled MakerLabs Due to Weather	0	0	<b>0</b>

In addition to computer classes and MakerLabs, TechCentral staff held 17 scheduled one-on-one sessions on various topics including:

- 3D Printing
- Adobe Photoshop
- eBooks
- Email Basics
- Laptop Troubleshooting
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Publisher



## OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

For April, OLBDP circulated 50,554 books and magazines directly to patrons. OLBDP registered 145 new readers to the service. Approximately 607 BARD patrons among 2,298 active users downloaded 9,916 items.

The National Library Service (NLS) released a preview of the BARD Mobile Android app to regional libraries in preparation of its national release to patrons of the service. NLS will be hosting a teleconference on Wednesday, May 6<sup>th</sup> to discuss the BARD Mobile application for Android phones. The NLS BARD Mobile development and support teams will receive network library staff comments and feedback, and address questions and concerns.

On April 8<sup>th</sup>, OLBDP Manager Will Reed along with State Library of Ohio (SLO) Associate State Librarian for Library Services Ann Watson and Talking Book Coordinator Tracy Grimm met with staff from Opportunities for Ohioans with Disabilities (OOD) on possibly partnering to co-promote both State programs. OOD is a State of Ohio agency that partners with Ohioans with disabilities to achieve quality employment and independence.

OLBDP Manager Will Reed attended the NLS Futures Committee Conference held in Washington, D.C. April 14-16<sup>th</sup>. The committee has been charged with exploring the future of NLS services in the next five to ten years, including what services will be provided, changing needs of consumers, expectations from regional libraries, and how automation systems and technology will continue to fuel developments for NLS services. A big challenge in future services involves how title production and distribution will change over the next five to ten years. NLS is exploring five different production models that include duplication-on-demand, along with various hybrids of current and on-demand methods. Delivery methods being explored will look to take advantage of Wi-Fi enabled digital talking book players that are currently under development.

In March, OLBDP Librarian Michelle Makkos and OLBDP Library Assistant Ken Redd provided information and talks about the service at the Cleveland Sight Center on April 9<sup>th</sup>; Lupus/Minority Health Expo on April 11<sup>th</sup>; NASA/Cleveland Sight Center Hubble Telescope 25<sup>th</sup> Anniversary program on April 18<sup>th</sup>; Westside Community House on April 23<sup>rd</sup>; Avon Vision Fair on April 24<sup>th</sup>; Lodi American Legion Health and Wellness Fair on April 28<sup>th</sup>; OLC's Legislative Day in Columbus, Ohio on April 28<sup>th</sup>.

## Cleveland Digital Public Library

### Preservation Week

Cleveland Digital Public Library collaborated with Intermuseum Conservation Association (ICA) to host preservation week in the Learning Commons and to provide an introductory program to the CDPL with preservation demonstrations and provide individualized scanning demonstrations to participants.

### Public Services

As of April, 28, The Cleveland Digital Public Library has had 370 patrons, many of them tour groups and individuals interested in what goes on in the department. As of April 28, 2015 Cleveland Digital Public Library's public service KIC stations have had 391 unique sessions that have produced 7027 images totaling 7857.8 MB of information.

### Outreach

In order to develop digital collections and form partnerships, the Cleveland Digital Public Library has reached out to the Cleveland Museum of Art's distance learning department to discuss digital learning opportunities and a possible collaboration.

### Collection Development

#### Digital Gallery Collection Development

Cleveland Digital Public Library staff and practicum student have finished scanning and metadata creation for a collection of mug shots from the Cleveland Police Department/other Police Departments which was brought to the CDPL by Director of Public Services, John Skrtic.

### Library Staff Does Digitization

Cleveland Digital Public Library staff have completed several scanning projects, including scanning a collection of mug shots from the Cleveland Police Department and the *Ignation(St. Ignatius High School Yearbook)*. The *East Side Daily News*, and *West Tech Tatler* projects are ongoing; additional projects involving Cleveland area 'zines, manuscripts, and photographs are in the development stage.

### Staff Development

#### CCS Docworks Workshop

Raymond Rozman travelled to Washington DC to attend a workshop on CSS Docworks. Docworks is a program used during post processing of digital images to capture text and handwriting

using Optical Character Recognition and to analyze the structure of the digital object for enhanced access.

#### Planning Activities

Cleveland Digital Public Library has reached out and set a meeting for 5/14/15 with the Cleveland Museum of Art's distance learning department to discuss digital/distance learning opportunities, best practices and a possible collaboration.

#### Institutional Oral History Program

The Cleveland Digital Public Library has reached out to speak with Nancy Nolan-Jones and staff members at Ohio State University to discuss best practices for creating an institutional oral history program. The meeting will take place once Chatham comes back.

### **TECHNICAL SERVICES**

Technical Services wrapped up the Harvest for Hunger fundraising drive for 2015. Almost \$1,400 was raised. Many Technical Services staff and visitors to the Lake Shore Facility bought doughnuts and contributed checks to the cause. Special thanks to the Technical Services Managers who set up the Doughnut Sales and sold doughnuts.

Patricia Lowrey, Director of Technical Services and Collection Manager Pam Matthews attended the Trisha Meili "Writers and Readers" presentation on Saturday, April 18. Ms. Matthews, Acquisitions Manager Sandy Jelar Elwell, Technical Services Associate Nate Infante and new Knowledge Office Specialist Nancy Mocsiran presented a Magazine Management Workshop on April 22 for Branch staff. About 30 people attended. Brooklyn Branch Ron Antonucci visited Technical Services departments for the day on Thursday, April 30.

High Demand: It was a busier month than usual for the High Demand Department. Staff cataloged 733 titles, and added 11,761 items. They ordered 1,050 titles and 12,481 items. Staff processed 518 items for the Acquisitions Department.

Over half of the titles cataloged were movies, due to extensive work with the Holds Reorder Report and the DVDs Received with Holds Report. Staff worked together to get these items out to the waiting public as quickly as possible. Technical Services Senior Clerk Mya Warner continued to help with searching out DVD selection records with holds but no orders as of yet. The list

is quite long and a challenge to work through title by title on a weekly basis, so this really is a help.

Materials Processing: The Associates cataloged 1,544 new titles for the Cleveland Public Library and added 1,508 records for the CLEVNET libraries. The Associates and Sr. Clerks added 5,118 items. The Technicians worked on 21,514 items.

Sabrina Rosario-Laureano began learning how to prepare items to send to the bindery. Elizabeth Hegstrom, Materials Processing Manager, met with the Materials Processing Technicians to review emergency procedures. Ms. Hegstrom met with the Associates and Senior Clerks twice, once to review emergency procedures and once to discuss issues with some of the DVDs and Blu-rays coming into the department.

Collection Management: Collection Management selected 1,727 titles, 13,784 copies, and spent \$235,373. A total of 67 telescopes of materials were relocated. The department is down a staff member, so this made for a busy month, especially for Laura Mommers, who picked up the slack in several key areas.

Bonnie Bolton attended the 2015 Virginia Hamilton Conference, where a session entitled "The Availability and Accessibility of Award-Winning Multicultural Youth Literature in Public Libraries", recognized Cleveland Public Library for having the most winners in its collections of all Northeast Ohio libraries.

Collection Manager Pam Matthews attended the monthly CPL United Way/Community Shares Committee Meeting. Ms. Matthews also attended the Ohio Library Council's Legislative Day, meeting with State Representative Nickie Antonio to thank her for her ongoing support of libraries.

Acquisitions: Sandy Jelar Elwell, Acquisitions Manager, and Librarians Leslie Pultorak, Tonya Jenkins and Lisa Kowalczyk met with Steven Chase, Regional Manager at Midwest Library Service to review the current services being provided for CPL and to learn about additional services that were also available. Midwest Library Service is an alternative vendor to The Book House, which had gone out of business at the end of 2014. .

Curtis Grant, the consultant at Improve Consulting and Training Group, returned to the Acquisitions Department to finish mapping the processes performed within the Department. During this visit, he spent time with Darrell Vanek, Technical Services Clerk, to learn about the physical processing of comics and with

Technical Services Associate Nate Infante to learn about the receiving and handling of periodicals including the Sirsi online check-in process. Ms. Jelar Elwell also provided Mr. Grant with an overview of the workflow for the ordering and receipt of book materials with holds.

Alicia Naab attended the Northern Ohio Technical Services Librarians (NOTSL) 2015 Spring Meeting which focused on Advocating for Technical Services in your Library. Ms. Naab also represented the NOTSL Nominating Committee for the NOTSL Board when three new members were elected at the meeting.

The Acquisitions Department ordered a total of 6,556 titles and 9,579 items (including periodical subscriptions and serial standing orders); received 13,446 items, 1,444 periodicals, and 355 serials; added 623 periodical items, 143 serial items, 384 paperbacks, and 1,665 comics; and processed a total of 2,137 invoices.

Catalog: Librarians Yeshen Dugarova-Montgomery and Michael Gabe eliminated a backlog of seven Slavic-language trucks. Catalog Manager Andrea Johnson developed instructions so that all the librarians in Catalog can work on re-adding non-book material to the catalog. Librarian Amei Hu cataloged collections of 1930's Japanese postcards and 1970's Chinese posters for Special Collections.

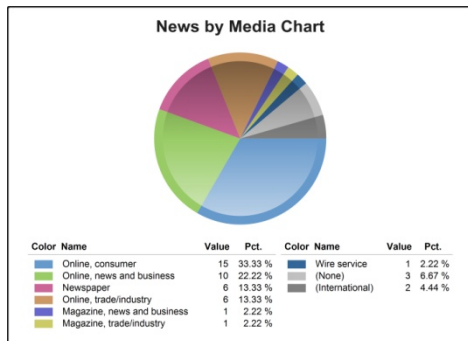
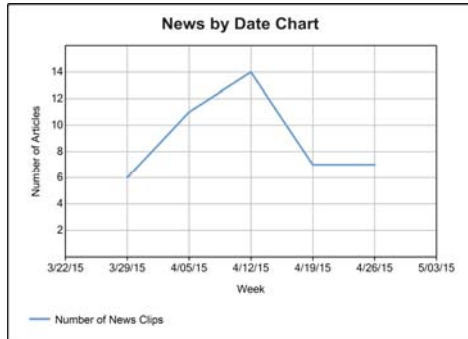
Senior Librarian Michael Monaco demonstrated copy and original cataloging for representatives of Improve Consulting, which is working with staff to evaluate Technical Services processes. Catalogers added 3,624 titles and 4,014 items for Cleveland Public Library.

Librarian Regina Houseman attended the Northern Ohio Technical Services Librarians (NOTSL) spring meeting. Mr. Monaco co-presented a program about cataloging OhioLINK repository finding aids for the second time at the Ohio Library Council (OLC) North Chapter Conference. Librarian Barbara Satow's interview with Kent State's School of Library and Information Science about her self-published books was posted on their website.

Lake Shore Shelf/Shipping: Stephen Wohl assisted the Page New Hire Committee in assessing over 100 potential candidates for various Page position openings throughout the library. The staff of the Lake Shore Shelf/Shipping Department sent 93 items to the Main Library for requests and 123 items to fill holds. Main Library received 456 telescopes, the Branches received 941 telescopes, CLEVNET received 100 telescopes, CASE received 8

telescopes CSU received 9 telescopes and Tri-C received 4 telescopes. A total of 1,518 telescopes were shipped out. The Technicians sent out 322 items of foreign language material and in total 20,218 new items were to the Acquisitions and High Demand Departments.

**MARKETING & COMMUNICATIONS**



Media coverage for the month of April included 45 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$131,408.98 with an outlet circulation audience of 1,263,458 people. In April, the online media outlets that featured CPL events and programs received 57,212,622 unique visitors. Most viewed was an article appearing in *Huffington Post* entitled "8 Awesome Ways Libraries are Making Learning Fun", featuring an interview with Youth Services manager, Annisha Jeffries. CPL was mentioned the most in online consumer news.

Ads to promote the Cleveland Landmark library card were placed in *La Prensa*, *Profile News*, *Campus Observer*, *Lotus*, *Kamms Magazine* and *Cleveland Indians Yearbook*. The children's card was promoted in the *Call & Post's* new children's section. An ad promoting the Foreign Literature Department appeared in The Cleveland International Hall of Fame program. A radio ad to promote Trisha Meili ran on Q104 FM as well as an eblast sent through Eventful. Results for the eblast showed an open rate of 13.68%, which is in the average range.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 7,423 times on average per week, with an average of 422 clicks to the website resulting in a .06% click-through rate for the month. *Public library* was the most clicked-through phrase with *free music* and *free classes* being in the top 10.

An ad was run on cleveland.com for Trisha Meili resulting in a .10% click-through rate. National averages range from .04%-.06%.

## April-SOCIAL MEDIA

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

1. April 19<sup>th</sup>: Link to We are hiring page
2. April 14<sup>th</sup>: Happy Ohio Library Day! (Link to branch activities)
3. April 20<sup>th</sup>: Have you checked out Cleveland Digital Public Library? Start creating your family archive with the help of our staff (link to page)
4. April 17<sup>th</sup>: We will see you tomorrow at Main Library for Trisha Meili (link to page)
5. April 13<sup>th</sup>: We had a great time with our writer in residence, Chef Sawyer (Link to photos from event)

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

1. April 12<sup>th</sup>: promotion of free legal aid clinic
2. April 29<sup>th</sup>: Article link to Huffington Post article that includes CPL's ArtLab
3. April 19<sup>th</sup>: We are hiring-link to page
4. April 27<sup>th</sup>: Congratulations to Cleveland Play House on Tony Award
5. April 29<sup>th</sup>: sign-up kids for summer reading & chance to win Cavs tickets

## GRAPHICS

Graphics staff designed, printed, and distributed 217 items in April in addition to graphics for the library website, and 4 staff newsletters and UpNext monthly program guide and MyBranch branch activity fliers. Highlights included Summer Reading Club collateral, Legislative Day folders, bookmarks for Cleveland Play House's productions of *Vanya & Sonya & Masha & Spike* and *Fairfield*, May/June Computer Class calendar, and resizing of all web graphics for new website.

WEBWARE [www.cpl.org](http://www.cpl.org)

Twitter followers are up from 8,277 in 2014 to 10,400 currently. Facebook fans are up from 6,439 in 2014 to 7,148 currently.

Featured news items and promotions on the CPL website were Writers & Readers-Trisha Meili; Digital Public Library; Jonathon Sawyer; Jazz Concerts; My Tunes-Jason Aldean; Gale Courses; Lincoln at Cleveland; Free Tutoring; Zinio; Tax Prep; TechCentral MakerSpace; Food for Fines; CPL 150; eBooks for

Kids; Celebrate w/ Books; Art Labs; My Tunes-T.I.; Celebrate w/ Books; Board Meeting, Joint Finance & CPL150 Ad Hoc Meeting; Cleveland Public Library Recognized for Diversity and Inclusion; Nominating Panel of the Cleveland Municipal School District Accepting Applications; and Career Literacy & Education Workshop (CLEW).

The 44th "Off the Shelf" (April 2015 edition) was sent out on April 7, 2015 at 7:30pm. Of the 9,546 emails sent, an estimated 1,610 were read, we had 2 shares of the newsletter of Facebook and 21 click-throughs. This gives us a 17% open rate. The April edition featured: Chef & Author Jonathon Sawyer-April 11; Trisha Meili-April 18; Live Jazz-April 11, 13 and 15; Food for Fines Program Returns April 1-30; and Mini-Maker Spaces. Several branch and Main Library events were promoted.

Top Pages:

My Account

Mobile Site

Research Databases

Branch Locations (and on Mobile)

Research and Learning

Genealogy

### **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 the architect on the design of Phase II for Main and LSW.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. The evaporator coils and condenser coils were cleaned at Fulton. Glycol was reclaimed from the cooling coils, the A/C cooling tower was cleaned, and a three phase monitor was installed on air handling unit #10 at Lakeshore. A new variable frequency drive (VFD) was installed on air handling unit #3 and return fan #0 North in LSW. Three balancing valves were replaced on fan coil units on the third floor of Main. New lighting and electrical were installed in the office on the second floor of MLK. The condenser coils were



cleaned, filters were replaced and new heating coils were installed at Union.

The Carpenters and Painters removed a wall, repaired the ceiling, painted, and installed new carpeting in the office on the second floor and the teen room of MLK. Shelving was removed, relocated, carpet was installed where shelving was moved and a white board was installed in Foreign Literature department at Main. Broken exterior tiles were replaced at Fulton and Eastman. A new hand rail was installed on the exterior ramp at Collinwood. Parking lot repairs were completed at Lorain, Rockport and West Park.

The Garage replaced the wiring and lights on truck #25. Lawn mowers were delivered to all branches and all snow blowers have been picked up from the branches.

### **SAFETY & PROTECTIVE SERVICES**

#### SAFETY SERVICES

- 50 Security Irregularity Reports submitted.
- Investigatory meetings to be held with Officers Taylor and Slesinger regarding an improperly disposed wheelchair.
- Contingency plans developed to ensure a quick response to any issues that may arise at branches or downtown campus after the Officer Brelo verdict.

#### 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
<b>April 2015</b>	5818	223	154	39	219	294	50	64
<b>Mar 2015</b>	5363	206	169	32	195	278	65	73
<b>Feb 2015</b>	4538	206	183	18	209	178	43	45
<b>Jan 2015</b>	5123	205	190	35	179	220	78	45
<b>Dec 2014</b>	4747	190	192	31	194	254	53	38
<b>Nov 2014</b>	4442	198	196	17	237	189	40	48
<b>Oct 2014</b>	4939	198	196	25	307	182	54	48
<b>Sept 2014</b>	5222	208	193	23	333	157	28	77
<b>Aug 2014</b>	4997	192	90	29	313	153	34	83

<b>Jul 2014*</b>	3,137	224	71	22	206	69	52**	133**
<b>Jun 2014</b>	4,593	200	102	29	391	148	36	
<b>May 2014</b>	5,958	221	82	42	444	156	58	

\*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

- Officers assigned to Girl Power 4/7
- Officers present at Martin Luther King branch Jazz Event 4/13 & 4/15
- Officers have been assigned for the upcoming Community meetings at Brooklyn and South Brooklyn branches.
- On 5/5/15, SPS branch patrol officers witnessed males shooting into a home a short distance away from Lorain branch. Authorities were notified and the branch was temporarily locked down until CPD secured the scene.
- A full time SPS officer was assigned to Lorain branch the rest of the week.

#### Protective and Fire Systems

- Carnegie West fire alarm repaired and reset.
- IPS fixed the locking mechanism on one of the LSW entrance doors.
- SA Comunale replaced a part on the pre-action system on LSW 8<sup>th</sup> floor
- Fire alarm drills are scheduled to begin in the near future.
- Speakers that broadcast LSW and Main opening and closing announcements aren't working properly. Property management is working to correct the problem.

#### Contract Security

- Meeting scheduled between G4S regional manager, G4S account manager, Myron Scruggs and I to discuss nonperformance of current contract and CPL's expectations.
- At the district managers meeting, district managers expressed their manager's displeasure with the quality of some guards G4S is sending to branches. I will address these issues with at the G4S meeting.

## Administration

- The board will vote to approve the purchase of radios for the new SPS staff members.
- SPS will no longer purchase uniforms for officers. It is more cost effective to lease uniforms from Cintas which includes laundry services and the uniforms can be returned to Cintas when the officer departs CPL. We currently purchase uniforms from Shuttlers and pay for laundry services from Avon Cleaners. We are left with uniforms in sizes that cannot be reused when the officer terminates employment.

## **INFORMATION TECHNOLOGY & CLEVNET**

The CLEVNET Directors' held their regular quarterly meeting on April 24, 2015, at the Lake Shore Facility. A special welcome was extended to former CPL trustee Rick Werner who is now Director of the Willoughby-Eastlake Public Library.

Julianne Bedel, Director of Barberton Public Library, announced that Virginia Sharp March, Director of Perry Public Library, was elected by the Directors' Panel as its new chair at their meeting in March. Director Perry will serve a two-year term. Although Director Bedel's term on the Panel has ended, she will continue to work with the Panel as chair of an ad hoc committee charged with revising the existing bylaws.

The Directors were updated on the strategic plan and work underway in the department. The Directors were pleased to learn that Brian Leszcz would be returning to IT/CLEVNET as its first Database Administrator at the end of April. Mr. Leszcz left CPL to work at The Rock and Roll Hall of Fame and Museum and has been greatly missed.

Hilary Prisbylla provided a summary of the COSUGI (Customers of SirsiDynix Users Group, Inc.) conference that she attended in Portland Oregon, from March 29 to April 1. The conference allows users of SirsiDynix products to share information and meet with SirsiDynix staff regarding upcoming product enhancements. Ms. Prisbylla was voted Chair-Elect of the Consortia SIG and will likely bring the SIG's conference to Cleveland in 2016.

At the end of the meeting, the CLEVNET Directors in attendance voted for representatives to serve on the Directors' Panel. Patrick Finan of Niles McKinley Public Library was re-elected to another term as a representative to the Eastern Communities;

James Tolbert of Milan-Berlin Township Public Library was elected to serve the Western Communities, filling a seat left vacant by Julie Brooks of Sandusky Public Library when she retired; and Carol Kowell of Medina County District Library will represent the Southern Communities, filling the seat left by Director Bedel who chose not to seek re-election due to the extensive building project about to begin at Barberton Public Library.