

DIRECTOR'S REPORT

January 21, 2016

Partnerships

Director Felton Thomas, Trustee Alice Butts, the Friends of the CPL, OPS, and the Woodland Branch hosted the Ribbon-cutting ceremony for the Playroom, Woodland Wonderland. In attendance were Stephanie Tyus, Asst. Director of Public Services - Branches; District 3 Team Manager, Toni Parker; State Representative, Stephanie Howse (House District 11), Executive Director, Joanne Federman and many representatives from Family Connections; Christie Manning and others from the St. Luke Foundation; Donna Winfield and Sally Rockford, representing NY Community Bank; and our Friends of the CPL, Board President, Nichole O'Sullivan. Ms. Keesha Tolliver-Funches is the Manager of the Playroom and is assisted by Woodland's Children's Librarian, Adela Garcia.

Family Passes to the Cleveland Museum of Natural History are available for check-out by CPL cardholders at all branches. December results show a significant increase in redemption rates compared to the pilot program of just three branches. Each Family Pass is good for one day's admission to the museum for a family of 6 (up to 2 adults and 4 children). Each location receives 15 passes per month from OPS. Additional passes may be requested from OPS as needed.

The Branches

Addison Branch - Branch Manager, Magnolia Peters continues to provide literature drops at area community centers. Youth Librarian, Heidi Landskroener continued her off-site storytimes and provides emails concerning the Early Literacy calendar, branch program guide, and other items of interest to local teachers. Upcycle Parts Shop conducted a holiday craft program entitled "Community art-magnet exchange" Each person will make a magnet for the purpose of exchanging it with another library patron. Cleveland Food Bank delivered their weekly "Free Fresh Produce." This month the branch received apples and pears.

Brooklyn Branch - The new local daycare Little Bit of Loving Daycare has started to come to the branch on a weekly basis. Staff has prepared seasonal crafts to be done by them including Santa fringe beards and have hosted holiday-oriented programs

and storytelling, plus movies and events played out on the Smart Board.

Carnegie West Branch - Tail-Waggin' Tutors, Ziggy and Salvador, and a new dog, Baila, enjoyed an hour and a half of stories and companionship from Carnegie West's young readers on December 12th. Every child that read to a dog received a dog-themed gift book of their own choosing, courtesy of the CPL Starter Project grant. Main Library Department Managers Annisha Jeffries and Milos Markovic visited Carnegie West to fulfill the annual requirement of Main Managers to visit a branch library. They toured the entire building and were astounded by the former auditorium below ground. Lights are on in Novak Park! After being out for a few years, all the lightbulbs in the lamps ringing the library have been replaced.

Collinwood - For the month of December, the Collinwood Branch continues to weed based on weeding guidelines and lists forwarded by Collection Management. We are reviewing our stats to find ways to increase our circulation by adding new displays and referencing materials for patrons and families.

East 131 - Manager Ginaya Willoughby attended a dinner meet and greet with author Sharon Draper (also joined by Caroline Peak, Rena Baker, and Nichole Shabazz). Mrs. Willoughby introduced Ms. Draper to an audience of 50 eager fans at Main on December 2nd. Security has been a major concern in the branch over the last few months and we have been working diligently with Lieutenant Duncan and SPS.

Eastman - On December 12, a winter concert was held showcasing computer aide Adam Tully on the bass and children's librarian Rebecca Price Donahue on the clarinet. The festive event was emceed by library assistant Nancy Smith and featured a variety of seasonal music, a fun Frosty the Snowman flannel board, light refreshments, and a special visit from Frozen characters, Elsa and Olaf. Forty-one patrons of all ages came out to get into the spirit and sing along to familiar tunes.

Fleet - Branch Manager Rekiat Olayiwola was recognized at the December Board of Trustees meeting. She is retiring effective December 31, 2015.

Garden Valley - The Garden Valley branch staff was treated to a Pizza Party for having the best-decorated food bin during the Harvest for Hunger/Food for Fines event. Director Felton Thomas

joined the celebration. Garden Valley continues to encourage parents and students to engage in conversation about the schools available through the Cleveland Transformation Alliance.

Harvard-Lee - District Four Managers and Lt. Duncan met with Commander Kutz of the CPD Fourth District to discuss safety measures for the branches in our district. The Harvard-Lee Branch hosted the Legal Aid Society on December 5. Harvard-Lee team had their staff luncheon on December 15. Additionally, the Harvard-Lee Branch held a Patron Appreciation Day reception for our patrons.

Hough - December marks the end of the year, as well as a slowdown of activities. Visiting Day Care Lexington-Bell has not shown up for story hour this month. The number of children showing up for the afterschool snack program has also decreased. Staff has continued to offer programming to children and adults. Computer Aide Romael Young conducted a "How to Create your Own Email" program with adults, and later conducted a Christmas Tree Coloring contest with the youth who frequent the Branch. Library Assistant Joanna Rivera conducted a "Hygiene and Me" program with a group of youth. The program emphasized the importance of keeping your body clean and creating healthy habits. Each participant received a bag filled with soap, a teeth cleaning kit, deodorant, and a loofah. Ms. Rivera also conducted "How the Grinch Stole Christmas" program in which participants engaged in a book discussion, activity sheet, and created Grinch Masks. Ms. Rivera and CPL Officer Ed Moore sponsored a "Pizza and a Movie Day", in which attendees viewed the movie "Santa Buddies" while enjoying pizza. Ms. Rivera and Branch Manager Donna Willingham conducted a "Count Down to Noon" celebration in honor of New Year's Day.

Lorain - Branch Manager Shayna Muckerheide attended the Community Police Commission meeting on December 17 and invited the Commissioners to visit any of the CPL locations to talk to and observe the public and hear their voices that hopefully patrons' input could help with their work. Throughout December, Erin Guido, from Land Studio, painted a wall mural in the Children's room. Youth Services staff offered several popular programs (gingerbread house decorating, paper quilling, Wii gaming, Ohio wildlife).

Martin Luther King Jr. - Youth Opportunities Unlimited continued with its weekly programming for students. The MLK afterschool chess time and gaming time continued with a few sessions for afterschool students. A special holiday break celebration took

place with students involving gaming and a special holiday movie time. Ms. Davis and Ms. Jones continued with a mentoring and development program for girls that included discussions about teen and female issues, activities and snacks.

Memorial-Nottingham - We have been working hard at the Memorial-Nottingham branch to improve our services and outreach to the community. Listed are the monthly highlights of our services-Programs: Community Health Art Show, Chess Club, Customer Appreciation Day, Family Game Week; Outreach: Grovewood Head Start and Brilliant Beginnings, Ohio Perry School.

Rice Branch - Youth programs included daily holiday crafts, storytimes, school class visits 4 days a week; the Kids' Café, the Kid's Crochet Club, Friday Chess Club, and Monday Word Bingo, Friday Movies, and weekend video games. For adults, there was the TechCentral Computer Classes, the Books@Work Community Book Discussion, Knitting Group, Poetic Power, Think Tank, yoga, meditation, and MetroHealth smoking cessation classes. Manager Ali Boyd attended the African American History Committee at Main and Rice, the District Four Safety Meeting with Commander Kutz, and with Saint Luke's funder Nelson Beckford. Saint Luke's has awarded the Rice Branch a \$5,000 gift to be used at the Manager's discretion. Collections were promoted with displays for Star Wars, Winter Season, poetry, and job readiness.

South Brooklyn Branch - Despite the drastic differences of December's weather, hot for a week, then bitterly cold for a few more days, patrons, especially school-aged, continuously flowed into the branch. In partnership with United Way, the branch had a coat drive for CMSD students, and in partnership with the Greater Cleveland Food Bank, received free produce once a week to give to patrons.

Sterling Branch - Sterling is working with the Children's Museum of Cleveland to bring a series of programs to the Branch. The first, an engineering activity designed to guide children in building structures, is scheduled for January. Additionally, as part of the Cuyahoga Fatherhood initiative, the Children's Museum conducts programs for fathers and their children. Sterling is delighted to be the host site for the first 2016 Dads Count program.

Union - A representative from the Board of Elections set up an information table for the purpose of recruiting poll workers to work the neighborhood voting locations for the next Election Day

Walz - Walz winners of the photography contest were determined. The entries were put on display December 7-January 7th. We've already had inquiries about the second annual Walz Photography contest. The Walz staff put on an original adaptation of "The Bear Who Couldn't Sleep" as a puppet play for pre-K through the second grades from Watterson Lake (the bear not only couldn't hibernate during Chanukah but also Christmas and Kwanzaa).

West Park - The branch continued meetings of The Fashion Club, which is an ongoing program and collaboration with Bellaire-Puritas Development. Students enjoy snacks and crafts, this month they made beaded scarves with fleece. Color theory was discussed. Students also enjoyed fashion plate coloring sheets and browsed our selection of beading, sewing, and fashion books. We have a balloon twister patron who graciously donated his talents one afternoon and his holiday creations have been on display at the front circulation desk for the past week.

Woodland Branch - The Kiwanis Club visited the Woodland Branch to deliver books to the neighborhood children. This year's recipients were students from the Cleveland School of the Arts. More than 20 children were present to receive books.

Exhibits

This month's highlight included an inaugural art exhibit titled *Head2Head* by artist Milan Kecman which opened on December 15th. The exhibit which runs from December 15th through April 30th features 25 original paintings.

Research That's Possible Only at Main Library

- Government Documents staff were able to find a print-only Code of Federal Regulations document from 1980 for a patron from the armed services. Cleveland Public library is one of the few libraries in the area that still own that year in print.
- Social Sciences staff members assisted a Special Collections Librarian at an out of state Library to obtain access to the publication *Ten Years Service by the National Child Welfare Association, Inc., 1912-1922*.
- A patron in the Science and Technology Department requested books on Particle beam strengthening. Staff was able to locate two books: *Particle Strengthening of Metals and*

Alloys by Eckhard Nembach (Wiley, 1997) and *Fundamentals of Beam Physics* by James B. Rosenzweig (Oxford, 2003). Cleveland Public Library is the only public library in Ohio that has these books in its collection.

- An out-of-state library requested *The Scarlet Letter* in Hebrew. According to WorldCat, it appears Cleveland Public Library is only one of five libraries in the country that own this particular translation.
- A patron visited the Map Collection to research "planked roads" from the 1852 Map of Cuyahoga County Index.
- A patron requested information about Cleveland WPA artists including the artist John Csoz who painted the mural for Collinwood High School. Information was found in *The Plain Dealer* and the artist clipping files.
- A local researcher requested building plans for the Clarence Mack House in Lakewood. Clarence Mack designed, built and furnished upper middle class housing in Cleveland's emerging suburbs of Lakewood, Shaker Heights and Rocky River. Special Collections has an archive of his work.
- A patron from Cincinnati requested images from the 1884 Cincinnati Exposition book that featured lighthouses.
- A doctoral student from the University of Cambridge (England) requested scans from a 13th century chess manuscript. She also requested scans from a letter written by former Special Collections Manager George Maciuszko in 1964 to a researcher about the contents of the manuscript. Archivist Ann Marie Wieland assisted in locating the letter.
- The curator from the Princeton University Art Museum requested the image of Andrew Carnegie from one of the paintings in our collection.
- PAL staff answered resolution and ordinance questions, found information about Charles Giddings, phone numbers and addresses for bio-oxidative therapy clinics and emailed an article from the December 2015 *Planning* magazine to a City of Cleveland Department Director.

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

CLEVNET

CPL has nearly 11,000 followers on Twitter and the Facebook page currently has 7,500 fans.

GRANTS & DEVELOPMENT

Cleveland Foundation Summer Intern Host Site

CPL was selected to host a 2016 Cleveland Foundation Summer Intern to develop the Cleveland Digital Public Library's oral history program.

Northeast Ohio Regional Sewer District Green Infrastructure Grant

Submitted a proposal through Burten, Bell, Carr Development Corporation to install a rain garden in front of Woodland Branch.

Shakespeare's First Folio Fundraising/Programming

Hosted a meeting with outside partners to discuss two events to be held around the Folio.

Woodland Branch Early Learning Space Open House/Ribbon Cutting

Hosted a ribbon-cutting/open house for the Early Learning Space at Woodland Branch (December 16). This event was held primarily to thank New York Community Bank for their grant which purchased the items in the space.

Starting Point Kindergarten Clubs

Submitted final receipts for reimbursement, closing this grant.

ALA ConnectED

Hosted large group (staff) meeting to develop a timeline and framework to distribute library cards to all CMSD students before the start of the 2016 Summer Reading Club.

Letters of Support

- To the Free Library of Philadelphia for their organizational and workforce development proposal to IMLS' Laura Bush 21st Century Librarian grant program.
- To The George Gund Foundation for the formation of Literary Cleveland (headed by Lee Chilcote our partners in the Cleveland Inkubator).
- To Peer to Peer University for CPL to participate in their Learning Circles model of online learning and study groups.

PUBLIC SERVICES

In the month of December the Library hosted approximately 892 programs ranging from writing workshops to community celebrations and an award-winning author visit.

While the month of December is typically a slow month for library programming, CPL hosted award-winning young adult author Sharon Draper to participate in two school assemblies and an evening presentation with educators and members of the community. Students from CMSD, Shaker and Euclid public schools attended two sessions facilitated by Mrs. Draper.

On December 6th the Martin Luther King Jr. Branch participated in University Circle's annual Circlefest celebration. Local musicians and student groups performed for library patrons and artwork produced by local artists was display.

Legal Aid @ the Library was held at the Harvard Lee Branch on December 26th.

Partnerships

Family Passes to the Cleveland Museum of Natural History are available for check out by CPL cardholders at Sterling, Walz, & Woodland. Each Family Pass is good for one day's admission to the museum for a family of 6 (up to 2 adults and 4 children).

Each location receives 15 passes per month from OPS. Additional passes may be requested from OPS as needed.

The original pilot program ran from June through December 2013 was extended through May of 2015. CMNH plans to expand the program to include all Cleveland Public Library locations. The expanded program began June 8.

Genealogy and Neighborhood History Programming

The Center for Local and Global History hosted a Genealogy Clinic and a Family History Research Clinic in December. Library Assistant Adam Jaenke hosted the *Know Your Roots: Explore Your Neighborhood's History* on December 12th. Three speakers participated in the event: Bill Barrow from Cleveland State University, Special Collections Department, April Urban from NEOCANDO, and Patrick Kucharson from These Walls Talk.

Seed Library - Winter Activity

Patrons continue to check out seeds from the CPL Seed Library at the Science and Technology Department even during the summer months and staff members continue to explore and develop new partnerships with community organizations. Patrons checking out seeds during the winter months generally are attempting to grow items in a sunny window or greenhouse or are gathering seeds for spring planting.

Reading Is Aloud

Literature Department Library Assistant Evone Jeffries hosted *Reading is Aloud* on December 18th. During this delightful program, patrons read works with the theme of Christmas and enjoyed holiday treats.

Get Graphic with the Ohio Center for the Book

In December, Guest Reader Valentino Zullo led a discussion of world history - through the medium of comics for the Graphic Novel Book Club and on December 12th, the Get Graphic! Graphic Novel Speaker Series hosted featured Mike Sangiacomo. Sangiacomo, a reporter and comic book columnist for *The Plain Dealer*, talked about comic books in the modern age and his experiences as a critic, comic's author, and as a teacher of comic book history at CWRU.

Youth Service Programming

Youth Services staff members conducted multiple preschool and toddler story times throughout the month of December including Wee Read and Play and Super Sleuths Story story times. Additional programming included a Polar Express Pajama Party on

December 12th, Dewey Decimal Day on December 10th, Winter Time Crafts on December 21st, and Happy Pig Day on December 26th.

Music at Main

The Daniel Bennet Group performed original jazz music on December 5th.

Foreign Literature

Foreign Literature staff members planned and conducted a total of ten programs serving Russian, Chinese, Spanish and native English populations. This month's highlight included an inaugural art exhibit titled *Head2Head* by artist Milan Kecman which opened on December 15th. The exhibit which runs from December 15th through April 30th features 25 original paintings.

Exhibits and Displays

Main library staff members created a number of informative, educational and interesting displays during the month of December. Center for Local and Global History Librarian Terry Metter created book displays featuring the lives and works of Nobel Prize winners and the 150th Anniversary of the ratification of the 13th Amendment. Library Assistant Danilo Milich created a display of the United States using unique pictorial maps on the subjects of literature, P. W. A., exploration and George Washington. Fine Arts Music Librarian Andy Kaplan created a display in celebration of Frank Sinatra's 100th birthday. Government Documents staff members created a display for the movie *Concussion* which opened on December 25th. Youth Services Librarians Maria Estrella and Kristen Schmidt created displays featuring Hanukkah, Christmas, Kwanzaa, Star Wars, and author Sharon Draper.

MOBILE SERVICES

Mobile Services staff continued conducting lobby stops and hold delivery in the month of December.

MEETING ROOMS

The total number of requests for Main Library in the month of December was 117 with an estimated total attendance of 2,401. The Lake Shore Facility meeting rooms were reserved 18 times. There were 206 requests for branch meeting rooms during the month with an estimated total attendance of 3,588.

Main Library Outreach

Social Sciences Senior Librarian Mark Moore attended the *Celebration of Baseball Stories and Storytellers* at League Park on December 12th. Mr. Moore staffed a display table featuring

Sports Research Center resources and gave a presentation focusing on storytelling and baseball oral history resources available at CPL.

Youth Services Staff members continue to visit the Fed Kids Daycare located in the Federal Building to conduct Storytime on site and Youth Services Manager Annisha Jeffries and Popular Manager Sarah Flinn continue to partner and promote the library through weekly story times for children at Rainbow Babies and Children's Hospital's Centering Pregnancy program.

Collection Development Highlights

Map Librarian Tom Edwards continues processing and organizing WWII Captured German Maps. Mr. Milich and Mr. Edwards continue processing City of Cleveland Historical Park Plans.

Special Collections Librarian Kelly Brown is updating the finding aid for the *Chess Portraits collection* and adding some more chess images. She also found a rare 1512 chess book by Damiano not cataloged in Sirsi entitled *Questo Libro e da imparare giocare a schachi*

A local researcher donated a copy of his 2015 publication entitled *Witness: Cleveland's Storefront Churches* which features items from Special Collections and a retired architect donated two rare sets of materials from the Don Hisaka Architectural firm.

Government Documents Library Assistant Mona Brown ordered several handout materials from various government agencies with topics such as food safety, financial education, and consumer awareness.

The Government Documents department is in the process of a major collection review. With the help of their student intern from St. Martin DePorres, the staff has made room on the 8th floor of the Louis Stokes Wing to move the early Congressional Record volumes from the main collection to storage.

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article from the December 2015 *Planning* magazine to a City of Cleveland Department Director.

Staff Development

Business, Economics and Labor Librarian Susan Mullee trained her colleagues on the ScanPro 3000. This was after Ms. Mullee and other colleagues from the Business, Economics and Labor and Government Documents departments were given training from MicroGraphics in November.

Science and Technology Library Assistant Elvira Baron successfully completed the Gale Courses' *Explore a Career as a Pharmacy Technician* available through the library's website. A regular patron studying to pass the state exam inspired her to take this online course to better serve patrons coming to the department.

Government Documents Supervisor Sarah Dobransky attended the 2-day webinar, *New Depository Librarian Institute* hosted by the Government Publishing Office and the Federal Depository Library Program.

Government Documents Library Assistant Mona Brown attended the Federal Depository Library Program webinar *Using HealthCare.gov to Enroll in Health Coverage* on December 10th.

Other Library News

After 30 years of library service Circulation Coordinator Kenyatta Abrams retired from Cleveland Public Library. Her last day was December 31.

Material Handling Manager Daniel Oreskovic and Shelf Division Assistant Manager Cynthia Coccaro conducted page testing for potential new hires as part of the Page Committee.

The Shipping Department continues to have 100% daily turnover on all delivered materials.

Literature Department and Ohio Center for the Book Manager Amy Dawson participated in the Choose to Read Ohio Nominating Committee to select titles for 2017 and 2018.

Branches

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The Woodland Cemetery Foundation held its month Board meeting at the Woodland Branch. They have expressed an interest in donating to the Friends of the Library, in appreciation for the services the Woodland branch provides to the Foundation and to the community. The Branch is working in collaboration with the Cleveland Central Promise group to survey the neighborhood on behalf of the Cleveland Transformation Alliance.

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Cleveland Digital Public Library

Learning Commons

Cleveland Digital Public Library is currently regularly hosting Tech Central's computer classes and International Services (ESL) classes, and hosted the Friends Annual Meeting, and the Northeast Ohio Society for Industrial Archaeology.

Programs

The Cleveland Digital Public Library held a World Aids Day program featuring David Fearn and Maggie Eisenstat of The Recollectors on AIDS/HIV and Digital Storytelling December 5th

Magic Box

Cleveland Digital Public Library has placed a Magic Box exhibit case, loaned to use by Content Conversion Specialists (CCS), on display in the Digital Library. The case contains both physical and digital materials relating to Louis Stokes and the library.

Videography and Photography

Library Assistant Catherine Young produced 4 videos, some of which were uploaded to the touch wall and vimeo account. These videos include the Director's message to Enoch Pratt Public Library, the Raven, Daniel Bennett talk, and the first part of the Russian holiday program. Ms. Young also photographed a multitude of library events including the Russian holiday program, Sharon Draper, Daniel Bennett, holiday parties, and two projects for Human Resources.

Public Services Statistics

Between December 1 and December 26 the Cleveland Digital Public Library had 256 visitors and 103 KIC Scanner sessions resulting in 2,492 images/3,023.3 MB. The Digital Gallery had 5,170 sessions by 3,982 users resulting in 22,525 page views.

Outreach

The Foundation Center

Dr. Ewing and Ms. Senese attended a meeting with Brian Schultz and Natalie Jemiola Wilson at the Foundation Center to discuss the possibility of creating a class, webinar, seminar or symposium on Digital Storytelling for Non-profits.

Collinwood High School

Ms. Senese is working with the Collinwood High School Librarian to teach and aid in the digitization of Collinwood High School's archives.

Collection Development

Cleveland Digital Public Library staff has completed scanning: *The Chess Player, A Selection of Games at Chess, Il Puttino Altramente Detto, The Noble Game of Chess, Trattato del Nobilissimo et Militare*, and the Cleveland Meeting of the Religious Society of Friends newsletter *Tatler*. Digitization continues on the City Directories, John Hay High School yearbooks, Chess portraits, and a selection of chess books from Special Collections. 15 items containing 102 pdfs have been uploaded to the Digital Gallery.

Other

Preservation

The preservation staff has completed 53 (49 complex, 4 simple) book treatments, 32 enclosures, printed 54 labels, and performed complex treatments to 70 sheets of paper.

DPLA Ohio

The Cleveland Digital Public Library is part of an LSTA Planning grant to develop a plan for Ohio Cultural heritage institutions to participate in the Digital Public Library of America through an Ohio service hub. Dr. Ewing serves on the steering committee and as the co-chair of the Legal Agreements working group. Ms. Senese serves on the Advocacy working group and Metadata Archivist Raymond Rozman serves on the Tactical Strategy for Technical Infrastructure working group.

Implementation of work stations in departments

Cleveland Digital Public Library staff will install and train staff members in the Maps Department, Photographs Departments, and the Public Administration Library on how to use the ContentDM Project Client. Staff members in these departments and branch will be able to upload digital content and associated metadata into select collections within the Digital Gallery.

Stacks Maintenance

Environmental monitoring and internal pest management of the stacks within Main, Louis Stokes, and Lake Shore has become an additional planning priority as a result of previous events. Disaster kits and environmental monitoring equipment has been received.

TechCentral

Additional equipment has been arriving for the TechCentral MakerSpace and other Maker initiatives throughout CPL. Initial training for TechCentral staff on new equipment will begin in January.

The TechCentral MakerSpace has been buzzing with activity during the Month of December, with many patrons working on special projects for the holidays. Part of the increase in usage during weekdays has been attributed to the change in reservation rules allowing advanced reservations.

TechCentral

Community Engagement: Visits and Outreach

TechCentral held a tour of the department and Makerspace for a group of Industrial Archaeologists on December 19.

Meetings, Presentations and Professional Development

On December 9 TechCentral Manager, CJ Lynce, along with Director Thomas, met with authors of an upcoming book to discuss how the TechCentral MakerSpace has impacted the maker movement in the city of Cleveland.

Several staff members attending training on basic cleaning of the TechCentral Laser Engraver between December 28 and 31.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

For December, OLBPD circulated 47,580 books and magazines directly to patrons. OLBPD registered 151 new readers to the service. The December BARD statistics were not available at the time this report was due.

OLBPD participated in its annual Holiday Book Chat with classes of the Ohio State School for the Blind. On Friday, December 11th, OLBPD discussed "Horrible Harry and the Christmas Surprise" by Suzy Kline with the K-3 students, and "The Christmas Revolution" by Barbara Cohen with the 3-6 grade students.

OLBPD continued working with Automation Services to configure the new adaptive computer workstations that were purchased with

LSTA discretionary funds. The new machines will all feature access to JAWS and Window Eyes screen readers, ZoomText screen magnification, Duxbury Braille Translator, Open Book text-to-speech reader, Read & Write 10 for learning disabilities, APH Talking Typer keyboarding training software, and Sorenson nTouch videophone and relay service for patrons who are deaf and hard of hearing. The new adaptive PCs will also feature large 20" flat screen monitors with integrated speakers and headphones, as well as a large print computer keyboards. The OLBPD adaptive technology web page will also be updated reflecting all the upgrades to the computers as well as where patrons can access them.

OLBPD renewed its licensing to continue using the Talking Communities online meeting room for book discussions and programming. The online meeting room allows OLBPD patrons across the State to participate with programs that occur here in Cleveland. OLBPD patrons can connect to the OLBPD online meeting room using their own personal computers with an Internet connection. OLBPD patrons can participate in book discussions using the online meeting room, visiting OLBPD, or dialing in through their telephone.

OLBPD Librarian Michelle Makkos and OLBPD Library Assistant Ken Redd provided information and talks about the service at Lane Metro Church on December 8th.

The OLBPD adult book club met on December 11th to discuss "Visions of Sugarplums" by Janet Evanovich and "A Walk to Remember" by Nicholas Sparks.

TECHNICAL SERVICES

During December Patricia Lowrey, Director of Technical Services, attended several meetings of the CareWorks Implementation Team. On December 4, Ms. Lowrey along with Technical Services Managers Carole Brachna, Elizabeth Hegstrom, Sandy Jelar Elwell, and Andrea Johnson attended S.O.L.E. workshops on flextime along with members of the Acquisitions, Catalog, High Demand, and Materials Processing Departments. Ms. Lowrey attended the ConnectED meeting on December 8.

On December 16, Ms. Lowrey, Yolanda Lawler, Mrs. Brachna, and Mrs. Jelar Elwell delivered pizzas to the employees of the Lake Shore Facility as part of the Director's "Thank You" to the staff. Ms. Lowrey attended the retirement celebration for Senior

Catalog Librarian Johnny Parsons. Ms. Lowrey selected and ordered the 2016 Nook Magazine titles for the CLEVNET eMedia collection.

High Demand: The High Demand staff ordered 197 titles and 2,087 items. They added 513 titles and 7,751 items. In addition, they processed 1,017 items for other departments. End of the year work, such as paying the last invoices and clearing up any partial shipments and cancellations were completed. The High Demand and Acquisitions staff continued to struggle with Sirsi invoice importing failures. This issue is believed to have been resolved by the end of the month.

Technical Services Senior Clerk Steven Best returned from FMLA December 1. The High Demand Manager Carole Brachna and some staff attended focus group meetings about the potential to expand flextime in the Technical Services Division. Dale Dickerson, High Demand Librarian, filled in for lunches and breaks in the Shelf/Shipping Department one day when they were very short-handed. He also reviewed some original DVD cataloging records for the Catalog Department, pursued some RDA training via a webinar, and processed items for Materials Processing.

Collection Management: Collection Management selected 1,591 titles, 21,684 copies, and spent \$119,289 in December. 122 telescopes of materials were relocated. Laura Mommers visited the Fleet Branch.

Collection Manager Pam Matthews and Technical Services Assistant Eric Hanshaw attended the 2015 wrap-up United Way/Community Shares meeting. Ms. Matthews and the District Managers met as part of the ongoing Collections Focus Group. Ms. Matthews and other Technical Services staff met with representatives from Ingram, one of CPL's major book vendors and Ms. Matthews virtually attended Infopeople's webinar "Emerging Tech Trends in Libraries." Mr. Hanshaw and Ms. Mommers both helped Materials Processing in processing and routing out books.

Shelf/Shipping: On December 7 Amber Alexander joined the department and began working as a Temporary Receiving and Distribution Technician. Ms. Alexander was hired to this temporary role to assist the department while Technical Service Senior Technician Darryl Pless was out of work on FMLA.

The staff of the Lake Shore Shelf/Shipping Department sent 36 items to the Main Library for requests and 104 items to fill holds. Main Library received 365 telescopes, the Branches

received 820 telescopes, CLEVNET received 108 telescopes, CASE received 7 telescopes CSU received 9 telescopes and Tri-C received 4 telescopes. A total of 1,313 telescopes were shipped out. The Technicians sent out 1,273 items of Foreign material and in total 12,666 new items were sent out to the Acquisitions and High Demand Department.

Acquisitions: All remaining orders for 2015 selections were placed by December 22nd and the last day for all staff to receive materials and pay invoices in Sirsi was also December 22nd. The Librarians in the Acquisitions Department completed the annual end of the year projects such as 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.

Alicia Naab, Acquisitions Coordinator, organized the receipt of 6,314 photographs that had been selected for purchase from the vendor Old Erie Street Bookstore by the Center for Local and Global History. Staff from the Acquisitions Department and Collection Management volunteered to assist with the receipt and processing of these photographs as each one had to be individually verified, counted, and property stamped. In addition to the photographs that were purchased, the vendor also included supplemental materials which Lisa Kowalczyk, Technical Services Librarian, reviewed and created a detailed inventory list.

The Acquisitions Department ordered a total of 1,693 titles and 35,232 items (including periodical subscriptions and serial standing orders); received 9,691 items, 1,781 periodicals, and 221 serials; added 795 periodical items, 95 serial items, 289 MLO Holds items, 40 paperbacks, and 1,291 comics; and processed a total of 1,599 invoices.

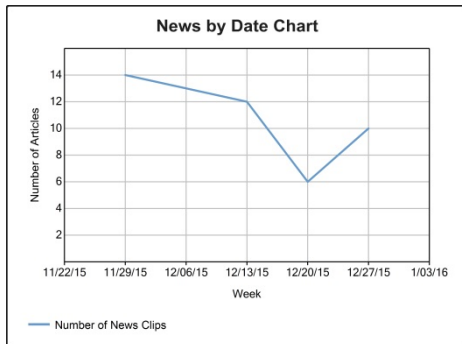
Catalog: Catalogers added 2,153 titles and 2,253 items for Cleveland Public Library, including 322 titles in 15 different languages. Catalog Manager Andrea Johnson revised the daily bibliographic load schedule and developed a weekly rotation for cataloging Blu-rays and DVD's. Librarians Michael Gabe and Celia Halkovich learned how to do the bibliographic load in Sirsi WorkFlows and started loading records in the regular daily rotation. Senior Librarian Michael Monaco and Librarian Barbara Satow provided their training. Ms. Halkovich, Ms. Satow, and Librarian Amei Hu began working with the DVDs on the Received with Holds report, and created their first original records for CPL DVD's.

Senior Librarian Dawn Grattino created original catalog records for the English and Spanish versions of the settlement agreement between the U.S. Dept. of Justice and the City of Cleveland from 2015 mandating the Consent Decree for overhauling the police department. Mr. Monaco cataloged a number of items of local interest this month, including the early twentieth century serial Spalding's official Cleveland baseball book, which documents leagues and clubs in the Cleveland area. Mr. Monaco attended the first Ohio Library Council (OLC) Convention and Expo (CAE) 2016 Program Committee meeting. Senior Librarian John Parsons retired at the end of December.

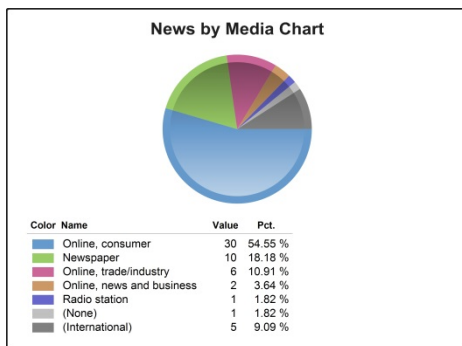
Materials Processing: The Associates cataloged 808 new titles for the Cleveland Public Library and added 2,222 records for the CLEVNET libraries. The Associates and Sr. Clerks added 4,040 items. The Technicians worked on 19,821 items.

Materials Processing staff spent the month of December clearing problems and getting materials out. Most staff members took vacation time.

MARKETING & COMMUNICATIONS



Media coverage for the month of December included 55 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$84,116.04. In December, the online media outlets that featured CPL events and programs received 7,195,384 unique visitors. Most viewed were numerous online and print articles about the new library card featuring the art of Amy Casey. Online consumer accounted for over half of the media type mentioning the Library.



Ads to promote the new library card were placed in *La Prensa*, *Profile News*, *Campus Observer*, *Call & Post*, and *Real Deal Press*.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 6,513 times on average per week, with an average of 747 clicks to the website per week resulting in an 8.7%

click-through rate for the month. *Public library* was the most clicked-through phrase.

December-SOCIAL MEDIA

Twitter followers are up from 9,776 in 2014 to 11,484 currently. Facebook fans are up from 7,122 in 2014 to 7,784 currently. There are 860 followers on Pinterest.

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

1. Dec 19th: Did you know that we offer a wide range of interactive courses that you can take over the Internet? Learn more: ow.ly/W717P (Link to Gale Courses)
2. Dec 21st: Celebrate the 75th anniversary of Wonder Woman with us on 1st & 3rd Thursdays in January and February. ow.ly/We7Jq (Link Cleveland.com article)
3. Dec 2nd: Congrats [@prattlibrary](https://twitter.com/prattlibrary) for winning the [#BookBowl](https://twitter.com/BookBowl). Thanks to those that helped us raise over \$25,000 for [@donateCPL](https://twitter.com/donateCPL)! ow.ly/Vow3P (Link to Friends of the CPL)
4. Dec 4th: Join us tomorrow, 10:30am-2pm, at the Louis Stokes Wing, 6th floor for Genealogy & Family History Research Clinics ow.ly/VuSsu (Link to genealogy page)
5. Dec 17th: Celebrate the 150th anniversary of Lewis Carroll's Alice's Adventures in Wonderland with us now through 12/31. ow.ly/W2uAU (link to Alice 150 page)

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

1. December 22nd: Cleveland.com article about Wonder Woman 75th anniversary
2. December 19th: Cleveland Public Library Gale Courses
3. December 16th: Warm Up Cleveland
4. December 9th: Dewey Decimal Day Celebration
5. December 28th: Noon's Year Eve at CPL branches

GRAPHICS

Graphics staff designed, printed, and distributed 139 items in December in addition to graphics for ads; the library website; social media; 5 staff newsletters; CPL Fit calendar; 2016 Hot Titles for Cool Readers and 2016 Enticing Titles for Teens; 2016 MLK Calendar; OLBPD Newsletter; Black History Month display in Government Documents; new library card promotional materials; reproduction of Consent Decree and Settlement Documents for branches; Director's holiday card; bookmarks for the Karamu production of *Detroit 67* and the Cleveland Playhouse production of *Mountaintop* and *Little Shop of Horrors*; UpNext monthly program guide and MyBranch branch activity fliers.

PROPERTY MANAGEMENT

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We are meeting weekly on the progress of Phase II for Main and LSW.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. The controls for the air handling unit at Eastman were upgraded. A bad heating valve on the multipurpose room HVAC unit was replaced at Fleet. A bad hot water pump motor for the heating system at Fulton was replaced. A new rooftop AC unit was installed at Glenville. In LSW the following repairs were completed. A defective pressure regulator on the HVAC control system was replaced, all the pre filters on all HVAC units were changed, a torn humidifier tank gasket was replaced and the condenser fan motor, fan blades and control fuses were replaced in the number 1 Liebert HVAC unit in IT. The fan belts were replaced on return fans #20, 21, 22, 23, 24 and the three humidifiers tanks for the HVAC unit were cleaned in Main. Interior high lights and exterior lights were repaired or replaced as needed at Memorial Nottingham. Exterior cameras were mounted at all branches and work has begun to mount the interior cameras. The fan belt for air handling unit #3 was replaced and the heating hot water pump for the boiler was replaced at West Park.

The Carpenters and Painters have been removing, relocating, and discarding furniture, shelving and equipment in preparation for the work to be done in LSW and MAIN for Phase II. Doors and

locks were repaired at Harvard-Lee, LSW, Rockport, New South and Mt. Pleasant. Ceramic floor tile was replaced at Collinwood and Fulton.

The Garage is working on servicing snow blowers and salt spreaders for the branches.

SAFETY & PROTECTIVE SERVICES

SAFETY SERVICES

- Staff requisition forms completed to replace officer positions vacated by Lt. Babbitts and Lt. Romance.
- Part time officers Wayne Kresak and Carrie Krouse were promoted to full time officers. One part time position is filled and interviews will be scheduled for the last part time position.
- SPS has completed the Five District Staffing Plan which will ensure the deployment of five branch patrol vehicles.
- Commander of Cleveland Police Department's Fourth District recommends placing "No Loitering" signs on the exterior of CPL branches so CPD patrol cars can address loitering issues without needing to be called. Joyce Dodril was contacted regarding the legality of signs and placement.

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activities	Ave per day	Total Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
Dec 2015	4351	189	113	39	627	154	60	37
Nov 2015	4252	185	136	127	754	129	78	58
Oct 2015	5810	215	167	51	682	167	67	47
Sept 2015	5520	221	101	40	675	157	56	56
Aug 2015	6132	236	112	46	850	146	76	68
July 2015	7336	282	122	55	1006	144	87	73
June 2015	6992	280	140	42	592	170	55	58
May 2015	6010	240	140	37	390	250	52	55
April 2015	5818	223	154	39	219	294	50	64
Mar 2015	5363	206	169	32	195	278	65	73
Feb 2015	4538	206	183	18	209	178	43	45
Jan 2015	5123	205	190	35	179	220	78	45
Dec 2014	4747	190	192	31	194	254	53	38
Nov 2014	4442	198	196	17	237	189	40	48

Special Attention, Special Events, and Significant Incidents

- A juvenile male patron that had been harassing Mount Pleasant staff was arrested 1/12/16 for trespassing.
- 12/3 a patron that has made numerous advances to a female staff member in Tech Central was arrested for outstanding warrants.
- 12/7 Garden Valley branch was placed in an Emergency Lockdown due to a shooting that took place near the branch. SPS branch patrol responded and assisted branch staff with closing.
- 12/9 a disruptive juvenile spit on the Children's Librarian at South Brooklyn. The juvenile was gone on arrival when SPS arrived.
- 12/11 a group of juveniles were expelled from Walz branch; while outside they became confrontational with Ms. Leftkowitz.
- Branch patrol responded to Sterling branch 12/10 for an overflowing toilet running out into the branch. The water supply shut off valve was closed to stop the overflow.

- 12/14 a stolen bike led to a fight in front of Rockport branch. The G4S guard was punched by a juvenile and CPD responded and arrested the mother of the aggressive juvenile.
- Branch patrol made contact on 12/15 with a female patron that monopolizes the restroom and smokes inside the restroom at Lorain branch. She was given a warning.
- 12/15 CPD and SPS were dispatched to Harvard Lee for a male with a knife inside the branch. CPD arrived first and arrested the male for outstanding warrants.
- On 12/22 a young lady went into Collinwood branch after being attacked by a loose dog. EMS was called and they transported the victim but left her two little sisters at the branch. A library staff member along with the G4S guard escorted the children home and the mother became irate when the G4S guard stepped inside her home. I spoke with the mother and it has been resolved.

Protective and Fire Systems

- SPS officers were instructed on and practiced conducting fire drills in the 4th quarter of 2015 with Lt. Duncan.
- 4th quarter drills were completed.

Contract Security

- The MLK guard was removed after it was determined she falsified her timecard on 1/8/16; I visited the branch that afternoon and she wasn't present.
- I am reviewing a new post order binder for the contract security guards.

Administration

- The SPS officer post at Lake Shore will be eliminated and replaced with a G4S guard to increase the amount of officers available for Five District Staffing Plan. Tish Lowery signed off on the proposal.
- All officers are signed up for the upcoming AED/First Aid classes.

INFORMATION TECHNOLOGY & CLEVNET

CLEVNET Directors' Panel

The CLEVNET Directors' Panel met December 9, 2015, at the Lake Shore Facility. The Panel discussed the timetable for the Bylaws Ad Hoc Committee and what should happen if a library approaches CLEVNET for membership before the bylaws are revised.

While the decision to bring a new library system into CLEVNET currently rests with CPL's Board alone, the Panel would like the opportunity to weigh in on the question early in the process. The capacity for expansion was a concern raised during CLEVNET's strategic planning process.

As part of her ongoing efforts to respond to the call in CLEVNET's Strategic Plan for greater fiscal transparency, Carrie Krenicky, CPL's Chief Financial Officer, has been posting a Year-to-Date Budget Report each month on the CLEVNET Member's Site since September 2015. The Panel expressed their appreciation for the easy access to this information and the timeliness in which Ms. Krenicky provides it.

As in past meetings of the Panel, the Directors continued to express their concerns about staffing in IT/CLEVNET and the ability to retain and attract talent. The Panel would like there to be an annual meeting of the Directors' Panel Chair and CPL's Director to discuss CLEVNET's strategic priorities, staffing being one of them. Timothy Diamond, CPL's Chief Knowledge Officer and liaison to CLEVNET, agreed to arrange the meeting.

In July 2015, the location of the quarterly meeting of the CLEVNET Directors had to be changed at the last minute due to a scheduling conflict at CPL's Lake Shore Facility. The meeting was held instead at the Main Library of the Wayne County Public Library in Wooster, Ohio. The Directors seemed to enjoy the change of venue and the opportunity to tour Wooster's library and learn more about their offerings and services. Afterwards, the Directors were sent an online survey to see if they would like the location of the quarterly meeting to move around CLEVNET and they overwhelmingly agreed that they would. In response to their wishes, Hilary Prisbylla, Director of CLEVNET, has scheduled the first quarterly meeting of 2016 for Friday, January 29, 2016, at Medina County District Library's Brunswick Library.

CLEVNET Projects

- Perry Public Library migrated to CLEVNET VoIP.
- Wi-Fi upgraded at Madison and Ritter (Vermilion) libraries.
- The rollover process to move data into the new 2016 fiscal cycle was completed for those libraries in CLEVNET using the acquisitions module in SirsiDynix.

- Software and Webware staff attended an online training session for configuring the new Enterprise public catalog software.

CPL Projects

- Domain Controllers were replaced to increase reliability and Active Directory performance at the following locations: Harvard-Lee, Union, Walz, Garden Valley, Mt. Pleasant, and Hough.