

DIRECTOR'S REPORT

October 16, 2008

Facilities update

Bids were opened for the Woodland Branch project on October 1. This bid package was separated into four bid items to encourage bidding opportunities from a diverse pool of companies. There were four bids received for the General Trades, one bid over estimate for the site/Civil Engineering and no bids received from the mechanical /plumbing and electrical/technology. Lester Cumberlander from Moody-Nolan is vetting the two lowest bidders for the general trades and may have a recommendation for your approval at the October 16th meeting. The three other bid items were re-advertised the week of October 6 in the *Plain Dealer*, *Call and Post*, *Ohio Construction News* and *City News* with the option of combining the items for bidding purposes and a new bid-opening date of September 24, 2008.

The bid-opening for re-advertised electrical and technology bid items for the new Rice Branch was held Thursday October 9, 2008. Three companies submitted bids as follows as followed: 2 (two) electrical, 2 (two) technology and 2 (two) for combined electrical and technology. The bid amounts for thee electrical far exceeded 10% of the architect's estimate. The aggregate of bids for the entire project, however, are well within the 10% estimate. Rich Ortmeyer, Bostwick Design Partnership, will investigate this discrepancy and try to determine the reasons for the high electrical bids. Both Rich and I will talk to Jean Korman about next steps.

The Lorain Branch was closed for emergency repairs as scheduled on Tuesday, September 23rd. I was pleased that all departments and agencies worked together in planning library service options for the residents of the Lorain neighborhood. Lorain patrons are being redirected to Eastman, Walz and Carnegie West branches for full service. The bookmobile stops at West 73rd street across from the library on Thursday evenings from 5:30 - 8:00 p.m. and on Saturdays 10:00 a.m. - 5:30 p.m. A temporary computer lab has been arrange in the Eastman meeting room afternoons from 2:00 - 8:00 p.m. to better accommodate the increased business at this branch. Branches and Outreach services will be exploring a similar lab at Walz which is also experiencing heavier traffic due to the closing. Myron Scruggs

reports that the asbestos abatement has been completed and that the removal of the concrete decking is close is being done.

Other Activities

Cleveland Public Library, Cuyahoga County Public Library and Library Journal are sponsoring the Ohio Day of Dialogue at Corporate College East on October 29, 2008. This day-long event showcases authors, books and publishing houses. It also focuses on ways librarians can further promote reading through merchandizing and booktalks. Ohio authors Thrity Umrigar and John Scalzi are featured speakers.

The nine public libraries of Cuyahoga County met with the budget commission to present our 2009 budget requests and to update one another on significant projects and new programs and services at each library. The two-hour meeting was followed with a tour of the newly renovated Lakewood Public Library. Sandy Kuban and I attended.

Amy Pawlowski, Web Applications Supervisor and David Reynolds, Web Applications Specialist have been working diligently to create a secure web page where board and administrators can view and print if desired board meeting materials, print PR items, staff newsletters and other information. Michael Fisher will be entering the data in PDF format prior to each board meeting. This website will allow the library to decrease the number of board packets printed and will eliminate the need to deliver the packets by courier. Printed board packets will be provided for board members on meeting days. Please let Michael know if you have any problems accessing the information.

As a follow-up to the board's approval of a new Equal Employment Opportunity policy, Peter Kirsanow asked George Lanoue, an expert in preparing disparity studies for organizations, to provide the Library a quote for conducting a pre-disparity study. The Library compiled a list of contractors used for all building projects and provided bid tabulations for all contracts over \$25,000 from 2003 to the present. Mr. Lanoue has determined that the Library does not have sufficient data and has not completed a significant number of building programs to conduct a pre-disparity study. Instead, he would like to work with the Library in establishing a data keeping system that would tract the information necessary to conduct a pre-disparity study in the future. The cost of his consultation would be

between \$10,000 - \$12,000. I will pursue this recommendation and also check to see if there are some turn-key solutions to tracking this information as well.

All administrators and department managers received training in late September in the use of the Tyler/MUNIS software to make 2009 budget requests. A trainer was on site to conduct classes at both Main Library and the Lake Shore facility. For the first time, Sandy and I will receive budget requests that are entered into the financial system by cost center.

Cindy Lombard, Ron Antonucci and I met with Mary Louise Hahn, Cleveland Foundation and Anne Helmreich from CWRU and the Baker Nord Center for the Humanities on October 9 to discuss ways the Library can partner with both organizations to host a 2009 Anisfield-Wolf Award activity. It was decided that the LSW auditorium will be a venue for the appearance of a previous Anisfield-Wolf award winning author in late September with funding provided by the Cleveland Foundation and Baker Nord Center. Writers that are being considered are Jamaica Kincaid, James McBride, and Colson Whitehead

Autumn began with a flurry of author appearances. The 2008/09 Sunday Afternoons with Writers and Readers series began October 28 with an appearance of Omar Tyree who also spoke as part of the Urban Experience summit. On October 4th, New York Times journalist, John Leland, spoke about his recent book "Why Kerouac Matters: the lesson of *On the Road*. An audience of over 400 attended the Spectrum: Lockwood Thompson Dialogues to hear Donna Brazile and Frank Rich discuss "Politics and Propaganda: Designing the President." The Urban Experience Summit concludes with author, Carl Weber, at a program at Martin Luther King Branch. Juno Diaz, winner of the a Pulitzer Prize , National Book Critics Circle award and 2008 Anisfield-Wolf Award speaks October 19.

Director's Attendance at Professional/Community meetings and Events, Sept. 19 - Oct. 16, 2008

September 19	Blogging for business Presentation
23	HRMS demo - Tyler/MUNIS
24	Cleveland Foundation. Mtg, with Kevin McDaniel concerning museum pass project

- 25 Budget commission hearing, Lakewood Public Library
University Circle Inc quarterly directors meeting
Cleveland Museum of Natural History Opening reception for
Race: Are We so Different
- 26 Venable Oral History project focus Group
- 28 Writers and Readers: Omar Tyree
- 30 City Club: Madeline Albright

October

- 1 Bid Opening: Woodland Branch Project Finance Meeting
- 4 John Leland presentation
- 6 HRMS Demo - Kronos
Spectrum: Lockwood Thompson Dialogues
- 7 Town Hall Meeting: Inclusion , Equity, Privilege
Cleveland Museum of Natural History
- 8 HRMS demo - Ceridian
City Club: Jennifer Brunner
Mtg. Mary Louis Hahn, Anisfield-Wolf Awards
- 9 Bid Opening: Rice Branch
Mtg Cleveland Public Art, 2009 Spectrum
- 10 OPLIN Board Meeting, Columbus
- 15 Project Learn Board Meeting
University Circle Inc, Feasibility Study
Children's Museum/Library
- 16 Gund Foundation, museum pass project

BRANCHES AND OUTREACH SERVICES

The beginning of the school year always marks the Library's strong recommitment to the educational needs of Cleveland's youth as well as curricula support for our local schools.

September's Annual Library Card Sign-Up Campaign gave every student a fresh start-forgiving fines and fees for overdue and lost library materials (except CD's), and allowing use of previously blocked library cards to facilitate class assignments and leisure reading. Collinwood kicked-off the annual initiative with a Welcome Back to School event; 87 youth and parents attended.

Sunday hours resumed at Glenville and Rockport on September 7th, and branches reported increased use of the CMSD textbook collections that are housed at all branch facilities and in Youth Services Department at Main.

The Library's focus on books and reading continued with the Men's Shelter Book Club (25 attended the first Fall session); LBPH's Cyber Dialogue Book Discussion Group with a spirited discussion of the book *Brief Wondrous Life of Oscar Wao*; and, the circulation of 514 titles of the YRead? Collection to classrooms. Additionally, Jefferson Manager, Cal Zunt, and Literacy Coordinator Merce Robinson, represented the Library's Ohio Center for the Book at the National Book Festival in Washington, D.C. The On the Road to Reading van began visiting 25 daycare sites twice a month with the new Fall schedule, allowing more contact with Library staff and more opportunities to demonstrate Every Child Ready to Read skills. Book sales were held at Sterling and Rice, the latter raising \$1,200.00 for the Friends of CPL.

Author Omar Tyree was the featured author for the opening season of Writers and Readers and also spoke as an author for the Urban Experience Summit.

The annual Community Boy Scout Night was held at all branches and continued to introduce scouting to urban boys. Well-received in our neighborhoods, the event attracted 74 at Eastman Branch. The Boy Scouts of America's director, Alan Franks reports that between 120 - 150 attended the one hour Event held throughout branches. The Hispanic Heritage Celebration (September 15 - October 15) held the kick-off event at Carnegie West; thanks to the stellar efforts of South Manager Jaime Deplet, the program was well-implemented. The United Ukrainian Organization of Ohio chose South Brooklyn for its exhibit on The 75th Anniversary of Ukraine's Famine Genocide of 1932-1933.

The movie *The Long Walk Home* began showing in 10 branches and included dialogue among teens on the issues of race. The program supported Karamu and Dobama's presentation of *Caroline*; the Musical - a collaboration that supported Cleveland Museum of Natural History's exhibition *RACE: Are We So Different?* Collinwood and Woodland, joining Union, reported successful summer gardens. Woodland has received a \$3,000.00 grant from the City of Cleveland for its 2009 gardening program.

Voter registration activity was brisk in branches in preparation for the General Election in November. Rockport and Martin Luther King, Jr. were venues for poll workers' training, sponsored by Cuyahoga County Board of Election. NBC Nightly News covered the training at Martin Luther King, Jr.

Branches and Outreach Services continued to support community events, including the Susan B. Komen Breast Cancer Walk, the Diabetes Walk (Collinwood), the 11th Congressional District Labor Day Parade and Picnic (Mt. Pleasant), WSEM Back to School Rally (Mobile Services), the Friends of CPL's Blues in the Garden, Charles Eliot School and the Kinship Fair at University Club (Youth Services Department), and the Anisfield Wolf Book Awards.

Although the bookmobile was off the road September 8 - 12 for annual maintenance and repairs, staff still completed 38 stops, welcomed 607 on board, and filled 1,326 holds during the month.

Hurricane Ike left several branches with power outages - Lorain, Martin Luther King, Jr, Hough and Langston Hughes. On September 22, Lorain closed for 6 - 8 weeks for major structural roof repairs. The bookmobile continued to provide library service in the neighborhood on Thursday evenings and on Saturdays. Laptops from the Library's summer Robotics Camp were transferred to Eastman's meeting room, and thanks to wireless technology, a temporary computer laboratory was set-up to facilitate the increased demand in the branch.

Children's librarian Sharon Jefferson (Rice) was selected Project Manager for Fit for Life, a nutrition and fitness program for urban families, funded by Libraries for the Future. Ms. Jefferson and Interim NTM-Central Ali Boyd Participated in a training program in New York in preparation for the year long project. This was the second time that the Library received Fit for Life grant funds.

CPL welcomed new Addison Manager Kathryn Feeley and new NTM-West, Pamela Jennings, and supported development opportunities for staff who assumed temporary managerial assignments: Rekiat Olayiwola (Fleet), Paula Logan Reid (Mt. Pleasant), Sharon Allen (Union), and Malka Khan (Addison). Ali Boyd (Union) continued to serve as Interim NTM-Central during Ellen Leavitt's recent appointment to Interim Manager of Main Library's Science and Technology Department. Sheba Marcus-Bey (Fleet) began as NTM-East and appreciation was extended to Susan Martin (West Park)

for six months of highly commendable service as Interim NTM-West.

Correction: The final numbers are in from the City of Cleveland, Department of Recreation. Branches and the Youth Services Department at Main served a total of 17,639 lunches to Cleveland youth this summer! The Library did its part to help meet the growing hunger crisis among children in our neighborhoods. Thank you Managers, Custodians, Substitutes and Volunteers.

MAIN LIBRARY

Programs/Exhibits

On September 19, Thomas Mulready of Cool Cleveland presented a program on "Blogging for Business."

Fine Arts staff prepared an exhibit for *Blues in Garden* fund raiser. The *SOUNDS OF JAZZ* that performed to a small crowd of FA/ SpC Staff assisted Eyerdam with exhibit "*Celebrate Democracy.*" SpC staff assisted Dawson with exhibit "*Luxurious Art of Faberge, Tiffany, and Lalique*"

The History and Geography Department hosted the Cleveland Chapter of the African-American Genealogical Society's Genealogy Conference here at CPL.

Debbie Hajzak has been preparing for the Science & Technology section of the Presidential display which will be placed in display cases throughout Main Library.

Outreach

Anastasia Diamond-Ortiz, Business, worked with Todd Fagan from Community Services to train the Computer Aides and Youth Services staff in the Scratch programming language. She also met with staff from MC2STEM School at the Great Lakes Science Center and presented at the CSU Library on Graphic Novels as part of the Common Reading Experience program.

CPL will be a site visit for the Society of Vertebrate Paleontology Conference in Cleveland in October and will exhibit

the NHM mastodon jawbone & tooth found in 1901 on Euclid Ave site.

Caroline Han and Hung Luong attended the annual Vietnamese community Autumn Festival. Victoria Kabo met with leaders of the local Ukrainian community to discuss programming for the fall and into next year.

ForLit hosted six visiting interns from Germany: Marcel Messy, Sabrina Koenig, Heike Jost, Lisa Wohlfahrt, Juliane Bloebaum and Marion Kettermann.

The cover story of National Fire Protection Association's, NFPA JOURNAL for Sept/Oct 2008, is on the Collinwood School Fire. The article acknowledged to the Cleveland Public Library and to Subject Department Librarian Michael Ruffing for assistance.

Literature set up Musicarnival display at Beachwood Recreational Center; on display September 10-22.

Popular Library Manager Richard Fox and Anastasia Diamond-Ortiz (Computer Learning Connection) participated in Cleveland State University's Common Reading Experience program on Sept. 30. Mr. Fox and Cindy Lombardo met with representatives from Myers University (now Chancellor University) to discuss the future of that partnership.

Public Administration Librarian Karen Martines attended City of Cleveland Italian American Heritage Month planning meeting.

Sequoia Brown extended last month's foreclosure program to 19 neighborhood branches. Harriete Parks and Helena Travka conducted a Legal Information Workshop on September 24.

Collection/Reference

Audio-Video patrons have been placing holds on new release entertainment DVDs at a high pace during recent times.

The 2008 NAPC (National Archive Publishing Company) microfilm renewal was re-submitted for the amount of \$158,916.52. It has been decided that General Reference will coordinate a review of microfilm titles in 2009 with the subject departments in order to accommodate budget cuts.

The Microform Center added the Tax Records of Cuyahoga County (56 microfilm reels).

Buildings has begun the preparations for moving the "telephone" desk (currently in the NE corner of Brett Hall) to the SW corner to improve assistance with patron computer issues and informational questions (vs. reference questions).

August and September are traditionally the busiest months for ILL. As of September 25, ILL did 160 material searches and made 142 requests for loans and copies.

General Reference Staff continued to contact Automation with reports regarding databases not listed in the A-Z Database List or lost database access (access problems either due to broken links or subscription issues).

Literature continued the shift of Room Reference materials and has begun plans to set up an "Urban Fiction" section in the Reference Desk area in the department.

Science & Technology Department is planning and preparing for a weeding project. The Department placed a major automobile repair and equipment manuals order.

Most of the Social Sciences Department attended the Westlaw Database Training provided by the CSU Law Library on September 11.

Staff/Professional Development

Carlos Latimer attended the 30th annual National Media Market in Lexington, Kentucky.

Ardella Primm and Eugene McCormick, BUS, attended a support staff conference in Columbus.

Oksana Kraus (SpC) presented at the *Gypsy Lore Society Conference* (Aug. 27- Sept. 1, 2008).

General Reference librarians provided training for Sunday staff. Pam Benjamin convened an ERC meeting on September 15. The committee needed to find approximately \$40 k to balance the 2005 fund.

Map Librarian Tom Edwards has received notice that he has achieved GIS Certification by the Geographical Information Systems Institute of Chicago. Certification is recognition by GIS professionals from across the United States for having demonstrated professional competence and integrity in the field.

Most of the Social Sciences Department attended the Westlaw Database Training provided by the CSU Law Library on 9/11/08. Helena Travka was appointed to the OLC Library Development Committee -- the three year term will be from January 1, 2009 through December.

TECHNICAL SERVICES

Patricia Lowrey attended training presentations for MUNIS budgeting and an upgrade of requisition processing. She attended the CLEVNET database budget reduction meeting. She took two online classes on managing the library's e-book collection.

Ms Lowrey enjoyed the Friends of the Library Garden Party and the Anisfield-Wolf Book Award ceremony. She attended the Hispanic Heritage Month Kickoff event and the Omar Tyree Writers & Readers program. There were 44 meetings at the Lake Shore Facility,

Shelf/Shipping: A total of 485 storage items were sent to Main for requests and 1,499 telescopes of new materials were sent to public service agencies. The Receiving/ Distribution Technicians bar coded, stamped, and slipped 41,320 items.

Juanita Turner completed her NEO-RLS leadership series workshop and spoke at the graduation ceremony. Larry Hinton and Marsha Draeger attended NEO-RLS Resume workshop. Juanita Turner attended Munis upgrade training.

High Demand: A total of 2,382 new titles and 45, 110 items were ordered. There were 1,140 titles cataloged and 20,493 items added. Monica Rudzinski started work as the temporary, part-time High Demand Librarian.

Book Preparation: A total of 29,427 library materials were processed during the month of September. The department has started charging to new materials that are sent to the bindery to CPL-BIND and the item status will indicate BINDERY. The

items are then discharged when they are returned. This process will assist our public service librarians and our patrons with more accurate information on the status of library materials.

Marianne Monger attended the Munis training and the monthly Public Library Employee Credit Union Board Meeting.

Collection Management: Department staff attended, in person and online, training in the Munis budgeting system, the OverDrive digital library module, and workshops dealing with quality management techniques. Bonnie Bolton began her weekly visits to branches observing and evaluating the juvenile collections. Laura Mommers also began her scheduled visits to branches to see the volume and placement of DVDs and audiobooks to help her distribute non-print titles.

The eMedia collection is experiencing robust use. Statistics reveal that there were 9,006 check-outs involving 5,481 titles of all digital formats during September.

Rollie Welch had two reviews of young adult books appear in the September 15th issue of *Kirkus* and he had a review published in the *Cleveland Plain Dealer*. Mr. Welch spoke at a Young Adult Literature class in the School of Library Science at Kent State.

Preservation: Elizabeth Bardossy treated 19 drawings from the Cleveland Parks Collection. Ann Olsewski attended the OLC expo in Columbus, the September Main Library managers meeting, and the Green Committee meeting. Ms Olszewski met with Mrs. David Davis on September 22 to discuss the forthcoming conservation treatment of the Fulton Branch outdoor sculpture, Reader's Column.

Acquisitions: Sandy Jelar Elwell, Acquisitions Manager, and Alicia Naab, Acquisitions Coordinator, attended the MUNIS Budget Entry Training session at the Lake Shore Facility. Ms. Naab also attended the MUNIS Upgrade Requisitions Training session.

Ms. Elwell began a leave of absence on September 11th. Ms. Naab was appointed Acting Acquisitions Manager effective September 14th.

Ms. Naab attended the "Developing the Art of Supervising People" workshop sponsored by Northeast Ohio Regional Library System (NEO-RLS) and the 2008 Ohio Library Council (OLC) Expo. Ginaya

Willoughby, Acquisitions Assistant - Serials attended the "Climbing the Library Ladder Part II" workshop sponsored by NEO-RLS.

Acquisitions staff ordered a total of 11,880 titles and 19,022 items, received 18,832 items, and processed a total of 2,250 invoices. Serials staff added 442 items and processed 539 periodical and serial claims.

Catalog: Marilyn Spence retired from CPL on September 30 after thirty-two years in the Catalog Department. Her cataloging expertise and dedication to the library were exceptional! Cathy Jo Graves and Elizabeth Hegstrom attended the class on new features of the MUNIS system, and Andrea Johnson attended the MUNIS budget entry training. Ms. Hegstrom participated in interviews for a position in High Demand.

Regina Houseman, Michael Monaco, and Ms. Johnson presented new workforms at the CLEVNET Technical Services SIG meeting on Sept. 4. Yolanda Lawler attended a NEO-RLS workshop called "The Art of Supervision." Jeninne Delfs, Dawn Grattino, and Ms. Houseman attended the Online Audiovisual Catalogers Conference held jointly with the Music OCLC Users Group in Cleveland September 26-28. Ms. Houseman also participated in a preconference map cataloging workshop.

Staff cataloged 6,443 titles and added 14,722 items.

PUBLIC RELATIONS

September marked the fourth month of transition between the retired David Williams and the new PR Administrator. The decision was made that the hiring of the new administrator will occur after the hiring of the library director. Tena Wilson is acting as Interim Public Relations Administrator.

This month also marked the kickoff of several systemwide initiatives: *Fresh Start* Library Card Sign-up Campaign; Hispanic Heritage Month Kickoff event at Carnegie West Branch; Citizenship Classes at Martin Luther King, Jr. Branch; and "Sunday Afternoons for Writers and Readers" with author Omar Tyree.

Press releases were sent to local media for the following events: Overview of the 2008-2009 Writers & Readers; Hispanic

Heritage Month Kickoff; Spectrum's *Politics & Propaganda: Designing the President*; Citizenship Classes; Lorain Branch temporary closing; Urban Experience Summit 2008 *Urban Male Panel Discussion*; Writers & Readers Literary Ventures Fund; and Urban Experience Summit 2008 *Meet Author Carl Weber*.

In an effort to promote the Spectrum event, two ads were placed in *The Plain Dealer* newspaper. This free ticketed event on October 6, 2008, is currently sold out, and an overflow of 100 is expected. Ads were also placed in Cleveland Public Theatre Pandemonium 08 program, and the 7th Biennial Writers & Their Friends Literary Showcase program.

In September, Tena Wilson attended meetings for: Planning Writers & Readers, MUNIS budgets, Radio Disney/Winter Reading Club promotions, Friends fundraiser, Writers and Their Friends at Ohio Theatre at Playhouse Square, Staff holiday party planning, Transportation & Infrastructure at The City Club, Flex Spending, Anisfield Book Awards, NEO-RLS Career Development Workshop Graduation at Cleveland Heights Library, Pandemonium 08 at Cleveland Public Theatre, Wayfinding with Halle Jones Caper and Architectural Firm, VOCUS PR Management Software implementation planning, PR Consultant Linda Bloom, Library Board Meeting, Weekly Administrators meeting, Blogging for Business by Cool Cleveland, Hiram College Oct 22 event planning, *The Plain Dealer* World Class Organizations planning, CLEVNET logo planning, Spectrum AV planning, Writers & Readers author Omar Tyree, PR department staff meeting, and Madeline Albright at The City Club.

Graphics Manager, Cathy Poilpre, attended both Branch and Main Managers meetings. Her efforts to encourage managers to consolidate programs into monthly flyers have produced results.

The Friends of the Library held their fall fund raiser "A Garden of Blues" on September 5 in the Library's Louis Stokes Wing. Inclement weather prevented use of the Eastman Reading Garden as planned.

Efforts continue to create a marketing plan for 2009, a precursor to a new Strategic Plan. A theme for 2009 to promote CPL to Clevelanders was selected: *World Class Collections & Neighborhood Connections*. Tena Wilson received proposals for advertising and sponsorships from numerous agencies. Those listed below are under consideration for the 2009 budget:

- Plain Dealer Newspaper (Metro: World Class Organizations)
- City News USA Newspaper (Cleveland, Akron, Columbus; Latino)
- Call & Post
- WCPN Ideastream 90.3
- The Wave 107.3 (WEOL AM930, K96 WKFM, 95.3 WLKR, ESPN 1510)
- Majic WMJI 105.7 (KISS, MMS, WGAR, WTAM 1100, MIX 106.5)
- Radio One Cleveland (93.1 WZAK, Z107.9, 1490 WJMO, 1490 WERE AM NewsTalk)
- Soft Rock 102.1 WDOK (CBS Radio)
- Cleveland Jewish News
- Cleveland Magazine
- Cool Cleveland
- Disney Radio - CPL Winter Reading Club January-March 2009
- El Sol De Cleve newspaper
- Sun Newspapers
- Positively Cleveland
- City Club
- The Cleveland Orchestra
- Current News

Meeting Rooms in the Louis Stokes Wing of the Library continued to be in demand as a venue for non-profit groups, organizations and library departments. A total of 63 meetings were held during the month of September.

Local organizations and governmental agencies selected Cleveland Public Library as their venue of choice during the summer months. Below are listed summer programs and events of interest:

- Ohio Virtual Academy - September 6
- Ohio Patients Rights - September 8
- Recovery, Inc - September 9, 23
- African-American Genealogy Workshop - September 12-13
- American Library Association Schweinfurth Committee Meeting - September 16
- Blogging for Business with Tom Mulready of Cool Cleveland - September 19

- North Olmstead High School - September 22
- National Federation for the Blind - September 27
- Homeless Men's Book Club - September 28
- Mother & Child Housing - September 30

The Library was featured in the following media during the month of September 2008: *The Cleveland Plain Dealer*, REALNEO online, Musical Theatre Education Programming, ArtsinOhio online, *Library Hotline*, Cleveland About.com, Cleveland.com, *Currents News, Call and Post, Cool Cleveland*, Wire online, CP2, *Heritage Preservation*, and *Cleveland Jewish News*, University Circle Incorporated magazine, 73rd Annual Anisfield-Wolf Book Awards program, Cleveland Public Theatre Pandemonium 08 program, 7th Biennial Writers & Their Friends Literary Showcase program, Society of Professional Journalists *Writer's Week*, WCPN-FM 90.3 (NPR), Newsradio WTAM1100, WorldNow 19 Action News, and WZAK 93.1 Radio One.

BUILDINGS SERVICES

Buildings Office: Made numerous branch inspections.

Monitoring utility usage.

Interviewed and hired for open positions for shipping clerk and painter.

Attended meeting with architects for Woodland and Rice branches.

Monitoring the emergency repairs at Lorain Branch.

Maintenance Mechanics: Replaced supply fan belt on air handler unit #2 in the Louis Stokes Wing.

Replaced old HVAC controls at the Lake Shore facility and replaced 15 HP motor.

Installed new outlet for relocated desk in Brett Hall.

Replaced leaking gasket on hot water pump at Addison Branch.

Replaced leaking domestic hot water pipe at Collinwood Branch.

Replaced bearing assembly for lower pump at Eastman Branch.

Replaced two (2) lighting contactors at Langston Hughes Branch due to power outage also replaced leaking pipe on hot water pump.

Repaired light on ramp at Lorain Branch.

Replaced air compressor and added automatic tank drain to new compressor at Martin L. King, Jr. Branch.

Replaced hand dryers in public restrooms at Sterling Branch.

Carpenters/Painters: Removed blue rubber floor at the Lake Shore Facility.

Removed ductwork and ceiling tile at Lorain Branch.

Replaced stained carpet at Woodland Branch.

Repaired fence and handrail at Walz Branch.

Stripped and clear-coated bookmobile shelves.

Garage: Serviced vehicles #1, #10, #13 and #20.

Replaced fuel pump on pick-up truck #7.

Repaired brake lights on delivery truck #15.

Replaced two (2) tires and rims on vehicle #21.

Replaced relay switch, re-set brakes, tested fuses, checked radiator and repaired seat mount plates on the bookmobile.

Checked water leak on delivery truck #12.

Serviced snow blowers and salt spreaders for branches also checked/serviced snow plows for trucks.

SECURITY OPERATIONS

Director's Irregularity Report Summary: Security Operations submits a monthly report to the Director summarizing all Main

Library, Louis Stokes Wing, and Branch Library Security Irregularity Reports.

Security Systems: The closed circuit television cameras in the Main Library complex and Branches are fully operational. The access system in the Main Library complex, Lakeshore, Memorial-Nottingham and Garden Valley are installed and operational.

Alarm Systems: Burglar and fire alarm systems at all branches are fully operational. Burglar and no close alarms are documented in the Security Operations Alarm Logbook and followed-up by a Security Supervisor on a daily basis. Reports are also produced by Security Operations tallying the alarms and types for each branch for follow-up and training purposes. Branch staff caused 4 alarms that Cuyahoga Valley Patrol responded to.

Duress buttons are tested monthly at all stations in the Main Library Building, Louis Stokes Wing, Lake Shore Facility, and at branches.

Closed Circuit Television: Closed circuit television systems are monitored at the Security Operations offices, Louis Stokes Wing Security Desk, Rear Dock Security Office, Main Library Building Security Desk and Lake Shore Facility Security Desk.

Identification Cards: Security Operations issues photo identification cards to new staff members and replaces lost ID cards and issues access cards and replaces lost card for the security access system.

Monthly Equipment Inspections: Security Operations conducts complete equipment inspections monthly in all branches, Main Library, Louis Stokes Wing, and Lake Shore Facility. Besides safety and medical equipment, complete inspections are conducted on fire extinguishers and fire valve systems.

3M Book Detector Alarm Systems: 3M Book detector alarms are checked daily in the Main Library and Louis Stokes Wing. Branch Patrol Supervisors inspect the book detector systems at the branches each time they visit.

Lost and Found: 6 items were returned to their owners by Security Operations.

Branch Security: To temporarily provide a higher level of security, two tenable guards are assigned to each of the following branches: South, Collinwood and Hough. Security Operations meets with Tenable management on a regular basis to discuss issues at the branches.

Branch Patrol: The three units of the Security Operations Branch Patrol made a total of 311 visits to branch libraries.

In addition to their regular duties, Branch Patrol supervisors continuously conduct safety and security training with branch staff at the branches.

Branch Patrol supervisors are continuing to investigate Security Irregularity reports from the branches. Security Operations produces reports each month summarizing branch location, type of incident, and time of the incident to ensure coverage at the branches is adequate. Branch Patrol Supervisors conducted 37 branch investigations.

Training:

On 8/30/08, Chief Janero attended an eight hour course Title "Introduction to The Incident Command System" at the Cuyahoga County Sheriff's Office in the Justice Center. This course is the first of a series by the U.S Department of Homeland Security (FEMA), Federal Emergency Management Agency.

On 9/5/08, Chief Janero and Assistant Chief Abrams attended the Munis Training class held in the Main Building

On 9/9/08, Supervisor Washington attends a training seminar titled "First Time Supervisor" that was conducted by the National Seminars Group.

During the month of September Security Officers Stefanos and Smith attend a computer training class that was conducted by the Library Computer Learning Connection.

On 9/25-26/08, the Following Security Officers and Supervisor received training for the Ohio Peace Officer Training Commission Firearm Recertification course and Threat Awareness training that was conducted at the Tenable Training Institute. Security Officers Southerland, Tidorescu, Jarret, Harris and Supervisor Washington

On 9/27/08, The following Security Officers and Security Supervisors received training regarding Sexual Harassment and reviewed the library policies on Sexual Harassment that was conducted at Tenable Training Institute, Security Officers Dowdin, Fadil, Colston, Tobin, Roberts, Dayem, Harris and Assistant Chief Abrams along with Security Supervisors Brennan and Nunez.

SUMMARY OF IRREGULARITY REPORTS RECEIVED

Month	2007	2008	Change
January	71	102	+31
February	53	90	+37
March	64	119	+55
April	50	79	+29
May	55	59	+04
June	43	56	+13
July	52	61	+09
August	56	56	0
September	45	53	+08
Year to Date	489	675	+186

AUTOMATION SERVICES

Top stories

Budget planning: Automation Services developed plans for the 2009 budget year, with an eye to reducing expenditures. The CLEVNET Online Resources Committee had, in August, reduced the materials budget by over \$300,000. Station count worksheets were distributed to the CLEVNET libraries to gather information on this cost center.

Performance issues: Many users have noticed sporadic performance problems since the migration to version 3.2.1 on August 9. We have worked closely with SirsiDynix and Hewlett Packard and made a number of beneficial changes. However, we are now aware of an issue affecting the Oracle database server.

In part, this seems related to load, but may also relate to the server hardware and tuning, or tuning of the Oracle database. George Lenzer is working closely with Oracle, SirisiDynix, and Hewlett Packard to diagnose the problem.

To assist the Board in obtaining Board meeting materials electronically, Amy Pawlowski and David Reynolds worked with the Administration to establish a secure web page for Board Members and Administrators. Board Meeting materials will be available as PDF files.

Automation Services supported the emergency closing of Cleveland Public Library's Lorain Branch closing by installing eight laptops at Eastman Branch for public use; adjusting critical policies to prevent Lorain materials from filling holds; and advising Mobile Services staff on procedures in handling Lorain materials.

It is essential that the new client software provided by SirsiDynix be in use throughout CLEVNET by the end of this year. Under the direction of Ann Palomo, in September the Software team has revised the installation and training schedule for the Library's staff; provided three WebEx training sessions for CLEVNET libraries; and provided training for Medina County District Library staff.

Bob Carterette, Ann Palomo, and Hilary Prisbylla attended the UUGI Consortia Interest Group conference in Secaucus, NJ, September 10th through 12th. Issues with the SirsiDynix software in consortia, including Opensource software; satisfaction with SirsiDynix Client Care performance; the annual consortia survey conducted by the Winnefox Library System (WI); and performance issues relating to the external data included in the public catalog (book jackets, reviews, etc.) were discussed with other consortia customers. Representatives from SirsiDynix provided information on Client Care developments and upcoming software releases.

The Statewide KnowItNow service went live new software on September 2. The first two weeks revealed several software problems that appeared when the new software was put under load, but that did not appear during testing. The developers at Source(N) have expeditiously resolved problems as they arose. Don Boozer and Brian Leszcz continued to develop the collaboration with the NEO-RLS AfterDark service and the

inclusion of L-NET, Oregon's statewide virtual reference service. Logistics of the Ohio-Oregon question sharing were finalized and L-NET began operation on the new platform on September 30. Mr. Boozer and Mr. Leszcz did an excellent job in migrating to the new platform, which was adopted to reduce on-going operational costs; provide accessibility for handicapped users; and provide useful new functionality.

Other CPL Projects

CPL Branches moved to the new VOIP phone system: Garden Valley, South Brooklyn, Martin Luther King, Rockport, Woodland and Mobile Services.

Mr. Carterette continued to assist in evaluating vendor proposals for an HRMS/Payroll system.

Promotions for several major programs were added, including *Spectrum: the Lockwood Thompson Dialogues at the Cleveland Public Library*; the latest issue of *Speaking Volumes*; and Omar Tyree's upcoming appearance for the Writers and Readers Series, including an mp3 file of a WZAK radio announcement.

Other CLEVNET Projects

Janet Ford, Director, and Paul Lima of Ritter Public Library visited Automation Services. Mr. Lima was recently hired to manage Ritter's growing technology offerings. Ritter Public Library also asked to have their patron records updated to receive SVA automated calls for hold pickup.

Bill Hood assisted in installing and configuring a server for East Cleveland Public Library's, and in the continuing migration to the Microsoft VISTA operating system.

The CLEVNET Technical Services SIG met at Orrville Public Library.

Mr. Carterette, Holly Carroll, Interim Director, and Tim Diamond, Planning & Research Administrator, held a phone conference with Driscoll and Fleeter to discuss the CLEVNET Return on Investment study.

Mr. Carterette visited Jeff Winkler, Director, of Tiffin-Seneca Public Library, who is investigating joining one of the three

major public library consortia in Ohio: CLEVNET, SEO, and SearchOhio. Barberton Public Library is also strongly considering joining CLEVNET.

Policies for new item types were configured for Hudson Library and Historical Society and for Medina County District Library.

Amy Pawlowski and David Reynolds attended the Training SIG meeting on September 17th at Ritter Public Library in Vermilion, Ohio. Amy and David have agreed to demonstrate FaceBook and Twitter at the next Training SIG meeting on November 18th in Twinsburg.

KnowItNow

Huron Public Library requested promotional materials to distribute through the Boys and Girls Club of Erie County.

Mr. Boozer met with Peter Szabo, Ohio Wesleyan University, to review the University's participation in KnowItNow and to provide promotional materials.

Professional Involvement/Visitors/References

On September 5 Missy Lodge, State Library of Ohio, and Michele Farrell, Program Officer for the federal Institute of Museum and Library Services, paid a visit to Cleveland Public Library. Ms. Farrell was visiting selected LSTA funded programs around the county that are considered exemplary Ms. Lodge and Ms. Farrell met with Mr. Boozer and Mr. Carterette to discuss KnowItNow, and with Merce Robinson to discuss the Library's long-standing LBPH service.

Tracy Herold, Director, Sun Prairie Public Library (WI) discussed technology planning with Mr. Carterette. Ms. Herold was representing the South Central Library System, a library consortium in Wisconsin.

Ann Palomo spoke with Susan Brown of Ashland Public Library regarding email notification via SirsiDynix software.

Statistics

September's total OverDrive/CLEVNET eMedia Collection circulation was 9,342 downloads, up from 8,990 in August.

SecondLife is currently displaying 2,316 unique visitors to-date, up from 2,151 in August. We currently have 236 followers on Twitter, up from 206 in August.

Automation Services Statistics, 09/2008

	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	109	98	64	271
CPL Branch	129	112	84	325
CPL Lake				
Shore	38	27	20	85
CLEVNET	41	31	16	88
PUBLIC	2	1		3
HARDWARE TOTAL	319	269	184	772
SOFTWARE				
CPL Main	9	9		18
CPL Branch	12	12		24
CPL Lake				
Shore	14	13		27
CLEVNET	75	74		149
PUBLIC	14	13		27
SOFTWARE TOTAL	124	121	0	245
WEBWARE				
CPL Main	16	15	5	36
CPL Branch	9	9		18
CPL Lake				
Shore	2	2	2	6
CLEVNET	14	15	2	31
PUBLIC	38	36		74
WEBWARE TOTAL	79	77	9	165
KIN				
CPL Main	4	4		8
CPL Branch	2	2		4
CLEVNET				0
PUBLIC				0
KIN Library	8	8		16
OHIOLink				
Library	5	3		8
After Dark	5	5		10
KIN TOTAL	24	22	0	46
GRAND TOTAL	546	489	193	1,228