

DIRECTOR'S REPORT

November 20, 2008

Facilities Update

The Groundbreaking for the new Rice Branch Library took place October 29. Over 60 people huddled inside the 20x20 foot tent to escape the wind, rain and cold and to hear our community partners comment on the significance of the day. Myron Scruggs and Dennis Niedermyer attend the construction meetings each week that take place on site Thursday mornings. To date general trades contractor, East-West Construction, is coordinating with CMSD to organize the site in preparation of construction. All building permits have been granted. Due to a lack of bidders and the disparity of cost between the bids received and the estimate, the electrical/technology bid is being advertised for re-bidding. Bostwick Design Partnership is making arrangements for temporary power and telephone service at the construction site.

The current Rice Branch remains closed to the public while preparations for the repair of ceiling supports take place. Alternative sites were investigated for temporary relocation of the branch but it remains more cost effective to stay put in the current building. Repairs are scheduled to begin November 17 and will take about three weeks to complete.

Repairs to the Lorain Branch will not be completed until December 8, at which time the staff will be able to return to the building to re-shelve new items and items that were returned to other branches. Because it will take several days for the staff to reorganize, the opening should occur sometime that week. Representatives from Shelf Division Branches and Outreach Services, Buildings and Public Relations will meet soon to determine how best to orchestrate the re-opening and communicate it to the public.

On the Board agenda is a resolution to rescind the Board acceptance of the general trades bid for the Woodland Branch/Mobile Services Office project. The aggregate of the bids received for the project exceeded the architect's estimate by 20%.

Committee Updates

The Green Committee submitted its sustainability report to the Director on November 11. The committee's charge was to review

current Library procedures and services in light of energy efficiency and environmentally sound practices; recommend changes and modifications appropriate to procedures and practices; and recommend ways to educate staff and the public about conservation efforts at the Library. The administrators are reviewing the report now and I will submit it the Board after the review.

The administrative staff has met three times under the leadership of Sharon Tufts, Human Resources Administrator and Patricia Lowrey, Technical Services Administrator, to draft a model policy for succession planning and to recommend activities for 2009 and beyond. This report will be submitted to the Board Succession Planning Committee for review. A meeting of the Board committee members and administrators will be scheduled shortly thereafter.

The HRMS Steering committee met with representatives from Tyler Munis and Kronos on November 4 and 5 for final discovery and to begin discussion on contractual issues. After lengthy discussion and a thorough evaluation process, the steering committee is recommending Tyler Munis as the vendor of choice. Contract negotiations will begin shortly with the help of GFOA. It is my intent that a contract will be presented to the Board of Trustees for approval at the December meeting.

A committee of administrators that have received training or have had experience with the Public Library Association's Planning for Results methodology met on November 10 to review the current strategic plan. The committee reviewed the plan's objectives to assess progress on each and will send its assessment to the administrative table for review.

Budget Preparation

Financial Services and administrators have been busy reviewing agency budgets and reducing expenditures in each cost center for 2009. Sandy Kuban, Finance Administrator, and the Director have met with all administrators to review budgets by line item and to consider funding options for non-essential services. The 2009 budget will be presented to the Board for review at the November meeting. This budget will reflect an estimated 2% increase in spending.

Furthermore, I am discussing vacancies as they occur with the administrators. I have asked them to have identified positions that are non-essential or for which delayed posting or

appointment of candidate will not be detrimental to library services. Once revenues for 2009 are certified in mid-December, we will have a better idea of how the Library should proceed with future vacancies.

Programming and Community Outreach

As detailed in the following administrator reports, October and November have been filled with library sponsored events and opportunities to partner with other organizations in the community. Juno Diaz spoke for the Writers and Readers series on October 19 to an audience of over 200. Sarah Vowell whose most recent book is the *Wordy Shipmates* will speak on Sunday, November 16. The Urban Experience Summit drew to a close with two successful programs and YA author Ellen Schreiber spoke in honor of Teen Read Week.

The Library partnered with Cuyahoga County Public Library and Library Journal to bring the national program, A Day of Dialogue, to the Cleveland area. Over 120 librarians attended the day-long event at Tri-C's Corporate College to hear publishers, authors and fellow librarians discuss ways to promote reading and to present author programs. CPL attendees numbered 17.

The Lake Shore facility served as the site for the annual *First Things First Health Summit* sponsored by radio station Z107.9. Activities included workshops health screenings and informational displays and exhibits. As a partner, the Library received extensive radio airtime in advertising the event.

Records Retention

A meeting of the Records Commission which is comprised of the Board of Trustees and the Fiscal Officer will meet briefly after the adjournment of the Board Meeting to review the records retention schedule as compiled by the Planning and Research Department. The schedule will then be sent to the Ohio Historical Society for approval. The review schedule will be posted on the Board website on Friday, November 14.

Meetings and Professional Activities October 17- November 20, 2008

October	20-24	Public Library Assoc Results Bootcamp, Cleveland
	22	CPL tour and reception for Bootcamp attendees
	23	Moody-Nolan Reception

	28	Day of Dialogue Buckeye Area Development Corp. Meeting English Speaking Union Shakespeare Competition judges training
	29	Groundbreaking New Rice Branch Meeting with Nancy Nolan Jones, Venable Oral History Project
	30	Succession Planning meeting
November	5	HRMS discovery
	6	HRMS discovery Fulton 25 th Anniversary
	7	Green Committee Meeting State Library of Ohio conference Call
	8	Mt Pleasant Family Literacy Day
	10	HRMS evaluation Strategic Plan audit meeting
	11	Friends of the Library planning meeting Spectrum meeting with CPA
	12	St. Luke's campus partners meeting
	13	Children's Book Week Reception for Ransome exhibit
	14	City Club
	18	University Circle Inc annual meeting

BRANCHES AND OUTREACH SERVICES

Increased activity at branches throughout the system contributed to an overall circulation increase of 11% over the same time last year. In addition to producing higher circulation statistics, Branches and Outreach Services was the driving force for a number of programming initiatives and community partnerships.

The Urban Experience Summit successfully concluded a year of programs with two noteworthy events. The Urban Male Panel Discussion took place at Carnegie West with approximately 80 people in attendance and featured community activists, government officials, students and local personalities. The following day, author Carl Weber appeared at Martin Luther King, Jr. (MLK) Branch and spoke to a group of about 75 on issues related to urban literature, publishing and writing as a profession.

Local author and Plain Dealer columnist Marcia Pledger discussed her new book, *My Biggest Mistake* at Memorial Nottingham Branch.

Fit for Life cosponsored its first event at the Memorial Nottingham and Lake Shore facilities. In partnership with radio station Z107.9, the First Things First Family Health Summit provided a day of activities, workshops, health screenings and fun for the 269 children and adults who participated.

Mobile Services' "On the Road to Reading" van visited numerous pediatric and WIC sites in addition to 84 daycare classes. The project continues to garner participants and requests for presentations to Cleveland Metropolitan School District staff. The van was featured at the Association of Bookmobile and Outreach Services Conference in Columbus where it received kudos for its innovation, its graphics and overall appearance.

Lorain Branch remained closed while roof construction and associated repairs continued. The bookmobile, stationed on West 83rd St., provides service on Thursday evenings and all day Saturdays. Lorain staff were scheduled at Eastman, Walz, the bookmobile and at Woodland to assist with returns and other duties.

Five days before the groundbreaking ceremony for its new facility, Rice Branch was closed for emergency repairs. The structural condition of the ceiling and ductwork need to be assessed before determining whether the building is safe for staff and the public. Staff from Rice were reassigned to Mt. Pleasant, Garden Valley, Langston Hughes, Fleet, Addison, Hough and Union, helping to provide coverage due to vacant positions.

The staff of The Library for the Blind and Physically Handicapped were involved in a variety of professional development, on-line and departmental meetings. Community and outreach efforts included disseminating information to Vision Support Services and preparing for the consolidation of services to take place in November when Cincinnati's LBPH is eliminated. Cleveland Public Library (CPL) will be the only State Library of Ohio mandated service of its kind in the state of Ohio.

Teen Read Week offered an array of special events, including a visit by Ellen Schreiber to West Park Branch where she discussed her craft with a group of 40 children and adults. The finale of the Cleveland Real Star program took place at Lake Shore with approximately 80 in the audience. *100 Sizzling Titles* was published and distributed in conjunction with Teen Read Week, and 2008's *Celebrate with Books* project was submitted to Graphics for publication and holiday distribution.

The circulation of *YRead?* titles increased significantly, with 514 titles checked out at the beginning of the new school year.

Preschool storytime began at branches throughout CPL, as well as Read, Baby Read! Book Club and school visits. In partnership with Cleveland State University and Cuyahoga Community College, the America Reads tutoring program began at Brooklyn, East 131st, Eastman, Harvard-Lee, Rockport, South and Woodland branches. The final showings of the film, *The Long Walk Home* were presented. At Woodland Branch, CPL Board President Alice Butts participated; 42 students from Cleveland School of the Arts and Hathaway Brown viewed and discussed the film at MLK. Six new youth services staff attended a week of orientation to prepare them for their positions.

The 2008 United Way/Community Shares Campaign began with select staff from branches enlisted to provide literature to their coworkers and encourage them to participate. The annual fixed asset audit was conducted by WIS International. The new Cisco phone system is being progressively installed in branches.

Cognizant of the crucial need for effective resource management, the initial 2009 budget was entered for BOS and departments under its umbrella. Expenditures for the remainder of 2008 is under closer scrutiny in order to meet year-end budget reductions.

MAIN LIBRARY

Programs/Exhibits:

Audio Video technicians provided support for the Lockwood-Thompson Dialogue, Cuyahoga County public forums, Writers and Readers series, groundbreaking ceremony for Rice Branch, Urban Experience, and other smaller programs scheduled throughout the Main Library and Branches.

Fine Arts opened two major exhibits: *Celebrate Democracy* (14 cases) and *Luxurious Art of Faberge, Tiffany, and Lalique* (16 cases). Pam Eyerdam prepared an exhibit of Schweinfurth architecture material and a display of the Mastodon Jaw bone (on loan until January 2009 from the Natural History Museum). Jay Krasnow gave a recital of rarely heard Hungarian piano works. Ms. Eyerdam booked the 2010 exhibit, *World War I Posters* with NEA and updated the 2009-2010 Exhibit schedule.

Victoria Kabo (Foreign Literature) conducted a Russian language Book Club program at Memorial-Nottingham Branch and was a guest speaker at a Russian language meeting at Council Garden's Senior complex.

General Reference hosted workshops for Branch staff to learn the process of placing an ILL request and how to search WorldCat. Kelly Ross and Julie Kent presented a staff workshop to a full house on the databases JSTOR and Project Muse.

There is an exhibit on the Ukrainian famine on display in Foreign Literature, 4th Floor Main, from November 1 to December 1, 2008. It includes photographs, news stories, and personal recollections of the disastrous famine that took the lives of over six million Ukrainians.

The "History of Northeast Ohio Mapping," is on display on the Second Floor Main through March 2009.

Richard Fox (Popular) led a book discussion for the Friends of Cleveland State University Library. Fox also led the CPL Main Library book discussion group on *Atlas Shrugged* by Ayn Rand. Sarah Moore and April Lancaster prepared two displays: the first consisted of political and election material fairly representing all views, the second celebrated Halloween.

Public Administration prepared and posted an Italian American Heritage Month Celebration exhibit in the Great Hall of City Hall.

The three displays of Science & Technology materials are a wonderful addition to the presidential exhibit that is located on the 3rd floor of the Main Library. Displays feature "First Ladies of Fashion," "Presidential Pets," and "Cooking in the White House."

Social Sciences staff set up a "sizzlers" book display at the elevator exit on the fifth floor featuring books in multiples of three or more. A matching new book display table has been set up on the other side of the exit. Sequoia Brown mounted a month-long display to promote the department's UN collection. Ms. Brooks from the Benjamin Rose Institute presented a workshop in Room 218 on Medicare Part D on behalf of Seniors Connect.

Outreach:

The Cleveland Public Library and the Audio-Video Department were recognized by the local magazine, *Cleveland Scene's*, "Best of Cleveland 2008." The department was listed as the best place to get a Bollywood, foreign or classic movie.

Fine Arts staff worked with the Schweinfurth Committee to host the Annual Meeting of the Cleveland Chapter of the AIA in the Treasure Room Oct. 16. Pam Eyerdam made arrangements to have Cleveland Museum of Art curator, Stephen Harrison, speak at the Friends' of the Library Annual meeting in December. She also arranged for photographer Bruce Zack to take photo portraits of Frank Sullivan (RPM CEO) in Special Collections. Ms. Eyerdam interviewed possible Kent Interns and assisted with a Library Tour for PLA.

Caroline Han (Foreign Literature) attended a meeting at Evergreen Senior Tower where she distributed 60 new booklists in Chinese and Korean and reminded residents and staff that CPL Bookmobile's next visit will offer new materials for circulation. Milos Markovic and Victoria Kabo attended the Ukrainian Children's Autumn Festival to showcase Foreign Literature's collection to the 150 attendees.

Pam Benjamin (General Reference) contacted Gerald Schwab, Organizational Development & Learning Manager for the Columbus Metropolitan Library, regarding CML's possible contribution to a CPL management workshop on customer service.

Mark Moore (Social Sciences) attended the "Fiscal Wakeup Tour" presentation at CSU. Harriette Parks produced the fall 2008 Education Booklist while Mr. Moore prepared a *2008 Election Night Viewing Guide* to help people gauge the significance of the early returns. Sequoia Brown scheduled foreclosure sessions at nine CPL branches for NACA. Skrtic is working with Cleveland State University and the City Club to create a master list of what City Club audio materials each organization holds.

Collections/Reference:

Fine Arts continued shifting art books on 5th floor and weeding architectural books. Bill Chase, CD Room, began adding uncataloged foreign language CDs to the collection.

Preservation Librarian Ann Olszewski made an assessment of Howell & Thomas architectural materials and made recommendations to have five drawings per month sent to Preservation during 2009.

Foreign Literature serviced 21 homebound patrons and routed 160 requested items to their attention.

General Reference Staff, in particular Michael Sparrow and Steve Eng, completed shifting bound periodical titles to Lake Shore from the Periodical Center. Tonya Jenkins organized an audit team to evaluate subscription databases for accessibility and performance.

History coordinated the purchase of ProQuest Electronic Resources, Call & Post newspaper, 1934-1991.

Cuyahoga County Auditor's Tax Duplicates, 1819-1869, microfilm collection, is now available in Microform Center.

Literature established an Urban Fiction section with high-demand authors in the department for easy browsing and quick retrieval.

The new car manuals that were ordered by Science & Technology have been received in Technical Services. Staff members in SCI/TECH and in Technical Services have worked cooperatively in an effort to expedite the processing of these materials.

Staff/Professional Development:

Lisa Malone from Lending Department was promoted to Subject Department Clerk in Audio-Video Department.

Fine Arts staff received KnowItNow training. Library Assistant Bill Chase attended a J-STOR workshop. Pam Eyerdam presented at the ARLIS Ohio Valley Chapter meeting at the University of Louisville about the National Artists Files database. Bruce Biddle and Lissa Waite attended a workshop at Stan Hywet presented by the Ohio Preservation Council and the Intermuseum Conservation Association.

General Reference staff welcomed new Library Assistant Melanie McCarter. Several department staff were trained on Winway Resume and MS Word software. Julie McCormick attended OLC Library Leadership. Pam Benjamin attended the OLC workshop "Accountability and Empowerment."

Robin Speigner (Government Documents) attended the 2008 Federal Depository Library Conference Oct 20-22, Arlington, VA.

Karen Martines (Public Administration Library) attended the NEO-RLS seminar "Marketing Your Library."

Marilyn Nichols (Science & Technology) attended the NEO-RLS program "Successfully Dealing with Harassing Patrons."
Diane Mathews participated in the Green Committee meeting. Jim Bettinger held a Photoduplication Task Force meeting to discuss revising the Cleveland Public Library's fee structure for out-of-state services.

Helena Travka (Social Sciences) became OLC's Library Recruitment Officer for 2009. John Skrtic attended a *Symposium on Accountability and Performance Measurement: the Evolving Role of Nonprofits in Public Service* at the Maxine Goodman Levin College of Urban Affairs at Cleveland State University. Skrtic also attended a one day Managers Training workshop held at Lake Shore.

TECHNICAL SERVICES

Patricia Lowrey, Technical Services Administrator, greatly enjoyed the Junot Diaz Writers & Readers program and the Library Journal "Day of Dialog" held at Corporate College East. She and Alicia Naab, Acting Acquisitions Manager, attended the Groundbreaking Ceremony for the new Rice Branch.

Ms Lowrey attended the Children's selection advisory meeting, the Technical Services -Automation joint meeting, and the Management Training meeting. She developed draft documents and participated in the Succession Planning meeting. She attended the Retirement Celebration for Linda Glover. There were 41 meetings at the Lake Shore facility.

Preservation: Materials from the Clarence Mack collection including photographs, clippings files, and miscellaneous documents were organized, cataloged, and hinged boxes were ordered. A group of photographs including an album of Cuyahoga river bridges pictures, photos of Cleveland's Chinese community, and historic baseball photographs from the Mears collection were processed.

Ann Olszewski attended the October Main Library managers meeting, and two meetings of the Green Committee.

Collection Management: Bonnie Bolton processed the order of *Celebrate with Books 2008* titles. Special thanks to Cathy Poilpre, Graphics Supervisor, who alerted Collection Management of changes. Rollie Welch, Collection Manager, presented a breakout session on readers' advisory service to 77 attendees at the annual American Bookmobile and Outreach Services convention held in Columbus. Mr. Welch published 3 reviews in *Kirkus* and the *Cleveland Plain Dealer*.

Shelf/Shipping: Staff of Science and Technology and Social Sciences Departments visited and conducted maintenance in their storage area. A total of 632 items were sent to Main to fill requests. A total of 1,839 telescopes of new materials were sent Main and the branches. Receiving/Distribution Technicians received, sorted, and labeled 45,757 items.

Diane Mathews and Debbie Hajzak of Science and Technology department came to Lake Shore to begin preliminary processing the newly ordered car manuals. Both Lake Shore staff and Science and Technology staff felt was a success. Staff of Main Shipping came to Lake Shore Shelf/Shipping and trained together on mailing center processing. Mrs. Turner gave a tour of the Lake Shore facility to new staff. Currently this agency is storing telescopes of new material for the Lorain Branch and Rice Branch.

High Demand: Staff ordered 1,565 new titles and 35,195 items. They received and added 1,938 titles and 34,715 items. These represent exceptional increases in volume--the number of items added is up 87% and the number of titles cataloged is up 93% over the monthly averages for 2008.

Carole Brachna, High Demand Manager, helped Lorain Public Library troubleshoot problems with their Midwest 9xx setup. In addition, she presented a few moments of 9xx and EDI information at a WebEx meeting hosted by Automation. Dale Dickerson, High Demand Librarian, spent significant time training the temporary part-time cataloger, Monica Rudzinski.

Catalog: Staff cataloged 6,448 new titles and added 16,186 items. Elizabeth Hegstrom, Andrea Johnson and Ann Palomo (Automation) met with a vendor representative to discuss ordering label stock, resin ribbons and printers to replace the pin-feed printers currently used for making labels. Michael Monaco provided clarification to the department staff about assigning local non-book call numbers. This should increase consistency.

Acquisitions: Alicia. Naab, Acting Acquisitions Manager, attended the annual Leadership conference sponsored by the Ohio Library Council in Columbus. Gloria Guzi, Acquisitions Librarian, attended the "Copyright and the Library" workshop sponsored by OHIONET. Ms. Guzi and Ms. Naab met with a representative of Blackwell Publishing to discuss upcoming changes to their website.

Acquisitions staff ordered a total of 23,001 titles and 32,014 items, received 20,824 items, and processed a total of 2,955 invoices. Serials staff added 324 items and processed 449 periodical and serial claims.

Book Preparation: Book Preparation processed 40,361 library materials during the month of October including 10,166 music CDs. Linda Glover retired after working 36 years for the library. Marianne Monger attended the monthly Public Library Employee Credit Union Board Meeting.

PUBLIC RELATIONS

October marked the fifth month of transition between the retired David Williams and the new PR Administrator. Tena Wilson continues to act as Interim Public Relations Administrator.

Several systemwide programs were featured in October: Writers and Readers Author Series with Junot Diaz; special author appearances by John Leland, Carl Weber, Ellen Schreiber, and local author and *Plain Dealer* journalist Marcia Pledger; and Z107.9 "First Things First" Family Health Summit. The most featured event of the month was the Spectrum Lockwood Thompson Dialogues, *Politics and Propaganda: Designing the President*. Over 400 people gathered to hear Donna Brazile, Political Strategist and Chair of the Voting Rights Institute and Frank Rich, *New York Times* Op-ed Columnist and author.

Press releases were sent during October for the following events: Writers and Readers author Junot Diaz, author John Leland, Lorain Branch closing, Rice Branch closing, author and journalist Marcia Pledger, Teen Read Week's author Ellen Schreiber, new Rice Branch groundbreaking, Special Collections' "Luxurious Art: The Design Achievements of Fabergé, Tiffany and Lalique" Exhibit, Fulton Branch Library's 25th Anniversary, and the screening of the documentary film, "The Devil Came on Horseback."

The Graphics Department designed and/or produced 150 printed pieces including signs, flyers, booklets, programs and handcards. In addition, the Democracy and Luxurious Art exhibits were completed. Four staff newsletters were produced during the month of October.

In an effort to promote the Writers and Readers event, two ads were produced and placed in *The Plain Dealer* newspaper. A full-page *Plain Dealer* ad was produced internally and featured on the "World Class Organizations" page. A similar half-page ad was also produced for future use.

In October, Tena Wilson attended and/or participated in the following meetings: weekly Administration meetings, Finance Committee meeting of the Board of Library Trustees, author John Leland, the Gund Foundation, VOCUS (PR Management Software), Spectrum: The Lockwood Thompson Dialogues, interviews for Lending Manager for Main Library, Association of Bookmobile and Outreach Services Conference (ABOS), American Library Association Subcommittee on Bookmobiles, A Cultural Exchange, Friends of the Library, AT&T Advertising, Public Relations Society of America Cleveland Chapter "Speed Pitching" workshop, PLA Bootcamp reception, Rice Branch groundbreaking ceremony, and Succession Planning.

Graphics Manager, Cathy Poilpré, attended both Branch and Main Managers meetings. She also attended the Finance Committee and Board of Trustees meetings, as well as New Managers Orientation.

Graphics Department Print Specialists, Ryan Jaenke and Tonya Thompson, along with Graphics Manager Cathy Poilpré, attended a new copier products trade show sponsored by Konica-Minolta. Tonya Thompson attended a Green Committee meeting.

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 61 meetings were held during the month of October.

The Library was featured in the following media during the month of October 2008: *The Cleveland Plain Dealer*, Sun News, School Library Journal, MUSE Magazine, Library Journal, La Prensa Newspaper, The CSU Cauldron, CleveScene.com, BestCollegesOnline.com, PRLog.org, PLABlog.com, UniversityCircle.org, Cleveland.com, *The Call and Post*, Cool

Cleveland, Cleveland Scene Magazine, WCPN-FM 90.3 (NPR), and WJW-TV Channel 8 (FOX).

BUILDINGS SERVICES

Buildings Office: Made numerous branch inspections.

Monitoring utility usage.

Interviewed and hired for open driver and custodial positions.

Attended Woodland Branch's pre-bid meeting and bid opening.

Attended Rice Branch's pre-bid meeting and bid opening.

Attended pre-construction meetings for Rice Branch.

Attended Custodial Recognition Program.

Attended Rice Branch's groundbreaking.

Carpenters/Painters: Removed blue floor and assisted contractor in removing epoxy adhesive at the Lake Shore Facility.

Repaired restroom door at Jefferson Branch.

Painted Lorain's staff room also helped contractor with roof.

Painted restroom stalls and ceiling at Martin L. King, Jr. Branch.

Repaired door locks at Union Branch.

Replaced damaged plastic on damaged window at Sterling Branch.

Maintenance Mechanics: Replaced domestic hot water tank on the 10th floor mezzanine of the Louis Stokes Wing.

Replaced pre filters in air handling units #1 and #2 in the Louis Stokes Wing.

Cleaned and shutdown fountain for the season in the Eastman Reading Garden.

Installed new motor starter for pump also working on boiler controls at the Lake Shore Facility.

Relocated data and power cables for new desk in Brett Hall.

Working on wall sconce lighting at Addison Branch.

At Collinwood and East 131 Street branches added auto tank drain to control air compressor.

Replaced bearing assembly and pump coupler on boiler pump at Harvard-Lee Branch.

Repaired boiler at Martin L. King, Jr. Branch.

Garage: Serviced vehicles #3, #6, #7, #8, #15, #16, #17, #18, and #23.

Repaired brakes on Security car #16.

Installed spreader on truck #17 and truck #8 also repaired brakes on #17.

Straightened panels and braces on bookmobile.

Replaced front motor, brakes, tires and rims on truck #15.

Serviced branch snow blowers and plows.

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 Log book 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: 13 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: Carnegie West, 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 423 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 40branch investigations.

Training:

On 10/16 and 10/17, the Following Security Operations Officers Frank Nunez, Norman Fadil, Michael Tobin, David Williamson and Blasé Marn completed The Ohio Peace Officer Training Commission Firearm Recertification Course and Threat Awareness training that was conducted at the Tenable Training Institute.

On 10/23 and 10/24, the Following Security Operations Officers Pete Brennan, Erik Halaska, Anthony Roberts, Lacy Dowdin and Louis Slesinger completed The Ohio Peace Officer Training Commission Firearm Recertification Course and Threat Awareness training that was conducted at the Tenable Training Institute.

On 10/22/08, The following Security Operations Security Officers Floyd Garrett, David Washington Marcel Tidorescu, James Jarrett, David Williamson, Blasé Marn, Louis Slesinger and Erik Halaska received training regarding Sexual Harassment and reviewed the library policies on Sexual Harassment that was conducted at Tenable Training Institute.

During the month of October all Security Officers except Security Officer Dycks, who was out on FMLA received training during roll regarding section #1 Radio, Telephone Procedures and Protocol. Section #2 Radio Operations

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	44	56	+12
July	52	61	+09
August	56	56	0
September	45	53	+08
October	37	61	+24
Year to Date	526	736	+209

AUTOMATION SERVICES

CPL PROJECTS

New Board Website: Amy Palowski and David Reynolds created a new website for Cleveland Public Library board members and administrators for disseminating board materials electronically.

Emergency branch closings: Software staff assisted Branch and Outreach services with the temporary closings at Lorain and Rice Branches. Adjustments were made to circulation policies and the public catalog, and scripts were put into place to assure that holds are directed to the proper agencies so that there is as little disruption in public service as possible.

Java client migration: Two hand-on circulation classes were held for Main Library staff attended by four people. Ms. Prisbylla, Mr. Benson and Mr. Danicic took turns visiting every CPL branch during the month of October to check the Java client configuration on all workstations. The Hardware team worked with Software to ensure the software was installed properly, and the equipment is up-to-date and correctly configured.

New phone system: CPL Branches moved to the new VOIP phone system includes Addison, Broadway, Brooklyn, Glenville, Memorial-Nottingham, Rice, South, Sterling, Union, and Walz.

Staff Intranet the CPL staff home page: The Staff Intranet is now the default home page on all staff computers. This fulfills one of the recommendations of an internal survey led by Tena Wilson on staff communications.

HRMS/Payroll: Mr. Carterette continued participating in the selection process for the CPL HRMS/Payroll system, attending software demonstrations by two vendors (Kronos and Ceridian).

CLEVNET PROJECTS

2009 Pricing: Mr. Carterette worked with Financial Services to prepare the 2009 Price Waterhouse report for 2009. The details of the 2009 pricing were shared with the Directors at the October CLEVNET Directors' meeting. Most libraries saw a decline in costs, largely due to reductions in the budget for subscription databases.

CLEVNET Directors' Meeting: The CLEVNET Directors' met on October 31. The director of the Barberton Public Library attended as a guest; Barberton is seriously considering joining the CLEVNET consortium. Major topics covered included: 2009 pricing and projects planned; how system wide performance issues are being addressed; the Return on Investment study; the roll-out of the Java Workflows client; and the implementation of new CLEVNET public and member sites, scheduled for January of 2009. A CLEVNET Directors' Panel meeting was held earlier in the month and was largely devoted to preparing for the Directors' meeting.

System Performance: Automation Services worked closely with SirsiDynix, Hewlett Packard, Oracle, and an outside Oracle consultant to tune system performance. New CPU modules were installed in the production SirsiDynix server, and further hardware upgrades are planned.

Acquisitions module: Mr. Danicic hosted an online demonstration of the current features of the SirsiDynix acquisitions software. The purpose of the demonstration was to help libraries not currently using the software determine if they would like to start at the beginning of 2009.

Java Client training: Software staff hosted two WebEx training classes attended by approximately 20 people.

Network developments: The Medina County District Library network was configured for wireless phones. An additional T1 was installed and configured at Huron Public Library. Mr. Novak and Mr. Finnegan visited Birchard Public Library to plan network upgrades. Additional access was opened on the firewall to facilitate Friday night gaming LAN parties on the Steam platform, hosted by the Twinsburg Public Library. Wayne County migrated to Microsoft Exchange server.

KnowItNow

New provider: Warren-Trumbull County Public Library was trained to monitor the ReadThisNow queue.

Oregon: Exit pages so that calls from the various services are routed to specific surveys. KIN24x7 now has its own survey back as opposed to sharing a survey with Oregon's L-net. Oregon users leaving the queue (or not getting a librarian) are routed to Oregon's offline form and KIN24x7 users are routed to the Openfire leave-a-message form. This has resulted in being able to catch more patrons who may otherwise have been lost. Oregon was also given access to the Flowan help desk system, to improve communications.

Email response enabled: For patrons that cannot wait for a librarian a new email component of KIN24x7 is being put into place. Patron's messages in Openfire are routed to answers@knowitnow.org. Over 100 email messages were logged in October. Mr. Boozer is developing a system for coverage of the email messages.

MEETINGS AND PROFESSIONAL DEVELOPMENT

Ann Palomo was selected by the Library to attend the Cleveland State University Leadership Academy. Ms. Palomo currently leads the Software Team and has provided valuable service to the Library and to the CLEVNET Consortium throughout her tenure.

Ms. Pawlowski and Mr. Reynolds attended a meeting of the Oral History Committee on Friday, October 17.

Ms. Prisbylla and Mr. Benson attended the CLEVNET Circulation SIG meeting at the Avon branch of the Lorain Public Library System.

Ms. Palomo and Mr. Benson attended the monthly meeting with CPL Technical Services supervisors.

Mr. Boozer attended the Ohio Library Council Leadership Conference as the incoming Assistant Coordinator of the Reference & Information Services Division for 2009. Chapter Conference and OLC Convention program ideas for 2009 were discussed. The OLC Convention next year will be held in Cleveland.

STATS

October's total OverDrive/CLEVNET eMedia Collection circulation was 9,225 downloads, down from 9,342 in September. SecondLife is currently displaying 2,610 total visitors to-date, up from 2,316 as reported in September. We currently have 265 followers on Twitter, up from 236 in September.

Automation Services Statistics, 10/2008				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	96	86	49	231
CPL Branch	163	143	118	424
CPL Lake Shore	59	45	28	132
CLEVNET	50	31	20	101
PUBLIC				0
HARDWARE TOTAL	368	305	215	888
SOFTWARE				
CPL Main	16	15	6	37
CPL Branch	24	22	19	65
CPL Lake Shore	10	10		20
CLEVNET	77	77		154
PUBLIC	7	7		14
SOFTWARE TOTAL	134	131	25	290
WEBWARE				
CPL Main	11	10	2	23
CPL Branch	9	8		17
CPL Lake Shore			2	2
CLEVNET	9	9		18
PUBLIC	31	31		62
WEBWARE TOTAL	60	58	4	122
KIN				
CPL Main	10	9		19
CPL Branch	2	2		4
CLEVNET	4	3		7
PUBLIC				0
KIN Library	17	12		29
OHIOLink Library	5	3		8
After Dark	4	4		8
KIN TOTAL	42	33	0	75
GRAND TOTAL	604	527	244	1,375