

## **DIRECTOR'S REPORT**

February 19, 2009

With the first month of my tenure as the new Director of the Cleveland Public Library coming to a close, I thought it would be important to mention my efforts to introduce myself to the community, staff, and stakeholders. My initial introduction to the staff and community began with my keynote address at the Dr. Martin Luther King Jr. commemorative program on January 19. Since that date, I have familiarized myself with the city through branch visits, community meetings, and networking events.

With a goal to visit each Branch and Department of the Main Library by the end of February and to personally meet the staff in each agency, I am on track to meet this goal. Branch visits have been completed in 25 of the 28 neighborhood libraries. Departmental tours at Main Library are almost complete. Thanks to Branches and Outreach Services Administrator **Janice Ridgeway**; Main Library Administrator **Cindy Lombardo**; and the Neighborhood Team Managers, **Ali Boyd**, **Pam Jennings**, and **Sheba Marcus-Bey** for their coordination of the tours.

### **MEETINGS & ACTIVITIES**

With the assistance of **Trustee Seifullah**, and flanked by **Trustees Butts** and **Corrigan**, I met the Mayor on January 26. The Mayor offered his strong support of our goals on educational issues and advised us to work closely with the Cleveland Metropolitan School District. **Trustee Hairston** then introduced me to a number of leaders within CMSD at the State of the Schools address on February 2. Most impressive were the Strategic Initiatives offered by CEO Dr. Eugene Sanders, and there are a number of ways that our organizations can partner. I will be meeting with Dr. Sanders in April.

On January 30, I met with the CLEVNET directors and received a warm welcome. Broad support for the consortium was evident. Barberton Public Library was introduced as the newest member library to the CLEVNET family.

On February 6, my first introduction to the directors from the larger library systems in the state occurred at the Metro Library Directors meeting. The topic of most concern was the State's budget and its ramifications for the Public Library Fund (PLF). A great deal of the discussion also centered around two funding programs: the Ohio Public Library Information Network (OPLIN) and the Library for the Blind and Physically Handicapped being moved from the State Library's budget to the PLF. Deputy Director **Holly Carroll** will work with CPL lobbyist Tim Cosgrove

to evaluate the consequences of this move. We will continue to update the board as the legislature examines the Governor's budget.

On February 9, I spoke to the City Council Caucus about my vision for the Library. The Council was responsive to my vision and offered their assistance in the promotion of our materials and programs.

### **CPL VISION**

The month of January has been an investigative period. During this time, I interviewed key staff members, administrators, board members, community members and key stakeholders. One thing was crystal clear: the people of Cleveland love their libraries. But it also became obvious that there is a perceived need for CPL to become more relevant. I believe that libraries are more "relevant" to their communities when they listen intently to their residents and then provide them with innovative services that meet their needs.

We are going to ask our communities what services, traditional and non-traditional, are needed. Then we are going to use our years of experience, our training and our know-how to create some of the most innovative library programs and services in the country. I will present to the Board the results of the variety of survey tools that we will be using over the next month.

### **BRANCHES AND OUTREACH SERVICES**

A record 40 inch snowfall in January did not present too many problems for the Library; we lost only a half day all month due to an early closure. Otherwise, we remained opened and ready to serve.

The 23<sup>rd</sup> Annual Martin Luther King, Jr. Commemorative Program, held on January 19, was special for several reasons this year. The program not only celebrated the Legacy of Dr. King's dream the election of Barack Obama as the country's first African American President - but also marked the first official day on the job for new Library Director Felton Thomas. Mr. Thomas was the guest speaker for this year's program. Almost 400 residents braved the cold temperatures to share this significant period in American History, marked by the new Director's vision for the Library system. The Andrew A. Venable Celebration Staff Choir and the inspiring words of local radio personality Basheer Jones further highlighted the event. The program was once again hosted by the Alpha Phi Alpha Fraternity, Inc., Delta Alpha

Lambda Chapter, who also helped to underwrite hospitality for the program.

Branches and Outreach Services celebrated Dr. King's life and legacy throughout the system in January. Both Addison and Eastman branches had special community programs that shared the talent of local neighborhood groups. Eastman's program attracted an audience of 82 and included a community dialogue with Asma Hussein, a representation from Cleveland's Islamic Community, and the Westlake Chinese Culture Association among other community organizations.

January also marked the beginning of the Annual Winter Reading Club - A+ for Reading - a partnership with local schools. Youth Services staff, despite the weather, found ways to promote the program in local schools.

Walz Branch began service to the Dementia Unit at St. Augustine, a local care center, continuing its outreach to the senior community and reaching an audience unable to visit the branch. Collinwood Branch began offering Ohio Benefits Bank Services to help meet the increased needs of residents requiring food stamps, low-income home energy assistance, Medicaid and tax assistance. Additionally, the Branch is offering free Notary service to residents, many without the ability to take advantage of services offered by local banks because they do not have bank accounts.

Woodland Branch participated in the Central Neighborhood collaborative at Friendly Inn, and also hosted a Community Safety Program with the Cleveland Police Department.

Tutors are active in branches. America Reads tutor Nathan Tokar is developing strong connections with students at Garden Valley Branch, completing 50 sessions in January.

Book discussion groups continued throughout the system. Collinwood's Page Turners Book Club's 29 members discussed James Patterson's *Cross Country*; Eastman's Halloran Park Senior Book Club is discussing a series of books by Amish author Beverly Lewis; and Library for the Blind and Physically Handicapped's (LBPH) enjoyed another lively online discussion. Jan Ridgeway joined LBPH staff for an online discussion of *The Polar Express* with children from the Ohio School for the Blind in Columbus. LBPH continued to be challenged by dwindling staff and services at the Cincinnati site as our staff here struggle to effectively plan for the transition of statewide services that will officially transfer during the summer.

Mobile Services filled an extraordinary number of holds in

January - 1407! The "On the Road to Reading" van visited 75 daycare centers with a total of 829 in attendance. 958 items were circulated. Staff also began a partnership with the Cleveland Children's Museum, presenting monthly lap sit programs. Despite missing several stops due to mechanical problems with the bus and on the afternoon of the snow closure, the bus made 44 stops in January and welcomed 635 visitors on board. Staff made a smooth transition to the new Java Workflows, thanks to advanced planning and training. Lorain continued to have minor leaks as they await the completion of roof repairs that began last fall.

Long time employee Clara Parker (E. 131<sup>st</sup>'s Children Librarian) retired on January 28<sup>th</sup>. Walz's Tenable Guard Alberto Burgos was nominated to receive a community service award in February for outstanding work at Walz and in the community. Several Branches and Outreach staff members joined librarians across the country at the American Library Association mid-winter conference in Denver, Colorado. One of several staff receptions with new Library Director Felton Thomas was held at the Harvard Lee Branch.

Despite being inundated with a high volume of library materials in branches as Shipping processed a huge backlog of deliveries, some branches were able to facilitate the volume by reassigning staff.

### MAIN LIBRARY

Programs/Exhibits: Library patrons had the opportunity to view the live CNN broadcast of the Presidential Inauguration on the big screen in the Louis Stokes Wing Auditorium. A table of library materials from various subject departments related to the subject was on display for library patrons to browse and check-out.

A group of 60 students from the Brecksville/Broadview Heights School visited the Audio-Visual Department for a short presentation about the collection and to view a short film clip about Chinese culture.

Fine Arts staff hosted a *Jerome Saunders Trio* music program for 50 people. Oksana Kraus prepared an exhibit of the *Rubaiyat of Omar Khayyam* as part of world-wide celebration of the 150<sup>th</sup> anniversary of its translation by Edward FitzGerald. Being listed on the [www.omarkhayyamrubaiyat.com/2009](http://www.omarkhayyamrubaiyat.com/2009) site (England), has created interest in our collection.

On January 31, Michael Jacobs hosted French-speaking author, Ms. Marie-Jeanne Urech from Switzerland, who conducted a reading of her latest writings for 35 guests.

Library Assistant Amy Pease in History has created a display celebrating the 200<sup>th</sup> anniversary of Abraham Lincoln's birth. The Photograph Collection staff mounted a display of photographs from the Photograph Collection of Nevada in honor of CPL's new Director, Felton Thomas Jr.

Literature Department made arrangements with Cleveland Public Theatre to host a staged reading from their upcoming production of "The Aperture," on Saturday March 7.

Karen Martines from Public Administration met with Michael Ruffing from History to prepare for the CPL exhibit commemorating the Cuyahoga County's Bicentennial. The exhibit will be devoted to women in the history of the development of the County.

Outreach: A list of DVDs from the Audio-Visual collection related to the African-American experience was requested, prepared, and sent to the Grafton Correctional Institution for use by their population.

Fine Arts Librarian Michael Dalby solidified dates for music programs through June 2009 (March - Javier Gonzalez, classical piano and vocals; April - Daniel Goldmark, cartoon music presentation; May - Cavani String Quartet; June - James and Syliva Kalal, lute and guitar).

Mr. Dalby corresponded with Alison Kendall of Encyclopaedia Britannica Inc. about their desire to use a Special Collections image of Charles Chesnutt in the *Encyclopaedia Britannica* entry on Chesnutt.

Fine Arts Manager Pam Eyerdam hosted bibliographic instruction for a CSU American Architecture class of six students. Ms. Eyerdam is coordinating Kent State University Career Night with Branches and Main Library staff.

On January 9 Milos Markovic and Caroline Han hosted Brecksville-Broadview Heights High School's Chinese language learning class of 45 students and six adults. Mr. Markovic attended the Annual Vietnamese Tet Lunar New Year celebration, providing a display and literature.

The Microfilm Department staff, along with other subject departments, assisted a large class from East Technical High School with research papers on January 27.

Thirty ninth-grade students from East Tech High School spent the school day in the History Department on January 27. Student projects involved research in the Microform Center, Government Documents, Photograph and Map Collections, Fine Arts, Literature, Social Sciences, Science and Technology, and the History and Geography Departments.

Helena Travka from Social Sciences met with Dr. Shingler from *Fashion Week Cleveland* to discuss CPL's involvement with the program.

Collections/Reference: Fine Arts staff met with Marianne Monger in Technical Services to consider ways to cut the bindery budget and made a proposal to the Main Library Administrator.

An article about Frank Sullivan of RPM Corp. and his involvement with the "Progress with Chess" program at CPL appeared in the January 2009 issue of *Continental Magazine*.

General Reference Manager Pam Benjamin continued to work with Sandy Jelar Elwell in Acquisitions and Jim Benson in Automation on the upcoming microfilm budget reduction project which will require all subject departments to examine titles received on microfilm. For the first time, a report was generated listing current microfilm subscriptions by subject department. Several members of the General Reference Department attended the KnowItNow24x7 provider meeting on January 21 and expressed the need for additional provider assistance on the General Reference queue.

The Periodical Center began applying new principles to the binding schedule. Titles are analyzed as they are pulled to determine what may be bound less frequently to help decrease the binding budget.

History Librarian Michael Ruffing developed a comprehensive guide to the large microform collection of materials on African-American history owned by the Library. The guide will be available in print and online at the CPL website.

The Lending Department started to keep statistics on January 13 to track the number of customer complaints, the number of "holds" processed, the amount of returned mail, and library card applications.

The Public Administration's collection of Mall material was used heavily in January in conjunction with the Medical Merchandise Mart placement on the Mall. Inquiries were fielded from the County, from the City and the Chicago developer.

Science and Technology Interim Manager, Senior Subject Librarian, and Cindy Lombardo, Main Library Administrator, met with Chuck Campana, the Account Manager from HIS, to begin negotiating the contract renewal for the standards and specifications that the Library receives from IHS.

Staff/Professional Development: Fine Arts Librarian Lissa Waite completed an online archives workshop sponsored by the American Association for State and Local History. Ms. Waite is registered for an evening CSU course on American Architecture taught by CPL archivist Ann Marie Wieland.

Pam Benjamin attended the January meeting of the CPL Management Training Committee and the CLEVNET Director's meeting. Ms. Benjamin also co-chaired the CLEVNET Training Special Interest Group meeting on January 13 and produced their basic training schedule for the next six months.

History Manager Ron Burdick attended the ALA Midwinter Conference in Denver. He is a member of RUSA, History Section, Local History Committee, and Chair of the Genealogy and Local History Discussion Group. The Discussion Group presented a forum on digitization of historical materials, and on building collaborative approaches to digitization. Mr. Burdick also participated in the History Section's History Librarians Discussion Group where discussion focused on how to make historical collections in print relevant in this electronic age.

Lending Manager Daniel Oreskovic attended the Branch Managers meeting January 7 at the Lake Shore Facility to introduce himself and to discuss Lending procedures.

The Management Training Task Force met on Thursday January 15 to focus on finalizing the details of the training program that is scheduled to begin in February.

### **TECHNICAL SERVICES**

Patricia Lowrey, Technical Services Administrator, attended the Martin Luther King, Jr. program along with Carole Brachna, High Demand Manager, Marianne Monger, Materials Processing Supervisor, Juanita Turner, Receiving/Distribution Associate, and Rollie Welch, Collection Management Manager.

Ms. Lowrey met with all the Technical Services managers to identify departmental goals and staff training needs for 2009. She attended the Management Training Committee meeting. Ms. Lowrey was pleased to host Mr. Felton Thomas for a meeting with

Technical Services managers and reception to meet staff at Lake Shore. There were 30 meetings at the facility during the month.

Collection Management: Rollie Welch met with the Music Committee on January 14 and outlined the new procedure for Branches to order replacement copies of missing CDs. Bonnie Bolton, Cheryl Fedorcio and Laura Mommers began processing Branch monthly paperback and replacements/extra copies selections. Mrs. Mommers and Ms. Bolton continue to visit Branches each week.

Mr. Welch attended the American Library Association's Midwinter meeting held in Denver where he chaired the Young Adult Library Services Association's Best Books for Young Adults committee. The 15 librarians on the committee spent 26 hours discussing and selecting 86 titles plus a top ten out of 224 official title nominations. Mr. Welch published 2 reviews in the *Cleveland Plain Dealer*.

High Demand: Ordering, receiving, and paying invoices began on January 13th. The Technical Services Associates staff paid over 900 invoices, including some old ones they had spent time researching the previous month, helping to clean up the vendor accounts. Staff added 800 new titles and 16,899 items to the collection. Early in the month, staff helped out in the Book Preparation Department and processed 297 items.

Dale Dickerson, High Demand Librarian, placed two orders with BWI, as part of the Department's cross-training project. Carole Brachna, High Demand Manager, worked with several vendors to improve online ordering. She attended the joint Technical Services-Automation meeting.

Shelf/Shipping: Staff Diane from the Science and Technology Department and Sequoia Brown from the Social Science Department were out to conduct general maintenance of their collections. A total of 841 requested items were sent to the Main Library. There were 1,440 telescopes of new materials sent to the Main Library and the Branches Receiving/Distribution Technicians received, sorted, and labeled a total of 22,735 items.

Catalog: Regina Houseman and Elizabeth Hegstrom created records that public service staff can use to add uncataloged items in 2009. Michael Monaco is serving on an Ohio Library Council (OLC) Technical Services Division committee. He authored an article "Eight Blogs Catalogers Should Know About" published in the December issue of OLC's TechKnow.

Paula Stout volunteered to work on bindery materials in Book Preparation. Buildings finished Ms. Hegstrom's office and she was able to move into it. Thanks to Dave Scroggs of Automation



Services for installing new thermal printers for Shirley Jones, Pamela Riley, and Ms. Stout! Ms. Hegstrom is working with Hilary Prisbylla in Software to create Sirsi templates for printing spine and book labels.

Staff cataloged 4,797 titles and added 13,319 items.

Book Preparation: Book Preparation processed 36,594 items during the month of January. This is an increase of 21% in the processing of books and non-book materials. Due to budgetary cuts Book Preparation began processing Main Library soft cover library materials without applying plastic covers.

Marianne Monger attended the monthly board meeting of the Public Library Employee Credit Union.

Acquisitions: Sandy Jelar Elwell, Acquisitions Manager, and Alicia Naab, Acquisitions Coordinator, worked on editing and entering the 2009 fiscal year budget numbers in SIRSI. Once this work was completed, Acquisitions staff began placing orders, processing invoices, and receiving material on January 13<sup>th</sup>.

Acquisitions staff ordered a total of 13,597 titles and 16,190 items, received 14,962 items, and processed a total of 1,315 invoices. Serials staff added 436 items and processed 594 periodical and serial claims.

Preservation: Digital editions of six local history titles were added to the Cleveland history CONTENTdm collection. Added also were a series of music bookmarks from the Archives, and the 1959 aerial photographs from Map collection. Cross training continued in the department with training in phase box construction, trade catalog processing, and digicover preparation.

The Map Librarian prioritized a list of 18 recently cataloged maps for preservation treatment. Elizabeth Bardossy will treat three maps per week in order of the Map Collection priorities. Special Collections selected materials from the Howell and Thomas collection for a year long conservation treatment project. Five drawings will be treated each month.

## PUBLIC RELATIONS

A recommendation has been presented to the Library Director to change the Public Relations Department name to the more-inclusive Marketing and Communications Department. Below is a listing of the Library's marketing activities for the month of January 2009.

### Public Relations:

- Wrote and distributed press releases for the following:
  - CPL's 24<sup>th</sup> Annual Martin Luther King, Jr. Celebration Program
  - Board of Trustees Meetings for Jan 22<sup>nd</sup> and Jan 29<sup>th</sup>
  - Music at Main: the Jerome Saunders Trio
  - Presidential Inauguration Broadcast
  - CPL's EPUB Debut
- Facilitated or participated in newspaper/TV/radio interviews or photographic opportunities for Cleveland Magazine's Felton Thomas interview by Eric Trickey; Village TV taping of MLK Day Commemorative Program.
- Directed Administrative Assistant Michael Young on various projects including proofreading, requisition requests, master calendar maintenance, copywriting, maintenance of department production timelines and correspondence.
- Work in process on community newsletter, *Speaking Volumes*.
- Wrote copy and posted information for 4 staff newsletters.
- Placed ads for February Writers & Readers Author Series at Ideastream WCPN 90.3, Plain Dealer / Sun News, and Call and Post.
- Managed VOCUS PR Management software by maintaining contact information, monitoring news clippings, drafting and releasing library news.
- Posted 2 January events on 8 online community calendars and websites.
- Arranged meeting room accommodations for 31 groups, including requisitioning for Buildings, Audio Visual and Security support where applicable. Distributed weekly schedules of all meeting rooms to 31 individuals. Maintained online and print calendars.
- Proofread various publications and collateral material.

### Graphics:

- Cathy Poilpre and staff designed, printed and/or produced 163 printed pieces, including banners, signs, flyers, booklets, programs, and business cards.
- Produced printed pieces for Winter Reading Club, with the exception of programs and signs for Zoo and Botanical Garden events.
- Produced 4 staff newsletters.
- Work in process on department brochures. All brochures have been completed with the exception of Government Documents and Audio Visual Departments.
- Work in process on major promotional pieces, including a collage of branches and Dickens displays throughout Main Library. (Dickens Convention occurring in March in

Cleveland.) The annual MLK Day calendar was printed and distributed.

- Produced ads for February Writers & Readers Author Series.

Web:

- Amy Dankowski and David Reynolds performed routine updates and maintenance.
- January's total eMedia Collection circulation was 11,480 downloads, up from 9,648 in December. SecondLife displayed 3,365 total visitors in January, up from 3,160 in December. Twitter followers numbered 384, up from 306 in December.
- Work in process on new website Events Calendar system by Evanced. The expected launch date is June, 2009. Coordinating with Anastasia Diamond-Ortiz and Tim Diamond.
- Trained History & Geography Department to maintain a new section, Travel Encounters, which is expected to go live once page is populated with content.
- Worked with Youth Services to create a new "2009 Sizzling Young Adult Titles" book list for CPL teen website, VROC.
- Implemented Google Analytics for gathering usage statistics for the CPL family of websites ([www.cpl.org](http://www.cpl.org), [writersandreaders.cpl.org](http://writersandreaders.cpl.org), [www.clevnet.org](http://www.clevnet.org), [www.ohiocenterforthebook.org](http://www.ohiocenterforthebook.org), [www.voicesringcleveland.org](http://www.voicesringcleveland.org), and [www.seniorsconnect.org](http://www.seniorsconnect.org)).
- Addressed functionality issues of the online databases with General Reference and the appropriate vendors. Worked with subject departments to add suggested alternate resources for cancelled subscriptions.
- Work in process for a new website section for teacher resources related to the *On the Road to Reading* program.
- Coordinated activities for the Web 2.0 Task Force; continued to compile recommended guidelines for reviewing and implementing new web 2.0 activities.
- Created a new content page for Literacy Department with descriptions and contact information for CPL literacy program.

Blog Committee:

- Maureen Mullin, Aaron Mason, Anastasia-Diamond-Ortiz, John Skrtic, Michael Dalby, Ali Boyd: the committee wrote six new blogs on the Virtual Branch.
- The Blog Committee worked closely with Amy Pawlowski and David Reynolds for postings, maintenance and support.

Other:

- Worked on various activities in capacity as Intern on the Training, Orientation and Leadership Development Committee of ALA.

- Worked on various activities in capacity as Chair of Exhibits for Association of Bookmobile & Outreach Services.
- Worked on various activities in capacity as member of the Public Relations and Marketing Section of the Library Leadership and Management Association of ALA.
- Worked on various activities in capacity as member of ALA Bookmobile Subcommittee.
- Attended the following meetings and events:
  - Weekly Administrators, City Club Speakers Bureau, participated in interviews for Executive Assistant, Martin Luther King Jr. Commemorative program, and the American Library Association Midwinter in Denver.
- Met with the Friends of the Library regarding book sales, PR staff, Sharon Jefferson regarding Fit for Life, Ann Palomo regarding Crisis Management, new Director, Don Boozer regarding library IMLS award, and Kim Fleming and Rhonda Crowder of the Call & Post Newspaper.
- Strategized organization of an Innovative Team, including criteria for and selection of team members.
- Strategized centralization of all library representation through the PR Department for "one voice" and "one message."

Advertising equivalency for the month of January was \$48,411.00. We received coverage in numerous publications. A complete listing is available in the Public Relations office.

### **BUILDINGS SERVICES**

Buildings Office: Made numerous branch visits.

Monitoring utility usage.

Attended construction meetings for Rice Branch.

Attended meeting at Carnegie West Branch on safety around Novak Park.

Maintenance Mechanics: Rewired new director's desk power, data and telephone lines.

Replaced safety relief valve on air compressor in the Main Building.

Replaced domestic hot water tank three times due to factory defects in new tanks at the Lake Shore Facility.

Pulled, repaired leak and replaced toilet in men's public restroom at Brooklyn Branch.

Worked on sump pump at East 131 Street Branch.

Replaced the operating controller for night boiler at Fleet Branch.

Repaired vestibule lights at Harvard-Lee Branch.

Replaced heating pump bearing assembly at Lorain Branch also installed new outdoor air sensor for HVAC system.

Replaced the main air handling unit electric fan motor at Martin L. King, Jr. Branch also working on boiler controls.

Repaired heating zone linkages on air handling unit at South Brooklyn Branch.

Ran new power lines for new public computers at Sterling Branch.

Replaced water faucet for men's public restroom at Union Branch.

Repaired power for branch manager's desk at Woodland Branch.

Carpenters/Painters: Repaired roof at the Lake Shore Facility.

Painted offices on the 10<sup>th</sup> floor of the Louis Stokes Wing.

Assisted roofers at Lorain Branch also painted basement.

Replaced legs on table at Brooklyn Branch.

Installed banners at Martin L. King, Jr. Branch.

Garage: Repaired tire and wipers on Security's vehicle #16.

Installed new ignition switch on Security's vehicle #20.

Delivered salt to branches.

Plowed and salted branches.

### 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 with the exception of a few cameras not working, arrangements are being made to have the cameras repaired. 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 3 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 cards 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: 3 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 the Carnegie West Branch; 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 422 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 31 branch investigations the remaining investigations and security reports were completed by security officers working in the Main Library Complex.

SUMMARY OF IRREGULARITY REPORTS RECEIVED			
MONTH	2008	2009	CHANGE
January	102	63	-39
February			
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Year to Date	102	63	-39

#### AUTOMATION SERVICES

Major Events: There were thirty minutes of down time the afternoon of Friday, January 23. The Oracle database server crashed. George Lenzer worked with Hewlett Packard field service to analyze log files to identify the cause. A patch to the operating system software was subsequently installed to resolve the issue causing the crash.

Bob Carterette, Ann Palomo, and Larry Finnegan visited the Barberton Public Library to plan the migration from their existing open-source Koha system to CLEVNET. Contract issues were discussed, preliminary information on their network infrastructure, and policy information for the migration were covered.

A new public website for CLEVNET patrons was launched on January 15, [www.clevnet.org](http://www.clevnet.org). This is the first site dedicated to providing CLEVNET services directly to users, including information about the CLEVNET members, access to the shared catalog, access to the subscription databases, NetNotice services, and the shared eMedia collection. Redesigns of the OverDrive eMedia site and the CLEVNET members' site were launched at the same time.

Cleveland Public Library and CLEVNET became the first library to offer electronic materials in the new EPUB format. Initially, this allows owners of the Sony eBook reader to access the OverDrive collection, but the EPUB format, developed by the International Digital Publishing Forum, is planned to become the standard, open format for digital publishing.

Other CPL Projects: Ann Palomo assisted Tena Wilson with the setup of email calendars for individual meeting rooms.

A new "2009 Sizzling Young Adult Titles" book list was added to Cleveland Public Library's teen site, VROC.

On January 15<sup>th</sup>, Amy Pawlowski met with the Web 2.0 Task Force. The group finished reviewing current web 2.0 activities and began to discuss potential new activities as well as recommended guidelines for both reviewing and implementing new web 2.0 activities. The next meeting will take place on March 5<sup>th</sup>.

A page of CPL Literacy Programs with descriptions and contact information was added to [www.cpl.org](http://www.cpl.org).

Other CLEVNET Projects: Equipment was ordered for a major upgrade of the central site servers.

After consultation with both the Circulation and Technical Services SIGs over the past few months, Jim Benson implemented a weekly program that will discard any items remaining in a Repair account longer than forty weeks.

The scheduled upgrade of the Director's Station has been postponed. SirsiDynix did not adequately inform customers of the effects of the new software. We raised several issues regarding the amount of data that could be retained under their



design, and the upgrade has been pulled for changes to address our concerns.

The CLEVNET Directors met on Friday, January 30. Felton Thomas was introduced as the new director of Cleveland Public Library; the April retirement of Mary Anne Culbertson was acknowledged; and the Barberton Public Library was welcomed as a new CLEVNET member. Additionally, the group acknowledged the February retirement of Larry Danicic. New capabilities - Locally Floating Collections and Combined Printed Notices - were discussed, along with progress on using NCIP with OLS-MORE and upgrade plans.

A year after migrating to the new Zimbra email server, the iPlanet email server was shut down and deinstalled. The Software team developed and implemented regular data purges of old orders; discarded, lost, and assumed lost items; bills; and expired borrowers.

2008 annual statistics were prepared and sent to all CLEVNET libraries in the format used by the State Library of Ohio in 2007.

Network infrastructure was remapped at Hudson to take advantage of vlans and to add WiFi phones.

Bill Hood created a distribution package for the Java Workflows client in preparation for the installation of a new patch cluster to the SirsiDynix Symphony server.

The Hardware team assisted East Cleveland with the installation of a new server compatible with Envisionware. Envisionware also resolved a long standing problem of their SIP2 servers logging in on the system every few seconds.

KnowItNow Projects: Greene County Public Library, Marietta Library, and the Public Library of Cincinnati and Hamilton County agreed to work on implementing KnowItNow for Instant Messengers. By extending service to Instant Messaging clients, better service can be provided to patrons with visual handicaps. The Library for the Blind and Physically Handicapped will also use Instant Messaging as a means of communicating with their users and will help market the service.

A KIN24x7 Forum was held on January 21 and was attended by thirty people from nine institutions including Toledo and Cincinnati. Meghan Mitchell (Oberlin College), Noah Himes (AfterDark Coordinator), and Don Boozer served as speakers.

Brian Leszcz added several new functions to the KnowItNow server including a real time listing of all providers on line and automatically sending a sampling of session transcripts to Cindy Lombardo.

Meetings and Professional Development: Don Boozer attended the OLC Reference & Information Services Division meeting in Columbus to plan programs for the October annual conference. Mr. Boozer is Assistant Coordinator. Mr. Boozer also attended the Midwinter meeting of the American Library Association as a member of the Virtual Reference Committee of RUSA.

Statistics: January's total OverDrive/CLEVNET eMedia Collection circulation was 11,480 downloads, up from 9,648 in December. SecondLife is currently displaying 3,365 total visitors to-date, up from 3,160 as reported in December. We currently have 384 followers on Twitter, up from 306 in December.

Automation Services Statistics, 01/2009				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
<b>HARDWARE</b>				
CPL Main	68	57	42	167
CPL Branch	68	56	9	133
CPL Lake Shore	30	20	7	57
CLEVNET	33	22	19	74
PUBLIC				0
<b>HARDWARE TOTAL</b>	<b>199</b>	<b>155</b>	<b>77</b>	<b>431</b>
<b>SOFTWARE</b>				
CPL Main	24	24	1	49
CPL Branch	25	25		50
CPL Lake Shore	10	10		20
CLEVNET	76	76	1	153
PUBLIC	6	6		12
<b>SOFTWARE TOTAL</b>	<b>117</b>	<b>117</b>	<b>2</b>	<b>284</b>
<b>WEBWARE</b>				
CPL Main	17	17		34
CPL Branch	15	15		30
CPL Lake Shore				0
CLEVNET	76	76		152
PUBLIC	6	6		12
<b>WEBWARE TOTAL</b>	<b>114</b>	<b>114</b>	<b>0</b>	<b>228</b>
<b>KIN</b>				
CPL Main	5	5		10
CPL Branch				0
CLEVNET	24	18		42
PUBLIC				0
KIN Library	10	8		18
OHIOLink Library				0
After Dark	3	4		7
<b>KIN TOTAL</b>	<b>42</b>	<b>35</b>	<b>0</b>	<b>77</b>
<b>GRAND TOTAL</b>				
	<b>472</b>	<b>421</b>	<b>79</b>	<b>1,020</b>