

**DIRECTOR'S REPORT**  
September 17, 2009

**Monthly Statistics**

Circulation for the month of June was 557,437. This is an increase of 4% from last year's June circulation of 538,506. Circulation for the month of July was 594,211. This is an increase of 5% from last year's July circulation of 538,506. Circulation for the month of August was 593,766. This is an increase of 8% from last year's August circulation of 549,615. Year to date, circulation has increased by 4% over 2008 numbers.

Reference transactions for the month of June were 85,697. This is an increase of almost 4% from last year's June reference transactions of 82,458. Reference transactions for the month of July were 89,878. This is an increase of almost 1% from last year's July reference transactions of 89,292. Reference transactions for the month of August were 91,645. This is an increase of almost 12% from last year's August reference transactions of 82,011. Reference transactions are up for the year by 3%.

Attendance for the month of June was 357,190. This is an increase of 3% from last year's June attendance of 345,130. Attendance for the month of July was 373,819. This is an increase of 3% from last year's July attendance of 361,989. Attendance for the month of August was 360,043. This is an increase of 2% from last year's attendance of 352,479. Attendance is up by 1% over last year's attendance.

**Program and Outreach Highlights**

Our staff and sponsors were thrilled with the level of participation in this year's Summer Reading Program. The program attracted 4,700 participants who read over 42,000 books. Contributing sponsors and partners included Friends of Cleveland Public Library, Cleveland Metropolitan School District, Radio Disney, International House of Blues, Cleveland Botanical Garden, Wendy's, YMCA, Game Crazy, Cleveland Cavaliers, and the Lake Erie Monsters.

I was also pleased to announce that the merger between Cincinnati's Library for the Blind and Physically Handicapped and our LBPH became official on July 1, 2009. Now serving all 88 Ohio counties, we have renamed the service. It is now known as the Ohio Library for the Blind and Physically Disabled (OLBPD). Special recognition is given to **Barbara Mates**, Manager of the

OLBPD, and her staff for their hard work and dedication to making this transition seamless.

Cleveland Public Library joined forces with the City of Cleveland's Department of Recreation and the Children's Hunger Alliance to serve over 20,000 free lunches to the children of Cleveland. In our second year of participation in the Summer Lunch Program, all of our libraries partnered with volunteers from the Jewish Community Federation, teens employed through Youth Opportunity Unlimited and other community volunteers to deliver the service Monday through Friday.

### **Automation**

I want to thank **Amy Pawlowski** and **David Reynolds** for their work over the summer to introduce the new events calendar on our website. Patrons can now sign up to receive automatic email notifications about our new programs and events, set up reminders for programs they want to attend, and sign up for an RSS feed of our events. Patrons can also search events by location, age group, date range, and/or event type.

Also over the summer, the CLEVNET ROI study was released. Thanks to the outstanding work of Automation Administrator **Bob Carterette**, a study by accounting firm Driscoll and Fleeter was detailed and distributed to all CLEVNET libraries. The study found that CLEVNET libraries receive \$6.00 of value for every dollar invested in CLEVNET.

### **Buildings Update**

The building projects for our new Rice branch and the addition to the Woodland Branch are proceeding on time and on budget.

The Buildings department has been making emergency plans during the summer for a possible outbreak projected for the H1N1 virus in the fall.

### **Meetings and Activities**

- I met with the Mayor on June 17 to discuss CPL's future goals and our role in the Mayor's Sustainable Cleveland 2019 initiative.
- I met with Dr. Eugene Sanders, Cleveland Metropolitan School District CEO on July 2 to examine ways that the two organizations could work together better. The Learning Campus, which holds the Harvey Rice school and Rice Branch Library was a major discussion topic.
- I attended the Sustainable Cleveland 2019 Summit from August 12-14.

- I attended the American Library Association annual meeting in Chicago from July 10-13.

### **Security**

While there were no attempted break-ins during the months of June and July, there were two break-ins that occurred during the month of August. The first break-in occurred at the garage of the Woodland Branch. A number of audio-visual materials were stolen but the offender was later captured and most of our materials were found. The second break-in occurred at the Lorain branch and it was determined that the alarm must have deterred the perpetrators.

### **Staff Highlights**

The Library's Work of Wonder award in June was presented to **Sandy Nosse**, Woodland Branch; in July, **Mike Herman**, Building Services; and in August, **Christopher Busta-Peck** and **Donald Smith**, Hough Branch.

### **BRANCHES AND OUTREACH SERVICES**

The Library's commitment to the community was never more evident than during the months of summer as staff stepped outside of the more traditional roles of a public library and marketed its services in take-it-to-the-people venues.

We participated in communitywide and neighborhood festivals, adding our creativity to Parade the Circle, our inventiveness to Ingenuity Festival, our commitment to diversity to the Puerto Rican Parade and Latino Festival and The Black Health Empowerment Tour: The Health Empowerment Summit; our respect for history to Novak Park's Summer Fest at Carnegie West; a shared belief in our children's education to Cleveland Metropolitan School District's Parent Round Ups; and in August, our support of literacy and leisure reading to our own Summer Reading Club Finale, as we marked the end of "Be Creative @ your Library", this year's Summer Reading Club theme, which attracted 4700 participants who read 42,000 books. Contributing sponsors and partners included Friends of Cleveland Public Library, Cleveland Metropolitan School District, Radio Disney, International House of Blues, Cleveland Botanical Garden, Wendy's, YMCA, Game Crazy, Cavaliers and the Lake Erie Monsters. The Adult Summer Reading Club continued this summer on a smaller scale.

The Library provided fun and creative learning experiences for our youth, partnering with Ingenuity Festival and Rhythm Culture to present the Big Bang Drumming Workshops - the results were

part of the Ingenuity Festival's opening event at Playhouse Square; and, the 5<sup>th</sup> Annual Robotics Camp for middle schoolers at five Branches, Addison, Brooklyn, Harvard Lee, Jefferson and Sterling, in partnership with Tri C Youth Technology Academy. The final competition of young roboticists garnered a main stage presence at Playhouse Square's Idea Stream.

*Diary of a Wimpy Kid*, a popular children's series, shared its namesake with a national traveling ice cream truck that road into the parking lot of Hough Branch and served over 400 free icy treats to the neighborhood on one of the few hot days of the summer. The event lifted spirits and encouraged a spirit of neighborhood unity.

Mobile Services made 52 stops in June, 61 stops in July and 49 stops in August, in addition to representing the Library at summer festivals.

On July 1, Library for the Blind and Physically Handicapped officially became a statewide service. Cincinnati's LBPH merged with Cleveland Public Library and the name changed to the Ohio Library for the Blind and Physically Disabled (OLBPD), now serving all 88 Ohio counties. Staff did a commendable job over the summer working to provide a seamless transition for patrons throughout the state. On August 31<sup>st</sup>, the State Librarian for Ohio toured our facility and was pleased with the outcome.

The Library became bigger than its primary mission by again joining forces with the City of Cleveland's Department of Recreation and the Children's Hunger Alliance to serve free summer lunches to Cleveland's youth. For nine weeks, our branches and Main's Youth Services Department served over 20,500 lunches, helping to reduce hunger among our youth and to fill a gap during the summer when school lunches are not available. Thanks to volunteers from the Jewish Community Federation, teens employed with federal stimulus dollars through Youth Opportunity Unlimited, (Y.O.U.), and other community volunteers, Library Managers and Pages were able to deliver this much-needed service Monday - Friday.

The Library received a \$7,000 grant from the Youth Technology Academy to support the Robotics Camp; received notification of a \$125,000 MYCOM Lead Agency Award from the county Department of Family and Children's Services First Council to implement a Transitions Initiative for school age youth; an ALA Picturing America grant for library/school collaborations; and, a Bill and Belinda Gates Foundation Opportunity Online Grant to add a total of 87 public computers to 10 branches over a two-year period. Pending is a grant from Neighborhood Progress, Inc. and Saint

Luke's Foundation for a Homework Help/Learning Center in the new Rice Branch.

Inside the organization, Managers and staff attended all Staff Informational meetings on budget and organizational changes; training, including all-staff security and MUNIS sessions; two Health, Wellness and Financial Fairs; established and piloted new cash handling procedures; launched the new Works Of Wonder (WOW!) Employee Recognition Award (Bravo! to BOS/Woodland's Sandy Nosse); attended the national American Library Association Conference in Chicago; and, began planning for the Biennial Sugarman Children's Biography Award, Celebrate with Books, Teen Summit, Children's Book Week, Hispanic Heritage month, and a Michael Jackson: The ICON community program.

Sheba Marcus-Bey (East Team Manager) participated in the City of Cleveland's Sustainability Conference in August; Ellen Leavitt (Central Team Manager) helped to facilitate the Health, Wellness and Financial Fairs for Staff; and, Pamela Jennings was a valued committee member on the Hiring Selections Solutions Team.

Continued planning and construction kept staff engaged as we moved closer to completing the new Rice and Mobile Services facilities and upgrades for the Woodland branch. We attended the openings of the new Wade Park School and the Harvey Rice School; each will provide opportunities for collaborative experiences with neighborhood branches.

The Library's actions in response to the State of Ohio's budget crisis led to tough decisions for tough times: freezing vacant positions, reducing collections allocations, and eliminating Sunday openings for the rest of 2009, among other cuts. The Library staff became advocates - taking our message "ACT NOW/SAVE OHIO'S LIBRARIES" to Main Library's sidewalks and to branches, helping to create public awareness and to influence final outcomes at the State Capitol.

With the waning days of summer, and its many activities, came a resurgence of energy as the Library planned the transition for a major reorganization. This is the last Activity Report for Branches and Outreach Services. On September 1, Neighborhood Branches will report to a new Public Services Administrator. For the last 9½ years, we have redefined library services to neighborhoods; we have tried to meet challenges head on; and, we have remained steadfastly committed to the public good.

## MAIN LIBRARY

### PROGRAMS AND EXHIBITS

#### JUNE

Audio-Video: AV Technicians provided technical support for the Summer Reading Club Kick-off, MUNIS training, Security training, CPL rally and other branch programs.

Business: Class attendance in the Computer Learning Connection (CLC) was up 65% over June of 2008.

Fine Arts: Ms. Dawson helped photographer Herb Ascherman prepare for his talk about *Camera Work* in July. Ms. Dawson installed the final stage of the Dickens exhibit in the JGW Corridor. Copies of Spectrum's *Politics & Propaganda: Designing the President* were mailed out nationally.

History: The second Genealogy Clinic was held June 20 with sixteen participants. Department staff assembled a collection of genealogy forms; census forms, family tree charts, information for contacting agencies for military, immigration and vital statistic records.

Public Administration: Michael Ruffing and Karen Martines finalized the list of women to be featured in the exhibit commemorating Cuyahoga County's Bicentennial titled "Women's Work: Sixty Women Who Shaped Cuyahoga County."

Science: Debbie Hajzak and Diane Mathews held the "Worldwide Knit in Public Day" in the Eastman Reading Garden on June 13.

#### JULY

Audio Video: AV technicians provided technical support for the Port of Cleveland's Community meeting about the Cleveland Waterfront Development Project, in the LSW Auditorium.

Fine Arts: Approximately 33 people attended the Music at Main program featuring the Cleveland Clinic Concert Band on July 3.

Literature: Work was completed on Dickens display and brochure and final arrangements were made for the Dickens Fellowship Conference.

Social Sciences: Mark Moore attended the Education Symposium of SABR's Negro League Conference in Pittsburgh on July 16.

## AUGUST

Audio-Video: AV Technicians provided technical support for the Friend's music program, MUNIS training, Summer Reading Club Finale, and the Director's informational meetings.

Fine Arts: The Department hosted "Kent Shindig All-Stars" in the LSW Auditorium for an estimated audience of 60 people.

Foreign Literature: Michael Jacobs organized a French language program featuring Swiss author, Marie-Jeanne Urech, who read from her latest book.

## OUTREACH

### JUNE

Audio-Video: A deposit collection of entertainment DVDs were sent to the Men's Homeless Shelter as part of a Literacy Office initiative.

Fine Arts: Special Collections staff gave a tour to a group from NEO-RLS with highlights from the collection, as well as a discussion of the role of special collections in the public library. Michael Dalby and Bill Anderson provided a tour/presentation about Fine Arts and Special Collections music resources to 15 Kent State School of Music students.

Foreign Literature: Photos taken by Graphics Department resources were forwarded to Shanghai Public Library for inclusion in their planned printed brochures highlighting "Window of Shanghai" partnership. On June 18, Foreign Literature hosted a tour of new ESL students from International Services Center.

General Reference: Michelle Makkos, Michelle Skrovan and Kelly Ross gave a tour of General Reference to the NEO-RLS Reference Learning Group on June 18.

Science: Carmen Harris finalized a schedule for CPL staff commitments for Y.O.U. Health Horizons Summer Academy from July 6 through August 9. Staff from SCI, SOC, BEL and the CRC will work with 15 to 20 high school students, ages 14 -17, interested in pursuing careers in the field of healthcare.

Social Sciences: Sequoia Brown is overseeing a CSU practicum student. Ms. Brown was contacted by a representative from the Spanish America Committee about doing Spanish language foreclosure clinics. Ms. Travka is working on the Foundation Center Cooperating Collection area for CPL.

## JULY

Fine Arts: Pam Eyerdam attended the RTA Arts-In-Transit committee meeting to select artists to interview for the new Lee Van Aken train station. Ms. Eyerdam also met with Cleveland Metropolitan School District Arts Education Coordinator, Dr. Karen Clark Keys to discuss arts education resources through the Cleveland Public Library.

History: Map Collection Librarian Tom Edwards and History & Geography Manager Ron Burdick visited the Cuyahoga County Archives and gave a tutorial on how to use the Cleveland Public Library Image Collection to their employees. Mr. Burdick arranged with Megan Wood, Ohio's National History Day Coordinator, to send to Region 3 schools (46 schools) a packet of information on CPL's resources, assistance for teachers and students, and opportunities for tours of the library. Photograph Department employees are assisting a group representing University Circle that is working on a book, video and public program documenting the history of University Circle.

Popular: Richard Fox met Case Western Reserve University staff to discuss their CPL browsing collection. Mr. Fox also worked with Richard Brhel of Chancellor University to facilitate the design of a banner promoting the partnership between the two institutions.

Science: Carmen Harris and Rose Mary Hoge taught a one hour class on "Health Careers and Health Information Resources" to 14 high school student participants in the Youth Opportunities Unlimited (Y.O.U.) Health Horizons Summer Academy on July 20.

## AUGUST

Fine Arts: Bruce Biddle & Pam Eyerdam attended the CMSD Teacher Orientation for Visual Arts at the Cleveland Playhouse to promote resources & services of the Fine Arts Department.

Foreign Literature: Mary Torres posted Foreign Literature Department video on YouTube and CPL's Facebook page. The department's YouTube video was given a five star rating and earned 42 views in the first few weeks.

General Reference: Kelly Ross, Cindy Lombardo, and Dan Oreskovic, gave two presentations to Baldwin-Wallace Foreign Exchange students. Tonya Jenkins created a reference handout of Fine Arts research databases for distribution at Cleveland Metropolitan School District orientation session for Fine Arts instructors.



History: History mailed 65 packets of information to schools and teachers in Ohio National History Day, Region 3. Manager Ron Burdick and Tom Edwards visited the Western Reserve Historical Society on August 7 to view some maps for sale. Mr. Burdick and Tom Edwards were asked to conduct a workshop on how to use and view and digital Maps in the Image Collections.

Science: Science provided departmental brochures to the teachers of the Marion Sterling School for a "Meet and Greet" and dog collection bookmarks were sent to the American Kennel Club.

Social Sciences: Mark Moore prepared a draft version of a sign-up card to support Social Science's e-mail outreach project. Helena Travka mailed out to downtown apartments/condos letters and bookmarks about the fall 2009 Social Sciences Book Club. Harriette Parks sent the Quarterly Education List out to branches and schools.

#### COLLECTION/REFERENCE

#### JUNE

Fine Arts: Shannon Simpson, Kent practicum student, is working on a sheet music project. Intern Sara Schmidt is investigating possible grant opportunities for digitizing projects. Ms. Lannum is assisting Lissa Waite on a special project dealing with the JGW Periodicals (re-labeling volumes so the spine title corresponds to the information).

Foreign Literature: On June 3 a water line burst on the 5th floor and water seeped through the ceiling to Foreign Literature Department. Twenty-two (22) items were sent to Preservation for minor water damage and to check for potential mold issues. Twelve (12) phase-boxes were discarded and new boxes requested for reference items affected by splashing water.

General Reference: A task force, chaired by Pam Benjamin, has been charged with developing the criteria, methodology, and a timeline to assist Department Managers in weeding bound periodicals at the Lake Shore Facility. Grant writers have been contracted by NewsBank to assist the Cleveland Public Library, Cleveland State University and Cuyahoga County Public Library in their collaborative attempt to acquire funding to purchase the digitized *Plain Dealer (1831-1922)*.

Public Administration: A local author spent time at PAL doing research for her book and stated that two of our monographs were "seminal pieces" in her research. Students from CSU College of

Urban Affairs are creating a web page on Lakefront Planning in Cleveland.

Social Sciences: John Skrtic and Ann Olszewski are collaborating to prepare and preserve countless yearbooks and baseball record books.

#### JULY

Fine Arts: Michael Dalby supervised the Kent Practicum student's project to review uncataloged sheet music and produce a finding aid. Pam Eyerdam supervised Kent Practicum student Sara Schmidt in regards to identifying possible grants that would fund library digital projects - she assembled information for the Digital Committee.

General Reference: Pam Benjamin chaired an emergency meeting of the Electronic Resources Committee (ERC) on July 14. Recent budget cuts necessitated an evaluation of 3<sup>rd</sup> and 4<sup>th</sup> quarter 2009 database renewals and 1<sup>st</sup> quarter 2010 renewals. Approximately \$27,000 was saved through price renegotiations and subscription cancellations.

Government Documents: Government Documents has begun contributing documents for digitization to the Technical Report Archive & Image Library (TRAIL) project. TRAIL is a Greater Western Library Alliance initiative lead by the University of Arizona in collaboration with the Center for Research Libraries and other interested supporting agencies to identify, digitize, archive, and provide persistent and unrestricted access to federal technical reports issued prior to 1975.

Public Administration: The public continues to find their way to PAL in person with questions for copies of specific law forms and via the telephone with the numerous issues that come with summer: overhanging branches, adjoining premises, oversize vehicle parking and animal control issues. The County Reorders Office sent several inquiries both by phone and in person for information that can only be located in the *City Record*.

Social Sciences: John Skrtic and David Furies continue to update the Yearbook collection. Lakewood High School and Cathedral Latin Alumni Association donated volumes to CPL.

#### AUGUST

Foreign Literature: On Sunday, August 30, the department experienced water damage to ceiling tiles following a break in storm water drain tiles located between the walls of the 5<sup>th</sup>

floor stack area. Buildings placed plastic over book collections and cornered-off the area.

General Reference: Pam Benjamin facilitated a meeting between vendor-contracted grant writers and representatives from the Cuyahoga County Public Library and Cleveland State University, as well as, staff from the Social Sciences and History Departments. It was the first meeting to discuss the possible collaborative acquisition of the digitized *Plain Dealer* (1837-1922 + post 1922) via grant funding. Interlibrary Loan policy and fee revisions were submitted to Planning and Research to be forwarded to the Board of Trustees for consideration.

History: Map Librarian Tom Edwards and Manager Ron Burdick visited the Western Reserve Historical Society to view a large collection of maps they are offering for sale. A bid of \$6,500 was placed for the items, but was not accepted by the Society; a private dealer offered \$10,000 for the items.

Public Administration: Two former mayors have called PAL for reference services the past two months. The department was able to provide the information needed through its holdings. Councilmen have called upon the services of PAL for what PAL believes is preparation for the upcoming election.

Science: Staff began initial discussions regarding location, size and layout of the Green Resource Center in Science and Technology. Weeding and shifting plans will be addressed to accommodate these needs.

Social Sciences: Sequoia Brown assisted the Brooklyn Branch Manager with research on foreclosure statistics. Helena Travka worked with Gloria Guzi regarding glitches in the process of items that arrive from the Foundation Center for our Cooperating Collection. Harriette Parks organized a permanent Education Display in Social Sciences.

#### STAFF/PROFESSIONAL DEVELOPMENT

##### JUNE

Business: Summer intern, Adam Grincius, joined the Department on June 8. His field of study is Intelligence Studies at Mercyhurst College.

Fine Arts: Oksana Kraus attended the New York City Book Expo and visited the Grolier Club on her own time while in New York.

General Reference: Pam Benjamin attended the June meeting of the 2009 OLC Convention and Expo Committee. On June 30, Ms. Benjamin attended the *Library Journal* sponsored webinar *Returning the Researcher to the Library*.

History: Subject Department Librarian Patrice Hamiter attended the Western CONTENTdm Users Group Meeting held at the University of Nevada at Reno, June 3-5.

Popular: Richard Fox was invited to attend a meeting of the Steering Committee for the Ohio Center for the Book on June 25 to discuss the Ohio Reads program.

Social Sciences: Helena Travka attended the Foundation Center Virtual Days training on June 4-5. John Skrtic attended the first meeting of the Public Services Team on June 17.

## JULY

Audio-Video: Carlos Latimer attended the overview meeting with Unique Management, the company who may handle the collection for delinquent patron accounts, and was added to taskforce for updating the procedures for cash register & money handling.

Business: Olivia Hoge and Susan Mullee attended a "Job and Career Sources" workshop sponsored by the State Library of Ohio. Maureen Mullin presented at the Ohio State Bar Association program "Intellectual Property Today: Why Protecting IP is More Important than Ever." Her presentation was titled "What Your Public Library Can Do for You: The Resources Available for the Intellectual Property Attorney."

Fine Arts: Amy Dawson attended the Greater Cleveland History Digital Library Consortium at Cleveland Heights Library. Lissa Waite was elected to the Negotiating Committee for upcoming contract talks.

General Reference: Staff member Michael Sparrow announced he will retire in October 2009. Pam Benjamin and Tonya Jenkins attended the CLEVNET Training SIG meeting and joint Technology SIG meeting in Huron on July 21. After serving nearly three years, Ms. Benjamin stepped down as the Co-Chair of the Training SIG to devote more attention to Library and departmental commitments. Staff member Tonya Jenkins was nominated by Ms. Benjamin and elected by the group to assume the co-chair position.

History: Manager Ron Burdick attended the American Libraries Association's Annual meeting in Chicago, July 10-14. Mr. Burdick is Chair of the RUSA History Section's Genealogy and

Local History Discussion Group, and attended programs on library collaboration, marketing library services, and promoting non-digitized resources.

## AUGUST

Fine Arts: Lissa Waite attended a week of Rare Book School at the University of Virginia.

General Reference: Pam Benjamin and Ellen Leavitt were appointed co-chairs of the Library's Management Training Committee. Staff members continue to be cross-trained across General Reference areas to provide departmental flexibility in preparation for the loss of several staff members this fall.

Lending: Dan Oreskovic helped train the six pilot branches (Memorial-Nottingham, Harvard-Lee, Fleet, Broadway, West Park and Rockport) in new cash handling procedures.

Science: Science staff attended a staff meeting on August 31 with Director Thomas. The purpose of the meeting was for staff to ask questions and discuss ideas for the new CPL Green Resources Center.

## TECHNICAL SERVICES

Patricia Lowrey spent much of the summer involved in activities associated with budget reductions. She attended the rally for Library funding at the Main Library and she attended all the Community Meetings with the public. All Technical Services managers and supervisors attended at least one of the meetings. She attended the Director's meetings with staff at the Lake Shore Auditorium.

Ms. Lowrey met with all the Neighborhood Team Managers and the Branch Managers to discuss floating collections and standardized processing. She attended the Lake Shore Security Training with most of the Technical Services staff. Ms. Lowrey and Ann Olszewski attended the Digital Projects Committee to review and approve proposals. She met with Holly Carroll, Cindy Lombardo, and Jan Ridgeway to revise the Collection Development Policy.

Ms. Lowrey attended her first Efficiencies Team meeting in August. She will be taking over the chair of this committee from Holly Carroll. Patricia Lowrey met with Steve Potash from OverDrive to discuss a possible eBook service for the patron of Ohio Library for the Blind and Physically Disabled. Ms. Lowrey and Technical Services managers attended Munis training on Budget inputting and Time Card processing. She and Alicia Naab

hosted a tour of staff from the Henderson Public Library. Ms. Lowrey was pleased to escort Trustee Rick Werner on a tour of Technical Services.

There were 93 scheduled meetings in the Lake Shore Facility over the summer. Many Technical Services staff attended the Health, Wellness, & Financial Fair, the Security Training, and the Budget Information meetings at the Lake Shore facility.

Collection Management: The main highlight of summer was the implementation of the Music Committee blog which replaced monthly meetings. Amy Pawlowski of the Automation Department did a wonderful job of constructing the blog, making it accessible for all Music Committee members and offering concise instructions of its use. Laura Mommers has taken a strong leadership role in monitoring the blog and offering links to websites enabling the committee to hear samples of suggested titles.

Mr. Welch published a number of reviews in the Cleveland *Plain Dealer*. He continues to publish his online column, Library Journal's BookSmack: The Word on Street Lit.

Rollie Welch attended the American Library Association Annual Convention in Chicago. Mr. Welch serves as a member of ALA's Young Adult Library Services Association (YALSA) Best Books for Young Adults (BBYA) selection committee.

High Demand: Over the summer, the department ordered 4,502 new titles and 50,659 items; received and added 1,801 new titles and 40,575 new items. Senior Clerk Mya Warner helped out in the Acquisitions, Preservation, and Shelf/Shipping Departments. Steven Best helped out in the Acquisitions Department.

Sixteen branches are participating in the mass market paperback processing program where paperback orders are placed via 9xx/EDI. The receiving, loading, adding and invoice payment become much smoother and faster and the public is able to place holds on titles. Five staff and the director from Birchard Public Library came for a demonstration of 9XX ordering.

Catalog: A total of 42,033 items were added and 18,322 titles were cataloged over the summer including seven textbooks from the Cleveland Municipal School District. Changes have been made to the labels printed for new non-book materials.

Rodney Lewallen added magazine holdings for the Branches and Popular Library to the online catalog. Michael Monaco worked with the Hudson Historical Society to add bibliographic records

derived from archival finding tools. Dawn Grattino and Michael Monaco visited Special Collections. Thanks to Pamela Eyerdam for providing this opportunity. Andrea Johnson attended several meetings of the Hiring Selection Solutions Team.

Book Preparation: A total of 80,013 items were processed during the summer. New procedures for standardized processing for Music CD's, DVD's, and Books on CD were implemented. Theresa Stack attended the "Save Ohio Libraries Rally". Marianne Monger attended management training sessions and she continues to serve on the board of the Public Library Employee Credit Union.

Acquisitions: Sandy Jelar Elwell served on the Strategic Direction Team and she attended the "Stomp Out Negativity: Manage Unacceptable Employee Behavior" workshop sponsored by NEO-RLS. Gloria Guzi, Acquisitions Librarian- Serials, attended the ALA 2009 Annual Conference in Chicago and was a speaker in the program *Re-thinking Staff Resources in the E-Serials Environment*. Ginaya Willoughby, Acquisitions Assistant - Serials also attended the ALA Conference.

Over the summer months, Acquisitions staff ordered a total of 28,889 titles and 45,118 items, received 57,671 items, and processed a total of 6,692 invoices. The 2010 subscription renewals and cancellations for Main Library and Branch periodicals and continuations and Main Library microfilm were completed by the Serials Staff and submitted to the vendors.

Shelf/Shipping: A total of 1,747 requests were sent to Main Library over the summer. Staff from two subject departments conducted maintenance in their storage area. Warren Reid moved City Hall Photograph Collection to Main. Pages are shifting hundreds of shelves to make room for Ohio Library for the Blind and Physical Handicapped Department material. A periodical bid list was offered to the public.

A total of 4,487 telescopes of new materials were sent to public service agencies and 78,150 items were stamped, bar coded, and slipped. High Demand staff assisted Shelf/Shipping staff with distribution slipping of material. Larry Hinton, Receiving & Distribution Technician, transferred to Ohio Library for the Blind and Physical Disabled.

Preservation: Laura Wallencheck finished collation of 82 volumes of the Cleveland Board of Education proceedings, covering the years 1889-1970. Renee Pride and Lyla Chilkcutt prepared scrapbook cover sets for Addison branch to use in summer reading club creative project and Ms. Pride matted and

framed a letter and signed photograph of President Obama addressed to the Sterling Branch.

The Fulton Branch Readers Column sculpture, was treated and repainted and the "Walrus," sculpture at Eastman Branch was photographed. An e-book edition of the 2008 Spectrum publication was created. The Golden Gloves scrapbook set of 28 volumes documenting amateur boxing tournaments held in Cleveland from 1929 to 1961 was put in new archival boxes.

Elizabeth Bardossy attended a meeting of cultural institutions focusing on disaster preparedness. Ann Olszewski attended the American Library Association annual meeting in Chicago and she was an invited speaker at the Michigan Library Council preservation conference. Ms. Olszewski and archivist Ann Marie Wieland led the third Art and Architecture tour for the Friends of the Library. Thirty five Friends visited Glenville, Collinwood, and Memorial Nottingham branches. Ms Wieland spoke about the architecture of each branch, and Ms Olszewski talked about the art works and local history.

#### MARKETING & COMMUNICATIONS

The marketing and promotions of numerous programs and activities heightened the activity level in the Marketing & Communications and Graphics Departments this summer. Following the "Save Ohio Libraries" rally, much activity centered around informing staff and the public of the Library's financial situation. A web presence was established to provide regular updates to patrons, including allowed our patrons to email selected legislators using an online form. Tena Wilson, Marketing & Communications Administrator, worked very closely with the newly-established Emergency Communications Team of Cathy Poilpre, Graphics Manager; Amy Pawlowski, Web Manager; and Anastasia Diamond-Ortiz, Computer Connection Manager.

Meetings held and attended:

- American Library Association Annual Conference, Chicago, IL, July 9-14, 2009. Activities during the conference included work on the Training, Orientation and Leadership Development Committee, the Office for Literacy and Outreach Services, and the Association for Bookmobile and Outreach Services Board.
- Marketing meeting with James Keller, Queens Library Marketing Director.
- Four (4) "Committed to Our Community" meetings held at Main Library, Glenville and Rockport Branches.
- Spectrum program planning meetings with Cleveland Public Art.



- Falls Communications - new media promotional pieces, Library Card Sign-Up Month planning, Black Contractors media crisis, response to Plain Dealer's regionalism inquiry, media training for interview.
- St. Luke's Foundation, Kimberly St. John-Stevenson, planning for video presentation.
- Overdrive marketing planning meetings for Library Night with the Indians.
- Program marketing, photography and planning meetings for: Holly Carroll reception committee, Corporate Challenge Committee, Writers & Readers, General Reference for Prison Re-entry program, Social Sciences followup to Dickens event, History & Geography, Aaron Mason for Beauty Shops program, Bob Render for Michael Jackson program, Library Card Sign-Up Month campaigns, Library Night with the Indians, WOW award presentations, Port Authority meeting publication and agenda, Hispanic Heritage Month Kickoff.
- Jamaica Kincaid event marketing, Susan Griffith, CWRU marketing department.
- VOCUS PR Management Software meetings to determine relevancy for contract renewal
- Preparations for Staff Budget presentations and audio staff newsletter.
- State of the District Address and Emerging Leaders, Marcia Fudge, August 12 at CWRU.
- Pepi Parshall, Volunteer Services Coordinator, St. Louis Public Library, August 13.
- AMPCO, Cindy Bale, to work out parking arrangements for CPL.
- Kym Sellers Foundation annual event, August 22.
- Opening of the new Harvey Rice School, Cleveland Metropolitan School District (CMSD).
- Holly Carroll reception and retirement program.
- MUNIS training.
- St. Luke's Foundation Annual Meeting.
- Visit from State Library's Jo Budler and Missy Lodge.
- Special Board Meetings and weekly Administrative Meetings.

This summer's media opportunities included:

- Disney Radio promoted the Summer Reading Club and Finales.
- WCPN with Dan Moulthrop, July 15, Director Thomas interviewed.
- Summer Lunch Program with Dr. Eugene Sanders and Director Thomas, July 28, photographed by CMSD and St. Luke's Foundation for a CMSD newsletter and St. Luke's annual video report.

- Plain Dealer article on generational workforce at Ohio Library for the Blind & Physically Disabled.
- Rice Branch photographs continued to be updated on our CPL website.
- Library Night with the Indians on August 21.
- Black Contractors picketed CMSD and CPL. No adverse media coverage resulted.
- Plain Dealer responded to CLEVNET Return On Investment press release with questions about regionalism. Response to be incorporated into an area-wide regionalism article in September 2009.
- The Muse Magazine ran a library ad featuring Friends events and Music at Main.

Workflow through the Graphics Department, under the direction of Manager Cathy Poilpre, experienced an all-time peak in August:

- In June, 80 printed pieces were designed, printed and/or produced; July, 86; August, 209. This included banners, signs, flyers, booklets, forms, routing slips, reading lists, newsletters, the Dickens Exhibit, ads, notepads, brochures, bookmarks, the new Patron Guidelines, ID badges, slides for the lobby message displays, postcards, calendars, activity/coloring books, logos/branding for various programs, Friends promotional pieces, new business cards and letterhead, and street banners.
- Letters were created and applied to three (3) library vehicles.
- An activity/coloring book was designed and illustrated for Ohio Center for the Book to distribute during National Book Festival.
- PLECU newsletters were printed and distributed.
- Banners were created for Chancellor University.

The Webware team, Amy Pawlowski and David Reynolds, operated at their usual fast pace throughout the summer. Some of the highlights of their accomplishments include:

- The summer's total OverDrive/CLEVNET eMedia Collection circulation was over 12,268 downloads. We currently have over 1,200 total followers on Twitter
- Created a blog for the Corporate Challenge Committee.
- Worked with Rollie Welch, Collection Manager, to create a blog for the Music Committee.
- Completed the website to promote the Ingenuity Festival Cleveland.
- Set up page to promote the Adult Summer Reading Club program.
- Launched the new events calendars system on [www.cpl.org](http://www.cpl.org).

- Held, along with Anastasia Diamond-Ortiz, Computer Learning Connection Librarian, eight (8) training sessions on the new Summer Reading Club web-based software for Children's Librarians and Computer Aides.
- Set up online registration for the Manager and All staff training for the new Munis Time an Attendance System on the CLEVNET events calendar.
- Worked with Tena Wilson to update website with timely information regarding Governor Strickland's proposed budget cuts to the state budget.

A complete ad value report showing "CPL in the news" is available upon request.

### BUILDINGS SERVICES

The Buildings Office completed numerous branch inspections and continues to monitor utility bills. We have attended weekly constructions meetings for Rice and Woodland to insure that the construction is proceeding according to plans and moving in a timely manner. We were also invited to attend a meeting held by the N. E. Ohio Chapter of the Green Building Council titled "Downtown Green Building Blitz"; at this meeting information was presented to promote green building practices. During the summer all parking lots were repaired, sealed and striped.

Training was held for all custodians to reinforce mixing and usage of cleaning materials and sustainable cleaning practices. Hands-on demonstrations were conducted to train employees on proper cleaning procedures. The annual blood borne pathogen and OSHA training was conducted.

Maintenance Mechanics continues to maintain our buildings for the safety and comfort of our patrons and staff. Adjustments were made to the pump sequence and several light ballasts were changed at Addison. Repairs were made to the multi-purpose room A/C, and a leaking toilet in the men's restroom at Brooklyn. The thermostat and exit sign were replaced in the children's room, and lights on the high ceiling in the reading room were repaired at Carnegie West. Outdoor light fixtures were replaced at Fleet. We assisted contractors to repair a defective pipe in the ceiling at Harvard-Lee. The drinking fountain was replaced with a new one at Hough. A defective A/C compressor for the stack area was replaced and the fan motor on air handler unit #2 was replaced at Lakeshore. Energy efficient lights were installed in the workroom at West Park. A new outdoor security light was installed over the garage door for better security during new construction at Woodland. Fan coil unit filters on all floors were changed along with the fan belts on AHU #14 and

#25, also new energy efficient lights were installed in the garage at Main.

Carpenters have been busy with installing new shelving in LBPH. Painting and repairs were completed at Carnegie West, Lorain, Lakeshore, LSW, Union, LBPH and Main. The door at Broadway was replaced. New soap dispensers are being installed throughout the system. The puppet stage was taken out of service for needed repairs, and roof leaks were repaired at several branches.

The Garage continues to work hard to keep our fleet of vehicles on the road. Service has been completed on #5, #6, #8, #9, #12, #14, #15, #20, #21, #24 and #25. The repairs that were made to each vehicle are as follows: replaced wipers and taillight bulbs on #3; lights were repaired on #5 and #7; the truck bed was removed and replaced with a used one, and the rear shocks were replaced on #8; the steering column had to be removed to replace a bad part, and the right side upper ball joint had to be replaced on #12. Numerous road service calls were made on #22 (bookmobile). All weed whips, mowers and leaf blowers were serviced and repaired as needed.

E-Checks were completed on all vehicles. Starting to service snow blowers.

### SECURITY OPERATIONS

Director's Irregularity Report Summary: Security Operations submits a monthly report to the Director summarizing all Main Library, Louis Stokes Wing, and all Branch Library Irregularities.

Security Systems: The access system in the Main Library complex, and Garden Valley is fully operational. During the month of August the access system for Lake Shore and Memorial-Nottingham is operational but unable operate the system from the computer do to the computer having to be restored due to a computer virus. The software for the access systems will need to be restored. Security Operations will contact the software vendor to have software restored.

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 on by a Security Operations 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.

During the month of August two break-ins occurred at the following locations one at Woodland Garage and one at the Lorain Branch. There was no reported break-ins during the month of June and July.

All duress buttons are tested on a monthly basis at all stations in the Main Library Building, The Louis Stokes Wing, Lake Shore Facility, the book mobiles and all branches.

During the month of June, fire drills were conducted at all the branches.

Closed Circuit Television: Closed circuit television systems are monitored in the Security Operations Command Center office, and at the Louis Stokes Wing security desk, Rear Dock security office, Main Library building security desk, and the Lake Shore Facility security desk.

All CCTV cameras are operational with the exception of the following cameras at this time 1-camera at the Broadway branch, 3-cameras at the Main Building, 1-camera at Brooklyn and 1-camera at the Rice branch.

Identification Cards: Security Operations continues to issue photo identification cards to new staff members and to replace lost cards.

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

3M Book Detector Alarm Systems: On a daily basis, the 3M Book detector alarms are checked in the Main and Louis Stokes Wing. The Branch Patrol Supervisors inspect the book detector systems at the branches each time they visit. All are operational at the time of this report with the exception of one faulty detector at the Union Branch and one faulty detector at the Fleet Branch. The Branch Managers were made aware of these problems at both branches.

Lost and Found: An inventory of all lost and found items is conducted on a monthly basis at the Louis Stokes Wing Security Operations Desk. During the months of June, July and August a

total of 20 items were returned to their owners; eight bags of miscellaneous items were donated to Goodwill Industries.

Branch Security: To temporarily provide a higher level of security, two Tenable guards are assigned to Hough and Carnegie West. Security Operations meets with Tenable management on a regular basis to discuss issues at the branches. Security Operations has also provided the Sterling Branch with special attention at various times during the summer.

Branch Patrol: Security Operations currently operate three Branch Patrol Units. Each Branch Patrol Unit is assigned a Security Operations Supervisor and a Security Officer. Branch Patrol Units respond to all branches when called upon by staff members and regularly patrol and visit all branches several times a week.

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

The Branch Patrol Security Operations Supervisors investigate all Security Irregularity Reports submitted by staff members from the branches. During the month of June, the Supervisors investigated 39 Security Irregularity Reports; they investigated 47 Security Irregularity Reports in July; and they investigated 41 Security Irregularity Reports in August. Security Operations produces internal reports each month summarizing the branch locations of each report, the type of incident, and the time and day of the incident to ensure coverage at the branches is adequate.

During the month of August the Branch Patrol Units began pickup bank deposits at 6 branches.

### Training

Continuous training is conducted by the Assistant Chief of Security Operations or a Security Operations Supervisor at Roll Call with all officers.

During the month of June 15 officers of the Security Operations Department attended Security Training with the Clark Security Group LLC.

During the month of August Assistant Chief Melvin Abrams completed training on Protection Specialist. Conducted by Cultural Property Protections in Chicago

## SUMMARY OF IRREGULARITY REPORTS RECEIVED

Month	2008	2009	Change
January	102	63	-39
February	90	52	-38
March	119	76	-43
April	79	55	-24
May	59	50	-9
June	56	63	+7
July	61	60	-1
August	56	50	-6
<b>Year to Date</b>	<b>622</b>	<b>469</b>	<b>-153</b>

### AUTOMATION SERVICES

CPL Projects: AT&T completed configuration of their interface to the Library's Voice Over IP system and four-digit dialing to all Library agencies is now possible.

New phone numbers were assigned to the Public Library Employees Credit Union which will be moving into the Main Library in July.

A shortcut has been added to the profiles of public PC desktops to clear browser history, cookies and cache, improving patron privacy and online security.

Two staff PCs were replaced at Glenville due to a break-in.

Munis Web server has been installed -- waiting on Munis to configure.

Amy Pawlowski has trained the Summer Reading Committee on the new Summer Reading web-based software, presented the software at the Youth Services meeting, and held two presentations of the software for Main Library staff. Children's Librarians as well as Computer Aides will be trained in the usage of the software the first week of June, in preparation of the software's launch on June 8, 2009.

The Web 2.0 Task Force completed their recommendation and submitted the document for the Administration on May 4, 2009.

CLEVNET Projects: Barberton Public Library began using the CLEVNET system on Monday, May 11. All sections of Automation Services were involved in completing this project. The Network team moved Barberton to the CLEVNET network; the Hardware team helped install the SirsiDynix client software and assisted the Barberton technology consultant in configuring workstations and printers; and the Webware team added Barberton to all pertinent web sites, worked with vendors to establish access to electronic resources, and helped establish the Barberton web catalog presence. The greatest activity fell on the Software team: assisting in mapping data in the original Koha system to the CLEVNET system; defining and inputting policies; training staff; migrating the data; and providing opening day on-site support. The process of extracting data; translating it to fit the CLEVNET system; and loading it began on Friday, May 8, at 5:00 am, and was completed on Sunday, May 10, at 6:30 pm. Special recognition goes to Jim Benson and Hilary Prysbylla for their work in making this a successful transition.

A planned upgrade to the core SirsiDynix and Oracle servers was completed on Sunday, May 10. George Lenzer played a crucial role in preparing the new storage area network; creating necessary partitions and mount points; regularizing the operating system version on both servers; adding additional GNU tools for efficient administration; and planning out the process of migrating the SirsiDynix system software and the Oracle databases. The plan for the migration was excellent; unfortunately, on the morning of Monday, May 11, the kill switch on the uninterruptible power supply malfunctioned, turning off all power to the computer room. All servers and network equipment was turned off suddenly. It took several hours to restore basic service, and several days to identify and repair all of the exceptions following the sudden loss of power. Use of the CLEVNET system was rationed for a couple of days while a memory issue resulting from the incident was resolved.

Amy Pawlowski facilitated a meeting with the CLEVNET Online Resources Committee to discuss the current use of CLEVNET databases and replacing an open position on the committee.

The Technology team from Medina County District Library visited Automation Services for a tour and to introduce a new technician to Hardware and Network staff.

Larry Finnegan arranged for Cisco to present a Networking Best Practices seminar for the CLEVNET technical staff.

Bill Hood and Mr. Finnegan attended the combined meeting of the CLEVNET Technology and Training SIGs at the North Ridgeville branch of Lorain Public Library.



Darren Novak and Mr. Finnegan visited the new Wayne County Public Library Doylestown branch construction site. David Tenney demonstrated the use of a WiFi router with a cellular modem to support multiple computers on their bookmobile. Networking equipment at Medina County Public Library, Perry Public Library, and the CPL Glenville branch were upgraded.

KnowItNow: On May 28, the State Library Board unanimously approved the 2009-2010 KIN24x7 LSTA grant proposal. The proposal was presented by Don Boozer who also answered several questions from the Board. Noah Himes and Bill Martino of NEO-RLS were also in attendance at the meeting, and Mr. Himes provided comments on the importance of 24x7 service and in support of continuing support for KnowItNow.

Mr. Boozer and Brian Leszcz spoke with Susie Whiteford and Kris Johnson, representing AskColorado, the Colorado state-wide virtual reference system. AskColorado is investigating the feasibility of becoming part of the Ohio-Oregon virtual reference partnership.

Washington County Public Library (WCPL) in Marietta was the first library to implement a custom queue for their library. The new link allows patrons initiating a KIN session from the WCPL web site to be automatically routed to a WCPL librarian during regular hours. After hours, the patron will be seamlessly connected to another KIN librarian.

During the final week of May, Megan Mitchell (KIN24x7-OhioLINK liaison) recruited three new OhioLINK institutions to join the KIN Academic providers: Bowling Green State University, Owens Community College, and Southern State Community College.

Mr. Boozer hosted a QuACK (Quality Assurance Committee for KIN24x7) meeting via Webex on May 19. The committee is developing evaluation criteria and setting up June as a "test" month for evaluating KIN24x7 transcripts.

MEETINGS & PROFESSIONAL DEVELOPMENT: Ann Palomo completed the CSU Leadership Academy, attending the final two sessions: Strategic Management & Planning, and the Capstone Session.

Ms. Palomo worked with the Strategic Direction team, meeting with Dr. Paul Saliponte at the Weatherhead School of Management at CWRU, attending the Innovation Team presentations, and helping to draft the final Strategic Initiatives report.

Mr. Boozer and Mr. Leszcz presented two programs on May 8, one for the SEO Users' Group Meeting at Mohican State Park Resort in

the morning, and one for the OLC Central Chapter Conference in Columbus in the afternoon.

Mr. Boozer attended a meeting of the OLC Reference & Information Services Division in Columbus on May 13.

Bob Carterette represented the Cleveland Public Library at a meeting organized by Connect OHIO, a State level organization supporting planning for the adoption of broadband services throughout Ohio.

David Reynolds attended two COUNTER/SUSHI database statistics webinars presented by NISO.

Statistics: May's total OverDrive/CLEVNET eMedia Collection circulation was 11,735 downloads, up from 11,302 reported in April. We currently have 940 total followers on Twitter, up from 769 in April. SecondLife is currently displaying 4,114 total visitors to-date, up from 3,948 as reported in April.

Automation Services Statistics, 05/2009				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
<b>HARDWARE</b>				
CPL Main	72	56	32	160
CPL Branch	81	67	25	173
CPL Lake Shore	25	19	8	52
CLEVNET	39	30	21	90
PUBLIC				0
<b>HARDWARE TOTAL</b>	<b>217</b>	<b>172</b>	<b>86</b>	<b>475</b>
<b>SOFTWARE</b>				
CPL Main	18	18		36
CPL Branch	15	15		30
CPL Lake Shore	9	9		18
CLEVNET	67	67	3	137
PUBLIC				0
<b>SOFTWARE TOTAL</b>	<b>91</b>	<b>91</b>	<b>3</b>	<b>218</b>
<b>WEBWARE</b>				
CPL Main	19	19	2	40
CPL Branch	15	15		30
CPL Lake Shore			3	3
CLEVNET	10	10		20
PUBLIC	47	42		89
<b>WEBWARE TOTAL</b>	<b>91</b>	<b>86</b>	<b>5</b>	<b>182</b>
<b>KIN</b>				
CPL Main	9	5		14
CPL Branch	2	1		3
CPL Lake Shore	0	9		
CLEVNET	30	18		48
PUBLIC				0
KIN Library	3	3		6
OHIOLink Library	6	6		12
After Dark				0
<b>KIN TOTAL</b>	<b>50</b>	<b>42</b>	<b>0</b>	<b>83</b>
<b>GRAND TOTAL</b>				
	<b>449</b>	<b>391</b>	<b>94</b>	<b>964</b>