

DIRECTOR'S REPORT

October 15, 2009

Monthly Statistics

Circulation for the month of September was 579,398. This is an increase of 5% from last year's September circulation of 549,419. These are impressive numbers considering the fact that we were open to the public on four Sundays in September last year. Despite being open 36 hours less in September 2009, we were able to average a significantly higher circulation per hour total.

Reference transactions for the month of September were 91,922. This is a decrease of almost 2% from last year's September reference transactions of 93,363. Attendance for the month of September was 354,967. This is a decrease of 2% from last year's September attendance of 362,597. We will continue to monitor our attendance and reference transactions numbers to determine if Sunday closings are affecting these numbers.

Program and Outreach Highlights

September extended a summer of great change and progress at the Cleveland Public Library. The Community Outreach and Public Affairs division of the Library officially began its important work. The department will oversee system-wide programming, public affairs, grants and development, the scheduling of meeting rooms, Mobile Services, the Ohio Library for the Blind and Physically Disabled, and the Literacy office / Ohio Center for the Book.

An important new aspect of the department will be the additional emphasis on grants and development. There have been some initial successes. The department received a \$100,000 grant from the State Library of Ohio to purchase cartridges for the duplication of digital titles. The department also continued to facilitate the implementation of a \$123,000 grant from Family and Children's Services First Council and a \$144,300 grant from the Bill and Melinda Gates Foundation.

Marketing and Communications

The Marketing, Graphics and Webware staff were busy in September with a number of campaigns, but most important was our National Library Card Sign-Up Month campaign entitled "Start Fresh." The Library teamed up with the Cleveland Cavaliers to promote the program, and kicked off the month with "Library Night with the Cleveland Indians." That event featured Overdrive's high-tech

digital bookmobile being stationed right in front of Progressive Field. I did several media interviews to promote the month including a mid-day newscast on WKYC TV channel 3.

Buildings Update

The building projects for our new Rice Branch and the addition to the Woodland Branch are proceeding on time and on budget. In September's board meeting, staff brought the possibility to the board of a temporary closing for Woodland to do some building upgrades. The specifics of the closing have now been confirmed.

Scheduled repairs and much-needed building updates will begin at the Woodland Branch of Cleveland Public Library on Wednesday, October 28. In order to complete all of the construction work, the library will be closed from that date until Thursday, November 12. It will re-open on Friday, November 13.

The renovations are designed to make the building ADA-compliant and more energy efficient. As a result of the projected energy savings and building improvements, the library expects to reduce energy-related costs and maintenance requirements. Upgrades include restroom renovations, new energy-efficient lighting, handicapped-accessible entrance doors and a new HVAC system.

Meetings and Activities

- Director met with Lynda Murray, Ohio Library Council's Director of Government and Legal Services in Columbus and other directors from around the state to discuss our future legislative options.
- Director provided the introduction of author Jamaica Kincaid at Case Western Reserve University's Amasa Stone Chapel.
- Director attended the first Leadership Cleveland meeting which was a retreat in Aurora. The meeting featured former Mayor Michael White.
- Director attended the Turning the Page Advocacy training with Library Trustee Rick Werner, the conference a requirement for those library systems receiving funding from the Bill and Melinda Gates Foundation.

Technical Service

Another pilot program that branches are currently examining is floating the collections of DVDs, CDs, Audiobooks and Playaways. The piloting will reveal whether the current system of delivering millions of items through our branches can be streamlined. Our initial findings are that the number of items

that were in transit for the month of September was reduced by 35%. Kudos go to **Patricia Lowrey** and her staff for coordinating this effort.

Staff Highlights

The Cleveland Public Library's "Works of Wonder" (WOW) award winners for September were **Ann Olszewski**, Preservations, and **Ann Marie Wieland**, Archives, for their outstanding work on the Carnegie libraries tour project with the Friends of the Library.

COMMUNITY OUTREACH & PUBLIC AFFAIRS

It is official! On September 1, 2009, Community Outreach and Public Affairs - COPA - took the first tentative steps as a new administrative unit, part of the Library's reorganization. COPA will oversee system-wide programming; public affairs; grants and development; the scheduling of meeting rooms; Mobile Services; Ohio Library for the Blind and Physically Disabled, and the Literacy Office\Ohio Center for the Book (outreach services); and, serve as liaison to the Friends of Cleveland Public Library.

Although planning for the new administrative unit began during the summer, we are still very much in the germinal stages of the transition - trying to locate a staff of five and finalize physical work spaces. Kudos to Heidi Strickland Yarimilka Beavers for all the support provided this month.

Chrystal Carr Jeter, formerly Manager of Youth Services, is now a member of COPA's team. She used the month of September to transition duties and responsibilities and to begin closing her office for the move. She continued to plan the Annual Children's Book Week Program and Teen Summit, and to provide leadership for the juried Sugarman Children's Biography Award and the annual publication *Celebrate with Books*. Ms. Jeter attended the Youth Services meeting and led the evaluation of the 2009 Summer Reading Club, "Be Creative @ Your Public Library".

Mobile Services Manager Linda Sperry continued to participate in construction progress meetings for their new and expanded facility, which is on schedule and should be completed mid-December. The bus was off road for two weeks this month for annual maintenance and repairs but still made 34 stops, served 404 persons on board, and filled 1369 holds. Technical Services Administrator Tish Lowrey rode the bus on September 30, to see service delivery up close. Doris Yee, Library Assistant - Youth, began full time hours in the Department.

The "On the Road to Reading" van served 14 pediatric and WIC sites and made 139 contacts. Seventy-four day care classes were visited (26 sites, including four Cleveland Metropolitan School District preschool classrooms and a special needs class at Merrick House.) Laura's House, The City Mission's home for homeless women and children, was added as a service site this month and also received a deposit collection for use by the residents.

The Ohio Library for the Blind and Physically Disabled (OLBPD) continued to transition the merger of statewide services, receiving the final equipment from Cincinnati. Lake Shore Shelf\Shipping completed clearing shelf units for the digital collection. The department received a \$100,000.00 grant from the State Library of Ohio to purchase cartridges for the duplication of digital titles.

Family Fun and Learning Day, on September 16, attracted over 130 attendees and featured local mystery author Les Roberts. The annual Volunteer Luncheon on September 23, 2009 provided the opportunity to thank a core group of volunteers who support the activities of OLBPD. After 35 years of full time services (plus time as a page), Manager Barbara Mates submitted her retirement papers, effective October 30, 2009.

Merce Robinson and Chrystal Jeter attended Branch Managers, Main Subject Department and Youth Services meeting, representing COPA. Additionally, Ms. Robinson continued to facilitate the Library\Museum Pass Project and will take the leadership role for MYCOM grant implementation. The Library Board approved a resolution to accept the \$123,000.00 grant from Family and Children's Services First Council which gives Cleveland Public Library lead agency responsibility for administering their Transitions initiative in 8 Cuyahoga County neighborhoods. Jan Ridgeway, COPA Administrator, joined Merce Robinson in Washington, D.C., on September 26, representing the Ohio Center for the Book in the Pavilion of the States. More than 130,000 visitors attended the event on the National Mall and by 3 p.m. we felt as if they all had stopped by our table!

Additionally, COPA supported the annual Hispanic Heritage Month Kick-off program at Carnegie West; planned and implemented a successful 101 training session on library services to Latino populations, facilitated by Las Vegas Public Library's Salvador Avila. We also began scheduling meeting rooms (\$2,000 in September).

Planning continued with the Girl Scouts of North East Ohio program initiative; *Picking Cotton* authors' visit with the Federal Bar Association; Michael Jackson: the Icon program; the

annual Spectrum Initiative with Fine Arts' Pam Eyerdam and Cleveland Public Art; the Teen Summit; and, the Ohio film premiere of "Inside Buffalo", a partnership with the City of Cleveland and the Italian Consulate of Detroit. COPA staff also attended a MYCOM P-16 council meeting; a Sisters of Charity Grant Review session; meetings with a representative of Cuyahoga Community College, Eastern Campus, Educational Opportunity Center; A Cultural Exchange; the Friends of Cleveland Public Library; the Sugarman Committee meeting; Cleveland Public Library Teen Librarians; Center for Community Solutions; and, Cleveland State University to plan a Cleveland Chautauqua Series.

Jan Ridgeway also attended a Fundraising Workshop in Cincinnati, Ohio, the Library Board Retreat at Lake Shore, a prep session with Falls Communications, and a Writers and Readers staff committee meeting; facilitated the first Program Champions meeting; and, attended the Anisfield Wolf Book Awards event at Cleveland Playhouse.

PUBLIC SERVICES

This is the first monthly report for the newly formed Public Services Agency, which now provides oversight and daily management of the Main Library facility as well as the 28 neighborhood branches. The Public Services Administrative Team, composed of the Public Services Administrator, four large Subject Department Managers, four Branch Managers, and the three Neighborhood Team Managers, will be working to bring greater system-wide consistency to the application of Library policies and procedures, improve the customer experience, and reduce barriers between Main Library and the neighborhood branches to allow for a freer exchange of materials and staff expertise.

Public Service Administrator activities that took place in September to support these priorities include:

- Holding a joint meeting with Branch Managers and Custodians to clarify expectations
- Establishing pilot project partnerships between Main subject departments and branches, in which each of four Subject Department Managers will directly oversee one branch facility
- Meeting with Children's Librarians across the system
- Visiting each of the branches to evaluate what work needs to be done in the areas of physical facilities and collections
- Taking on responsibility for the Youth Services Department at Main Library

- Managing the Youth Services Department in the absence of a department manager (to be hired January 1, 2010)
- Attending monthly team meetings for the Central, East, and West teams
- Addressing a wide variety of new and long standing personnel issues

Main Library

Programs/Exhibits:

The Business, Economics and Labor Department partnered with the Hough Branch and local business owners in presenting a small business program on starting a beauty salon.

Fine Arts and Youth Services hosted "*The Rambling Sailors*" for about 30 people.

Foreign Literature Department continued to showcase ESL materials and promote a new citizenship DVD in the East Wing of the department, with ongoing displays.

The History Department Genealogy Clinics continue to be popular. On Saturday, September 12, twelve people were helped by four volunteers from the African-American Genealogical Society.

Literature Department participated in a panel discussion on the works and career of Jamaica Kincaid, Tuesday, Sept 15 at 6:00 p.m. at the Martin Luther King Branch.

Popular Library displays included Graphic novels and a selection of non-fiction titles dealing with cancer. Richard Fox led a discussion for the Friends of the Cleveland State University Libraries on September 30. The play, *Amsterdam* by Michael Frayn was chosen as the 2009 Common Reading Selection at CSU. Over sixty students and faculty crowded into the room for a spirited discussion of the play.

Social Sciences Librarian Mark Moore attended Sustainable Cleveland 2019 meetings of the Compact Committee at Cleveland City Hall and submitted Department programming plans supporting the *Writers and Readers* program featuring James Kunstler. Harriette Parks and Helena Travka presented the September Social Sciences Book Club. Helena Travka presented a Grants Workshop. There were 26 patrons for the first portion of the event and 19 stayed for the second half. The workshop was the first venture between the Foundation Center and the CPL's Foundation Center Cooperating Collection.

Outreach:

Susan Mullee from Business participated in the "Employment Expo: Celebrating Older Workers Week," held at Employment Connection on September 24.

The Computer Learning Connection produced and distributed: How to use your mp3 player at the library; How to connect with the CPL wifi; How to use your USB drive at the library; How to send an attachment via email; How to send a link via email; and How to send your resume via email.

Special Collections staff members Lissa Waite and Pam Eyerdam attended the Anisfield Wolf book awards and had the winning titles autographed by the authors (to be added to the Anisfield Wolf Book Collection located in Special Collections. Ms. Eyerdam and Ron Burdick participated in a library instruction session with CSU's History of the Modern Middle East class with Dr. Cory. CPL research resources were reviewed located in the History and Special Collections departments.

During September, the Highland Branch of Medina County Public Library and the Rockport Branch were added to the Foreign Literature Department's Long Loan program, bringing the number of participating agencies to forty. Mary Torres's posting of a brief video clip of departmental resources continued to gain viewers on YouTube and Facebook.

Pam Benjamin, Melanie McCarter and Ted McCafferty of General Reference presented an overview of General Reference resources and services for Branch Managers at the Branch Manager Meeting on September 2. Kelly Ross created a flyer to aid patrons in obtaining expensive college textbooks.

On Saturday, September 12, a group of ten graduate students in the Historic Preservation Program at Ursuline College visited the Library for a tour conducted by History Department Manager Ron Burdick. On Monday September 15 and 22, eighteen students from East High School visited the History and Geography Department. They are working on a project documenting the history of the Hough area in Cleveland.

Public Administration Manager Karen Martines attended meetings for the Cuyahoga County Bicentennial Commission and the Italian American Heritage Committee. An email blast was sent to all City Hall employees about the availability of the *Hannah Report* in PAL.

In Science and Technology, ILL is experiencing a marked increase in the demand for ILL requests due to the closing of the Cuyahoga County Public Library's Interlibrary Loan Department.

Social Sciences Librarian Sequoia Brown met with NID housing counselors to discuss plans for continued Homeowner Clinics throughout the Branches. Ms. Brown completed a practicum student project. She submitted an evaluation for supervised practicum student Brett Thomas. Harriette Parks distributed the Fall Quarterly Education List to all Branches and Main.

Annisha Jeffries of Youth Services spoke to 35 students at Monticello Middle School about the Youth Services Department and YRead program. Ms. Jefferies also hosted a class visit of 18 students from North Olmsted High School. Elizabeth Gaughan hosted a class visit of 20 students from Lighthouse Community School. Donna Willingham conducted two story hours at Kidztown with a total attendance of 30 children and two story hours at Old Stone Church with a total attendance of 10 children. Vicki Beggiani was featured in a *Plain Dealer* article about reading and young children.

Collections/Reference:

In Fine Arts Kent intern Sara Schmidt completed the DACS entry for the *William Sommer Library*, created an EAD document and posted it on the OhioLINK EAD site, and created a blog entry. Ms. Bernice Davis (donor of the David E. Davis Sketchbooks) visited Special Collections to see the sketchbooks on display (part of a joint exhibit with the Sculpture Center). Lissa Waite researched on how to obtain an obscure thesis by George Gallagher, who wrote about Emanuel Lasker. With the assistance of members of the Ken Whyld Association, they tracked down the author (who is now in his 90's and living in Hawaii). Mr. Gallagher gave permission to have copies made for the John G. White Collection. Lissa Waite began working with the new Kent Intern, Mary Kelly Marsco on a variety of projects. Waite inventoried the new copy of *Spanish Earth* by Ernest Hemingway which was donated to CPL by History Librarian Chris Wood, son of Jasper Wood. This is a limited edition item published by Jasper Wood with unique end papers. Hemingway was disappointed with the publication and demanded that its publication be ceased. This copy is in pristine condition.

General Reference Manager Pamela Benjamin convened a meeting of the Electronic Resources Committee (ERC) on September 15. As of September 11, due to negotiations and prudent spending, the 4500 Electronic Resources budget showed a surplus of \$109,734. The committee voted to acquire Gale Legal Forms on behalf of the Social Sciences Department for \$8,153.10. The ERC recognized

that any remaining surplus in funding should be dedicated to the future cost of the digitized *Plain Dealer*. Kelly Ross worked with Marilyn Nichols from ILL/Photo duplication, and staff from the Accounting Department to initiate Interlibrary Loan Fee Management (IFM) for the Library. IFM will save money and time in reduced ILL processing. General Reference ILL staff were acknowledged for their assistance by author Arnold Reisman in two of his recent books, *Arts in Turkey: How Ancient Became Contemporary* and *Post-Ottoman Turkey: Classical European Music and Opera*.

The History and Geography staff completed a review of a lengthy "Assumed Lost" report for the Department.

Popular Library ordered new titles for CPL collections at CSU, CWRU, and Chancellor University.

One of the Councilmen called upon Public Administration staff with a list of questions to be answered for information that was to be used in support of getting the Gay Olympics Games in Cleveland. We were happy to provide the requested information. The September 30, 2009 issue of the *Plain Dealer* reported that the City has been awarded the games.

In Science and Technology a three-week trial period started for a new GALE GREENR electronic informational resource.
Shelf: Business as usual, nothing to report.

Social Sciences Department Manager John Skrtic, who is now responsible for overseeing the Eastman branch as part of the new Public Services Administrative Team, weeded portions of the Eastman Branch collection on Saturday, September 12.

Youth Services professional staff met with Cindy Lombardo to initiate changes to Youth Services collections and shelving locations. Orders were placed for a collection of classics and common reading list titles to more efficiently serve youth services patrons with assigned reading.

Staff/Professional Development:

Main Subject Department Managers attended the monthly Management Training session on performance evaluation. A number of Main staff attended the "Crash Course on Library Services for the Latino Population" workshop.

Anastasia Diamond-Ortiz and the Computer Learning Connection staff continued the Learning 2.0 program. Topics for the staff included Facebook, Goodreads, Twitter and Flickr

Ernest Edwards trained staff from Business Department and Harvard-Lee Branch on how to process Long Loan materials.

One-half of the General Reference staff toured the Cuyahoga County Archives on September 29 with the second half slated to go on October 6.

Tonya Jenkins, Co-Chair of the CLEVNET Training SIG, attended a meeting on September 15 and worked on the coordination of *OhioLINK* and *ReferenceUSA* training for CLEVNET staff.

Michelle Skrovan was appointed a member of the Library's Program Champions committee and attended their first meeting.

Multiple staff members participated in the free, online *RefUSA* database webinar on September 29.

Map Librarian Tom Edwards attended an Esri software update workshop in Washington D.C. on September 29.

Lending Supervisor Daniel Oreskovic and Dave Swinerton, Accounting Manager, led the training of Branch Clerks and Branch Managers through the new cash handling procedures. The new cash handling procedures were implemented on September 22, 2009. Science Manager Carmen Harris attended a sustainability meeting in the CPL Director's office on Tuesday September 29 with Tri-C's Metropolitan Campus President, Dr. Michael Schoop.

Social Sciences Librarian Mark Moore acted as a GoodReads trainer for the Web 2.0 Training Session at the Lake Shore Facility on September 15. Helena Travka participated in the Webinar -- *The Scoop on Series Nonfiction: Best Uses, Best Practices, and Best New Books for Fall*. John Skrtic was sworn in as a NEO-RLS Board of Trustees member on September 15.

Elizabeth Gaughan of Youth Services has been selected to run for the 2012 Printz Committee.

Branches

East Team Summary

East Team Branches worked diligently at preparing staff for the implementation of system-wide initiatives established to support the internal operations of Cleveland Public Library. Staff received training in MUNIS ESS (Employee Self Service), Cash Handling/Accounting Procedures, and the Floating Collection. In addition, East Team Branches participated in promoting the Library Sign-Up Campaign and Hispanic Heritage Month through programming efforts.

East Team Branch highlights include:

- Forty-five teens from East Clark visited the Collinwood Branch during a classroom visit to check out books. The teens checked out 3 books each totaling 135 books for the group.
- The Glenville Branch was used a training site by Cuyahoga County Board of Elections to prepare poll workers for the September 8 primary and November 3rd general elections.
- Primary elections were held at several East Team Branches on September 8: Addison, Glenville, Martin Luther King, Jr., and Mt. Pleasant.
- Hough Branch hosted CPL's *Small Business Lecture Series*: "Ever Thought About Owning Your Own Beauty Salon?" on Saturday, September 26. The program was a collaborative effort between the Hough Branch and the Business Department.
- Addison Branch's Kathryn Feeley attended the CLEVNET Public Services SIG joint meeting with the Training SIG on September 15 at the Twinsburg Public Library. Additionally, Kelli Minter and Kathryn Feeley continued serving as Tech Mentors for CPL's Web 2.0.
- A panel discussion on the works of author Jamaica Kincaid was held on September 15 in the Gallery of the Martin Luther King, Jr. Branch. The occasion was a supplemental event for the 2009 Annual Anisfield-Wolf/SAGES Lecture. The panel discussion featured Case Western Reserve University staff and faculty Marilyn Sanders Mobley, Vice President for Inclusion, Diversity and Equal Opportunity, and Erika Olbricht, a SAGES (Seminar Approach to General Education and Scholarship) Instructor.
- The Mount Pleasant Branch collaboration with the Mount Pleasant Community Zone has been extended until December 2009. The teens working with this program will continue to use Mt. Pleasant for training and computer assignments each Tuesday and Thursday.

Central Team Summary

The month of September was filled with the continuation of several major library projects and the start of several new projects. Both the Woodland construction project and the new Rice Branch Library project are making great progress. The new Rice Branch is now fully enclosed and work can proceed on the interior of the library. The Library is anticipating a mid-January opening. The Woodland project is also moving forward. Completion of this project will require the Woodland Branch to close for approximately 2 weeks at the end of October.

The process of transitioning into the newly created department of Public Services continued throughout the month. The new Public Services Administrative Team meets regularly and is developing and refining the operation of the new department.

The Fresh Start Library Card Sign-Up Campaign is also off to a good start. The Children's Librarians are busy visiting neighborhood schools and promoting library programs.

The Library has provided a great deal of training to all staff during the month of September. In addition to implementing new money handling procedures, the Library has embarked on an electronic time and attendance system. Every staff member in the Library participated in training in the new system. The new money handling procedures have also required many branch staff members to be trained in these new procedures.

Central Team Branch Highlights include:

- The staff at the Broadway Branch is working closely with daycare centers in their service area. One daycare center is visiting the library weekly.
- Garden Valley Branch Manager Gail Hanks and Chrystal Carr-Jeter attended the "Weed and Seed" informational meeting presented by the Burton, Bell and Carr Development Office. This is a national program that focuses on weeding out crime and seeding a community with positive programs.
- The Jefferson Branch Library participated in the annual "Arts and Culture Festival in Tremont." The festival was held in Lincoln Park on September 12 and 13.
- Construction continues for the new Rice Branch Library. The new library is now fully enclosed and construction has begun on the interior of the new facility. The Library is anticipating a mid-January, 2010 grand opening.
- South Branch Manager Jaime DeClet organized the Hispanic Heritage Month Program that took place at the Carnegie West Branch Library on Friday, September 18. Salvatore Avila, Branch Manager of the Enterprise Library in Las Vegas, Nevada, served as the keynote speaker.
- The Cleveland State University Swim Team is coming into the Sterling Branch Library every other Wednesday to tutor and read to the children in the library.
- Library Assistant, Children's Emphasis, Eric Eubanks, kicked-off the Branch's "Fit for Life" Wii Olympics on September 25. This program will continue through the end of October. There were 22 children and adults in attendance for Wii Bowling.
- Woodland Branch Manager Cheryl Diamond and Public Services Manager of the Central Team Ellen Leavitt, participated in

the Central Neighborhood Collaborative at the Friendly Inn. In addition, both Ms. Diamond and Ms. Leavitt are involved in the construction meetings at the Woodland Branch Library.

West Team Summary

Major system-wide initiatives dominated services to patrons, programs, events and staff training and activities. The annual Library Card Sign-Up Campaign offered patrons under eighteen the opportunity to have fines cleared so they could have new library cards issued. The floating Audio-Video collection project was implemented in an effort to reduce the number of items in transit as well as to allow materials to flow to those branches where they are requested and to remain there until requested by another location. Some branches observed the inordinate amount of time involved in securing discs and retrieving them to be placed in cases for checkout.

West Team Branch highlights include:

- "Fit for Life" programs began at Lorain, Brooklyn and Carnegie West.
- Hispanic Heritage Month began with a kick-off celebration on September 18 at Carnegie West with approximately 125 in attendance.
- Fulton served as a polling place for the primary election on September 8.
- Brooklyn's America Reads tutor from Tri-C continued her work at the branch.
- South Brooklyn held a *Cloudy with a Chance of Meatballs* Family Literacy Program to coincide with the release of the feature film.
- Walz reached out to the many nursing homes and assisted living facilities in its vicinity.
- Rockport's Children's Librarian, Diana DeVore attended the workshop on service to the Latino population and is working on a bilingual collection with Mary Torres from the Foreign Literature Department. She also attended the Corporate Challenge event at the Lake Shore Facility.
- West Park, South Brooklyn and Rockport reported the impact, that current, relevant and attractive book displays have had on increasing circulation.

TECHNICAL SERVICES

Branches started floating collections of DVDs, CDs, Audiobooks and Playaways on September 1. This is an effort to reduce the

number of items in delivery. Early analyses of the first month's statistics show that the project is working. The number of floating items in transit between branches has been reduced by 35%.

Patricia Lowrey spent a day on the Bookmobile; she enjoyed checking out materials to their patrons. Ms Lowrey chaired meetings of the Digital Projects Committee and the Cost Savings (formerly Efficiencies) Team. Ms Lowrey attended the Anisfield-Wolf Book Awards Ceremony, the Hispanic Heritage Month kickoff event, the Board Retreat, and the Corporate Challenge event.

All Technical Services staff received training on the new MUNIS payroll system.

High Demand: The department ordered 1,644 new titles and 15,877 items. Staff added 17,463 new items to the catalog and paid 597 invoices. Carole Brachna, the Manager attended training sessions on the new payroll system and performance evaluations. She also participated in the CLEVNET Directors' Panel meeting, helping to answer questions about the proposed Cooperative Acquisitions Pilot Project.

Collection Management: Bonnie Bolton continued visiting Branches and Laura Mommers began ordering audiobooks the Main Library's Audio-Visual Department. Rollie Welch met with Ali Boyd, Branch Manager of Rice on September 9 to plan the ordering new materials for the new branch. Mr. Welch continues to publish reviews in the Cleveland Plain Dealer and Library Journal's online webpage, BookSmack. He also attended the Anisfield-Wolf award ceremony.

Catalog: Yolanda Lawler began a project to add missing records for the Government Documents Department. Michael Monaco has been cataloging collections of chess columns from various newspapers, the rarest being columns from Juediches Nachrichtenblatt, a Jewish newspaper published in the ghetto of Berlin under Gestapo supervision. Staff cataloged 5,897 titles and added 14,678 items.

Andrea Johnson concluded her participation in the Hiring Selection Solutions Team. Rodney Lewallen attended the workshop on Library Services for the Latino Population. Dawn Grattino went to training for the upcoming contract negotiations. Cathy Jo Graves, Yolanda Lawler, Michael Monaco, and Larisa Povitsky attended a CLEVNET Technical Services SIG meeting. Regina Houseman attended also, and provided a tour of Technical Services as well.

Thanks to Jim Benson of Automation for writing a script that adds the CPL DVD number to some bibliographic records.

Shelf/Shipping: A total of 1,419 telescopes of new materials were sent to Main and the Branches. The Receiving/Distribution Technicians bar coded, stamped, and distributed 28,886 items. Almost 250 requests were sent to the Main Library.

Acquisitions: Sandy Jelar Elwell, Gloria Guzi, Acquisitions Librarian - Serials, and Pam Pressly, Acquisitions Serials Clerk, met EBSCO to review Cleveland Public Library's accounts, discuss subscription renewals, and receive information about new services. Ms. Jelar Elwell attended the CPL Management Training workshop on Performance Evaluation and the Fall CLEVNET Technical Services meeting. Alicia Naab began meeting again with the Cost Savings Team, previously named the Efficiencies Team. Gloria Guzi, along with other CPL staff members and representatives from Cleveland State University and Cuyahoga County Public Library, attended a meeting of the Plain Dealer Digitization Project.

Acquisitions staff ordered a total of 9,047 titles and 14,497 items, received 17,203 items, and processed a total of 2,138 invoices. Serials staff added 201 items and processed 516 periodical and serial claims.

Book Preparation: Book Preparation processed 28,838 library materials during the month of September. Brenda McIntyre and Marianne Monger with their families attended the CPL Corporate Challenge Kickoff Event. Marianne Monger attended the monthly board meeting of the Public Library Employee Credit Union.

Preservation: Elizabeth Bardossy and Ann Olszewski attended "Celebrating Paper," the twenty-fifth anniversary symposium of the Ohio Preservation Council in Columbus. Edward Seely, retired CPL Technical Services head was honored as one of the founders of the Ohio Preservation Council.

Renee Pride made bindings for facsimile copies of the earliest two volumes of the Golden Gloves scrapbooks, (1929/30 and 1930/31) and for the 1903 and 1907 Cleveland Group Plan reports. Elizabeth Bardossy treated two newspapers from 1908 from the Collinwood school fire collection and an 1865 edition of the Cleveland Herald.

Ms Olszewski attended two meetings of OCLC's CONTENTdm metadata working group. The CPL Digital projects committee met September 23. Plans for a central digital repository, digital projects budget, and a standard rights statement were discussed. Ms

Olszewski reported on progress implementing the approved proposals.

Microfilm of 5 years of the Haines Greater Cleveland Criss-Cross directories was received. This frequently used resource is vulnerable to damage and not replaceable. Gloria Massey created a poster, The Eastman Legacy, displaying archives photographs and information about Linda Eastman, to hang at the Eastman Branch.

MARKETING & COMMUNICATIONS

September was a month of many highlights: Library Card Sign-Up Campaign, Library Night with the Cleveland Indians, Hispanic Heritage Month, and television and radio interviews to promote the Cleveland Public Library. Below is a listing of some of the Library's marketing activities for the month.

Public Relations:

Several campaigns were underway during the month of September. Marketing, Graphics and Webware staff wrote and distributed press releases; featured events on the Library website; arranged and prepared interviews; and designed and distributed print materials to promote the following major events:

- CPL to be Closed on Sundays in Response to State's Funding Cuts: Reductions to affect Salaries, Staffing, Materials and Library Hours
- Jamaica Kincaid is Speaker for the 2009 Annual Anisfield-Wolf/Sages Lecture at CWRU on September 22 (co-sponsored by Cleveland Public Library)
- Anisfield-Wolf Book Award Winner, Jamaica Kincaid, Topic of Panel Discussion at Cleveland Public Library's Martin L. King, Jr. Branch
- Library Night with the Cleveland Indians (and Slider, Too): High-Tech Digital Bookmobile at Progressive Field to Demonstrate Latest Library Technologies
- Cleveland Public Library Teams Up with the Cleveland Cavaliers to Promote National Library Card Sign-Up Month: Special September Promotion Adds More Value to Library's Greater Access Card
- Library Symposium Scheduled to Provide a "Behind the Scenes" Look at the Life and Times of Michael Jackson: Local Panelists Gather at Cleveland Public Library's Martin Luther King, Jr. Branch to Explore the Life of Musical Icon on Thursday, October 1
- Hispanic Heritage Month Kick-Off at the Cleveland Public Library Carnegie West Branch

- Interview for Tena Wilson, Marketing & Communications Administrator, on "What Works: Give Back" program on WCSB 89.3
- Interview for Felton Thomas, Library Director, on the WERE 1490 AM "Basheer Jones and Company" and WZAK 93.1 FM "Urban Spotlight" programs
- Interview for Jaime DeClet, South Branch Manager, and Salvador Avila, guest speaker from the Las Vegas Clark County Library District, on WNZN 89.1 FM to promote Hispanic Heritage Month Kick-Off
- Interview for Felton Thomas on WKYC TV Channel 3 to promote Library Card Sign-Up Month and the Library
- Interview for Felton Thomas on WDOK 102.1 FM to promote Library Card Sign-Up Month and the Library

The activities of the month are reflected in the meetings that were held or attended by Tena Wilson, Marketing & Communications Department Administrator:

- Met with the Friends of the Library to discuss annual fundraiser and transition to new Library liaison
- Attended and presented marketing report at the Branch Managers monthly meeting
- Attended MUNIS training for new payroll system
- Facilitated Public Relations planning meetings with Falls Communications with whom the Library contracted services for the month
- Attended the Anisfield-Wolf Book Awards
- Attended, photographed and promoted the staff Corporate Challenge Kick-Off event
- Attended weekly Executive Council planning meetings, Library Board meetings and Retreat
- Facilitated internal Communications Team meetings with members Amy Pawlowski, Web Manager, and Cathy Poilpre, Graphics Manager
- Attended, photographed and promoted the Ohio Library for the Blind and Physically Disabled Family Fun and Learning Day event
- Attended planning meetings with Community Outreach and Public Affairs Administrator, Janice Ridgeway and programming staff
- Facilitated planning meetings for Writers and Readers' Neil Gaiman program
- Attended the Hispanic Heritage Month Kick-Off program at the Carnegie West Branch
- Attended planning meetings for the Ohio premiere of the film "Inside Buffalo"
- Facilitated messaging meeting with Falls Communications and key Library spokespersons
- Attended planning meetings for the Spectrum Dialogues program
- Attended Jamaica Kincaid program at Case Western Reserve University

- Attended planning meetings for the Library's website
- Attended monthly YWCA Changemakers workshop, dialogues on diversity issues in the workplace
- Attended meeting with Richard Johnson, editor of Kaleidoscope Magazine

Graphics:

- Cathy Poilpré and staff designed, printed and distributed 166 printed pieces, including slides for the Lobby Message Displays, banners, postcards, forms, routing slips, calendars, signs, flyers, booklets, programs, four staff newsletters, and reading lists for Popular, History and Literature.
- Ads were produced to promote the Writers and Readers author series in the *Plain Dealer* newspaper and *The Call and Post* newspaper.
- Cathy Poilpre attended a paper workshop held at XPEDX to determine sustainability, possible FSC certification and view new copies and other papers
- Tonya Thompson attended Flickr training, part of the Web 2.0 staff training series

Web:

- Amy Dankowski, Web Applications Manager, and David Reynolds, Web Applications Specialist, performed routine updates and maintenance, featured events on the website, and posted press releases upon request.
- September's total CLEVNET eMedia Collection circulation was 12,389 downloads, down from 12,260 reported in August. There are 1,399 total followers on Twitter, up from 1,310 reported in July.

Blog Committee:

- Maureen Mullin, Aaron Mason, Anastasia-Diamond-Ortiz, John Skrtic, Michael Dalby, Ali Boyd: the committee wrote and posted seven new blogs on the website.
- The Blog Committee underwent a change of membership. Amy Pawlowski will become the Chairperson, and Maureen Mullin, Aaron Mason and John Skrtic have resigned. Other new members will be named in October.

Other:

- In an effort to expand the effectiveness of the department, additional marketing services were provided during the month by Falls Communications. The agency provided proactive media relations counseling, drafting and distribution of press releases and media alerts, media follow-up, and idea development and ongoing strategic

planning for upcoming campaigns. The services were provided for a monthly fee of \$5,500.

- The contract with VOCUS PR Management software system ended and was not renewed at \$15,000 a year. This was possible due to the services provided by Falls Communications.
- A complete collection of all media exposure is available in the Marketing and Communications office.

BUILDINGS SERVICES

The Buildings Office completed numerous branch inspections and continues to monitor utility bills. We have attended weekly construction meetings for Rice and Woodland to insure that the construction is proceeding according to plans and moving in a timely manner. Buildings Office also attended a workshop on the update of fire codes presented by Mars Electric and General Electric.

Carpet and furniture cleaning at the branches has begun and will continue until every branch is completed.

Maintenance mechanics continue to maintain our buildings for the safety and comfort of our patrons and staff. A data line was installed in the Louis Stokes Wing auditorium for wireless control. Filters were changed in the air handling units, and several lighting ballasts were changed at Eastman Branch; a new data line was run to the circulation desk at the Glenville Branch; wiring for new controls for heating valves and HVAC were installed at Jefferson Branch. Two rooftop exhaust fans were tied in the Siemens system, and wiring for new controls for heating valves and HVAC were completed at Lorain.

At Main several new light fixtures were installed in the garage to provide better lighting. The power transformer for the Translogic System (book mover) was replaced. The control wiring for the Liebert dry cooler system was also completed.

At Martin L. King, Jr. Branch the drinking fountain was repaired and the fan belts were replaced on the air handling unit.

Even with the retirement of the garage foreman we continued to work hard to keep our fleet of vehicles on the road. The bookmobile was off the road for scheduled service and repair.

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, Lakeshore Facility and Garden Valley is fully 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 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 September 19 alarms was recorded in the alarm log and 7 alarms were caused by staff that Cuyahoga Valley Patrol had to respond to.

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. All devices tested okay for September

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-Broadway, 2-Lakeshore, 1-Rice, 2 Main Complex, 1-Carnegie West and 1-Brooklyn.

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 and asked to call for service.

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 September 5 items were returned to their owners; 1 bag of miscellaneous items was donated to Goodwill Industries.

Branch Security: To temporarily provide a higher level of security in the branches, two Tenable guards are assigned to Hough and Carnegie West branch. Security Operations meets with Tenable management on a regular basis to discuss issues at the branches.

The Security Operations Chief Janero and Assistant Chief Abrams met with Central Team Leader Ellen Levitt and the central branch managers to discuss any security concerns

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.

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 44 branch investigations.

During the month of September the Branch Patrol Units began the pickup of bank deposits at all branches and depositing the bags at the 5th Third Banks. They also count the petit cash and register money.

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

Chief Janero and Assistant Chief Abrams attended three training class on the new payroll system

All of Security Operations Supervisor and Security Officers attended training on the new pay roll system

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 |
| September | 53 | 53 | 0 |
| Year to Date | 675 | 522 | -153 |

AUTOMATION SERVICES

CPL Projects

Bob Carterette, Ann Palomo, Amy Pawlowski, Jim Benson, and Hilary Prisbylla worked with Financial Services and Human Resources to provide all staff with training and documentation on the new MUNIS time keeping system. Ms. Palomo and Ms. Pawlowski also assisted in refresher training for managers and in assisting managers approve time on Monday, September 28.

Policies were adjusted to enable the CPL local floating collection for September 1. Baseline transit data has been

collected and will be compared with numbers of items in transit after the floating collection has been in operation for a while.

At the request of Financial Services a Daily Fine Report is being emailed to each branch manager.

Special reports were created for: Collection Management, Literature, History, Social Sciences, Rice and West Park branches.

The web team completed changes to rebrand the former Library for the Blind and Physically Handicapped to Ohio Library for the Blind and Physically Disabled.

Information was posted on the CPL Staff Center about the changes in Health Care Plans and open enrollment.

Amy Pawlowski met with Cindy Lombardo, Tena Wilson, John Skrtic, and Maureen Mullin to discuss changes in the Blog Committee. Mr. Skrtic, Ms. Mullin, and Aaron Mason will rotate off of the committee, and Steven Capuozzo of the Literature Department will begin to serve on the committee. Ms. Pawlowski was named chair of the committee. Michael Dalby, Anastasia Diamond-Ortiz, and Kathryn Feely will continue to serve as members.

The Spectrum program page (www.cpl.org/spectrum) was updated to reflect the 2009 program.

The Library's public computer management system was updated to display the acceptable use policy for first time logins to SAM and to recognize and reject card numbers reported as lost.

Mr. Finnegan and Mr. McLemore met with at&t at the new Rice branch to go over fiber and telephony installation.

CLEVNET Projects

Circulation policy changes were made for Euclid, Hudson and Medina libraries.

Sirsi Calendar changes were made for Medina.

Reports were done as requested by Hudson, Huron, Lorain and Medina libraries.

Milan-Berlin public library requested that as many of their patrons as possible be switched to email hold notification.

Regular jobs were re-scheduled for Hawken School as they resumed the school year.

In preparation for debt collection, a survey was taken of CLEVNET libraries already using a debt collection process. Five libraries responded with the criteria they use and any special procedures done. The results were sent to the members of the Directors' Panel.

Active Directory Issues are being resolved and tested in preparation for Active Directory Update.

DNS settings for all Active Directory DNS servers have been adjusted to improve performance.

A long-term project to change access control of the Virtual Private Network to Cisco certificates achieved the milestone of successful configuration and testing.

The router at Milan Public Library was replaced. The Cleveland Law Library network design is being evaluated for upgrades.

KnowItNow

Testing of upgrades to the software continued in September. A "load test day" was held on Sept. 29 with librarians from Oregon and Ohio.

Martins Ferry Public Library chose to implement the local queue option, and to also assist in handling email requests. Canal Fulton Public Library has also decided to become a KnowItNow provider, with the local queue option. Columbus Metropolitan Library also plans on implementing the local queue.

Due to staffing cut backs in public libraries throughout Ohio the AfterDark librarians will provide service two hours earlier (6:30 pm instead of 8:30 pm) on weekdays.

On Sept. 17, Don Boozer, Brian Leszcz, and Caleb Tucker-Raymond took part in a 90-minute conference call with Jim Duncan (Director of Networking and Resource Sharing) and Steve Gregory (Web Developer) to discuss details surrounding the possibility of AskColorado joining with KIN24x7 and L-net in their virtual reference collaboration. Many areas of concern were addressed: technological, administrative, organizational, financial, and philosophical.

Meetings and Professional Development

The CLEVNET Directors' Panel met September 11. The agenda for the October CLEVNET Directors' meeting was discussed.

Mr. Benson and Ms. Palomo attended the CLEVNET Technical Services SIG meeting.

Ms. Pawlowski and Mr. Finnegan attended the combined meeting of the CLEVNET Training and Technology SIGs September 14th.

Mr. Finnegan and Mr. Hood attended the CPL East Team Meeting at MLK branch.

Don Boozer and Brian Leszcz met with staff at the Columbus Metropolitan Library to review their use of the libraryh3lp service, which provides routing for instant messaging services.

STATISTICS

September's total OverDrive/CLEVNET eMedia Collection circulation was 12,389 downloads, down from 12,620 reported in August. We currently have 1,399 total followers on Twitter, up from 1,310 reported in July.