

DIRECTOR'S REPORT

January 21, 2010

Monthly Statistics

Circulation for the month of December was 578,877. This is an increase of 7% from last year's December circulation of 539,302. These are again impressive numbers considering that we were open to the public on four Sundays in December last year and our Woodland branch has been closed unexpectedly throughout the month. Main Library, Branches, and Ohio Library for the Blind and Physically Disabled (OLBPD) showed significant circulation increases.

Reference transactions for the month of December were 88,512. This is an increase from last year's December reference transactions of 83,059. Attendance for the month of September was 299,308. This is a decrease of 5% from last year's December attendance of 315,409. We will continue to monitor our attendance and reference transactions numbers to determine if Sunday or Woodland closings are affecting these numbers.

Human Resources

The Library Board of Trustees ratified a three-year agreement between the Library and the Service Employees International Union (SEIU) District 1199. The Library and District 1199 negotiated through the use of a modified version of Interest Based Bargaining to reach an agreement. The tentative agreement was ratified by the SEIU District 1199 membership on December 16, 2009.

Program and Outreach Highlights

December was a month of programming and holiday gems for the Cleveland Public Library. The Annual Staff Holiday Concert was held on December 11 and once again the Andrew Venable Celebration Library Chorus shined. Under the direction of **Leonard Burks** from the Garden Valley Branch, the choir presented holiday favorites with an updated twist to over two hundred attendees. A special thanks to staff from the Community Outreach and Public Affairs department, **Mercier Robinson** and **Yarimilka Beavers**, for their assistance in the coordination of the event.

Continuing with the holiday theme, the Cleveland School of the Arts lower campus choir performed at the second program supporting the "Our Children Can Soar" art exhibit. Performing a

number of holiday classics, the students were well received by the audience of one hundred.

Marketing and Communications

Cleveland Public Library received one Silver and three Gold 2009 Cleveland Rocks Awards from the Greater Cleveland Chapter of the Public Relations Society of America. PRSA recognizes the area's best in marketing and public relations. Falls Communications supported the library's public relations efforts and entered CPL for these prestigious awards. The awards highlight the tremendous effort put forward by Marketing and Communications Administrator **Tena Wilson** during the "Save Ohio Libraries" campaign that was so successful.

The Cleveland's Hopkins International Airport Marketing Director generously agreed to display eighteen Cleveland Public Library posters on the walls of the concourses for the next six months. At no cost to the library, the "Dare to READ" posters will fill staff corridors and any open poster frames until a new electronic system is installed.

Buildings Update

The building project for our new Rice Branch is proceeding on time and on budget. The opening date has been set for Saturday, January 23, and the community is excited about its opening. The building project at our Woodland Branch continues to face significant challenges. Construction at the Woodland Branch was temporarily suspended on the library side of the renovation due to a finding of asbestos in the ceiling and flooring during the renovation. The construction on the new wing continued and has nearly been completed.

The Woodland Branch renovation was designed to make the building ADA-compliant and more energy efficient. The re-opening date has not yet been set, but staff is working diligently to provide services through a number of outreach efforts in the communities around the Branch.

Meetings and Activities

- I attended the Urban Libraries Council Partners for Success conference with the Board President **Alice Butts** from December 2-4.
- I spoke along with Mayor Frank Jackson at the recognition reception for the 2009 "I Love My Librarian" winner **Karen Martines**.

- I attended Leadership Cleveland's Education Day which featured a number of thriving local schools.
- I met with the Director of Kent State University's School of Library and Information Science Rick Rubin and Dr. Carolyn Brodie about an IMLS grant opportunity.
- I met with Cuyahoga County Public Library (CCPL) Director Sari Feldman, CCPL lobbyist Galen Schuerlein, and Cleveland Public Library lobbyist Tim Cosgrove to discuss legislative advocacy strategy.

Automation

The Cleveland Public Library has made a committed effort to be more involved in the virtual arena through increasing our usage of OverDrive and expanding our followers and fans in the social media realm. Our December OverDrive downloads increased by 52% over last year's numbers. The number of followers on Twitter has multiplied by 500% to 1,533 and we have 1,916 Facebook fans.

Staff Highlights

On Thursday, December 3, Cleveland Public Library's Karen Martines, Manager of the Public Administration Library (PAL) in City Hall, was honored with the "I Love My Librarian Award" in New York City. This award, given by the Carnegie Corporation of New York, *The New York Times* and the American Library Association (ALA), honors public, school, college and academic librarians for their work in helping to improve the lives of the community.

The Library's Work of Wonder (WOW!) Award winner for December was **the Mobile Services Department**.

COMMUNITY OUTREACH & PUBLIC AFFAIRS

Ohio Library for the Blind and Physically Disabled (OLBPD) continued to transition to statewide library service. The results are readily visible in rising circulation statistics. A new service brochure and the statewide distribution of over 14,000 copies of the Fall/Winter edition of the *Dimensions* newsletter, published in Braille, large print and on cassette, will help to further promote and connect OLBPD's services to patrons across the state.

The Department staff hosted the online book discussion with the Ohio State School for the Blind on December 4 and 11, discussing *Five Alien Elves* by Gregory Maquire and *Elijah's Angel* by

Michael Rosen. The discussion that occurs during the holiday season is always a treat as the contagious excitement of the season is shared by all the young participants as well as by staff.

The retirement of two additional staff member, Clerk II Marlene Iverson and Shipping Clerk Jeffrey Wright, on December 18 totaled 4 recent retirements - a combined 160 plus years of service.

Mobile Services continued to cope with staff having to work and travel daily between the downtown COPA office and the Woodland garage where the bus and van are stored. Staff's flexibility and resilience during the emergency closure of its old workspace and the completion of its new location were recognized by a WOW! (Work of Wonder) winning nomination. The award will be made to staff at the January Library Board of Trustees meeting.

Despite a holding pattern, the December statistics were close to normal. 54 stops were completed in December with 614 visitors aboard the bus; 1016 holds were filled. The "On the Road to Reading" van made 14 pediatric and WIC site visits, making 92 contacts. 48 daycare classes were also visited, with a total of 534 in attendance; 1012 items were circulated.

Library programming highlighted the season with the Annual Staff Holiday Concert on December 11, the Library's gift to the community. The Andrew A. Venable, Jr. staff choir was joined this year by several very accomplished local singers and musicians. Under the direction of Garden Valley staff member and musician and director extraordinaire Leonard Burks, the concert was a huge concert. Thanks is extended to COPA staff Mercier Robinson and Yarimilka Beavers for the support that helped to guarantee such a well-received and uplifting experience for all who attended. Unfortunately, Mr. Venable was not able to attend and share the continuation of this event named in his honor.

On December 12, an audience of about 100 shared another holiday experience of music at the Martin Luther King, Jr. Branch. The School of the Arts, Lower Campus choir performed both traditional and global selections to mark the season. What a joyful experience! The program was the second in the series to support the art exhibition "The Children Can Soar" installed in the branch's second floor gallery until mid-February 2010. The office also supported Martin L. King, Jr.'s Circlefest event, an annual University Circle, Inc. program.

Vacations, year-end wrap-ups and program planning for 2010 were interwoven among the department's activities. Office cubicles were erected, a meeting was held to finalize the assignment of the age level specialists to COPA at the first of the year, and planning continued for after school financial workshops with the Girl Scouts of Northeast Ohio; the Sugarman Children Biography Award (deliberations continued during the month); the Girl Empowerment Summit with the office of the 11th Congressional District; MyCom; several grant projects; the Annual Martin L. King, Jr. Commemorative Program; the Opening Day Celebration for the new Rice Branch; Winter Reading Club; and, the program calendar for the system-wide March and April programs, among others.

PUBLIC SERVICES

Programs/Exhibits:

Audio Visual technicians provided technical support for the holiday concert and other holiday programs scheduled throughout the branches.

On [December 5, 2009](#), Business Advisers of Cleveland offered a program on exploring entrepreneurship at the Harvard-Lee Branch. This was a result of the partnership between the branch and the Business Economics and Labor Department.

The *Music at Main* series hosted Baroque music by the *Ensemble Lautenkoncert* for an audience of forty. Special Collections hosted the Friends Annual meeting in the Treasure Room on December 18.

Foreign Literature featured displays of holiday books from various countries throughout the month. Mary Torres attended UVA Partnership (Spanish Women's Support Group) meeting at Azteca Club social center and hosted a display of reading materials for attendees. Victoria Kabo hosted the regular meeting of Russian Book Club at Memorial-Nottingham Branch.

In General Reference Tonya Jenkins coordinated training and promotion for the multi-location *Know Your Gadgets* training sessions presented by the CLEVNET Training SIG for library and CLEVNET staff.

Literature hosted the Largely Literary Theatre Company production of "A Christmas Carol" on [Saturday](#), December 19 for an audience of eighty.

Popular department displays prepared by April Lancaster and Sarah Moore featured holiday books and the top titles of 2009. Richard Fox led the Main Library Book Discussion Group on December 2 on the book *Beyond the River* by Ann Hagedorn.

On Tuesday December 15, 2009 the Science and Technology Department Green Team members submitted its plan and timeline for the new Green Resource Center.

Mark Moore from Social Sciences attended three meetings for the Cleveland Sports Research Center. On December 10 Harriette Parks and Helena Travka held a book club meeting with author Joseph Kelly to discuss his book *The Origins of Christmas* with a group of thirteen. Sequoia Brown and Pete Elwell submitted graphic requisitions for a January True Crime Display. Helena Travka is working with Mrs. Jaeckel on a Body Art Program that will be presented at the Eastman Branch. On December 5 Eastman Branch hosted author Harvey Pekar and 76 patrons attended this successful event.

Youth Services conducted three preschool story times. Twenty people attended the Winter Holiday Family Story time on December 12.

Outreach:

The Business department has seen an increase in requests for exam proctoring. In an effort to add to the business materials available to the Harvard-Lee community, Business department books have been sent to Harvard-Lee on long loans.

There were seven entries posted on the Fine Arts & Special Collections blog. Staff provided a tour for two classes from Benjamin Franklin School (74 students). Amy Dawson and Bruce Biddle volunteered to read essays for Maltz Museum scholarship program "*Stop the Hate.*"

Foreign Literature Manager Milos Markovic arranged a meeting with Mary Brown from the Cleveland International Film Festival to discuss a potential partnership. Westlake Porter Public Library (non-CLEVNET) was welcomed as the newest participant to enroll in the department's long loan program, bringing the total number of active agencies enrolled to thirty-eight.

The Northeast Pre-release Center and County Jail picked up material from the Popular department for their current population.

A class of 55 students from St. Barnabas in Northfield used the resources of the Science and Technology department for their history day project.

Social Sciences Librarian Mark Moore attended three Sustainable Cleveland 2019 meetings. Harriette Parks sent the Winter/Quarterly Education Listing to branches, MLO and various local high schools.

Class groups from Friendship Circle, Gilmour Academy, Forest Hills Parkway, Murtis Taylor, and Benjamin Franklin Middle School toured the library (a total of 155 visitors).

Collections/Reference:

In Fine Arts Mr. Anderson worked with Mr. Dalby to develop online music events calendar listings for the Fine Arts & Special Collections blog. Extensive research assistance was provided to Mr. Gary Nelson (New Jersey) researching information about Henry S. Grossman, Cleveland Music Store owner. Ms. Waite completed the Kent Intern's evaluation (Mary Kelly Marsco).

The Periodical Center bound a total of 1,228 titles for 2009 compared with 1,926 in 2008. Staff achieved this reduction by doing no rebinds, decreasing the frequency of binding titles when possible, and cancelling titles.

Tonya Jenkins and Anastasia Diamond met with Felton Thomas to examine grant funding opportunities in order to develop a permanent traveling technology gadget toolkit to be used for training staff and the public.

Along with Cindy Lombardo, Felton Thomas, and Tom Corrigan, Pam Benjamin met with representatives of the Cleveland Law Library Association on December 8.

The main focus of [December](#)'s weeding in the Science and Technology department was moving items to create space for the Green Resource Center as well as weeding and back-shifting the reference collection with an eye toward clearing a larger area for GRC by spring of 2010. When completed, the weeding and shift of the reference collection will allow the move of the indexes into the corner room, reduce the size of the reference collection housed on the third floor, and create a more attractive collection that better meets the changing needs of the department and allows the roll out of the new Green Resource Center as a destination and a premiere collection.

In Social Sciences material selection activities are continuing even though actual ordering is on a hiatus while the books are closed on 2009 orders.

Staff/Professional Development:

Staff from the Harvard-Lee branch visited the Business department on December 9 for an overview and to receive training on business databases. The new Public Services Manager, Youth Service Sandy Nosse visited to receive an overview of the department.

In Fine Arts Mary Ann Weber retired on December 18, 2009 after 35 years of CPL service. Mr. Biddle & Ms. Dawson attended the "Stop the Hate Readers Orientation" meeting at the Maltz Museum. Ms. Waite spent several days in Union negotiations and also participated in an email interview with Olimpiu Urcan, a prolific chess author who lives in Singapore for the online monthly website - ChessCafe. The interview can be viewed at <http://www.chesscafe.com/urcan/urcan.htm> Ms. Eyerdam attended the RTA Arts in Transit Committee meeting to select artwork for the Lee Van Aken station and held the last quarterly meeting of the Schweinfurth Committee. Guests included Mary Helen Hammer (from AIA) and Robert Bostwick (architect).

General Reference librarian Kelly Ross gave an inter-library loan presentation to CPL Youth Services Librarians at Lakeshore on Dec 16. Melanie McCarter provided a SAM Training session for departmental clerical staff now required to spend more time on the reference desk in Brett Hall because of the staff shortage. Ms. Ross met with Maureen Mullin and Susan Mullee on December 23 to discuss the employment resources display being jointly created by the Business and General Reference staff.

Jack Bailie retired from the Literature department.

Helena Travka, Social Sciences librarian, was appointed to the Ohio Library Council Library Education Committee. On December 8, 2009, it was announced that John Skrtic would take over as Manager of the Public Administration Library (PAL) in City Hall. Mr. Skrtic will serve as manager of both PAL and Social Sciences

WEST TEAM SUMMARY

- A popular and well-attended program featuring Harvey Pekar took place at Eastman as a result of the effective partnership between Branch Manager Linda Jaeckel and John Skrtic, Head of Social Sciences.

- The U.S. Census utilized West Team meeting rooms to begin testing and training workers for the 2010 Census.
- Arrangements for the 2010 tax preparation season began.
- South Brooklyn held a successful book sale in support of The Friends of the Library.
- MyCom began a series of hip-hop dance classes at Rockport that will continue through June 2010. Computer instruction remained in high demand, and more patrons are using personal laptops.
- The most notable personnel occurrence on the West Team was the retirement of Richard Homzy, who had served as Manager of Lorain for 26 years. Mr. Homzy had 41 years of service at CPL. Also of note was the retirement of Vanida Bookhanphol, who was a Clerk at Brooklyn with 22 years at the Library.
- Cheryl Diamond, Woodland Branch Manager, served at Lorain during the month while Woodland was closed for remodeling. She was very effective in helping Lorain staff through the transition and in implementing improvements to afford patrons greater ease in locating materials.

CENTRAL TEAM SUMMARY

- During the month of December, Central Team staff members were busy implementing holiday programs and acknowledging the retirements of many colleagues.
- Janet Hutch, Manager of the Broadway Branch, retired after many years of service to the Cleveland Public Library.
- Many of the Central Team staff members are involved in two major construction projects. One is the renovation of the Woodland Branch Library. This project has been delayed by unanticipated issues. The Woodland Branch staff is working in different branches on temporary assignment until the Woodland project is completed. The new Rice Branch Library is the second major construction project. The new building is close to completion. At this point, only the final components of construction remain. Staff and the community are planning a mid-January grand opening. The current Rice Branch Library is scheduled to close on January 9, 2010.
- The staff at the Garden Valley Branch Library organized a "Holiday Extravaganza" on December 21. Guest speakers were invited to discuss all of the holidays that are celebrated at the end of the year. Over sixty people attended the program.
- The staff at the Jefferson Branch was busy providing library service to neighborhood day care centers and

schools during the month of December. There were many programs offered throughout the month and attendance was good.

- The South Branch is decorated with several holiday book displays. Displays included materials on Hanukkah, Christmas, Christmas cookery, and crafts.
- This year, the Sterling Branch Library was included in the annual holiday partnership luncheon at Cuyahoga Community College.
- Sharon Allen, Manager of the Union Branch, participated in the Harvard-Union-Miles Toy Give-Away at the Harvard Community Center.
- Cheryl Diamond, Manager of the Woodland Branch, was busy ordering new library enhancements for the Woodland Branch.

EAST TEAM SUMMARY

- East Team Branches ended the year by completing final projects, i.e. weeding, ordering materials, and organizing facilities.
- Paula Logan-Reid was tapped to co-manage the Glenville Branch.
- Several East Team employees retired in December 2009: Ms. Harris, library assistant-youth emphasis – Collinwood Branch, Carolyn Williams, Branch Manager – Glenville Branch, and William Earl, Branch Custodian – Addison Branch.
- The Mount Pleasant Branch Library hosted a literacy-based Christmas Program for children. Mrs. Carter, Library Assistant – Youth Emphasis, read *The Night before Christmas* by Clement Moore and the neighborhood children made reindeer puppets.
- The collaboration with the Mount Pleasant Community Zone continued with meetings on Tuesdays and Thursdays at Mt. Pleasant. The teens in the program are exceptional and have been working very hard to pass the information to their peers and others in the community.
- The Martin Luther King, Jr. Branch participated in University Circle's 16th Annual Holiday Circlefest. This was the ninth year that CPL participated. The branch was one of many University Circle organizations that served as a host site and was open from 1:00 p.m. to 5:30 p.m. The afternoon of family entertainment included a lively performance by Cleveland School of the Arts Concert Choirs and R. Nathaniel Dett Concert Choir.
- Several participants in the Citizenship Classes at the Martin Luther King, Jr. Branch received their United

States citizenship as a result of the classes. Citizenship Classes ended on December 5. Attendance in the program increased significantly over the course of the year.

- Branches facing ongoing issues continue to be Addison and Hough. Two guards are at Addison and special attention is being given to Hough as well.

TECHNICAL SERVICES

Technical Services said goodbye to seven valued employees who retired on the 19th. Marianne Monger, Book Preparation Supervisor, Roseanne Phelan, Receiving & Distribution Supervisor, Kwang Kim, Catalog Librarian, Cheryl Fedorcio, Collection Management Assistant, Pat Weeden, Acquisitions Assistant, Cathy Grays, Technical Services Associate, and Pam Riley, Technical Services Senior Clerk were all honored at a reception on December 18.

Patricia Lowrey, Technical Services Administrator, participated in contract negotiations with SEIU 1199. She enjoyed the annual Holiday Concert on December 11.

Collection Management: Rollie Welch and Bonnie Bolton met with the new manager of Youth Services on December 29 to discuss ordering juvenile and young adult materials. Mr. Welch represented the library on December 1 by presenting a list of top young adult books for 2009 at a Northeast Ohio Regional Library System (NEO-RLS) workshop. The workshop was broadcasted by video to ten sites throughout Ohio with over 60 librarians attending. Mr. Welch also had a review published in the Cleveland Plain Dealer on Sunday, December 27.

Preservation: Staff inspected runs of the Collinwood High School yearbooks in preparation for scanning. Preservation Manager Ann Olszewski met with History and Photograph collection staff on December 16 to plan for the implementation of the Photograph department digital project: 500 Hough neighborhood photos taken by the Cleveland Board of Zoning Appeals. Inspection of the 18 reels of the Cleveland Board of Education proceedings was completed and the microfilm was delivered to General Reference. Ann Olszewski served as chair of the jury for the ALA Cunha Swartzburg award in preservation.

Elizabeth Bardossy continued treating chess clippings from the *Australasian* and 1908 newspaper issues from the Collinwood fire

collection. The Andrew Carnegie portrait was treated in preparation for display in an administrative office. Framed reproductions of Library artwork by Paul Riba (Rip Van Winkle illustrations from the New Deal art collection) were sent to Carnegie West Branch for display in the children's room.

Catalog: Elizabeth Hegstrom wrote guidelines for handling current issues of serial publications. The goal is to allow patrons to place holds on monographic records at first, while facilitating transfers of the copies to serial records later. A total of 4,315 titles and 12,123 items were added to the catalog for CPL.

High Demand: December was the busiest month of the year for cataloging, receiving and adding items, and also one of the busiest for paying invoices. There were 709 new titles and almost 12,000 items ordered. The department added over 1,000 new titles and 23,522 items; this was more than 1.5 times the usual number of titles and items. In addition, staff paid over 700 invoices, far over the usual number.

Book Preparation: Book Preparation processed 30,016 library materials in the month of December. The annual printing of the Commercial Bindery Titles and Pre-Printed Bind Tickets for the Main Library subject departments was completed and sent out.

Ms. Monger, Ms. Hegstrom and Paula Stout met with James Bratton, VP & General Manager of the HF Group, the library's commercial bindery. Ms. Stout will be taking over the bindery duties. Elizabeth Hegstrom has taken over as Materials Processing Supervisor in addition to remaining the Catalog Clerical Supervisor.

Acquisitions: Acquisitions staff placed the remaining orders for the year completed several end of the year projects. Acquisitions staff ordered a total of 3,547 titles and 8,037 items, received 14,827 items, and processed a total of 2,376 invoices. Serials staff added 424 items and processed 375 periodical and serial claims.

Shelf/Shipping: A total of 217 items were sent to Main for requests. The Lake Shore stack area stored new material items for both Woodland Branch and Rice Branch while the Branches' renovations and new building were completed. Almost 1,400 telescopes of new materials were sent out to public service agencies. Receiving/Distribution Technicians received, sorted, and labeled 32,773 items.

MARKETING & COMMUNICATIONS

In December Cleveland Public Library received one silver and three gold 2009 Cleveland Rocks Awards from the Greater Cleveland Chapter of the Public Relations Society of America. PRSA recognizes the area's best in marketing and public relations. Falls Communications supported the library's public relations efforts during the "Save Ohio Libraries" campaign and entered CPL for these prestigious awards. Awards were received in the following categories for non-profit agencies: Media Relations, Public Services, Crisis Communications, and Special Events (Planned in 7 days or fewer).

Public Relations:

Several campaigns were underway during the month of December. 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:

- Featured December and January events on online community calendars, the Library website, the CPL Facebook page, Twitter and Flickr accounts. Wrote copy and forwarded with graphics to Webware staff.
- Ordered decals for all CLEVNET libraries to display as "Proud member of CLEVNET library cooperation."
- Wrote and edited copy for the staff newsletters.
- Wrote, distributed and followed up on the following press releases:
 - Library, Union Work Cooperatively to Reach Agreement and Save Jobs
 - CPL Board of Trustees Meeting
 - CPL Librarian Wins "I Love My Librarian Award"
- Promoted Library events in University Circle's "Inner Circle," *Call and Post* newspaper, *CP2* newspaper, WZAK Cleveland 93.1, RealNeo, Ohio.com, Plugged In Cleveland, Singles Events Guide, Cleveland.com, WKYC TV 3, *The Plain Dealer* Newspaper, Ohio Library Council's Access Newsletter, and National Public Radio.
- Wrote and implemented pilot procedures for the public distribution of literature.

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

- Attended or held regular weekly meetings with Director and Deputy Director, Administrators, Graphics Manager, Falls Communications and Administrative Assistant.
- Attended regular monthly meetings of Branch Managers, Main Library Managers, and Board of Trustees.
- Met with Social Sciences staff for a presentation utilizing Captivate software to promote the new Sports Research Center collection.
- Attended retirement receptions for seven staff members.
- Met with Jonathan Leach of CBS' 48 Hours news program regarding sponsoring a media event at the Library.
- Attended the Cleveland Rocks Awards 2009 of the Cleveland Chapter of the Public Relations Society of America.
- Photographed program at the Eastman Branch with author Harvey Pekar.
- Planned and facilitated celebration for Karen Martines, Public Administration Library Manager, at City Hall in recognition of the "I Love My Librarian" Award 2009.
- Met with Hyatt representatives regarding holding the 2011 Association of Bookmobile and Outreach Services annual conference in Cleveland, hosted by the Library. Received approval from the City of Cleveland for parking 10 bookmobiles on Rockwell Avenue and East 3rd and East 6th Streets.
- Attended webinar "Doing Social Media So It Matters" with Tonya Thompson, Print Specialist, Graphics.
- Participated in final monthly diversity training workshop as part of the YWCA Changemakers program.
- Attended meeting of CLEVNET PR Special Interest Group (SIG) at Barberton Public Library.
- Met to discuss launch of Cleveland Public Library Sports Research Center with former Cleveland Browns player Joe "Turkey" Jones; Anthony Dick, Coordinator, Alumni Relations, Cleveland Browns; Eric Reimer, Partner, Hall of Framers Sports Memorabilia; and John Skrtic, Social Sciences Department Manager.
- Met with Paul Mitnick to discuss upgrading sound equipment in auditorium.
- Attended the Andrew Venable Holiday Chorus program.
- Met with Falls Communications, Library Director and Deputy Director to plan and respond to Woodland Branch asbestos crisis.
- Attended part one of media training at Falls Communications with Library Director and Deputy Director.
- Attended program at the Martin Luther King, Jr. Branch of Holiday Concert by Cleveland School of the Arts.

- Met with Carlos Ramos, Cleveland Scene Magazine, to plan ad schedule for 2010.
- Attended and photographed the Works of Wonder (WOW!) award presentation for Lending Clerk Summer Salem.
- Met with the Website Redesign Team: Bob Carterette, Automations Administrator; and Amy Pawlowski, Web Applications Manager; and David Reynolds, Web Specialist.
- Met with Kristy Fine, Hyatt Sales Representative, to solicit proposal to host the 2011 Association of Bookmobile and Outreach Services Conference.
- Photographed retirees and members of the "30 Plus Club" for recognition ceremony in January.
- Met with Todd Payne, Marketing Director at Cleveland Hopkins Airport, and delivered eighteen (18) posters for installation in the airport.
- Met with Pamela Eyerdam, Fine Arts Manager, to continue the planning process for Exhibits.

Graphics:

- Cathy Poilpré and staff designed, printed and/or produced 176 printed pieces, including slides for the lobby message display, banners, signs, cards, fliers, forms, programs, routing slips and calendars.
- Five (5) staff newsletters were produced; WOW award recipients were photographed and posters were designed; retirees were photographed at the Board of Trustees meeting; holiday pole banners were designed; posters and bookmarks for Playhouse Square and Cleveland Playhouse were designed and printed.
- Cathy Poilpré attended Branch and Main Managers and Board of Trustees meetings.

Web: (relating to Marketing and Public Relations)

- Amy Pawkowski and David Reynolds performed routine updates and maintenance, featured events on the Library website, posted events on the Board website, and posted press releases upon request.
- Trained members of the Blog Committee (Steven Capuozzo, Subject Department Librarian; Kathryn Feeley, Addison Branch Manager) in the process of posting a blog story, selecting an image, and publishing the entry to the website.
- Set up a page on the Staff Center for posting of 2009 retirement announcements and party invitations.
- Created a new page for Public Distribution of Literature on the public website.

- Facilitated meeting with Website Redesign Team to review all responses to the distributed Request for Proposal.

Other:

- The Library received coverage or references on 47 occasions in December. A complete listing and printout of all publications 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.

Maintenance mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. The burners on the boiler at Eastman were replaced. The boiler controls at Harvard-Lee were repaired and adjustments to operation were made. The Liebert A/C units in the computer room were cleaned and serviced. A program change for the hot water pumps at Langston Hughes was made to make them run more efficient. The pre-filters in the air handling units in the Louis Stokes Wing have been changed. Work has also started on servicing the humidifier. Louis Stokes Wing auditorium air handling unit has been winterized we replaced a leaking domestic water pump. Power and data lines have been installed in the new COPA office. A bad fan motor on air handling unit #26 was replaced and air handling unit #25 was winterized in Main. A defective combustion air damper actuator was replaced at Martin L. King, Jr. Branch. Service and filters were completed on the roof top units at Mt. Pleasant.

The Carpenters completed the installation of shelving and built a new table for the COPA office. The Painters continue to make repairs to walls and painting in the Louis Stokes Wing and Main.

The Garage has been working hard to keep our vehicles on the road. The front and rear breaks, rotors, bearings and seals have been replaced on #17. The entire steering linkage and front suspension, front and rear breaks have been replaced on #5. All snow blowers have been serviced and delivered to the branches. The two tractors, snow blowers and a spreader have all been serviced and delivered to the Lake Shore Facility.

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. The access system at Lakeshore Facility was not fully operational. A service contract and Automation Department is working on the system to resolve issues.

Alarm Systems: Burglar and fire alarm systems at all branches are fully operational. Burglar and no close alarms are documented in the Security Operations Alarm Logbook and followed-up on by Security Operations Supervisors 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 December, the Cuyahoga Valley Patrol responded to three alarms.

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

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 the 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 month of December, eleven items were returned to their owners.

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

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 December, the Supervisors investigated thirty-eight Security Irregularity Reports. 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.

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 November, Assistant Chief Abrams attended a training seminar conducted by International Foundation for

Cultural Property Protection at the Ohio State University Campus
regarding Reducing the Risk, Safekeeping University Assets.

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 | 59 | + 3 |
| September | 53 | 53 | 0 |
| October | 61 | 70 | + 9 |
| November | 50 | 51 | + 1 |
| December | 64 | 53 | -11 |
| Total | 850 | 705 | -145 |

AUTOMATION SERVICES

CPL

The Verdiem Power Management system has been set up and implemented. The system manages how PCs use electricity during closed hours. Schedules for sleeping, waking, and maintenance are in force. Comparison of estimated electrical use before and after installation suggest the system will reduce electricity costs by approximately \$18,000 annually. The cost of the system was about \$17,000.

Members of the Web Site Redesign RFP team (Robert T. Carterette, Tena Wilson, Timothy Diamond, Amy Pawlowski, and David Reynolds) met on Wednesday, December 16th after reviewing all responses to the distributed RFP. The proposals were narrowed down to three

vendors, all of which will present their proposal for the RFP team on Tuesday and Wednesday, January 12-13, 2010.

After a theft at the Mobile Unit garage, reports were provided to help MOB staff identify what was taken.

After favorable reports on the clarity and ease of use for the new uncataloged process from South and West Park branches, the process was put into place. Barcode sheets are on the staff site along with printed and video instructions.

The Software Team began extracting daily circulation statistics for Planning & Research.

Special reports were run upon request for South Brooklyn (2), West Park (3), Lorain (2), Fleet, Harvard-Lee, and History. History's report was to assist with the incorporation of the historic collection of African American literature and history at the MLK branch into the Main Library.

Verified electrical outlet placement at Rice branch for AT&T equipment. Ordered two analog phone lines for alarm systems at Rice branch.

Three cell phones, stolen during Woodland break-in, were replaced for Facilities. Six-button phones were installed in the Purchasing Department. A phone and voicemail were programmed for the new Youth Services Manager.

A job was scheduled to stop the Employee Self Service server during payroll processing on the Monday following the end of a pay period, as requested by Financial Services.

Blog Committee members were trained to post a story, select an image, and publish the entry. Planning & Research staff were trained in the process for posting indexes for the Staff Newsletter and Board Meetings. A blog was established to facilitate communication among branches for the Floating Collection.

New navigation with main headings and sub-sections was introduced on the CPL Staff Center. A page was established on the Staff Center for posting retirement announcements and party invitations.

Plug-ins and software for Acrobat, Java, Flash and Shockwave have been updated on the Deployment server.

George Lenzer worked with many branches and Comprise over the course of the month to determine the cause of performance problems. Some relate to the SQL server(s) capacity. Some, however, were clearly caused by over-utilization of network bandwidth. This was traced back to the Security Department monitoring multiple cameras at a single location.

CLEVNET

The Zimbra email server was moved to a VMware virtual server and upgraded to version 5.

Euclid Public Library asked Automation to stop printing notices, to save postage costs. Special reports were requested by Ritter, Lorain (3), Medina, Milan-Berlin, Shaker Hts., Euclid (3), Huron, Hudson (2), and Burton (2). New item types and associated circulation map entries were added for Burton and Milan-Berlin. Additional policy changes were made for Euclid.

The recently released mobile version of the EBSCOhost interface was enabled.

A Support Request form was added to the CLEVNET eMedia site to standardize how patrons report problems.

OPLIN provided additional bandwidth for East Cleveland Public Library (from 10mbs to 20mbs) and for Barberton (a new 10mbs fiber connection was added); wireless access points were installed at the Birchard Green Springs Branch and at Ritter Public Library; a faulty switch was replaced at Elyria.

Eight months after revising our notices for new stock, the US Postal Service started refusing to process CPL printed notices because they lacked "ancillary service". This phrase "Return Service Requested" was added to the outside of the notices.

The CLEVNET Active Directory Forest has been upgraded to support 2008 R2 Domain Controllers, and the Euclid Public Library child domain was upgraded.

The production Oracle server was reconfigured to reclaim 25GB of space to insure successful backups.

DNS changes were made for shakerlibrary.org.

The production Oracle server was reconfigured to reclaim 25GB of space to insure successful backups.

KnowItNow

The KnowItNow suite (KnowItNow, HomeworkNow, and ReadThisNow) have been consolidated into a single service. A new logo, designed by Kristin Klatka of Euclid Public Library was chosen. The web interface has been redesigned to reflect the changes, and new materials were added to the Provider Marketing site to reflect the changes.

Medina County District Library staff received two full days of training. Thirty-two staff members were trained to staff a new local queue.

Two interns from the Kent State School of Library and Information Science were selected to work with KIN24x7 during the 2010 Spring semester. Kristin Steel (Dayton) and Amy Kleman (Centerville) are the successful candidates.

The design by Kristin Klatka of Euclid Public Library was chosen as the new logo for the consolidated KIN24x7 on December 11. Kristin was very pleased and provided the appropriate files for web and print.

On December 18, Don met with Sandra Nosse, the incoming Head of Children/Youth Services at CPL, to discuss KIN24x7.

Brian did an outstanding this job month in readying the new KIN24x7 web site for implementation on Jan. 2. The new site now allows for much more flexible routing of customers as well as improved statistics reporting.

Meetings

Ann Palomo attended a Public Services meeting to answer questions on the capabilities of the Sirsi Software.

Hilary Prisbylla met with Elyria Public Library staff and CPL's High Demand staff to advise on what would be needed for the acquisitions pilot project.

Amy Pawlowski and Tena Wilson attended the CLEVNET PR SIG Meeting in Barberton on Thursday, December 10th. The SIG discussed and sketched out a framework for the promotion of the CLEVNET consortium over the next two years.

Ms. Pawlowski and David Reynolds attended a webinar on the forthcoming changes to our Webfeat (One Search) service.

Don Boozer, the incoming Coordinator of the Ohio Library Council's Reference and Information Services Division, met with the Past-Coordinator and Asst.-Coordinator, and with Action Council members to plan strategy for 2010.

Statistics

| | December 2008 | December 2009 |
|----------------------------|----------------------|----------------------|
| OverDrive Downloads | 9,648 | 14,675 |
| Twitter Followers | 306 | 1,533 |
| Facebook Fans | Not yet implemented | 1,916 |

| Automation Services Statistics, 12/2009 | | | | |
|--|---------------------------|---------------------------|------------------------|--------------|
| | # Cases Opened | # Cases Closed | Site Visits | TOTAL |
| HARDWARE | | | | |
| CPL Main | 60 | 63 | 32 | 155 |
| CPL Branch | 59 | 53 | 14 | 126 |
| CPL Lake Shore | 29 | 24 | 8 | 61 |
| CLEVNET | 14 | 12 | | 26 |
| PUBLIC | | | | 0 |
| HARDWARE TOTAL | 162 | 152 | 54 | 368 |
| SOFTWARE | | | | |
| CPL Main | 14 | 14 | | 28 |
| CPL Branch | 12 | 12 | | 24 |
| CPL Lake Shore | 12 | 11 | | 23 |
| CLEVNET | 39 | 39 | | 78 |
| PUBLIC | 2 | 2 | | 4 |
| SOFTWARE TOTAL | 79 | 78 | 0 | 157 |
| WEBWARE | | | | |
| CPL Main | 7 | 7 | 3 | 17 |
| CPL Branch | 3 | 3 | | 6 |
| CPL Lake Shore | 2 | 2 | | 4 |
| CLEVNET | 4 | 4 | | 8 |
| PUBLIC | 37 | 35 | | 72 |
| WEBWARE TOTAL | 53 | 51 | 3 | 107 |
| KIN | | | | |
| CPL Main | 7 | 6 | | 13 |
| CPL Branch | 4 | 4 | | 8 |
| CLEVNET | 21 | 17 | | 38 |
| PUBLIC | 2 | 2 | | 4 |
| KIN Library | 49 | 49 | | 98 |
| OHIOLink Library | 1 | 1 | | 2 |
| After Dark | | | | 0 |
| KIN TOTAL | 84 | 79 | 0 | 163 |
| GRAND TOTAL | | | | |
| | 378 | 360 | 57 | 795 |

