

DIRECTOR'S REPORT

February 18, 2010

Monthly Statistics

Circulation for the month of January was 546,239. This is an increase of 2% from last year's January circulation of 536,332. These are again impressive numbers considering the fact that we were open to the public on four Sundays in January last year. The majority of the increase in circulation was due to the strong circulation numbers from the Ohio Library for the Blind and Physically Disabled.

Attendance for the month of January was 305,164. This is a decrease of 2% from last year's January attendance of 312,582. A closer look at the attendance discovers that the average daily walk in count at the Main library was up, while the branches saw a decline in visits by patrons.

Program and Outreach Highlights

The Martin Luther King Jr. Commemorative Celebration marked my one year anniversary at CPL and also attracted over 600 people to our annual event. Financially supported by Alpha Phi Alpha Fraternity, Inc., the program was moderated by 25th District State Senator Nina Turner. The Senator led a notable list of participants that included Judge Michael Ryan; Councilman Jeff Johnson; CEO and Founder of the Dream Institute, Rachel D. Wilson; Executive Director of the Metropolitan Cleveland Consortium for STEM, Sonya Pryor Jones; The Word Church Pastor, R.A. Vernon; and Chairman of International Relations for the Young Democrats, Thione Naing.

The program featured a new format that debuted CPL's new concept of being "Cleveland's living room." The speakers were arranged in a living room setting and answered questions in a more relaxed and informal setting. The program was well received and initial feedback was positive about the change in formats and the content of the program.

Technical Services: Preservation

The Preservation staff must be acknowledged for two significant "works of wonder" in January. First, Preservation Manager **Ann Olszewski** and Archivist **Ann Marie Wieland** were selected from all of last year's monthly Work

of Wonder (WOW!) Award winners as winners of the first annual 2009 Work of Wonder (WOW!) Award. Also of note, the Preservation staff selected and framed art work that was hung at the new Rice Branch. Seven WPA prints by Kalman Kubiny and Sheffield Kagy are displayed in the meeting room. Artwork from Paul Riba and Cleveland Artist Eugenie Torgenson was also hung throughout the building.

Buildings Update

Sincerest thanks must be given to all of the staff members who gave of their time to make the opening of the Rice Branch a tremendous success. Over 500 members of the public attended the opening celebration. Staff did not have access to the building until the day after MLK, Jr. Day, yet within four days the staff was able to present to the community a library of which they can be very proud. High praise must be given to Branch Manager **Ali Boyd** and his staff for their hard work. Many others deserve praise, but I'd like to highlight the work of COPA Administrator **Jan Ridgeway** for a top-notch program that entertained our public and Facilities Administrator **Myron Scruggs** for his work in overseeing the project.

The Woodland renovation has proven to be quite challenging. Its reopening date has been rescheduled to April 24. Asbestos remediation is currently being done and all parties are working diligently to finish the project as soon as possible.

Meetings and Activities

- I attended Mayor Frank Jackson's Swearing In Ceremony at City Hall.
- I attended the Cleveland Clinic's Annual Martin Luther King, Jr. Breakfast.
- I attended the American Library Association's Midwinter meetings in Boston.
- I presented at the City of Shaker Heights Annual MLK, Jr. event.
- I attended the National Black MBA Association's Leadership Breakfast which featured Cleveland Foundation President Ronn Richard.

Public Services

The Public Services Manager of the Social Sciences Department, John Skrtic, is also serving as the new Manager of the Public Administration Library. John has made several notable first steps in his new position. First, he has introduced himself to various agencies within City Hall and an email blast will be sent out in February that will feature the change in management and new events at the library. John also designed a poster from the Citizens League files of the Cleveland City Council that is receiving attention from the city workers and Council.

Staff Highlights

The CPL Work of Wonder (WOW!) award winners for January were **Jeanna Sauls, Lisa Kowalczyk, and Susan Martin from the West Park Branch.**

COMMUNITY OUTREACH & PUBLIC AFFAIRS

The first month of the New Year required planning on all fronts: Programming, services, staff assignments, organizational objectives, budget, grants, community partnerships, etc.

Meetings on MyCom and P.A.S.S. (Parents Assisting Sterling Students) helped to move the Library closer to full implementation of these important partnership grants. Meetings were also set for Community Solutions\Kaiser and Neighborhood Progress Inc.\Saint Luke's Foundation collaborations.

The extended closure of Woodland Branch required planning by Mobile Services (MOB) to establish, extend and add service delivery to neighborhood sites to assure some continuity of library service. Already serving seven locations in Woodland's service area, MOB added First Beulah Baptist Church. The new schedule will be implemented February 1. Additionally, COPA will work with Woodland's Manager and the Library Assistant - Youth Emphasis to continue to provide library service to neighborhood schools and day care centers served pre-construction.

Program planning continued as Chrystal Jeter, Program Manager, finalized the program calendar for March and April and began to coordinate submissions for May and June. The Book Bee, Winter Reading Club, Girl Scouts Financial Literacy Programs, Read Across America, Women's History Month, Lunar New Year, the Anisfeild Wolf 75th Anniversary Celebration, February Black History Month, and the Free Summer Lunch program were either planned or finalized.

Staff transition continued with the transfer of the Youth Age Level Specialists, Vitoria Beggiani (Early Childhood), Annisha Jeffries (School Age) and Elizabeth Saxton (Teen), to the COPA office. Assignments and daily task are being finalized as COPA continues to settle into its new roles and responsibilities.

January highlighted several major Library programs: Martin Luther King, Jr. Commemorative Celebration on January 18, at the Martin L. King, Jr. Branch, the opening of the new Rice Branch on January 23, and the Employee recognition program recognizing the addition of new 30+ members and employees who retired in December. The MLK program attracted over 600 people, Rice about 500 and the Employee Recognition program about 70. The Library debut the Director's new concept of the Living Room format for the annual MLK program. A discussion on Leadership in the 21st Century included participants Judge Michael Ryan; Councilman Jeff Johnson; CEO and Founder of the Dream Institute Rachel D. Wilson; Executive Director Metropolitan Cleveland Consortium for STEM Sonya Pryor Jones; The Word Church Pastor R.A. Vernon; and, Chairman of International Relations for the Young Democrats of America Thione Naing. The discussion was moderated by 25th District State Senator Nina Turner. The program was well received and feedback on the new format was overwhelmingly positive.

The Library partnered with Radio One to present "A Princess Party" to help promote the new Disney release "The Princess and the Frog" on January 2. 120 attended; many dressed in fanciful princess, frog and dragon costumes.

Ohio Library of the Blind and Physically Disabled (OLBPD) submitted the FY 2010 Second Quarter Budget Report: a new statistic to the budget included 6,850 digital book downloads by OLBPD patrons. Digital machines continue to roll out about 500 a month. News of the departure of Ohio State Librarian's Jo Budler on February 29 was sadly

received. Ms. Budler has provided immeasurable support to Cleveland Public Library and OLBDP, especially during the merger and transition of statewide service. We completed interviewing for the Librarian position this month, selecting Sequoia Brown (Social Science), who will begin on February 16.

Outreach activities included the kick-off of the book club at the Lakeside Men's Shelter Book Club; Library promotional tables at Charles Money and East Technical as part of Cleveland Metropolitan School District's Victory Starts Early Family Resources Fair; and, attendance at the morning swearing in of Mayor Frank Jackson, the afternoon swearing in of Councilman Jeff Johnson, and the full City Council later in the evening.

The Sugarman Award Jury completed deliberations and selected *George Washington Carver* by Tonya Bolden as the 2010 winner of the Norman A. Sugarman Children's Biography Award. Honor Book winners are *Ashley Bryan: Words to My Life's Song* (Ashley Bryan) and *The Lincolns: A Scrapbook Look at Abraham and Mary* by Candace Fleming. The Award selections were announced in American Library Association's (ALA) *COGNOTES* (January 18) during the Midwinter Conference. Cleveland Public Library will honor the winning authors in April.

Mobile Services continued to operate out of the COPA office as the Library worked to complete the construction of their new facility. The MOB staff received the Library's January WOW! (Works of Wonder) Award during this month's Library Board meeting for their resilience and effective delivery of service during construction and temporary relocation. Great Job, Mobile Services Staff! Mobile Services completed 51 stops during the month and welcomed 523 people on board the bus. The "On the Road to Reading" Van visited 14 pediatric and WIC sites, making 112 contacts and 69 daycare classes with 845 in attendance. 1,012 items were circulated.

Additionally, meetings were held with the Friends of Cleveland Public Library to assess their operations and space requirements for improved efficiency.

PUBLIC SERVICES

Programs/Exhibits:

Audio Video technicians provided sound and technical support for the annual MLK JR program, the new Rice Branch opening, and other meetings and programs scheduled throughout the system.

On January 25, eighteen students from Cuyahoga Community College were given a tour and received instruction in using the Business Department's resources.

Fine Arts' *Music at Main* hosted marimba player Carol Dieball who performed for an audience of 45 music lovers. Department staff is curating a new exhibit in the Reading Room on the Rowfant Club and a Corridor exhibit on the Jefferson Library. Pam Eyerdam held an exhibits meeting to discuss hosting the May 2010 Congressional Art Competition at MLK and the CMSD All City Art Competition at Memorial Nottingham and Carnegie West.

Victoria Kabo installed two new displays in the Russian language collection in Foreign Literature. One display highlighted Russian bestsellers and the other display showcased nominated novels vying for literary awards in Russia. On January 30, 2010, she hosted the regular meeting of the Russian Book Club at Memorial-Nottingham Branch.

Kelly Ross from General Reference is working with Olivia Hoge and Susan Mullee on the Employment Resources Display and a presentation package for Cindy Lombardo.

History Subject Department Librarian Michael Ruffing continues to prepare for the exhibit, *Women's Work: Profiles of Women Who Made History in Cuyahoga County*. Digitization and uploading of the Jasper Wood photographs to the Library's Image Collections site is almost completed. Subject Department Librarian Patrice Hamiter has begun digitizing Hough Neighborhood photographs, and inputting metadata for the images. These Photographs are from the Cleveland City Hall Zoning Board collection.

Public Administration Library Manager John Skrtic worked with Preservation and Graphics to frame a poster detailing the history of the Public Administration Library. Skrtic

also designed a poster from the Citizens League files of Cleveland City Council that has brought a lot of attention (from city workers and council) to the Library. New books from Social Sciences are on display outside the doors of PAL. This new display has allowed many new visitors to peek into the library. Many city workers were not aware that the library was for the public and not just for city lawyers.

Popular Department displays during the month included books on New Year's resolutions, the books of Robert Parker, and forthcoming African-American titles. Richard Fox led the Main Library Book Discussion group on Jan. 6 in a discussion of *Inherent Vice* by Thomas Pynchon. Fox led a discussion for the Friends of Cleveland State University Library on Jan. 27 on the title *Lies Will Take You Somewhere* by Sheila Schwartz.

Mark Moore from Social Sciences attended two meetings for the Cleveland Sports Research Center and made proposals for potential exhibits. He helped coordinate research activities to support the CSRC with Rachel Sanders, a Kent State Practicum student working in Social Sciences. Pete Elwell, Sequoia Brown, and Helena Travka presented a new display in the department titled, "True Crime Cleveland".

In Youth Services Jennifer Wihebrink conducted story times for children from Gilbert Head Start. Wihebrink and Sandy Nosse observed a tour of Main Library conducted by Annisha Jeffries for a group of Strongsville Girl Scouts and their parents. A special needs class from East Tech High School visited twice in January. Nosse assisted the teachers in finding Accelerated Reader books for their students and discussed the possibility of doing a tour of the library in the future.

Outreach:

Michael Dalby from Fine Arts attended a meeting at CSU as CPL's representation and partner for a collaborative IMLS planning grant to digitize various AV formats. Lissa Waite met with CSU professors to discuss an exhibit loan of some Islamic materials at the CSU gallery. Bruce Biddle attended a Northern Ohio Illustrators Society meeting promoting Fine Arts collections (<http://www.nois.com/>).

Special Collections hosted a visit from Professor Barbara Stanczak from the Cleveland Institute of Art and her two

Foundations classes that will design chess sets to be displayed in "Chess by Design II." Eyerdam attended the Re-Opening Reception of the Soldiers & Sailors Monument on Public Square, recruited Kent interns for summer 2010, and met with Arts Coordinator Dr. Keys from CMSD about the All City Arts exhibit.

On January 13 Caroline Han from Foreign Literature attended the Evergreen Senior Tower resident's meeting and distributed 47 Korean and Chinese language booklists to 15 residents in attendance. On January 21 Mary Torres visited Eastman Branch to plan future outreach programs aimed at neighborhood schools. Victoria Kabo forwarded new material blurbs and Fine Arts music program information to 126 patrons. Caroline Han forwarded emails to over 600 patrons informing them of MLK holiday and new material information. Michael Jacobs sent over 1,200 emails to patrons informing them of MLK holiday and upcoming Fine Arts musical program.

Interlibrary Loan staff is working to create a single consistent web site with useful content. In addition, an online request form for the site is being developed allowing patrons to submit ILL requests online.

Fleet Branch Manager, Rekiat Olayiwola visited and toured the History department on January 28.

John Skrtic has met with various agencies inside City Hall to introduce himself as the new PAL Manager. An email blast will be sent to all City Hall agencies in early February discussing the change in management and new events at the Library.

Mark Moore from Social Sciences attended a sustainable Cleveland 2019 Public Compact meeting on January 21 and is working on a draft Wikipedia entry for "The Cleveland Commitment." Harriette Parks sent 25 Scholarship Opportunities for Ohio High School Senior Students forms to Olivet Institutional Baptist Church's tutoring program.

Donna Willingham from Youth Services continued her visits to Old Stone Church and Kidztown to conduct story time. Due to staffing, regularly scheduled story time and increased demand of groups coming to visit the Youth Services Department, her visits were reduced from weekly to bi-weekly.

Collections/Reference:

Fine Arts Manager Pam Eyerdam and staff reviewed the Billboard Standing Order selections and made adjustments according to genre. Librarians spent time with Kent Intern Charity Thomas on music reference resources and desk duties. New procedures for processing of new books were developed that involve more of the librarians time due to the retirement of clerk Mary Ann Weber. A "New Book Shelf" area was set up to be more visible for patrons to review. Bruce Biddle set up a FINE ARTS Google Docs account so staff could share documents from multiple PCs in the department. and save on server space. Biddle took over retired clerk (Weber) duties of maintaining serials assignment sheet.

Senior Clerk Rhonda Green from Special Collections began to train Subject Department Clerk Magie Lannum to process ILL and Special Collections CRC requests (Green retires Feb 26, 2010).

Amy Dawson assessed books in Arabic, Persian, and Farsi for cataloging. She found extensive documentation related to the Howell & Thomas collection (2003) including an appraisal value worth \$136,400.

Lissa Waite inventoried a collated volume dated 1655 to verify maps - six are intact. *Newe welt vnd americanishche by Gottfirend* is one of the "nicest" volumes in the collection containing maps of the new world- beautiful binding, well preserved, and all maps accounted for.

In January, Foreign Literature staff added 30 new patrons to the department's mail/email listserv and assisted seven homebound patrons and Service Desk staff responded to 268 phone reference queries.

Pam Benjamin and John Skrtic visited the Cleveland Law Library and met with its director, Kathleen Sasala, on January 11.

The Photograph Collection has submitted an order for 153 postcards of Cleveland. The postcards are of buildings, monuments and scenes of Cleveland in the 1900's.

John Skrtic is working with Preservation to send new materials from the PAL sub-basement for repair. Vilray Russell has been training Skrtic on how to pay for the law

bills for the Law Department. Subject Department Clerk, Brenda Robinson has been extremely helpful in explaining day to day duties that need to be handled at PAL. Ms. Herroon, is weeding to make room for 2010 book orders.

Science and Technology staff continues the weeding project begun in May 2007. At that time the department held 30 overflow trucks. Reference area from TP to the end of the collection has been weeded. Rose Mary Hoge and Elvira Baron are weeding in the R section of the circulation area. Currently, there is no shifting backlog in 9th floor stack areas. Ordering book materials has commenced and is on pace for 2010.

Social Sciences book ordering started up again with a large number of items for the Cleveland Sports Research Center being ordered. Ms. Travka received a favorable report from the Foundation Center on their visit and evaluation of our collection. Harriette Parks assisted in training new practicum student Rachel Sanders on KnowItNow. David Furies, Olivia Hoge, and John Skrtic worked at the Rockport Branch on January 28. Thanks to their combined efforts, over 600 books were weeded during the day, allowing for easier patron access to the shelves and more prominent display of new materials.

January was a month of collection assessment of the Youth Services. Shelf division staff and Youth Services staff Jen Wihebrink and Tatiana Shneyder are doing a thorough shelf reading of non-fiction so books can be shelved more effectively and efficiently. At one time, fiction was separated into two sections by grade level. Jen Wihebrink is working to inter-file these two sections of fiction. Tia Pearson created a "magazine tracker" spreadsheet to replace the old card file system. She also organized the magazines on the floor, putting those that would be of interest to parents and young children near the board books. Some weeding was done during the month and four carts of miscellaneous material were sent to shelf division for the book sale. Comic books were extensively weeded, with a year's worth of withdrawn comic books being sent to the book sale. Books on cassette were also weeded and five boxes were sent to the book sale. While much "sight weeding" is being done right now, a more thorough weeding will begin in February.

The "pull list" is a work in progress, and there has been some improvement. The high for number of items on the list in the first two weeks was 192, with a low of 93. The high for the last two weeks of the month was 127 with a low of 61. This is due, in part, to items being marked missing after a few search attempts. The average number of items found this month was 43%. This will continue to improve as weeding and organization of the collection are done.

There is still a huge challenge ahead to define what should be in the stacks area. Many items in stacks are not labeled stacks in the catalog and many items on the floor are labeled stack in the computer or belong in stacks, but are not labeled.

Collection Management has agreed to assist in ordering new materials for Main Library Youth Services for the next few months. Sandy Nosse and Jen Wihebrink will be creating lists of replacement materials. Two lists were created and sent to Acquisitions in January. The pace will be increased in February.

Staff/Professional Development:

Cindy Lombardo was a guest at the Audio-Video department's staff meeting. The meeting agenda included an overview of circulation statistics, an overview of policies and procedures and the importance of providing excellent customer service, an update on the DVD floating collection, and a discussion of helpful tools to use when searching for audio-visual materials.

On January 29, Joseph Parnell from Business, Economics and Labor, received recognition for 30 years of service to the Cleveland Public Library. On January 27, Susan Mullee and Sandra Witmer participated in a webinar titled "CUSIP 101," sponsored by CUSIP Global Services.

On January 21 and 28, Aaron Mason participated in webinars sponsored by Early & Associates. The topics were "Creative Workflow: Marketing Resource Management and Digital Asset Management," and "Practical Asset Reuse - The Role of Taxonomy & Metadata."

Fine Arts employee Oksana Kraus attended ALA Midwinter. Michael Dalby attended a CPL blog committee meeting and assisted CPL blog committee with graphics and posting of other entries.

On January 15-16, 2010, Caroline Han from Foreign Literature attended "Think Globally, Act Globally" US librarian team training sponsored by IMLS grant funding.

General Reference Manager Pam Benjamin met with Felton Thomas, Cindy Lombardo, and Ellen Leavitt on January 27 to discuss the opening session for the 2010 Management Training Series. She met with Ms. Leavitt and Melissa Lattanzi that same day for a conference call with Pat Wagner, who is to be one of the presenters in the series. Tonya Jacobs coordinated the vendor-led training webinar on *Novelist Plus* held on January 26 and 27 for the CLEVNET Training special interest group. She also worked with Youth Services to coordinate a *Novelist K-8* training webinar for their February staff meeting. Jacobs met with Anastasia Diamond-Ortiz and Merce Robinson to revise the grant proposal to the State Librarian of Ohio regarding the traveling technology gadget toolkit. Ms. Benjamin participated in the online *Twenty-first Century Reference Collections* webinar on January 12. Eddie Johnson participated in the online *OCLC Resource Sharing and ILL* webinar on January 26.

Justin Holt, Lending Clerk, participated in the NEO-RLS webinar *Web 3.0? Taking 2.0 to the Next Level*. Daniel Oreskovic met with Benjamin and Annette Segall from Northeast Ohio Voter Advocates along with Sequoia Brown from Social Sciences Department.

PAL Librarian Elaine Heroon will take the place of Mr. Skrtic on the Seniors Day Committee for the city of Cleveland. Social Sciences staff member David Furies worked at PAL for one day during the month. Mr. Furies is being trained to serve as a backup for staff if needed.

Rachel Sanders from Kent State University began her practicum in Social Sciences on January 19. Subject Department Librarian Sequoia Brown was the successful candidate for the position of Senior Subject Department Librarian at OLBPD. Ms. Brown's last day in Social Sciences will be February 12. Subject Department Library Assistant David Furies volunteered to work at Public Administration with John Skrtic for six hours on January 27.

Science and Technology staff continues its tradition of excellence in the face of managerial absence and extreme short staffing. Jim Bettinger has resumed scheduling all department staff in the three major areas: Saturdays, weekly, and daily. This has resulted in increased morale, less confusion in recording time schedules, and a more clear definition of each staff member's role.

Youth Services Manager Sandy Nosse attended the combined Branch and Main Manager's Meeting and a special Manager's Meeting on January 14. Jennifer Wihebrink attended the monthly Youth Services meeting. Donna Willingham attended a Music Committee meeting. Sandy Nosse assisted with opening preparations for the Rice Branch and assisted at the grand opening with the welcome table and children's area and crafts.

WEST TEAM SUMMARY

New developments and familiar annual events took place on the West Team in the first month of the new decade. News from the CMSD about future school closings brought questions about established service areas and the role of the Library in assisting students in this transition. Census training was held at all locations, and additional bilingual classes were scheduled at Fulton. Appointments for tax preparation began. West Park and Carnegie West managers, Susan Martin and Bill Bradford, assisted in the opening of the new Rice Branch. Winter Reading Club returned.

Added computer instruction sessions and programs for youth were reported by Carnegie West and West Park, respectively. South Brooklyn featured a successful juvenile program to commemorate the Martin Luther King, Jr. holiday. MyCom began classes at Rockport and West Park through the Bellaire-Puritas Development Corporation. Brooklyn noted increased WiFi use in its meeting room.

Several West Team branches have experienced increased attendance and circulation; most reported a high demand for DVDs. Rockport and Walz noted significant increases in this activity; all branches report the time involved in retrieving and storing discs is impacting customer service. South Brooklyn noted the need for Computer Aides to divert attention from computer instruction to perform circulation and reference duties. The floating collection has provided

an array of choices that has made the DVD collection even more popular and discussion has begun to explore solutions that may reduce the time staff is involved in the storage and retrieval of this material. Collection Development Manager Rollie Welch and Laura Mommers provided suggestions and insight in these efforts.

Actions to improve access to materials included plans to move the Large Print collection so that seniors can browse more easily at Fulton. A weeding team organized by John Skrtic assisted Rockport in withdrawing outdated materials from the Adult Reference and LC areas. Extensive reorganization and weeding were coordinated at Lorain under the direction of Cheryl Diamond, Woodland Branch Manager, as she and the staff continued toward the goal of making patrons' access to items quicker and more effective. Lorain has greatly benefited from Ms. Diamond's management during the remodeling of Woodland and the contribution staff members made was been exceptional. Her direction of the staff and resources of the branch during a time of emergency benefited the community when the Red Cross used the building as a reception site for residents who had been displaced by an explosion on West 83rd Street.

EAST TEAM SUMMARY

MAJOR PROJECTS:

- Cleveland Public Library presented the 25th Annual Martin Luther King, Jr. commemorative program on Monday, January 18, 2010. The theme was "A Dialog on Leadership in the Community." A panel discussion lead by State Senator Nina Turner, 25th District, with panelists, Thione Naing, Chairmen of International Relations for the Young Democrats of America, Jeff Johnson, City Councilman Ward 8, Sonya Pryor-Jones, Executive Director Metropolitan Cleveland Consortium of STEM, Pastor R.A. Vernon - Founder and Pastor of The Word Church, Honorable Michael Ryan, Associate Judge Cleveland Municipal Court, Rachel D. Wilson, CEO/Founder of The Dream Institute International. Musical selections were provided by The Hue People and Obie Shelton. Six hundred participants gathered to celebrate Martin Luther King, Jr. Day. The Gallery was full to capacity and there were two stations set up on the first floor with monitors for people to follow the

- program. Light refreshments were served after the program.
- East Team Branches are adjusting to the Cleveland Metropolitan District's Transformation plan. The plan calls for schools in the district to close and branches serving these schools will be impacted due to the loss of student participation in communities.
 - East Team Branch managers are also adjusting to the new reorganization plan that was presented to managers on January 14, 2010.
 - Sheba Marcus Bey, Public Service Manager East assisted in prepping the Rice Branch for its grand opening on January 23, 2010. She also functioned as a hostess by greeting patrons visiting the branch for the first time. Branches in the East Team supported the opening by supplying books to fill the shelves.
 - Glenville Branch kicked off a Business Plan Writing Class that will run for 12 weeks. The class is free and open to the public and patrons meet each Tuesday evening from 5:00pm-8:00pm in the meeting room. The course work allows participants to develop skills in researching business ideas, gain access to loans, and craft marketing strategies.
 - E. 131 developed presented a program in celebration of the Martin Luther King, Jr. Day Holiday. The program was presented at Murtis Taylor Community Center. Youth Librarian, Yvette Hamilton youth engaged in activities that included games and puzzles that outlined the life of Martin Luther King Jr.

CENTRAL TEAM SUMMARY

On Saturday, January 23, 2010, Cleveland Public Library celebrated the opening of the new Rice Branch Library. After months of discussion and planning, and approximately two years of construction, an architecturally pleasing, environmentally friendly, state-of-the-art, new Rice Library opened to the community. The library dedication program included remarks from the Director of Cleveland Public Library and many community partners involved in the project. Ali Boyd, Manager of the Rice Branch, was the concluding speaker and he introduced the entire Rice Branch Library staff to the community. A ribbon cutting ceremony officially opened the new branch. Following the presentation, the afternoon long celebration included music, storytelling, crafts, and refreshments. The program

was very well attended and enthusiastically received by the public.

Central Team Branch Highlights include:

- Rekiat Olayiwola, Manager of the Fleet Branch, is overseeing the operation of the Broadway Branch.
- The Garden Valley Branch Library presented a family program, "Dictionary with a Twist." Families worked as a team learning definitions and spelling.
- The meeting room at the Jefferson Branch was used throughout the month of January by school groups, neighborhood groups, the Tremont Development Corp, the North of Jefferson Block Club, and the United States Census Department.
- The United States Census Bureau employment testing sessions are well attended at the Sterling Branch Library. In addition, the Sterling Branch will house many of the Beechbrook Agency programs for which that agency received a \$50,000.00 grant from the Sisters of Charity.
- Noreen Bobersky, the Children's Librarian at the Union Branch Library, announced her retirement from the Library at the end of February, 2010.
- Renovations continue at the Woodland Branch Library.

TECHNICAL SERVICES

Patricia Lowrey, Technical Services Administrator, attended the Martin Luther King, Jr. program and the Rice Branch Grand Opening ceremony. She and Cindy Lombardo, Public Services Administrator, met with Dawntae Jackson from Human Resources to develop an emergency pandemic plan. She met with Ann Marie Wieland and Lynn Roderick of the Planning & Research Department to discuss their takeover of the Harvest for Hunger 2010 campaign.

Ms. Lowrey and the Technical Services managers and supervisors attended the two training sessions on the 14th. She hosted the Recognition Reception for retirees, 30-Year Club inductees, and other honorees. Ann Olszewski, Preservation Manager, and Archivist Ann Marie Wieland were honored with the WOW award of the year at that event. Ms. Lowrey attended the Administrators' Retreat on the 30th.

High Demand: The staff ordered 1,926 titles and 10,989 items. They added 655 titles and 14,646 items to the catalog. Using directions and guidance supplied by the Catalog Department, staff taught themselves how to use the Zebra backup printers. Carole Brachna, High Demand Manager, cleared up problems with orders that didn't roll into 2010 for various reasons.

Shelf/Shipping: The department sent out 180 boxes and telescopes of new materials to the Rice Branch for the opening of their new building. Book Preparation staff assisted with stamping and labeling materials for that collection. A total of 249 requests from the storage collection were sent to the Main library. A total of 1067 telescopes of new materials were sent to the Main Library and the Branches.

Receiving/Distribution Technicians received, sorted, and labeled a total of 25,657 items. They were trained on updates to the mail system. Juanita Turner, Acting Shelf/Shipping Supervisor, attended the Martin Luther King Jr. program and the Rice Branch Grand Opening.

Collection Management: Collection Management staff welcomed Pam Pressly to the department. Ms. Pressly is taking over the Collection Management Assistant duties following the retirement of Cheryl Fedorcio. Rollie Welch, Laura Mommers and Bonnie Bolton all pitched in to assist Ms. Pressly in learning the new job.

The new Rice Branch opened on Saturday, January 23 and Collection Management staff attended the opening. Mr. Welch, Ms. Bolton and Ms. Mommers were pleased to see the new materials ordered by Collection Management displayed on the shelves and checked out by patrons. Ms. Mommers conducted a face-to-face meeting with members of the Music Committee giving instructions on the mechanics of the Music Blog.

Mr. Welch attended the American Library Association Midwinter Conference in Boston. He continues to serve on the Young Adult Library Services Association (YALSA) Best Books for Young Adults (BBYA) committee. Mr. Welch's latest online column for Library Journal, *The Word on Street Lit*, was published on January 21; he had a review appear in The Cleveland Plain Dealer book section on Sunday, January 24.

Catalog: Elizabeth Hegstrom worked with Sandy Jelar-Elwell and Alicia Naab, Acquisitions, and Juanita Turner, Shelf/Shipping, to develop procedures for adding mass market juvenile and young adult paperbacks to item records in Technical Services. Dawn Grattino created collection level records for early 20th century Great Lakes shipping lines pamphlets and for a collection of 19th century Ohio newspapers. Staff cataloged 6,103 titles and added 15,264 items for CPL.

Preservation: Preservation staff selected and framed art works to hang at Rice Branch for the grand opening of the new facility. Seven WPA prints by Kalman Kubiny and Sheffield Kagy were hung in the meeting room; three reproductions of paintings by Paul Riba (created for the Public Works of Art project 1933-34) were hung in the children's area, and four Cleveland scene silk screen prints were displayed in the computer room. A silkscreen print by Cleveland artist Eugenie Torgerson was hung in the front entrance hall.

A facsimile copy of the 1914 Cleveland City directory for the History department was completed. For the Digital Projects Committee, an additional 122 Jasper Wood collection negatives were scanned and loaded into CONTENTdm. Also for the committee, twelve Cleveland Zoning board photos of the Hough neighborhood were loaded. Gloria Massey performed image enhancement editing for Volume 2 of the Cleveland Town topics (1888), a weekly periodical which was scanned from the microfilm. In collaboration with archivist Ann Marie Wieland, the metadata for Rice Branch photographs in the CONTENTdm collection was revised to include the new address for Rice Branch.

Preservation Manager Ann Olszewski was honored to share with Archivist Ann Marie Wieland the 2009 WOW award, presented by the director on January 29. As a former Archivist, Ms Olszewski enjoys sharing knowledge of CPL history, architecture, and artworks with a wider audience, especially through the annual Friends of CPL art and architecture tours. The 2010 tour will visit Fulton, Brooklyn, and Eastman branches in August.

Acquisitions: Sandy Jelar Elwell and Alicia Naab worked on editing and entering the 2010 fiscal year budget numbers in Sirsi. Once this work was completed, Acquisitions staff

began placing orders, processing invoices, and receiving material on January 15th.

Ms. Naab met with Beth Hegstrom and Juanita Turner to setup procedures and develop instructions for the processing of juvenile and young adult paperbacks. Ms. Naab also attended the Neighborhood Team Managers meeting and trained them on the new procedures for adding uncataloged materials. Serials staff began using the uncataloged barcodes generated by the Automation Department to inventory circulating magazines for the Main Library Subject Departments.

Acquisitions staff ordered a total of 11,395 titles and 12,887 items, received 11,082 items, and processed a total of 1,573 invoices. Serials staff added 182 items and processed 86 periodical and serial claims.

Book Preparation: Materials Processors completed work on 37,565 items in January. Marisol Adorno and Maria Russell volunteered to assist Shelf/Shipping with some Rice materials and the entire departmental staff worked together as a team to get all of the new materials processed for the Rice Branch grand opening.

MARKETING & COMMUNICATIONS

Activity in the Marketing and Communications Department did not slow down to welcome the New Year. A full agenda of programs were marketed, with planning for the year taking priority. The first-ever complete Program Guide, having been produced and distributed in December, showed the value of preparation and planning, and considerable effort was given to regenerating a *Speaking Volumes* community e-newsletter for a bi-monthly release, beginning for 2010 in February.

Public Relations:

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.

- Distributed 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:
 - Special Board Meeting January 7, 2010
 - Winner of the 2010 Norman A. Sugarman Children's Biography Award Announced January 12, 2010
 - 25th Annual Martin L. King, Jr. Commemorative Program January 18, 2010
 - CPL Joint Finance/Human Resources Committee Meeting January 19, 2010
 - CPL Board of Trustees Meeting January 21, 2010
 - Special Board Meeting January 26, 2010
 - Woodland Branch Reopens April 24, 2010
- 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, Cleveland.com and National Public Radio.
- Began new 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 and Administrative Assistant.
- Attended regular monthly meetings of Branch Managers, Main Library Managers, and Board of Trustees.
- Attended Mayor Jackson's swearing in at City Hall.
- Met with VOCUS PR Management personnel to discuss implementation of new software.
- Coordinated interview space at the library for CBS News 48 Hours producer.
- Met with Social Sciences staff, RGI Exhibits and Hall of Framers Sports Memorabilia to plan the new Sports Research Center collection.
- Attended a Rice and MLK program meeting.

- Met with Stacy George, *Around the World* game creator, to discuss possibilities of using the educational game for Cleveland patrons.
- Met with Carlos Latimer regarding the sound design of the LSW auditorium.
- Met with Cleveland Indians representative Christie McGucken regarding the launch of the Cleveland Sports Research Center and CLEVNET/CPL Library Night with the Indians.
- Attended annual Martin L. King. Jr. Commemorative program.
- Took *Call and Post Newspaper* reporter James Wade on a pre-opening tour of the new Rice Branch and provided a media kit.
- Met with Carlos Ramos of *Cleveland Scene Magazine* to plan promotional opportunities for the year.
- Coordinated photography and media relations at the opening event at the new Rice Branch.
- Attended media training at Falls Communications.
- Worked with Chrystal Carr-Jeter, Programming Manager, on numerous occasions throughout the month on procedures associated with programming and marketing programs.
- Met with Ron Antonucci, Public Services Manager, Literature Department, on numerous occasions regarding the Writers and Readers author series event planning.
- Attended Anisfield-Wolf planning team meeting.
- Facilitated press conference for Greater Cleveland Partnership held in CPL Board Room.
- Attended a retreat for CPL Administrators to discuss the restructuring of Main Library.
- Photographed the Works of Wonder (WOW!) award presentation for Mobile Services staff.
- Attended presentations by three companies who responded to the library's Request for Proposal for a website redesign, along with the Website Redesign Team: Bob Carterette, Automations Administrator; and Amy Pawlowski, Web Applications Manager; and David Reynolds, Web Specialist; Timothy Diamond, Special Assistant to the Director.

Graphics:

- Cathy Poilpré and staff designed, printed and/or produced 142 printed pieces, including slides for the lobby message display, banners, signs, postcards,

- fliers, invitations, award certificates, forms, programs, routing slips and calendars.
- Four (4) staff newsletters were produced; WOW award recipients were photographed and posters were produced; the MLK calendar was designed and printed; Music at Main promotional pieces were designed; two sets of posters and bookmarks for the Playhouse Square series and two sets of bookmarks for Cleveland Playhouse; ads were done for *African American Lifestyle* magazine and *Call and Post Newspaper*.
 - Cathy Poilpré attended the quarterly managers, managers training 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.
- The Blog Committee (Amy Pawlowski, Web Manager; Steven Capuozzo, Subject Department Librarian; Kathryn Feeley, Addison Branch Manager) posted several blogs to the library website, including the Connect Ohio survey for Planning and Research, Rice Branch opening, and Saving Langston Hughes' Home.
- Set up a page on the Staff Center for posting of 2010 retirement announcements and party invitations.
- Highlighted Winter Reading Club on the library website.
- Facilitated meetings with Website Redesign Team (Robert T. Carterette, Automation Administrator; Timothy Diamond, Special Assistant to the Director; Amy Pawlowski, Web Manager; David Reynolds, Web Specialist; Tena Wilson, Marketing & Communications Administrator) to attend presentations from three prospective vendors (Optiem, Falls and Aztek, DigiKnow), culminating in the recommendation for the best and most cost effective proposal from DigiKnow.

Other:

- The Library received coverage or references on at least 69 occasions in January with an ad value exceeding \$38,462 to an audience exceeding 4,438,421 people. 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 Woodland to insure that the construction is proceeding according to plans and moving in a timely manner. Attended pre-bid meeting for a new roof at Woodland and a bid was accepted.

Maintenance mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. The pump bearing on hot water pump #1 was replaced at Glenville. The fan motor on air handling unit #9 was replaced at Lakeshore. The humidifiers for air handling unit #1 and #6 were serviced and several heating elements in air handling unit #5 were replaced at LSW. Hand dryer was installed in the men's restroom at MLK. The pressure regulating valve for water make up on the boilers was replaced at Mt Pleasant. Lighting upgrade has started at Union.

The Carpenters concentrated there efforts on the opening of the new Rice branch. The painters were making repairs and touch up painting in Main and LSW.

The Garage has installed front and rear breaks and serviced the front end of truck #21. Shocks, oil filter and steering gear box were replaced on trucks #5 and #12.

SECURITY OPERATIONS

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

Security Systems: The closed circuit television cameras in the Main Library complex and Branches are fully operational. The access system in the Main Library Complex, Lakeshore, Memorial-Nottingham and Garden Valley are installed and operational. The Access systems and Burglar alarm system at the Rice branch are in the process of being installed.

Alarm Systems: Burglar and fire alarm systems at all branches are fully operational. Burglar and no close alarms are documented in the Security Operations Alarm Log book

and followed-up by a Security Supervisor on a daily basis. Reports are also produced by Security Operations tallying the alarms and types for each branch for follow-up and training purposes. Branch staff caused 2 alarms that Cuyahoga Valley Patrol responded to.

Duress buttons are tested monthly at all stations in the Main Library Building, Louis Stokes Wing, Lake Shore Facility, and at branches. Three new duress buttons were added to the security system two in the COPA office and one on the tenth floor Main Library Office

Closed Circuit Television: Closed circuit television systems are monitored at the Security Operations offices, Louis Stokes Wing Security Desk, Rear Dock Security Office, Main Library Building Security Desk and Lake Shore Facility Security Desk.

Identification Cards: Security Operations issues photo identification cards to new staff members and replaces lost ID cards and issues access cards and replaces lost cards for the security access system.

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

3M Book Detector Alarm Systems: 3M Book detector alarms are checked daily in the Main Library and Louis Stokes Wing. Branch Patrol Supervisors inspect the book detector systems at the branches each time they visit.

Lost and Found: 7 items were returned to their owners by Security Operations.

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

Branch Patrol: The three units of the Security Operations Branch Patrol made a total of 612 visits to branch libraries.

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

Branch Patrol supervisors are continuing to investigate Security Irregularity reports from the branches. Security Operations produces reports each month summarizing branch location, type of incident, and time of the incident to ensure coverage at the branches is adequate. Branch Patrol Supervisors conducted 31 branch investigations the remaining investigations and security reports were completed by security officers working in the Main Library Complex.

SUMMARY OF IRREGULARITY REPORTS RECEIVED			
MONTH	2009	2010	CHANGE
January	63	50	-13
February	52		
March	76		
April	55		
May	50		
June	63		
July	60		
August	59		
September	53		
October	70		
November	51		
December	53		
Year to Date	705		

AUTOMATION SERVICES

CPL Projects

Responses to an RFP for the development of a new web site were reviewed by Amy Pawlowski, Tim Diamond, Tena Wilson, David Reynolds and Bob Carterette. After evaluating

responses, clarifying costs, and vendor presentations, DigiKnow Inc. was selected.

Automation staff assisted in the opening of the new Rice Branch. The branch was connected to the system wide fiber network; WiFi, phones, computers and printers were installed for the public and staff; information was presented on the Library web site; policies were configured for the automated system; and global changes were made to items to reduce staff effort. Computer, networking, and telephone equipment were removed from the old branch.

Special reports were created for South Brooklyn, West Park, Lorain, Fulton, Collection Management, and History.

The Management team and SEIU reviewed the new labor contract and recommended changes for inclusion in the final draft.

Software for registration and tracking of the Winter Reading Club was configured and Amy Pawlowski trained Youth Services staff. The Winter Reading club web site will be highlighted on www.cpl.org's homepage through the life of the program (February, 1 - March, 20.)

George Lenzer attended a joint Public Services manager's meeting to discuss plans for making SAM service more consistent. A long standing issue of disappearing print queues was also resolved.

A new data switch was installed to support the new COPA office. Phones were also installed and configured.

CLEVNET Projects

The CLEVNET Directors panel met. Major issues considered were: texting hold notices; procedures regarding payments for Lost materials; working with Unique Management using the debt collection module; establishing an email list for fiscal officers; and current delivery problems with US Cargo. The agenda for the CLEVNET Directors meeting, held on January 29, was also established.

SirsiDynix released a catalog application for the iPhone. Server side applications were installed in a test environment, with the 3.3.1 release of the SirsiDynix software.

Cumulative statistics were compiled and published for 2009. The format of the report is designed to help complete annual reports for the State Library.

We ceased creating printed overdue notices for East Cleveland Public Library to save on postage charges.

Special reports were created for Huron, Hudson, and Lorain Public Library.

Software staff provided Directors' Station training via WebEx for Barberton Public Library.

The Zimbra email server was upgraded to version 5.

Worked with Barberton's consultant (Bob Rybka) to correct a DNS issue they were having when their hosting provider moved to a new IP address.

Assisted Twinsburg with the installation of Active Directory Integrated Unix password synch

KnowItNow

On January 2, the public was introduced to a consolidated service model, in place of the suite of three separate services: KnowItNow, HomeworkNow, and ReadThisNow. A new web site was launched and all marketing materials on the provider page were updated.

On January 12, a revised version of Academic KnowItNow was implemented to reflect the changes in the new consolidated service. Appropriately-sized KIN Academic logos for OhioLINK institution web pages were posted to the Marketing Materials at the KIN24x7 Provider site.

INFOhio is including KnowItNow in a new online learning initiative for teachers and school librarians they are launching titled "21 Essential Things". Don Boozer is helping to create the content for the KnowItNow learning module.

Mr. Boozer is training Kent State University's School of Library and Information Science interns who will be helping to staff the KnowItNow service.

Promotional materials were provided for distribution at the Cleveland Municipal School District Family Resource Fairs on Saturday, January 30.

Meetings and Professional Development

Mr. Boozer attended the ALA Midwinter Meeting in Boston. Among other activities he presented the final draft of the VR Committee's *Guidelines for Implementing and Maintaining Virtual Reference Services* to the Reference and User Services Association's Standards & Guidelines Committee.

On January 25, Mr. Boozer attended an online meeting of the Collaborative Virtual Reference (VR) listserv members hosted by Ask Ontario's Virginia Roy. Staff from various VR services participated, included British Columbia, New Jersey, Oregon, North Carolina, and Washington.

Statistics

	January 2009	January 2010
OverDrive Downloads	11,480	17,236
Twitter Followers	384	1,585
Facebook Fans	Not yet implemented	1,990

Automation Services Statistics, 01/2010				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	60	57	33	150
CPL Branch	79	63	40	182
CPL Lake Shore	29	18	5	52
CLEVNET	41	27		68
PUBLIC				0
HARDWARE TOTAL	209	165	78	452
SOFTWARE				
CPL Main	15	15		30
CPL Branch	18	17		35
CPL Lake Shore	5	6		11
CLEVNET	53	53		106
PUBLIC				0
SOFTWARE TOTAL	91	91	0	182
WEBWARE				
CPL Main	13	13	7	33
CPL Branch	8	8		16
CPL Lake Shore	6	6		12
CLEVNET	5	5		10
PUBLIC	63	65		128
WEBWARE TOTAL	95	97	7	199
KIN				
CPL Main	3	3		6
CPL Branch	2	2		4
CLEVNET	5	4		9
PUBLIC				0
KIN Library	11	11		22
OHIOLink Library				0
After Dark	4	4		8
KIN TOTAL	25	24	0	49
GRAND TOTAL	420	377	85	882