

DIRECTOR'S REPORT

March 18, 2010

Monthly Statistics

Circulation for the month of February was 528,050. This is a relatively small gain over last year's February circulation of 526,500. These numbers are impressive when considering that we were open to the public on four Sundays in February of 2009. The majority of the increase in circulation was due to the strong circulation numbers from the Ohio Library for the Blind and Physically Disabled. It is important to also note that library systems across the state are reporting significant drops in circulation due to cuts in hours and cuts in their materials budgets.

Attendance for the month of February was 283,911. This is a decrease of almost 9% from last year's February attendance of 333,013. Both the Main Library and Branches reported significant drops in attendance. Sunday hours were certainly a part of this drop, but near record snowfalls in February may have also contributed to the decrease. The closure of the Woodland Branch has also had considerable affects on our circulation numbers as well as our attendance numbers.

Program and Outreach Highlights

Cultural icon Kareem Abdul-Jabbar received a standing ovation from nearly 500 attendees at February's last installment of the Writers and Readers author series. With students from three schools in attendance, Kareem offered the students and others in the audience some valuable words about preparing for a successful life, African-American history, and his career. The National Basketball Association's all-time leading scorer, Kareem spent most of his time with our audience discussing topics relevant to African American History Month.

Originally meant to be our opening program for African American History Month, "Music of the Civil Rights Movement" was moved to later in the month due to some scheduling issues. It, however, did not curtail the audience or the reception by our attendees. The Hue People presented to over 80 attendees an organized retrospective of the Civil Rights movement through its music.

The Community Outreach and Public Affairs department launched the Winter Reading Club: *A+ for reading*. As of this writing,

over 1,700 students have registered for the program and will participate through March 20. The top three schools that read the most books will be rewarded with a gift basket of grade-appropriate books pre-selected for their school library by the youth librarians. An awards assembly to present a trophy to the winning school will feature a special "Rockin Recess" appearance by Radio Disney.

Automation

Staff at all levels throughout the organization is excited by the Board's approval of a resolution to engage DigiKnow Incorporated as our partner in rebuilding CPL's website. A blog was created to provide staff with information and two staff meetings were held to get input from staff. We are also receiving input from our community through an online survey that asks them how we can improve their virtual library experience.

CPL is participating in a statewide grant to obtain broadband stimulus funds. The grant is being coordinated by Connect Ohio and the State Library of Ohio. CPL will be requesting 269 new workstations to replace workstations over three years old, and 120 laptop computers for public use.

Buildings Update

The Woodland Branch renovation has proven to be quite challenging. The reopening date has been rescheduled to April 24, 2010. Asbestos remediation has been completed and work is currently being done to replace the roof.

Meetings and Activities

- I presented to the 21st Century Club.
- I presented as a part of the Shaker High School MAC Speaker Series.
- I attended the Harvest for Hunger Campaign kickoff.
- I met Rowfant bibliophile Bob Jackson along with Board President Tom Corrigan.
- I attended the Detroit Shoreway's CDC Annual Meeting, at which CPL and the Friends of the Library received a Community Spirit Award.

Staff Highlights

The CPL's Work of Wonder (WOW!) award winner for February was **Aaron Mason** from the **Business, Economics, and Labor Department**.

COMMUNITY OUTREACH & PUBLIC AFFAIRS

COPA sponsored three system-wide events in recognition of Black History Month, and branches throughout the system offered activities and programs that further supported the National celebration. Illustrator and fine artist Frank Morrison helped to close the *Our Children Can Soar* art exhibition at Martin L. King, Jr. Branch on February 11. The exhibit, installed since Children's Book Week in November, attracted schools and other local artists over the last several months. Divine Vision, made up of students from local high schools, performed during the closing program.

Hue People, an a capella group, presented a well-attended and well-received program at Martin L. King, Jr. Branch on Thursday, February 25. "Music of the Civil Rights Movement" was a well organized retrospective of history and music. Over 80 attended the evening event.

On Saturday, February 27, despite terrible weather, 45 people ventured out to participate in a morning Spoken Word workshop and an afternoon public performance program presented by local award-winning performance poet Q-Nice. Attendees were able to experience the positive effects of such library sponsored programs on youth, many who performed before a public audience for the first time.

Additionally, COPA launched the Winter Reading Club: A+ for Reading (1,700 registrants, to date), assisted the Writers and Readers' author visit with Kareem Abdul Jabbar, and completed the coordination of March-April programs for the next system-wide calendar.

Mobile Services continued to operate between COPA's Office and the Woodland Garage while ongoing construction delays prevented moving into their new facility. The bus made 51 stops in February, welcoming 523 patrons on board. 1,175 holds were filled for specific patron requests. The "On the Road to Reading" van visited 14 pediatric and WIC sites, making contacts with 112 people. Sixty-nine day care classes with 845 in

attendance received visits from the staff. 1,012 items were circulated during these visits.

Additionally, MOB added 10 hours of service to Woodland's service area to provide library access to patrons without service during the branch's closure for renovation, asbestos abatement, and repairs. Several existing scheduled stops were also lengthened.

Age Level Specialists provided direct library service to schools, daycares, and youth centers in the Woodland service area to supplement MOB visits. The specialists also supported the delivery of system-wide youth programs; participated in planning Progress for Chess, the Spelling Bee, Picturing America, Summer Reading Club, and the Girl Scouts of Northeast Ohio's Financial Literacy after-school programs; made school visits; presented at a Family Literacy Night; conducted tours; launched the Teen Advisory Board on Facebook; and, met with DigiKnow regarding the Library's new website.

OLBPD reported that digital machines began to roll out at 1,000 machines per month, twice as many machines from last month. According to State Library of Ohio, NLS will continue sending 1,000 machines per month until "all readers who would like a digital player have one." NLS has also started shipping retroactive titles on digital cartridges. The number of NLS-BARD downloads continued to increase steadily as new digital players are delivered to patrons. In February, 339 OLBPD patrons were active in NLS-BARD, and they downloaded 4,066 digital books, in addition to the 53,849 books sent directly to patrons from OLBPD.

OLBPD has started training from NLS to transfer responsibility for BARD administration and support from NLS for all patrons in the State of Ohio. A lead team of staff have been assembled to participate in online and teleconference training. Training should be complete by March 1, 2010.

OLBPD filled the vacated OLBPD Shipping Clerk position following the retirement of Jeffrey Wright. Manny Workman was the successful candidate and will begin work on March 16, 2010. OLBPD is now working to fill the vacated Clerk II position following the retirement of Marlene Iverson.

OLBPD Cyber-Dialogue book discussion met on February 10, 2010 to discuss Anne Rice's "Christ the Lord, Out of Egypt."

Ohio Center for the Book's Letters about Literature Contest received more than 2,400 entries from all over the state of Ohio. The semi-finalists letters were judged by CPL staff and sent to the seven state-wide judges. The winners will be announced the week of March 22.

Discussions continued with MyCom providers, and permission was received from the Cleveland Foundation to submit a grant for additional MyCom activities.

Janice Ridgeway and Merce Robinson attended the MyCom Leadership/Team meeting on Wednesday, Feb. 24, and presented a 15 minute talk on the CPL Lead Agency Transitions workplan.

The LSTA mini grant for the "Toy Toolbox" project was submitted to the State Library of Ohio, and the continued coordination of the Rice Branch Learning Center included discussions with Tri C and CSU to provide GED and after-school tutoring and Neighborhood Progress, Inc., to secure equipment funded by the grant.

COPA Administration, Jan Ridgeway, met with the Children's Hunger Alliance and attended a recognition program in Columbus for the 2009 Free Summer Lunch Program; attended the Branch Manager's meeting; and, met with The Bentz Group regarding planning for a Library foundation. She also submitted her retirement papers, effective March 27.

PUBLIC SERVICES

Programs/Exhibits:

AV Technicians provided sound and technical support for the Writers & Readers Author Series, Kareem Abdul-Jabber, Spoken Word - Chief Rocka Q-Nice, and The Art of Frank Morrison, all as part of Cleveland Public Library's Black History Month programs.

Business, Economics, and Labor's small business series continued on March 6 at the South Brooklyn Branch with a program on contracting and home repairs.

Special Collections staff is researching and preparing text and images for the *Thomas Jefferson Exhibit* that will open this spring when Mr. Dimunation from the Library of Congress comes to CPL. Fine Arts staff prepared a display of Chinese calligraphy books to coincide with the new installation of the 3rd floor

lobby exhibit cases of artwork by a local Cleveland Chinese artist.

Special Collections is working with the Cleveland State University Art Gallery to loan six Islamic items from the JGW collection for a CSU exhibit called "Islamic Art from Cleveland Collections." The exhibit will run from May 21 to June 26, 2010.

General Reference Librarian Kelly Ross completed the set up of the Employment Resources Display in the Periodical Center.

On Sunday, February 21, Map Librarian Tom Edwards addressed 35 members of the Brooklyn Genealogical Society about how maps and atlases can help with genealogical research. Michael Ruffing worked with Christine Colnar, Graphics, on the installation of the exhibit, *Women's Work: Inspiring Stories of Women Who Made History in Cuyahoga County*, on the second floor of Main Building. The exhibit opened March 1 and will run through August, 2010.

Literature Department produced bookmarks for PlayHouse Square ("Xanadu") and The Cleveland Play House ("Emma").

PAL Manager John Skrtic worked with Preservation to prepare treatment on 15 rare books from the Library's collection. Subject Department Librarian Elaine Herroon is a member of the City Hall Senior Day committee and has met with various city departments to let them know about CPL resources.

Popular Department displays during the month included Black History Month, Valentine's Day, recent biographies and gardening (to coincide with the Home and Flower Show). The Main Library Book Club's February 3 discussion featured *World Made by Hand* by James Howard Kunstler.

Social Science Librarian Mark Moore worked on James Kunstler programming publicity and display materials. Helena Travka sent paperwork for a Grants Workshops in spring 2010. Ms. Travka also coordinated with the Foundation Center to teach a workshop on Grant Proposal Writing.

Youth Services Manager Sandy Nosse conducted story time for Gilbert Head Start and Safe Head Start. Jennifer Wihebrink conducted story time for Josephine Kohler Preschool.

Sandy Nosse did a tour and stories for a third grade class from Willow Christian School. Sandy Nosse and Jennifer Wihebrink hosted 72 students and teachers from Laurel School.

Outreach:

AV staff worked with Midwest Tape to develop a promotional brochure on audio-visual material available in the Library's catalog, highlighting topics of African-American History and the Black American Experience. The brochure was distributed system-wide and was well received by patrons.

Science and Technology staff began planning for World Wide Knit in Public Day, Saturday June 12.

Lissa Waite met with Rowfant bibliophile Bob Jackson and Sari Feldman to discuss plans for a talk by Library of Congress Special Collections Librarian Mark Dimunation in May 2010. Amy Dawson hosted a visit by the Barbara Stanczak's Cleveland Institute of Art's Foundation classes and made plans for the display, *Chess by Design II* for the end of March 2010.

Foreign Literature Librarian Mary Torres attended an event at Brooklawn School to promote the use of library materials among students and staff. Information was dispersed to over 80 participants. On February 20, 2010 Mary Torres attended an UVA Partnership membership meeting to discuss the availability of Spanish language materials. Librarian Caroline Han attended the annual Vietnamese Tet celebration at Saigon Plaza and distributed information and booklists to over 200 attendees

On February 4, 67 students from Laurel School visited the Library to conduct research on class assigned papers. Their visit included time in the History and Geography, Map Collection and Photograph Collection areas. On February 5, twenty-seven students visited History and Geography, Map Collection and Photograph Collection to work on class assigned research papers. On February 17, History and Geography Manager Ron Burdick guided 17 Kelvin Smith Librarians from Case Western Reserve University through the Cleveland Public Library. This visit was arranged to encourage greater collaboration between the two libraries. In the future Cleveland Public Library subject managers will tour the Kelvin Smith Library.

Social Sciences Librarian Mark Moore attended the Sustainable Cleveland 2019 Steering Committee Design Summit Meeting on February 11, and was assigned to the Planning Tasks Committee.

He also attended the February 9 meeting of the SC2019 Public Compact Committee and is working on the Wikipedia entry for the Cleveland Commitment. Mr. Moore contacted Andre Haynes, the athletic director of East High, to request materials for the Sports Center.

Youth Services Library Assistant Donna Willingham visited the Old Stone Church and Kidztown twice during the month to conduct story time.

Collections/Reference:

The project to weed out the software format in the AV collection has been completed.

BEL staff spent the month of February evaluating the Morningstar and Plunkett databases for possible purchase.

The Microform Center took statistics on *Plain Dealer* usage from January 15 to February 15 in order to roughly determine demand and utility of the digitized historical *Plain Dealer*. Out of 1,786 requests, patrons sought the *Plain Dealer* 1,426 times. This is equivalent to approximately an 80% request rate for the *Plain Dealer* when compared with all film titles.

On February 17, Pam Benjamin and Ron Burdick met with Ren Dimond of NewsBank to discuss the latest version of the proposed purchase of the digitized historical *Plain Dealer*. An outright purchase, an annual subscription, and a "lease-to-own" option were examined.

Tonya Jenkins, along with Anastasia Diamond-Ortiz and Merce Robinson submitted the final grant proposal for a technology gadget toolkit to CPL administration.

Buildings Supervisor Tim Murdock visited Map Librarian Tom Edwards on Thursday, February 4 to discuss the possibilities of scanning all historical and current branch plans into ContentDM for more convenient access.

Literature Department Manager Ron Antonucci is evaluating and preparing a plan and timeline to deal with the collection of materials at MLK Branch that have been in storage on the second level.

On February 23, Social Science Department Head John Skrtic, Preservation Librarian Ann Olwszewski, Planning & Research

Archivist Ann Marie Weiland, City Planner under the Cleveland Landmarks Commission Don Petit, and Map Librarian Tom Edwards discussed the possibilities of moving and sorting through the historic architectural plans located on the seventh floor of LSW.

PAL staff Elaine Herroon and John Skrtic met with Ann Marie Weiland, Ann Olszewski, Tom Edwards and Don Petit from the Cleveland Landmarks commission to restart the Cleveland Parks Map project. The initial meeting went well and eight maps were chosen for treatment. Many of the maps are at PAL on the main floor and the sub-basement.

Social Sciences Librarian Helena Travka began working on the United Nations collection. Ms. Travka will take over responsibility of the UN collection since Librarian Sequoia Brown has since transferred to the OLBPD.

The fill rate on the Youth Services Pull List continues to improve with a fill rate of 53%, up from 43% last month. The inter-filing of Juvenile Fiction is complete and board books have been weeded. The Youth Services BWI profile was merged under the Children's Collection Management profile to prevent duplication of materials and help with the ordering collaboration between Youth Services and Collection Management.

Staff/Professional Development:

BEL staff member Ardella Primm wrote the slogan, "Bounce the ball, swing the bat. Whatever you do we'll challenge that!" that was chosen for the CPL Corporate Challenge T-shirts.

General Reference Librarian Tonya Jenkins coordinated a training webinar segment on Novelist K-8 for the second half of the [February 17](#) Youth Services' staff meeting.

Pam Benjamin continued to work with Cindy Lombardo and Ellen Leavitt regarding the 2010 Management Training Series. A conference call was held with Melissa Lattanzi from NEO-RLS and Pat Wagner on February 23.

All three members of ILL/Borrowing attended the webinar *OCLC Resource Sharing and ILL* on different dates in February to stay abreast of new features.

Pam Benjamin participated in two webinars: *Single-Search Access to Your Library's Resources through OCLC* on February 10 and *Gale*

Usage Web Site on February 29. Denise Sanders attended the webinar from the State Library of Ohio *Reference Resources: Encyclopedias, Dictionaries, Guides and Companions* on February 4.

Social Sciences Librarian Helena Travka trained practicum student Rachel Sanders on various job duties in the department. Ms. Travka distributed OLC Membership information to all branches and main library department. Sonia Young retired on February 12, after 30 years of service. Sequoia Brown transferred to OLBDP on February 12. Each staff member has been asked by Mr. Skrtic to take on new responsibilities in the department.

CENTRAL TEAM SUMMARY

- The new Rice Branch continues to experience a great deal of activity. It is clear that the new branch is providing service to the entire Buckeye community. While there are still some final "touches" that need to be completed, the Rice Branch Library has become a wonderful asset to the community.
- Construction and renovation are continuing at the Woodland Branch. The new "move-in" date has been scheduled for April 24.
- Madam Griotte, a storyteller, dramatically told the story of the life of Madam C.J. Walker at the Garden Valley Branch as part of their Black History Month celebration.
- Black History Month provided the focus for all of the story time programs at the Jefferson Branch during the month of February. The after-school students participated in crossword puzzles, word searches, and unscramble puzzles.
- Staff at the South Branch has been busy conducting computer lessons for adults and young adults. The branch offered 47 computer classes for adults and 17 classes for young adults.
- The highlight of the month at the Sterling Branch was the very popular U.S. Census Bureau employment testing sessions and the daily tutoring programs for Marion Sterling students in preparation for the Ohio Achievement Test. The tutors are being provided by the members of the Marion Sterling partnership groups and the faculty, students, and staff at Cleveland State University, Cuyahoga Community College, and Chancellor University. The tutoring will continue throughout the month of April.

- On February 24, Sharon Allen, Interim Manager of the Union Branch, organized a retirement party for Children's Librarian Noreen Bobersky. Many colleagues and friends gathered together to wish her well. Ms. Bobersky retired on February 26.
- Lakeisha Winstead, Library Assistant (Children's Emphasis) at the Woodland Branch created a school and daycare visit schedule for the schools and day care centers in the Woodland neighborhood. During the visits, Ms. Winstead distributed materials on the Winter Reading Club.

EAST TEAM SUMMARY

- East Team managers met on February 3, 2010 and as a Team on February 22, 2010.
- Addison Branch reported that there have been more Spanish-speaking families and individuals using the branch. Several Spanish DVDs were ordered of popular television shows and movies to accommodate this new population. If the print materials in Spanish begin to circulate more, then it's possible that this part of the collection will increase to meet the needs of our patrons.
- East 131 conducted an internet scavenger hunt in acknowledgment of Black History Month. Teens were given a list of questions about notable figures in Black History to answers using the Web and CPL's online databases. The first player with all the right answers received a prize.
- Sheba Marcus-Bey and Stephanie Tyus met with Sankofa Arts and Blaine Avenue Garden founder Elle Adams on February 17, 2010.
- Joyce Bowers, Martin Luther King, Jr. Branch Manager met with Ron Antonucci,
- Cindy Lombardo, Michael Ruffin, Ron Burdick, and Pam Eyerdam to discuss how to handle the old Black World Reference collection located in the storage room. It was decided that Ms. Bowers will select titles and place them on the main floor of the facility. All other remaining titles will be handled by subject department heads.
- Martin Luther King, Jr. Branch hosted the African American Art Show in the Gallery on Saturday, February 20. A certificate of recognition was given to artist Walter Rutherford, for exhibiting in the art show for many years. Several members of LaRonde Advisory Council and residents of Laronde Apartments were present to support Mr. Rutherford. Additionally, Councilwoman Mamie Mitchell gave a proclamation to Mr. Rutherford from the City of Cleveland

recognizing his contributions to the arts. There were approximately 50 people at the reception. Alice Seifullah, artist, played the viola for entertainment. The artists expressed thanks to the Library for allowing them to display their work to the public.

- Martin Luther King, Jr. Branch featured a Black History Month Program in conjunction with COPA. The HUE people performed a free concert for the public on February 25. There were 70 people in attendance.
- On Thursday, February 11, the Mt. Pleasant Branch Library hosted a Black History program for children ages 5 to 12. The African American Folklore: *How the Ostrich Got His Long Neck* and *Tabu and the Dancing Elephants* was the title of the program as well as the title of one of the stories. Ten children attended the program.

WEST TEAM SUMMARY

Black History Month activities, MyCom programs, *America Reads* tutoring, Help Me Grow visits, U. S. Census Bureau testing and income tax preparation were prominent at West Team branches during February. Children's Librarians and Library Assistants from Fulton, Brooklyn, Lorain and Rockport visited schools in their respective areas to promote Winter Reading Club and provide outreach activities. Caroline Peak used an "American Girls Tea Party" to encourage reading club participation at South Brooklyn.

Diana Devore from Rockport was active in MyCom committee meetings and worked with them to recruit tutors for the summer months in response to parents' and young patrons' requests. Despite the bad weather, Play and Learn, Toddler Time and Story Times were well attended at West Park.

Mayor Frank Jackson's Special Commission on Sex Crimes and Missing Persons held community forums at Lorain and West Park. Lorain also provided meeting space for the Detroit Shoreway Group to host community meetings for the families impacted by the West 83rd St. explosion.

Many branches have streamlined the storage and retrieval of DVDs by removing only floating collection discs from their cases. This has allowed items to be re-shelved quicker and reduced the time patrons wait to be checked out. Under the direction of Cheryl Diamond, improvements at Lorain continued to provide greater access to Library resources. An express 15-minute computer was installed and a classics section was created.

Esthetic enhancements were made to clean furniture and fixtures, remove damaged furniture, create displays and organize newspapers and literature. Led by Mike Herman, Facilities implemented these projects.

Brooklyn Branch remains the only West Team branch without a custodian. Rockport experienced problems with disruptive youth after school who have caused disturbances when asked to leave the building.

The Public Services Manager - West chaired the Branch Managers meeting, attended two performance evaluation appeal meetings, the Board meeting, a branch staff meeting, a disciplinary meeting, the Director's meeting and the Readers and Writers program featuring Kareem Abdul Jabbar.

TECHNICAL SERVICES

Patricia Lowrey and Sandy Jelar Elwell visited the Popular Library and Foreign Literature Department to demonstrate the new process for adding uncataloged magazines. Ms Lowrey met with several Main Library Managers to discuss the expansion of the Floating Collection project to include materials from the Audio-Visual Department, the Youth Services Department and the Popular Library. Ms. Lowrey and all the Technical Services Managers attended the meetings to unveil the Main Library re-structuring plan.

Ms. Lowrey also attended the Branch Managers meeting to update staff on several Technical Services issues. She and Rollie Welch attended the Central Team Meeting to clarify the purpose of the paperback and replacement copies ordering procedures.

Shelf/Shipping: The Shelf/Shipping Department retrieved 339 items for requests. The department shipped out 990 telescopes and boxes to Main Library. A total of 26,526 items were received, sorted, and labeled by Receiving and Distribution Technicians.

Shelf/Shipping staff attended the Corporate Challenge Pizza and tee shirt Sale. The department loaned book trucks to the Woodland Branch renovation project. Juanita Turner volunteered at the Writers and Readers program featuring Kareem Abdul-Jabbar.

Book Preparation: Staff completed work on 31,183 items in February. Two Zebra thermal printers were transferred from Catalog enabling staff to print replacement labels. All staff members were trained how to produce the new style labels.

High Demand: Dale Dickerson, High Demand Librarian, worked with Acquisitions and Catalog Dept. staff to present training sessions at five branches on the new process for adding magazines to Sirsi. Carole Brachna, High Demand Manager worked with Catalog staff to present two sessions. During the early part of the month, staff helped to receive and add items for the Acquisitions Dept. Rosalyn Easley, Technical Services Associate, received 144 titles. The Manager pulled popular titles with several copies or more from the Acquisition trucks and they were processed completely through High Demand.

Anarie Lanton, Technical Services Associate, received a thank you from a branch manager for alerting the branch that their paperback orders had been placed. Rosalyn Easley received a "thanks" from Collection Management for catching an error in the ordering process. The Manager helped Acquisitions staff to troubleshoot some problems with EDI.

Acquisitions: Alicia Naab setup EDI ordering with several vendors. She created procedures, instructions and conducted training for Acquisitions staff on EDI X12 ordering. Sandy Jelar Elwell, Ms. Naab, Leslie Pultorak, and Nathaniel Infante partnered with other Technical Services staff to visit and train branch and main staff on the new procedures for adding uncataloged copies. Serials staff was also trained on these new procedures.

Acquisitions staff ordered a total of 17,468 titles and 23,851 items, received 12,480 items, and processed a total of 2,163 invoices. Serials staff added 409 items and processed 191 periodical and serial claims.

Catalog: The department continues to maintain or improve turnaround times over 2009 for most material, despite a lower staffing level. A total of 10,372 items and 4,721 titles were cataloged.

Elizabeth Hegstrom and Enerel Dambiinyam worked with other Technical Services staff to present Add Item training for uncataloged items to Branch staff. Ms. Hegstrom also participated in a conference call with Pamela Benjamin, Ellen

Leavitt and Melissa Lattanzi from NEO-RLS concerning the Management Training for 2010.

Andrea Johnson changed the OCLC authorizations for Acquisitions, Catalog and High Demand to allow better tracking of cataloging activity. This is one aspect of an effort to reduce OCLC cataloging subscription costs. Mike Monaco assisted Ms. Johnson in developing questions for OCLC regarding the calculation of subscription pricing and analyzed statistics for CPL activities believed to influence the pricing.

Preservation: Preservation manager Ann Olszewski attended a February 23 task force meeting called by John Skrtic to review the status of the Cleveland Parks collection. The attendees agreed to meet monthly to assess materials, and to assign three levels of priority for treatment. Don Pettit of the Cleveland Landmarks commission is participating in the review, and his expertise facilitates the evaluation of the materials.

Preservation staff worked on implementation of Digital Projects committee proposals. The scanning of the 22 Glenville High school yearbooks was completed by the vendor. The first two volumes, 1906 and 1907, were formatted and loaded into CONTENTdm. Cleveland Zoning board photos of the Hough neighborhood scanned by Photograph collection were loaded. Gloria Massey performed image enhancement editing for Volume 1 of the Cleveland Town topics (1888), a weekly periodical which was scanned from the microfilm.

Preservation assisted Michael Ruffing with the preparation for the Women's history month exhibit: packing ceramic figurines by Edris Eckhardt, and providing materials and equipment for Mr. Ruffing to create book cradles for the exhibit. Elizabeth Bardossy treated a letter from Adella Prentiss Hughes to facilitate its being copied for the exhibit.

MARKETING & COMMUNICATIONS

Black History Month activities highlighted the month, culminating in special guest Kareem Abdul-Jabbar for the Library's Writers and Readers author series.

In addition to maintaining superb library services for the public during the month, staff spent considerable time on the library reorganization plan. The Marketing and Communications Administrator worked with the administrative team to compile the

Main Library and Managers Reorganization presentation. The presentation was given to the Main Library Innovation Team focus group, that also included two Library Board members, and it was given to all CPL managers.

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 February and March events on online community calendars, the Library website, the CPL Facebook page, Twitter and Flickr accounts. In some cases, wrote copy and forwarded with graphics to Webware staff.
- Wrote and edited copy for the staff newsletters.
- Wrote, distributed and followed up on the following press releases:
 - CPL Board of Trustees Meeting February 18, 2010
 - CPL to Host Sports Legend and Author Kareem Abdul-Jabbar on February 28, 2010
 - CPL Highlights the Year of the Tiger with Lunar New Year Festivities & Asian Art Exhibit on March 6, 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.

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.
- Met with Social Sciences staff, RGI Exhibits and Hall of Framers Sports Memorabilia to plan the new Sports Research Center collection.
- Met with Carlos Latimer regarding the sound design of the LSW auditorium.
- 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 speaking engagement for the director at 21st Century Club in Shaker Heights
- Attended community meeting of Councilman Matt Zone, Detroit Shoreways, where awards were presented to CPL, the Friends of the Library, and CPL librarian for community service.
- Visited the facility of the new vendor for the CPL website; attended new website planning meetings, along with the Website Redesign Team.

Graphics:

- Cathy Poilpré, Graphics Manager, and staff designed, printed and/or produced 141 printed pieces, including slides for the lobby message display, banners, signs, postcards, fliers, invitations, award certificates, forms, programs, routing slips, book lists, book marks and calendars.
- Design and print pieces for internal and external communications include: four (4) staff newsletters; three (3) Program Guides for March/April programs; Winter Reading Club Cleveland Metroparks Zoo and Botanical Garden tickets; Friends newsletter and book sale; and Lunar New Year.
- Ads were designed for *MUSE Magazine*, *Plain Dealer Newspaper* and *Cleveland Scene Magazine* promoting Music at Main, Writers and Readers and Black History Month programming.
- Signage was produced and two exhibits installed for a March 1 opening: *Asian Pacific* exhibit and *Women's Work: Inspiring Stories of Women who made History in Cuyahoga County*, as well as promotional print pieces.
- Photos were taken of WOW award candidates and posters produced.
- Cathy Poilpre attended the Branch Manager's on February 3, Main Manager's meeting February 10, and Main restructure meeting on February 25.
- 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.

- During the month of February, the following events and programs were either edited or added to promote on the website:
 - Lunar New Year, Annual Book Bee, Your Children Can Soar, Winter Reading Club, Black History Month, Woodland Branch Reopening, the February 15 (President's Day) Library Closure, Connect Ohio Survey, and 2009 Tax Preparation Services.
- 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), which culminated in approval by the Library Board of Trustees for the best and most cost effective proposal from DigiKnow.

Other:

- The Library received coverage or references on at least 50 occasions in February with an ad value exceeding \$45,657 to an audience exceeding 4,517,418 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.

Maintenance mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. The gas valve on boiler #2 was replaced at Fleet. The gas valve and other controls were replaced on the boiler at Fulton. In LSW a bad electric heating element was replaced in the air handling unit for the auditorium. A bad fan motor in the air handling unit for AV was replaced, and the center circulating pump on the Syncroflow domestic water pumping system was repaired. Electric hand dryers were installed in the public restrooms at MLK and Mt Pleasant. Several lighting ballast were replaced at Rockport and Union.

The Carpenters and Painters worked with the contractor to remove all the furniture and books from the Woodland branch. All of the

board members pictures throughout the system were replaced. Additional shelving was installed in Main Shelf Division. Painting was started in the basement of Brooklyn.

The Garage replaced the fuel pump and did major engine work on truck #4. The engine was replaced on truck #5. The bookmobile oil was changed along with the oil, air, and fuel filters. The battery was replaced in car #3.

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 0 alarms that Cuyahoga Valley Patrol responded to.

Duress buttons are tested monthly at all stations in the Main Library Building, Louis Stokes Wing, Lake Shore Facility, and at branches.

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

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

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

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

Lost and Found: 8 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 474 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 22 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	40	-12
March	76		
April	55		
May	50		
June	63		
July	60		
August	59		
September	53		
October	70		
November	51		
December	53		
Year to Date	705	90	-25

AUTOMATION SERVICES

CPL Projects

A resolution was approved by the Board to engage DigiKnow Inc. as our partner in rebuilding the Library's web site. A kickoff meeting was held with Digiknow, the first of several stakeholder sessions was held to get input from staff, and a blog was created to provide staff with information about the progress of the project and to provide another avenue for input.

The Bill and Melinda Gates Foundation is providing \$89,700 to add public workstations in Broadway, Carnegie West, East 131, Fleet, Fulton, Glenville, Hough, Langston Hughes, Walz and Woodland branches. A software selection committee, chaired by Anastasia Diamond-Ortiz, and including Bill Hood, Sandy Nosse, and William Bradford is working to select software for the new stations. Automation and Facilities are working together to plan electrical and wiring distribution.

The Library is participating in a statewide grant project to obtain broadband stimulus funds. The grant is being coordinated by ConnectOhio and the State Library of Ohio. The Library is requesting 269 new workstations to replace public workstations over three years old, and 120 laptop computers for public use. ConnectOhio will also provide a public relations campaign and a curriculum. The Library will provide training to the public.

As part of the upgrade to version 3.3.1 of the SirsiDynix system, Mr. Hood installed the new client software on CPL staff PCs.

A message regarding the accumulation of Saturday fines was added to checkout slips at all locations at the request of Tena Wilson.

Software developed a daily circulation report for Planning & Research.

Special reports were run for Brooklyn, Collection Management, Popular Library, South, South Brooklyn and West Park.

A power monitor and notebook with remote monitoring was installed at Sterling to monitor building power to help diagnose an intermittent problem with network connectivity.

Mr. Finnegan met with APG Office Furnishings to correct cable management at CPL Rice branch.

Mr. Finnegan, Mr. Novak and Mr. McLemore met with MCPC to prepare an upgrade to the Library's VoIP system.

Mr. McLemore provided 6 pagers for Facilities; repaired phones at Science Dept., South Brooklyn, Union and FAX lines at Sterling and Hough; provided a replacement Blackberry for Tena Wilson; setup voice mail for Social Sciences; and requested a wireless signal strength test at Rice Branch from Verizon to see if the poor cell phone reception can be improved.

During the month of February, the following events and programs were promoted on the web site: Lunar New Year, Annual Book Bee, Your Children Can Soar, Winter Reading Club, Black History Month, Woodland Branch Reopening, the February 15 (President's Day) Library Closure, a Connect Ohio Survey, and 2009 Tax Preparation Services.

The following pages were updated: Board of Trustees, Employment Opportunities, Press Room, Genealogy, and Database Listings. The following pages were updated on the CPL Staff Center: Retiree Announcements, Library Reorganization Information, Connect Ohio Survey, and the CPL Web site Redesign Blog.

The Jasper Wood's movie "Street Car" was posted on the CPL YouTube Channel. A video promoting the Q-Nice program was also added to the YouTube Channel.

Mr. Lenzer attended a branch manager's and a subject department manager's meeting to discuss changes to SAM, the Library's public PC management system. The SAM server was moved to a virtual server. Working with Software, Mr. Lenzer is providing a daily list of lost and expired cards to keep the SAM database in synch.

CLEVNET Projects

The SirsiDynix software was upgraded to version 3.3.1. The new version includes an iPhone app, enhancements to how pull-lists are generated, and an emailed expiring card notice to encourage patrons to renew their cards. To prepare for the upgrade, Mr. Hood created an installation package and documentation; the Web team helped configure the server for the iPhone app; 3.3.1J software for CPL and CLEVNET along with documentation and instructions for PC techs; and Mr. Lenzer obtained and installed an SSL certificate to ensure secure communications with the server.

Mr. Carterette and Ms. Palomo held a conference call with Unique Management. Many CLEVNET libraries are beginning to use Unique for debt collection, but there has been some confusion in developing selection criteria. The Software team will be included in future discussions with CLEVNET libraries to make the process smoother.

A new weekly report is being provided, Weekly Forgiven Fines report, to CLEVNET directors, which reports when and where replacement bills were forgiven or cancelled for items owned by other CLEVNET library systems.

The NetNotice system was rebuilt to allow patrons the ability to select SMS text messages for notification when they have available holds. The Library is using a workstation with slave cell phones to automate the texting. Graham Leirer, Jim Benson, Brian Leszcz, Robert Patrick, and David Reynolds were

instrumental in creating the reports, programming, web form, and database development to support this project.

The Network team configured site to site VPN on the firewall for the Barberton Hospital; issued VPN certificates for Medina County District Library and Wayne County Public Library; configured logging on the firewall to track certificates; reviewed bandwidth usage at Willoughby-Eastlake; screened new vendors for maintenance and support of the Cisco network equipment; completed a CLEVNET Utilization summary for OPLIN; assisted Cleveland, Medina, Euclid, Hudson, Elyria and Cleveland Heights with mail and spam issues; and helped Wayne County with an Active Directory problem.

Mr. Finnegan met with Twinsburg to see their new Tech Logic self charge and helped Ritter resolve problems with the new 3M self check units.

Software updated policies for: Euclid, Medina, Perry, and Twinsburg; and ran special reports for Clyde, Kirtland, Lorain, Medina, Milan and Willoughby-Eastlake.

KnowItNow

Don Boozer trained a third Kent State University intern online. The three interns are doing a good job in providing online reference service.

Two hundred KnowItNow transcripts were provided to Dr. Miriam Matteson of Kent State University, to use in a reference class. Personal information was removed from the transcripts before providing them. Dr. Matteson is interested in making virtual reference a part of the curriculum at the School of Library and Information Science.

Mr. Boozer held a training session at Canal Fulton Public Library on Monday, February 15. A staff member from Massillon Public Library also attended the training. Canal Fulton PL will be staffing a local queue.

Mr. Leszcz updated the site to provide patrons the option of connecting to their local library's independent chat service from 10am-5pm, Monday-Friday.

Richard Brhel of Chancellor University, Cleveland, contacted KIN24x7 on February 22 to ask about options for their participation in KIN24x7. The State Library does not see any

conflict with the terms of the LSTA grant and training will be scheduled.

The Privacy Policy was revised and linked throughout the KnowItNow web site.

Mr. Leszcz created a process for updating Library information.

Meetings and Professional Development

Mr. Boozer participated in the monthly online meeting of the Collaborative Virtual Listserv members on February 26. Caleb Tucker-Raymond, L-NET, and Mr. Boozer demonstrated our software.

Ms. Pawlowski attended meetings of the CLEVNET PR and Training SIGs.

Mr. Reynolds is serving on the Library's Harvest for Hunger committee.

Statistics

	February 2009	February 2010
OverDrive Downloads	10,665	15,853
Twitter Followers	487	1,644
Facebook Fans	Not yet implemented	2,049

Automation Services Statistics, 02/2010				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	90	76	64	230
CPL Branch	144	129	102	375
CPL Lake Shore	40	34	16	90
CLEVNET	33	17	16	66
PUBLIC				0
HARDWARE TOTAL	307	256	198	761
SOFTWARE				
CPL Main	14	14		28
CPL Branch	18	18		36
CPL Lake Shore	8	8		16
CLEVNET	40	40		80
PUBLIC	1	1		2
SOFTWARE TOTAL	81	81	0	162
WEBWARE				
CPL Main	8	5	3	16
CPL Branch	11	11		22
CPL Lake Shore	2	2		4
CLEVNET	5	5		10
PUBLIC	34	34		68
WEBWARE TOTAL	60	57	3	120
KIN				
CPL Main	7	5		12
CPL Branch	1	1		2
CLEVNET	22	18		40
PUBLIC				0
KIN Library	10	10		20
OHIOLink Library				0
After Dark				0
KIN TOTAL	40	34	0	74
GRAND TOTAL				
	488	428	201	1,117