

DIRECTOR'S REPORT

May 20, 2010

Monthly Statistics

Circulation for the month of April was stable at 567,794. This is less than a 1% increase over last year's April circulation of 564,300. These numbers are again impressive when considering the fact that we were open to the public on four Sundays in April 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.

Attendance for the month of April was 343,696. This is a decrease of almost 5% from last year's April attendance of 359,909. Both the Main Library and Branches reported decreases in attendance. It is important to note that, despite the increase in attendance that has followed the opening of the Rice Branch, the Woodland branch was closed for all but the last week of April.

Usage of our electronic media is up nearly 44% for the year and the downloading of e-books and audio books has risen by 68% and 37% respectively. Computer usage at the Main Library has dropped by 8%, but strong branch usage statistics have led to an increase in computer usage since last year.

Program and Outreach Highlights

CPL welcomed the 16th Poet Laureate Consultant in Poetry, Kay Ryan to the Louis Stokes Wing Auditorium in April. Ms. Ryan impressed a crowd of over 200 with poems from her newest book, *The Best of It: New and Selected Poems*, and anecdotes from her life. Attendees from as far as Florida were in attendance.

On April 29, we had the opportunity to hear from five of the most important voices in the library world. Camila Alire, President of the American Library Association; Sari Feldman, President of the Public Library Association; Susan Benton, President and Chief Executive Officer of the Urban Libraries Council; Dionne Mack-Harvin, Executive Director of the Brooklyn Public Library; and Patrick Losinski, Executive Director of the Columbus Metropolitan Library spoke before a crowd of more than 200 attendees from 44 different library-related organizations. The forum, entitled "Challenges and Innovations: The State of the Public Library Today," provided the attendees with valuable

insight about successful libraries that are thriving despite the financial downturn.

The 6th Biennial Award Ceremony for the Norman A. Sugarman Biography Awards was held on April 22. The award is the only award of its kind that showcases authors of children's biographies. The winners were:

1. **Tonya Bolden** - Winner - *George Washington Carver*
2. **Ashley Bryan** - Honor Award winner - *Ashley Bryan: Words to My Life's Song*
3. **Candace Fleming**: Honor Award winner - *The Lincolns: A Scrapbook Look at Abraham and Mary*

Marketing and Communications

During April, the Community Outreach and Public Affairs Department was restructured upon the retirement of the COPA Administrator. The programming and scheduling staff and responsibilities are now under the Marketing and Communications Department.

Buildings Update

The Woodland Branch opened to the public on Saturday, April 24. Despite an extended delay, the community was overwhelmingly positive and appreciative of the new building and its new technology.

Meetings and Activities

- I met with Consul General of the Republic of Slovenia Jurcek Zmauk.
- I provided storytelling at the Winter Reading Club's Celebration at the Cleveland Botanical Gardens.
- I met with Mayor Frank G. Jackson and Council President Martin Sweeney to discuss possible hour changes at CPL.
- I toured Council Ward 12 with Councilman Tony Brancatelli.
- I taped a segment for Golden Opportunities to discuss the library's services for seniors.

In conclusion, I must note my sadness at the loss of Neighborhood Team Manager Pam Jennings. Very early in my directorship, Pam toured me through the buildings that she supervised. Still trying to figure me out, Pam little by little

exposed me to her wry sense of humor and her dedication to this organization. I will miss her.

PUBLIC SERVICES

Programs/Exhibits:

- AV Technicians provided sound and technical support for the Progress with Chess program, Spring Break Film Festival, Winter Reading Club Zoo Day, General Reference Panel Discussion, Readers and Writers program featuring Kay Ryan, Leadership Forum "Challenges and Innovation," and the Sugarman Awards Ceremony.
- Sandra Witmer (BEL) attended a planning meeting with executives from SCORE for a presentation that Aaron Mason and Bob Murnan (GOVDOCS) will be doing on May 28.
- Fine Arts staff assisted Manager Pam Eyerdam with the *Progress with Chess* program, March 31-April 1, which involved 400 participants. Special Collections staff assisted in hosting a tour sponsored by the Cleveland Alliance on April 11, 2010. *Music at Main* hosted jazz musician George Foley on April 17 and a crowd of about 40 people.
- Special Collections staff finished the installation of the *Thomas Jefferson Collection at the Cleveland Public Library* exhibit in the JGW Exhibit Corridor. A small display of items representing aspects of the Special Collections was prepared for visitors who attended the *Challenges and Innovations: the State of the Public Library Today* presentation. Eyerdam coordinated exhibit installations for the CMSD *All-City Visual Arts Exhibit* (at Carnegie West, MemNott, and LSW) and details for the *Congressional Arts Exhibit* at MLK.
- On April 17, 2010, Victoria Kabo (FORLIT) hosted a National Library Week tour following the Fine Arts Musical program. Seventeen patrons participated in tour of Foreign Literature Department and viewed displays showcasing new Russian language arrivals. On April 20, 2010, Mary Torres and Children's Librarian Tracey Allen hosted bi-lingual story time program at Eastman Branch for 25 students from the Cleveland school system. A second program was given on April 28 for 28 students. On April 24, 2010, Caroline Han hosted CALA-Family Literacy Focus Project in YS story room. 18 participants attended initial introduction to the program. On April 24, 2010, Victoria Kabo hosted "World

Book Day—a Russian language program at Memorial-Nottingham branch for 11 patrons.

- Melanie McCarter (GENREF) coordinated a successful panel discussion about identity theft and cyber scams and Michelle Makkos organized a class visit to view 1930's periodicals.
- The history exhibit, "Women's Work: Inspiring Stories of Women Who Made History in Cuyahoga County has been well received. The exhibit runs through August
- Popular department displays during the month included: movie star biographies, healthy living, and mysteries with pets. On April 7 the Main Library Discussion Group, led by Richard Fox, discussed *Lies Will Get You Somewhere* by Sheila Schwartz for eight attendees.
- Youth Services staff had a busy month, as staff participated in many different library events. Ernest Edwards assisted with Chess for Success. Tia Pearson attended a Corporate Challenge meeting and did work for that project. Donna Willingham assisted at the Winter Reading Club Zoo Day and the WRC event for teens at the House of Blues. Sandy Nosse assisted with the WRC program at the Botanical Gardens, the Catskill Puppet Workshop for Children at the Rice Branch, and the Sugarman Award Program. Sandy also helped organize the children's collection at Woodland and was on hand for the re-opening.
- Ron Burdick (HIST) spoke at the Greater Cleveland Polish Genealogical Society's May meeting on May 6 at St. Mary's Polish Catholic Church in Parma. Burdick provided the 38 people in attendance with an overview of the genealogical resources available at CPL. On April 13 Dr. Daniel Levin, Professor of Photography, Tri-C Western Campus returned with his class documenting built environment changes in selected areas of Cleveland. The photographic results of the students' research will be display in Photograph Collection in the fall. On April 27, John Sobol, researcher and author on Slavic Village and Cleveland Polish and Slavic communities, was working in Photograph Collection the same day seventh graders from University School were visiting to look at photographs on the Slavic Village neighborhood. Mr. Sobol graciously gave the students an impromptu talk on the history of the village and answered their many questions regarding the neighborhood's history.
- Literature department has begun preliminary study and work for transfer of Ohio Center for the Book to the Literature Department.

- Sixty students from Ginn Academy visited the Science and Technolgy department on April 28, working on research papers.

Collections/Reference:

- A weeding plan was implemented in the Audio Video department in preparation for the anticipated move and consolidation to the AV Department into the new AV/Lending Department. AV started weeding out and/or mark missing all DVD's that were in the system before Jan 1, 2007 but have not circulated since January 1, 2007
- Fine Arts staff are weeding the mezzanine Ref A-M call numbers and transferring many titles to appropriate departments, correcting items status, and creating about five shelves of space for music reference. Staff assisted a researcher from Gray's Auctioneers with catalogue raisonnés and other reference items. New signs were made for CD shelves. There was a high volume of visitors to SpC who were attending a Distance Learning conference at the Renaissance. Two Kent SLIS grad students contacted SpC and inquired if they could do an appraisal (this means an analysis) of a collection as a project for their Archives class.
- General Reference staff completed a comprehensive weeding of the quick reference print collection was completed. All duplicate titles were weeded out of the system.
- The Map Collection was the recipient of several historical items from Dr. and Mrs. Gillinov of Moreland Hills, Ohio. Items included several G.M. Hopkins Plat Books of Cuyahoga County and Cleveland from the 40's and 50's along with various sets of Readi-Realty Atlas books and microfiche. Map Collection has started the process of weeding superseded 7 ½ minute USGS topographical maps of all of the states except the Midwest. Collection counts of the maps are being done by Lorna Holness and Dan Smith. Because the maps are a part of the Federal Depository Program, they will be posted on a national "Needs & Offers" list located on their web site for other institutions to consider. The project will take a number of months to complete.
- Popular Library has received many floating CD's and most have them have remained in the department. Since the new Rice Branch has space to spare we arranged to send many of the floating CD's to them.
- Youth Services continues to weed the collection on the public service floor and some of the Stack area, in

particular magazines. All collection development projects are being supervised by the department head to maintain the integrity of the historical aspect of our collection, while further developing a customer-friendly, popular collection.

Staff/Professional Development:

- Anastasia Diamond-Ortiz (BEL) attended *Computers in Libraries 2010*, April 12-14, 2010 in Crystal City, VA and returned with information on services CPL could implement. Sandra Witmer, Evelyn Lichtenberg, Aaron Mason and Susan Mullee attended the leadership forum "Challenges and Innovations: The State of the Public Library Today" on April 29. Sandra Witmer attended Manager Training for May Community Meetings on April 28.
- Pam Eyerdam attended the *ARLIS/NA (Art Libraries Society of North America) Conference* in Boston.
- Milos Markovic (FORLIT) attended ULC webinar "Building Customer & Staff Engagement the Queens Way".
- Tom Edwards (HIST) attended an ESRI software workshop in Akron on the 20th of April
- Elmer Turner resigned his position as Subject Department Clerk. He had worked for the Library for over 23 years and in the Photograph Collection for approximately five years. The position will remain open; Library Assistant Dan Milich has been moved from History to Photograph Collection. Dan has been with History and Geography since March 2008. Beginning in May Photograph staff will start serving as KIN providers; joining the rest of the History and Geography staff in servicing the History and Geography and Genealogy queues.
- Daniel Oreskovic (LENDING) attended various meetings throughout the month which included Managers Meeting at Lake Shore. Mr. Oreskovic, along with Carlos Latimer, Acting Head of General Reference Department, presented recommended changes to the circulation policy at the Administrators meeting on April 20 and April 27. Mr. Oreskovic and Mr. Latimer conducted customer service training session and debt collection information for Branch Clerks from April 26-28, 2010.
- Carol Dixon started work at OLBPD as the new Clerk II on April 12, 2010. She filled the vacated OLBPD Clerk II position following the retirement of Marlene Iverson. OLBPD subs Francis Collins and Ken Redd were moved from COPA's budget to OLBPD.

- Richard Fox (POP) attended final Dublin selection meeting and dinner on April 21.
- Maureen Mullin, Acting Manager of Science and Technology met with all of staff in a department meeting on March 30 and individually with each staff member within the first two weeks.
- Youth Services Manager Sandy Nosse met with Pam Benjamin and a representative from Gale to discuss databases for children. Sandy will be testing some new databases and giving recommendations. She conducted individual meetings to discuss individual strengths, job duties and the departmental goals and direction. Library Assistant Donna Willingham attended the Catskill Puppet Workshop and a NEO-RLS New Book Look and will be compiling a list for new books to order. She also explored the Children's area at Cleveland Heights Main Library and shared her observations with her manager. Children's Librarian Jennifer Wihebrink attended the Virginia Hamilton workshop.

COMMUNITY OUTREACH SERVICES

- Beginning in April, Programming Specialists will be supervised temporarily until June 2 by Chrystal Carr Jeter, Community Outreach Services Manager.
- Ms. Carr Jeter, Chair of the Sugarman Children's Biography Committee along with other selected CPL staff coordinated the 6th Biennial Awards Ceremony and the three days of accompanying activities with schools, authors, jurors, and the Sugarman Family. One hundred and twenty-five people attended the Sugarman Awards evening event on April 22. Three hundred students, staff and educators attended the afternoon school assembly in the LSW auditorium that featured a "guest appearance" by George Washington Carver. The three Sugarman authors, Award winner Tonya Bolden and the two Honor Award winners Candace Fleming and Ashley Bryan made school appearances the next day. They went to a combined 5 Cleveland area schools and a brief tour of the Lincoln exhibit at the Western Reserve Historical Society. The Sugarman Awards recipients, Sugarman Jury, Administrative staff and Board Chair, Tom Corrigan met the Sugarman Family at a private luncheon prior to the Sugarman Ceremony and school activities. Ashley Bryan, Honor Award recipient also participated as a guest performer at the Re-Opening of the Woodland Branch library on Saturday, April 24.

- Annisha Jeffries coordinated the National Endowment for the Humanities exhibit "Picturing America" on display at the MLK branch from March 22 - April 9, 2010.
- Annisha Jeffries, Vicki Beggiani and Chrystal Carr Jeter each presented workshops at the Virginia Hamilton Conference on Multicultural Literature on April 8-9, 2010.
- Administrative Assistant Heidi Strickland, Program Specialists Beggiani, Jeffries, and Gaughan and Community Outreach Services Manager Chrystal Jeter organized the Family Literacy Day at the Cleveland Metroparks Zoo on Saturday, April 10, 2010. Winter Reading Club participants and their families enjoyed hourly story times by CPL Youth staff at animal sites, fun games, "Imagine" puppet shows, Roving Magic Shows, animal petting sites, Cavalier "Moondog" and "Scream Team" appearances, Sister Jewel and the African Soul International Dancers and a special noon gala performance by Street Team of Radio Disney. Total Library attendance at the Zoo was 2800!
- The Catskill Puppet Troupe conducted an educator and staff development workshop on Hand & Rod Puppetry and invited attendees to enjoy the "hands-on" opportunity following their presentation. The Troupe, in Cleveland to perform at the Cleveland Botanical Garden for the Winter Reading Club finale (526), also conducted a student puppetry workshop after school at the Rice Branch. Twenty staff, student volunteers and school educators attended the morning workshop and 37 students attended puppetry and crafts program at the Rice Branch. Over 500 students and their families enjoyed the Catskill Puppetry Troupe, Puppet Crafts and author appearance by Larry Hohman, author of Alphabetical Botanicals, and other titles at the Botanical Garden on April 17.
- Ms. Carr-Jeter and substitute Diane Russell worked with the Graphics Staff and the MCD office to coordinate, proofread, and produce the May/June Program Guide for CPL.
- Over 200 family and friends attended the system-wide 5th Annual Book Bee Finale competition held in the LSW auditorium on Saturday, April 24, 2010. Contestants competed in the 3-5th grade category and in the 6-8th grade category.
- Over 7590 children participated in the Winter Reading Club, reading over 121,200 books. The top five schools and their totals were announced at the Zoo event.
- Ms. Carr Jeter and Ali Boyd attended the Case Connection Zone pilot program that engaged an entire community discussion on gigabit connectivity in the Rice, Shaker

Heights, and the University Circle area. Boyd and Jeter also attended a subsequent meeting on April 6 to discuss the Library's participation in the "Smart Connected Community" campaign. Projects are pending.

- Annisha Jeffries participated in the Career Day at Charles A. Mooney School. She spoke to over 200 students. Vicki Beggiani presented CPL info at the Cleveland Playhouse "Fair on the Square" for over 500 school educators.
- Sixty Winter Reading Club Teen winners were invited to the International House of Blues "backstage tour" on April 27, as part of the IHOB Foundation sponsorship of the WRC 2010.
- Rhonda Fulton and Norma Smith (Mobile Services - On the Road to Reading) staffed the Library Booth at the Annual March of Dimes Run at Tower City on April 25. Over 2000 people participated in the Run and approximately 500 visited the vendor tables.

MOBILE SERVICES

- The On the Road to Reading van visited 16 pediatric and WIC sites plus Laura's House in addition to 79 daycare classes. The van circulated 924 items in 42 deposit kits.
- Certificates for participation in the On the Road to Reading program have been received from Graphics. They will be distributed in May.
- Rhonda Fulton completed the weeding of the Bookmobile's children's collection in preparation for the move to the new building.
- The activities of the Mobile Services department remain split between the COPA office at Main and Woodland Garage.
- As the increased stops to the Woodland Branch area continue, the bookmobile was on the road almost constantly. This decreased the travel of staff from Main to the garage, but continues to create challenges in keeping up with holds, route-ins and the timely movement of materials from Main to the garage. The extra stops concluded when Woodland Branch reopened April 24.
- Staffing challenges persist as vacations and staff illnesses create coverage issues. Part time staff members have been required to work extra hours to maintain stops and the circulation of materials.
- Graphics produced flyers for the two new stops and the Impett Park summer stop. In addition, the June-August schedule is partially printed so we can distribute it next week when the current schedule runs out.

- The nine stops added in April at 3 locations (1st Beulah Baptist Church, Arbor Park, and Friendly Inn) provided service to 81 patrons. 23 reference and 27 directional questions were fielded by Mobile Services staff at these stops. The attendance at these stops somewhat decreased from March (91 patrons), but, again we ceased these stops on April 23, so a full month is not reflected.
- Pete Mahoney, page in the Department, resumed work May 4 and is re-shelving materials in preparation for the move to the new building projected for the week of May 10.
- A temporary occupancy permit has been requested for the Mobile Services move into the new headquarters for the week of May 10.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

- The FY2010 Third Quarter Budget Report was prepared and submitted to the State Library of Ohio on April 14, 2010. The first half (October 1st - March 31st) federal statistics were also submitted to the National Library Service (NLS). During this federal period, OLBDP circulated over 336,000 NLS items to 13,885 active readers.
- OLBDP accepted responsibility for BARD administration and support for all patrons in the State of Ohio from NLS on April 1st. The service has been re-branded "OHIO-BARD," to reflect the transfer of responsibility to OLBDP. In March, 382 OLBDP patrons downloaded 5,767 digital titles.
- The OLBDP Reader's Handbook has been revised to include more detailed information on the digital talking book service and OHIO-BARD, as well as an update of other services that have changed since the last revision. A one-year supply was ordered for printing using LSTA monies received during the merger to statewide service.
- On April 27-28, Manager Will Reed attended a meeting in Chicago, Illinois as part of the working team from ASCLA/NLS to revise the 2005 Revised Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped. Reed was invited by the President of ASCLA to be part of this twelve-member team. The revision of the Standards will be an eighteen month process, with the final draft ready in fall 2011.
- On April 23, Reed attended a Blind and Low Vision Fair at the Independence Village in Avon Lake where he spoke to a group of 50 people about the OLBDP service, and registered 10 new readers. Many of those in attendance were already OLBDP patrons.

- The OLBPD Cyber-Dialogue book discussion met on April 8, 2010 to continue discussing Ann Rule's "The Stranger beside Me." The book club will meet again in May to discuss "The Perfect Storm."

BRANCHES

- Individual discussions were held with each of the branch managers to review their branch assignments in the reorganization of branches. Nineteen of 21 managers were moved to new branch locations. Dyad managers were also identified.
- All branch clerks received Customer Service Training, conducted by Dan Oreskovic and Carlos Latimer.
- Branches participated in a system wide survey documenting computer activity.
- Branches completed entering Winter Reading Club data.
- Branch managers participated in public relations training provided by Marketing & Communications to assist managers in presenting information to community groups and organizations about the Library's reorganization.
- All branches were visited in the fall and a list of recommended changes/actions given to each branch manager for implementation. Follow-up visits began in April and will continue until all locations have been revisited.
- A quarterly branch and Main managers meeting was held April 14.

CENTRAL TEAM REPORT

- The Woodland Branch Library officially opened to the public on Saturday, April 24th.
- Public Services Administrator Cindy Lombardo and Assistant Public Services Administrator John Skrtic joined Public Services Manager - Central Team Ellen Leavitt in a visit to the Broadway Branch
- Fleet Branch Manager Rekiat Olayiwola represented the Library at the Broadway Slavic Village Neighborhood Summit that was held at the Bohemian National Hall. The students in the Garden Valley neighborhood participated in two April programs - the Spelling Bee and "Dictionary with a Twist."
- Jefferson Branch children also participated in the CPL Spelling Bee. The school-age children and young adults in the community participated in an online scavenger hunt

commemorating Women's History Month and National Geographic Wildlife.

- A dedicated number of Buckeye Community representatives have begun meeting regularly at the Rice Branch Library with the intent of improving the safety and security of all of the residents who visit the Rice Branch Library.
- Jaime Deplet, Manager of the South Branch Library has been busy reorganizing the materials within the South Branch. Reference books as well as car manuals have been relocated so that the New Book area is larger and books can be displayed in a more marketable fashion.
- The Sterling and Woodland Branches have worked with the Central Collaborative to provide a seamless transition for the East High, South High, and East Tech students to the community in preparation for eventual school closings.
- Union Branch Library Assistant Eric Eubanks has been invited to be the keynote speaker at St. Catherine's Head Start "Moving On" ceremony in May.

EAST TEAM REPORT

- Census testing and training continued at a number of the East Team branches.
- Several branches have reported an increase in the number of mismatched DVDs at their location, resulting from the floating collection.
- Malka Khan from Addison spoke at the Wade Park Elementary School Career Night on April 14. Ms. Khan also gave a presentation about the Library at the East High School's Family Literacy Nights on April 27 and 29.
- Collinwood "Page Turners" Book Club has grown to 25 members.
- East 131 was the venue for two financial literacy programs sponsored by Girl Scouts of Northeast Ohio (GSNEO). *Penny Project* and *Cent\$Ability* programs were enjoyed by 50 participants.
- Joyce Bowers has begun working on this year's Parade the Circle event.
- Many of the East branches offered a variety of programs for children during the month. In addition branch managers attending community events and meetings to represent the Library.

WEST TEAM REPORT

- Caroline Peak, from South Brooklyn, held a Teen Spring Fling program and a preschool Dance and Movement program.
- Diana Devore from Rockport attended Zoo day and saw many of her students as well as parents. She is finishing weeding the juvenile collection and will be working on the series next.
- The Girl Scouts held two series of financial literacy programs for girls, Cent\$ability for girls 9-11 years old and Penny Project for girls 6-8 years old at the Westpark Branch. . Attendance was less than we had hoped.
- Mr. Todd and Ms. Lefkowitz from Walz Branch began training a volunteer puppet troupe. On April 26th Ms. Lefkowitz assumed responsibilities at Lorain Branch.
- Carnegie West held their annual Alfred Hitchcock Film Festival that featured three classics: Lifeboat, Notorious, and Strangers on a Train.
- Eastman Manager Linda Jaeckel hosted the Page Turners Adult Book Club that featured the book, A Thousand Splendid Suns by Khalid Hosseini. Those who attended enjoyed Middle Eastern food, music, and great discussion. The program was held in collaboration with the Social Sciences Department.

TECHNICAL SERVICES

Patricia Lowrey, Technical Services Administrator, spoke on "The Changing Role of Technical Services," at the Texas Library Association in San Antonio. Ms. Lowrey and Rollie Welch visited the General Reference and Youth Services departments of the Main Library and the Rice and Harvard Lee branches.

Collection Management: Due to staffing shortages in the Shelf/Shipping Department, Laura Mommers, Pam Pressly and Bonnie Bolton all volunteered to unpack new materials, stamp, barcode, and slip incoming new materials. They approached the work with vigor and reported pleased they now have a more clear understanding of the work flow throughout Technical Services.

Ms. Mommers continued her service to the Corporate Challenge committee as the representative for Technical Services. Ms. Mommers has also volunteered for several days in the Acquisitions Department to help ease the backlog of received orders. Ms. Pressly began to sort purchase requests patrons have submitted online and her efforts are proving to be a big help for Collection Management.

Rollie Welch represented the library by having a print column appear in VOYA about library services to young adult males. Mr. Welch also had his monthly street lit column appear in Booksmack, the online newsletter sponsored by Library Journal. Mr. Welch also had a review in the April 25 book section of the Plain Dealer. Mr. Welch also presented a workshop session at the Virginia Hamilton conference held on April 9 at Kent State University.

Shelf/Shipping: The Shelf/Shipping Department retrieved 733 items for Main Library in the month of April. Maintenance of departmental storage collections was performed by Maureen Mullin, Sandra Witmer, and Dan Smith.

The department shipped out a total of 1,286 telescopes of new materials. All new materials held in storage for the Woodland Branch were shipped to the branch before its re-opening.

Charles Newton resigned from the Cleveland Public Library. Staff from the other Technical Services departments volunteered to assist the depleted Shelf/Shipping staff in processing new materials onto trucks. Juanita Turner attended the re-opening of the Woodland Branch.

Book Preparation: The Materials Processing staff completed work on 26,081 items in April. Kevin Bartel was on medical leave for the entire month of April. Elizabeth Hegstrom attended the 2010 Leadership Forum.

High Demand: The High Demand staff ordered 2,323 titles and 13,210 items; added 744 titles and 17,549 items; and paid 621 invoices for a total of \$267,579.06 in materials.

In addition, due to an extreme staffing shortage in the Shelf/Shipping Department, High Demand staff Dale Dickerson and Mya Warner volunteered to work in that department opening boxes. High Demand staff also began to add the routing slips, barcodes and stamp to new materials. This adds significantly to the workload being handled by Department staff.

Catalog: Staff cataloged 5,126 titles and added 11,376 items. Jeremy White-Zeager set up the MarcEdit program to customize records for titles from OverDrive, and successfully loaded 338 records using the new procedures, which save the Library \$3.35 per record. John Parsons began correcting invalid bibliographic record type codes based on a new report from Automation.

Michael Monaco drafted guidelines for staff to delete OCLC holdings when making merge requests for bibliographic records. Mr. Monaco took over Andrea Johnson's responsibility for loading Government Documents records for a cleanup project started last year. Mr. Monaco is working with Special Collections to create catalog records based on the finding aids they are creating for certain archival collections.

Larisa Povitsky began helping Acquisitions to receive Russian shipments. Cathy Jo Graves, Vivian Grayson, Yolanda Lawler, Rodney Lewallen, and Theresa Mallette volunteered to assist in Shelf/Shipping while that department is short staffed. Dawn Grattino and Elizabeth Hegstrom attended the Leadership Forum.

Preservation: Preservation staff prepared 7 art works for installation prior to the reopening of Woodland Branch. Renee Pride matted and framed five of the pieces.

Three more volumes of the Glenville High School annual, 1913, 1914, and 1918 were digitally formatted and loaded. Volume Three of the Cleveland Town Topics (January -June 1889) was loaded also. Two patrons contacted the Library about using images from the digital collections in forthcoming publications: lantern slides from the Ward Marsh collection, and a nineteenth-century photograph of the New England building from Cleveland Views.

Ann Olszewski attended the CONTENTdm Midwest users' group annual meeting April 7-9, at the University of Iowa. Ms Olszewski and Elizabeth Bardossy attended the annual meeting of the Northeast Ohio Alliance for response, an emergency preparedness initiative coordinated by Heritage Preservation. In addition to the ongoing Australasian chess column project, Ms Bardossy treated three posters from the Biehle collection, three large technical drawings by Charles Schweinfurth from the Parks collection, and mended two volumes on English costume.

Preservation staff volunteered to assist the Shelf/Shipping department. Ms Bardossy and Laura Wallencheck deliver and pick up mail within the Lakeshore facility, Lyla Chilkcutt assisted with processing new orders, Ms Wallencheck assisted with processing miscellaneous acquisitions.

Acquisitions: Sandy Jelar Elwell and Gloria Guzi met with representatives from Swets and EBSCO to review the Library's accounts, address problems, and discuss new products and services. Ms. Jelar Elwell and Alicia Naab attended the 2010

Leadership Forum "Challenges & Innovations: The State of Public Libraries Today."

Several staff from Acquisitions volunteered to unpack, stamp, barcode, and slip new materials being received in the Lake Shore Shelf/Shipping Department.

Acquisitions staff ordered a total of 6,768 titles and 11,900 items, received 11,081 items, and processed a total of 1,453 invoices. Serials staff received 3,413 periodicals and 744 serials, added 435 items and 904 paperbacks, processed 345 periodical and serial claims, and modified 402 serial controls.

MARKETING & COMMUNICATIONS

The month of April was packed with programs that engaged large groups. Writers and Readers author series hosted Kay Ryan, the Poet Laureate of the United States. Later in the month, more than 200 library leaders from 44 agencies filled the Louis Stokes Wing auditorium for a Leadership Forum. Camila Alire, President, American Library Association; Sari Feldman, President, Public Library Association; Susan Benton, Executive Director, Urban Libraries Council; Dionne Mack-Harvin, Director, Brooklyn Public Library; and Pat Losinski, Director, Columbus Metropolitan Library, headlined the workshop entitled "Challenges and Innovations: The State of Public Libraries Today."

During April, the Community Outreach and Public Affairs Department was restructured upon the retirement of Janice Ridgeway, COPA Administrator. The programming and scheduling responsibilities came under the Marketing and Communications Department.

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 April and May 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 April 15, 2010
 - Mark Dimunation Presents "Forged in Fire: The Jefferson Collection at the Library of Congress" at Cleveland Public Library May 27, 2010
 - CPL Opens Pilot Learning Center at New Rice Branch
 - Leadership Forum at CPL - "Challenges and Innovations: The State of Public Libraries Today" on April 29, 2010
- Promoted library events in University Circle's "Inner Circle," *Call and Post* newspaper, RealNeo, Ohio.com, Plugged In Cleveland, Singles Events Guide, Cleveland.com, WKYC TV 3, Golden Opportunities with Armond Budish, *The Plain Dealer* Newspaper, Ohio Library Council's Access Newsletter and website, NEO-RLS, 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, Administrative Assistant and Programming staff.
- Attended regular monthly meetings of the Board of Trustees, as well as Quarterly Public Services Manager meeting (presented community presentation training plan).
- Met with Special Collections staff to plan the Mark Dimunation program in May.
- Held regular meetings with marketing and communications consultant, David Fitz of Strategic Design Partnership.
- Held regular meetings with Deb Herman of Ghostlight Productions to plan the sound and staging for April events, as well as the Mark Dimunation event in May.
- Met with library staff, as well as Debra Parmer of Children's Hunger Alliance, to plan this season's Summer Lunch Program. Also discussed a Fall snack program to pilot in five branches.
- Met with Pamela Eyerdam, Fine Arts and Special Collections Manager, to coordinate all exhibits.
- Met with Ryan Gerber, owner of RGI International, to develop and revise a design plan for the Sports Research Center.
- Attended Winter Reading Club finale at the Cleveland Metroparks Zoo to represent administration and announce the final numbers.
- Met with Amy Pawlowski to discuss a Staff Intranet page for the Marketing and Communications Department.
- Attended and photographed the WOW! Award presentation for Nathaniel Blair, Custodian at Martin L. King, Jr. Branch.

- Met with Chrystal Carr-Jeter, Outreach Services Manager, to review procedures for community presentation training for managers during the month of May, as well as numerous meeting to assist with the Sugarman Award program.
- Met with Judy Wong and Liz Wetter of Fifth Third Bank to plan a program to honor Margaret Wong, Cleveland lawyer and community leader.
- Held numerous meeting with staff to plan and implement the leadership forum on April 29.
- Attended planning meeting at Cleveland Public Art for the Spectrum Dialogues program.
- Attended three Ohio City community meetings.
- Met with Falls Communications staff to outline and plan the 2009 annual report.
- Conducted two public services manager workshops to prepare managers to make presentations during the month of May to relay proposed new hours to the community.
- Worked with Chrystal Carr-Jeter, Outreach Services Manager, on numerous occasions throughout the month on procedures associated with programming and marketing programs, including the biennial Sugarman Awards program.
- Attended new website planning meetings, along with the Website Redesign Team.
- Assisted in the planning and attended the reopening of the Woodland Branch.
- Attended the YWCA Women of Achievement Luncheon.
- Met with Human Resources and Public Services staff on numerous occasions to plan staffing for the Programming and Scheduling Services office.
- Attended the taping of Golden Opportunities with director Felton Thomas.

Graphics:

Cathy Poilpré, Graphics Manager, and staff designed, printed and/or produced 135 printed pieces, including slides for the lobby message display, banners, signs, postcards, fliers, invitations, award certificates, forms, programs, routing slips, book lists, book marks, exhibits and calendars.

Design and print pieces for internal and external communications included: five (5) staff newsletters; three (3) Program Guides for May/June programs; Sugarman print pieces; Summer Reading Club promotional pieces; new signage for the Woodland Branch; redesigned Friends newsletter and brochure; poster and bookmarks for Playhouse Square and Cleveland Playhouse events. Ads were designed for *Plain Dealer Newspaper* and *Call & Post Newspaper*

promoting the *Women's Work: Inspiring Stories of Women who made History in Cuyahoga County* exhibit, as well as Writers and Readers with Kay Ryan. Photos were taken of WOW award candidates and posters produced.

Cathy Poilpre attended the Quarterly Public Services Managers meeting, the Board of Trustees meeting, and, with members of the graphics staff, she attended the leadership forum. Cathy Poilpre served as a judge for the 11th Congressional Art Show and hung 225 pieces of art for the event.

Web: (relating to Marketing and Public Relations)

Amy Pawlowski 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.

During the month of April, events and programs were either edited or added to promote on the website. Amy Pawlowski facilitated planning meetings with the 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).

Other:

The Library received coverage or references on 113 occasions in April with a verified ad value exceeding \$13,800 to an audience exceeding 5,164,225 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. Woodland branch was reopened and we are working to open the new space for Mobile Services. Two bids were received for uniforms and Cintas was the successful bidder.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. A new power supply for

the Translogic System was installed at Main. The expansion tank on the domestic hot water was replaced and the sump tank was cleaned out and piping repaired at East 131. The domestic hot water tank was replaced at Langston Hughes. All A/C systems were started, tower sump and condensers were cleaned and replaced bad A/C compressor for the Trane unit at Lakeshore. The domestic hot water tank on the 10th floor Mezz. and a leaking expansion tank in the lower level equipment room was replaced in the Louis Stokes Wing. Pre filters on all air handling units were changed and glycol was recovered from air handling units #5 and #25 that was used for winterization of the cooling coils in Main. The fan motor for the entrance heater was replaced at Rockport. A/C system leaks were repaired at South Brooklyn and Walz. The air compressor motor was replaced at Walz also.

The Carpenters and Painters installed furniture, hung pictures, installed lock, and painted to prepare for the reopening of Woodland. The hand rail was removed for repair and a temporary rail was installed at Brooklyn.

The Garage serviced and delivered lawn mowers and tractors to the branches and Lakeshore. The tires on #18 were replaced. The distributor was replaced on truck #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 all Branch Library Irregularities.

Security Systems: The closed circuit television cameras in the Main Library complex and the branches are fully operational except for Union Branch which is in the process of being repaired. The access systems in the Main Library Complex, Lakeshore, Memorial-Nottingham, Garden Valley and Rice are installed and operational.

Alarm Systems: Burglar and fire alarm systems at all branches are fully operational. Burglar and no close alarms are documented in the Security Operations Alarm Logbook and followed-up on by Security Operations Supervisors on a daily basis. Reports are also produced by Security Operations tallying the alarms and types for each branch for follow-up and training purposes.

During the month of April, the Cuyahoga Valley Patrol responded to 13 alarms caused by staff members not opening or closing properly.

All duress buttons are tested on a monthly basis at all stations in the Main Library Building, The Louis Stokes Wing, Lake Shore, and at all branches. Some of the duress buttons in the Main Library Complex are not working properly and service calls were made to correct problem.

Closed Circuit Television: Closed circuit television systems are monitored in the Security Operations Command Center office, and at the Louis Stokes Wing security desk, Rear Dock security office, Main Library building security desk, and the Lake Shore Facility security desk. At the remote locations the Main # 3 monitor can not be viewed. Service contractor is waiting on software to correct problem.

Identification Cards: Security Operations continues to issue photo identification cards to new staff members and replace lost ID cards. New and replacement access cards are issued to staff members at facilities requiring their usage. During the month of April Security Operations has reminded staff that they should wear their staff ID while on duty

Monthly Equipment Inspections: Security Operations conducts complete equipment inspections monthly in all branches, the Main Library, the 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. The Branch Patrol Supervisors inspect the book detector systems at the branches each time they visit.

Lost and Found: During the month of March, 6 items were returned to their owners by Security Operations.

Branch Security: To temporarily provide a higher level of security, two Tenable officers are assigned to Carnegie West h, Addison, Hough and Rice branches. 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 419 visits to branch libraries.

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

Branch Patrol Security Operations Supervisors investigate all Security Irregularity Reports submitted by staff members from the branches. During the month of April, the Security Operations Supervisors investigated 33 Security Irregularity Reports. Security Operations produces internal reports each month summarizing the branch locations of each report, the type of incident, and the time and day of the incident to ensure coverage at the branches is adequate. All remaining investigations and security reports were completed by security officers working in the Main Library Complex.

Training: The chief and Assistant Chief attended a seminar titled Workplace Violence Prevention presented by Pinkerton & Securitas.

SUMMARY OF IRREGULARITY REPORTS RECEIVED

Month	2009	2010	Change
January	63	50	-13
February	52	40	-12
March	76	63	-13
April	55	53	-02
May	50		
June	63		
July	60		
August	59		
September	53		
October	70		
November	51		
December	53		
Total	705	206	-40

AUTOMATION SERVICES

CPL Projects:

Usability testing on the new web site structure took place on Tuesday, April 15 and Thursday, April 17. Testing was conducted by Derek Oyen, Senior User Interface Designer, DigiKnow. Nine CPL users participated, teens to seniors, and completed tasks to help assess the ease of use of the site.

The Woodland branch PCs and domain controller were cleaned and brought back online. Eight new Public Windows 7 PCs were configured and installed. Many routine processes, such as creating user profiles and installing standard user and support software, had to be re-engineered for Windows 7. The alarm

service line required repair. The Woodland phones were relocated, cleaned, and installed, and the emergency and pay phone, and fax machine were installed. The Software team globally "transited in" new materials and produced a report for Planning & Research tracking which branches Woodland patrons used while the branch was closed.

A Smart Board and two standalone children PCs were installed at Rice branch, to support tutoring activities.

The Deep Freeze server has been upgraded from 6.61 to 6.62 for Windows 7 support. The Symantec Endpoint server (anti-virus) has been upgraded from 11.0.4000 to 11.0.6000 for support of Windows 7 and performance.

The SSL secure certificate on the CPL EZproxy server was updated to allow uninterrupted access to JSTOR database.

Updates were made to the CPL web site for: the Norman A. Sugarman Award, the Friends of the Library Book Sale, "Forged in Fire: The Jefferson Collection at the Library of Congress", "Smart Money Choices: 2010 Cleveland Area Conference", "75th Annual Anisfield-Wolf Book Prize Winners," winners of the 5th Annual Book Bee Competition, and an announcement of the 2010-2011 Writers & Readers Series.

The Seniors Connect site was substantially reorganized.

The following pages were edited to reflect changes to www.cpl.org: Press Room, Genealogy, the Literature Department's Playhouse Square and Cleveland Play House book lists, and our Database Listings (to reflect name changes, URL changes, and database descriptions).

The following pages were edited or promoted on the CPL Staff Center: New 2010-2012 Union Contract, Computer Statistic Collection reminder for Computer Aides, Database Trials, Staff Survey on affect of changing library hours, and presentations from the Public Services Managers Meeting. The Online Application Ease of Use Document was added to the ESS & Munis Help Documents section.

The Software team made modifications to the Daily Purchase Order report for Acquisitions and High Demand; assisted Science and Technology in weeding; and created a new item list for sports books in Social Sciences.

CLEVNET Projects:

There were two incidences of network attacks in April. A distributed denial of service attack was identified on April 14. There were 7,314 specific IP addresses around the world that were blocked at the firewall, first manually, then, as the attack progressed, with a semi-automated process. Larry Finnegan, George Lenzer, and Darren Novak worked aggressively to defeat the attack and protect CLEVNET network performance.

In the second instance an attacker gained access to the system via social engineering and utilized the system to send unsolicited bulk mail. As a result we were blocked from many mail systems on the internet. The compromised account was locked and the password changed. We began the process of getting the email server removed from block lists.

The CORC Committee met on April 8 and discussed the current usage of CLEVNET databases, reviewed costs, and discussed any potential changes, additions, and cancellations.

Policy file updates were made for: Birchard, Huron, Milan-Berlin, and Shaker Heights.

Willoughby-Eastlake requested receiving the Daily Fines Report distribution.

Several libraries had a fine-free National Library Week; the Software team assisted with procedures.

Medina County District Library and Huron Public Library went live with Unique Management Debt Collection through SirsiDynix Symphony.

The network team worked with Twinsburg, Hudson and East Cleveland to clean up obsolete IP numbers; assisted Sandusky Public Library in isolating problems and protecting stations on the network; reconfigured wireless access at the Willoughby Hills Branch of Willoughby-Eastlake; replaced a switch at the Woodville branch of Birchard; and met with Hudson and Willoughby-Eastlake staff to assess network utilization. New DNS entries were added for Lorain and Shaker Heights.

A new tape drive was installed on the SirsiDynix system to accommodate the amount of data being backed up nightly. Nightly backup/refresh processing now completes within two hours. We expect to be able to restore the system completely in about 90 minutes.

KnowItNow:

The LSTA grant request for the seventh year of funding was sent to the State Library of Ohio on April 25.

The basic structure of KnowItNow queues was evaluated. The original design followed the structure of Main Library, offering queues tied to the Subject Department divisions. Patrons are finding this unwieldy. After meeting with Public Services and in the best interest of customer service, the queues were all consolidated into one. Providers were notified on April 23, with special consideration for OhioLINK libraries.

The quarterly meeting of the Quality Assurance Committee for KIN24x7 (QuACK) was held on April 21. The transcript booklet was discussed as well as a schedule for reviewers and other topics. A "blurb" about the booklet (which will be posted on the KIN24x7 Provider site as a PDF) will also be included in a news release by the State Library of Ohio after approval of the KIN24x7 LSTA proposal.

Publicity items were sent to Monroe Junior High School in Monroe, OH.

The staff of CPL's Photograph Collection was trained on KIN24x7 on April 28.

Meetings and Professional Development:

Don Boozer attended the reception held in conjunction with the Fourteenth Off-Campus Library Services Conference at Cleveland Marriot Downtown at Key Center.

Statistics:

	April 2009	April 2010
OverDrive Downloads	11,300	17,983
Twitter Followers	769	1,769
Facebook Fans	Not yet implemented	2,183

Automation Services Statistics, 04/2010				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	86	49	23	158
CPL Branch	111	97	56	264
CPL Lake Shore	25	14	1	40
CLEVNET	27	8	15	50
PUBLIC				0
HARDWARE TOTAL	249	168	95	512
SOFTWARE				
CPL Main	18	18		36
CPL Branch	17	17		34
CPL Lake Shore	8	8		16
CLEVNET	51	51		102
PUBLIC	4	4		8
SOFTWARE TOTAL	98	98	0	196
WEBWARE				
CPL Main	17	17	1	35
CPL Branch	7	7		14
CPL Lake Shore	1	1		2
CLEVNET	4	4		8
PUBLIC	56	56		112
WEBWARE TOTAL	85	85	1	171
KIN				
CPL Main	7	7		14
CPL Branch	1	1		2
CLEVNET	17	13		30
PUBLIC				0
KIN Library	8	8		16
OHIOLink Library				0
After Dark	2	2		4
KIN TOTAL	35	31	0	66
GRAND TOTAL				
	467	382	96	945