

DIRECTOR'S REPORT

June 17, 2010

Monthly Statistics

Circulation for the month of May remained stable at 546,566. This is less than a 1% increase over last year's May circulation of 532,196. 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 May was 323,342. This is a decrease of almost 5% from last year's May attendance of 340,366. Both the Main Library and Branches reported decreases in attendance. Staff is paying attention to these numbers in hopes of providing the Board with possible answers to the reasons for this decrease.

Program and Outreach Highlights

On May 1, CPL worked with the office of Congresswoman Marcia Fudge to produce the 28th Eleventh Congressional District Art Contest. The program was well attended with at least one hundred students and parents in attendance. Putting the program together was a herculean effort that required working with the Congresswoman's office, the local schools and their art teachers. I would like to thank **Cathy Poilpre**, Graphics Manager, and **Chrystal Carr-Jeter**, Community Outreach Services Manager, for their efforts on this program.

On May 27, CPL welcomed Mark Dimunation, Chief of the Rare Book and Special Collections Division at the Library of Congress. Mr. Dimunation absolutely captivated a crowd of 200 with his presentation "Forged in Fire: The Jefferson Collection at the Library of Congress." Mr. Dimunation's story of his work with rare book experts to acquire thousands of volumes to rebuilt the collection of Thomas Jefferson was fascinating and I want to thank staff members **Lissa Waite** and **Pamela Eyerdam**, Fine Arts and Special Collections Librarian and Manager, respectively, for their efforts to bring this program to CPL.

CPL's Mobile Services staff was busy on May 22, as the Bookmobile provided outreach services to the 1st Annual Cleveland Asian Festival. The Bookmobile staff handed out library cards,

answered reference questions and provided general assistance to nearly 300 people. I want to give a big thank you to **Linda Sperry**, Mobile Services Manager, and her staff.

Public Services

On May 1, the CPL received a letter from Ms. Jerleen Justus asking the library to look into the lack of accessibility to library services of Scranton Castle Apartment residents. I am very proud of the work done by the Public Services staff to contact and sit down with the residents to formulate a plan to solve the accessibility issue at our South Branch. I, along with Public Services Administrator, **Cindy Lombardo**, and other library staff, met with Ms. Justus and the Scranton Castle Apartment residents on May 26. A solution was forged and the essence of that solution was chronicled by *The Plain Dealer* newspaper in its May 27 article.

Automation

The State Library of Ohio board unanimously approved a seventh year of funding for KnowItNow, the statewide virtual reference service administered by the Cleveland Public Library and managed by **Don Boozer**, KnowItNow24x7 Coordinator. Work has been completed on structural changes to KnowItNow and it is hoped that the new changes will provide better customer service for our public.

Technical Services

Rollie Welch, Collection Manager, has been very busy. On May 13, Rollie participated in a radio discussion of books for young people on WCPN. His monthly reviews of "street lit" titles appeared in the May 20 edition of *Booksmack* and another review was published on May 23 in *The Plain Dealer* newspaper. Kudos to Mr. Welch for his efforts; he communicated to our public the importance of reading for teens.

Meetings and Activities

- I presented at the 11th Congressional District's Art Show.
- I attended the Promise Neighborhood Collaborative meeting hosted by the Sisters of Charity Foundation.
- I presented at the Open Book Project Gifting Ceremony held at the Slovenian Museum and Archives.
- I attended the Leadership Cleveland Class trip to Baltimore.

- I met the Cleveland Orchestra's Executive Director Gary Hanson on possible collaborations.

PUBLIC SERVICES

Programs/Exhibits:

The Audio Video technicians assisted with set up for Ohio Center for the Book awards presentation, Board of Trustees retreat, "At Last: Soul Sisters" program, Read Baby Read celebration, and the Forged in Fire program.

Business partnered with SCORE (Service Core of Retired Executives) on a seminar May 28. Aaron Mason and Bob Murnan (Gov. Docs.) presented a program on the availability of free market research at the library.

FA & SpC sponsored the presentation *Forged in Fire: the Jefferson Collection at the Library of Congress* (with Mr. Mark Dimunation, Chief of Special Collections and Rare Books at the Library of Congress

Eyerdam hosted a tour for a group of 15 visitors from the Friends of the Toledo Museum of Art Library; coordinated the installation of artwork entitled *Watership Down* (Toronto artists, Jon Reed & Maier Yagod) in the Eastman Garden.

The History Department is still presenting the exhibit *Women's Work: Inspiring Stories of Women Who Made History in Cuyahoga County* will remain open on the second floor of the main Building through February 2011.

The Popular Department presented displays for the month included books on True Crime, and Marriage and Sex. On May 5 the Main Library Book Discussion Group, led by Richard Fox talked about *The Prize-Winner of Defiance Ohio* by Terry Ryan. There were five attendees.

The Social Sciences Book Club discussion regarding *Woman Thou Art Loosed* was held on May 13.

Jen Wihebrink of the Youth Services Department conducted three full library tours for JFK, Cleveland Catholic and Shaw High Schools.

Outreach:

Aaron Mason from BEL staffed an information table at the Cleveland-area "Smart Money Choices Conference," hosted by the Ohio Treasurer of State, Kevin L. Boyce, and May 7 *Islamic Manuscripts from the Cleveland Public Library Collection (part of exhibit - In ANOTHER WAY OF LOOKING: INFLUENCES FROM ISLAM)* on view at the Cleveland State University Art Gallery.

May 19, Milos Markovic greeted 28 students and staff from Chagrin Falls High School. Visitors were interested in department's Chinese language learning materials. Caroline Han spent most of the month in China on ALA/CALA sponsored training workshop. This high profile visit should elevate the status of department and CPL to a wider international audience.

Maps Librarian Tom Edwards attended the GIS Users Group of N.E. Ohio meeting held at the Cuyahoga Valley Center in Valley View.

Public Administration Library had a table at the 21st annual Senior Day held at the Public Auditorium on May 20th.

Reba Clardy of the Popular Library joined CPL Administrators at Scranton Castle Community Center on May 26 to present information on the Homebound Service program.

Science and Technology manager Maureen Mullin was a guest speaker at a meeting of IAAP (International Association of Administrative Professionals.)

Social Sciences Librarian Tonya Jenkins presented a discussion of library services for seniors at the Western Reserve Area Agency on Aging on May 19, 2010 as part of their "Lunch and Learn" series.

Youth Services staff member Donna Willingham made her bi-weekly visits for story time Kidztown and Old Stone Church

Collections/Reference:

Librarians in FA worked on a packet of information presented to Public Services Admin in regards to the future CD move to the 1st floor (report includes info on selection, processing, repairs, floating CDs, space, weeding, security.)

Map Librarian Tom Edwards met with other members of the internal Park Plan/Map Group to help weed through the historical city plans/maps located on the seventh floor of Louis Stokes Wing.

Pam Benjamin met with administration to discuss the state of the Lake Shore periodicals weeding project.

Staff/Professional Development:

Eugene McCormick was transferred to Literature, effective May 9. Aaron Mason accepted a promotion to the Programming Coordinator position. Fine Arts Librarian Kraus attended the BookExpo America in New York. Popular Dept. Librarian Sarah Moore met several times with the committee to design the new CPL Web Site.

Richard Fox met with Cindy Lombardo, John Skrtic, Milos Markovic, and Carlos Latimer on May 7 to discuss ideas for the Cleveland's Living Room concept.

Social Sciences Librarian Helena Travka was nominated to run for the Special Collections Librarians Action Council by the Ohio Library Council.

Public Services Department - East Team

- Ward 9 Councilman Kevin Conwell hosted the weekly Ward 9 Community Gathering at the Glenville Branch - this group discusses community issues.
- The Congressional Art Show was held at MLK.
- The East 131 Branch hosted two financial literacy programs sponsored by GSNEO (Girl Scouts of North East Ohio); *Penny Project* and *Cent\$Ability*. *Penny Project* taught girls ages 6-8 about the importance of saving your pennies while *Cent\$Ability* gave girls ages 9-11 the opportunity to experience life as a financially savvy 25 year old learning how to buy a car and shopping for an apartment.
- The Mount Pleasant Branch remained active in its commitment to the community at large. On May 10, 2010, Kristen Manning from the Family Support Consortium met with Paula Logan-Reid to discuss upcoming programming with the MYCOM initiative.
- Glenville Branch Children's librarian, Mrs. Schmidt held a Cinco de Mayo Celebration program for the community. Additionally, on May 21, 2010, Mrs. Schmidt attended a Career Day at both Franklin D. Roosevelt School and Patrick Henry Elementary School.
- Shirley Hollingsworth and Toni Parker presented a Mother Goose program. The children and adults were read numerous Mother Goose rhymes. They watched the movie "Mother Goose a rappin' & rhymin' special" and they made up rhymes of their own and illustrated them

Public Services Department - Central Team

- Broadway Branch celebrated Cinco de Mayo, a Mexican Holiday, by displaying Latin artwork and playing all genres of Latin music.
- Garden Valley Branch Library Assistant Leonard Burks presented a program, "The Infinite Frontier" which focused on outer space. The audience marveled as they learned about the solar system, planets, and the world of galaxies.
- Rice Branch Manager Ali Boyd attended the Unveiling to the National Rites of Passage Institute in Lyndhurst, Ohio. Mr. Boyd represented CPL in the absence of Director Thomas. The event, which was driven by East End Neighborhood House near the Rice Branch Library.
- As a part of reorganizing the space within the South Branch Library, the new "New Book" area is working much better for the patrons. Since it is out of the congestion of the audiovisual area the new space allows patrons better access to the materials.
- Library Assistant Computer Emphasis staff member, Marcel Dorsey continues to teach and assist patrons with computer classes focusing on resumes, online job searching and basic computer usage at the Sterling Branch Library
- Sharon Allen, Branch Manager of the Union Branch, continued to weed the Adult nonfiction and Black World collections.
- The Woodland Branch continues to welcome back patrons following the completion of the building renovation. New furniture and additional computers for the public add to the excitement of the renovated facility.
- Spent a day with Automation Supervisor, Larry Finnegan, in an effort to improve communication between the Automation Department and Public Services.

Public Services Department -West Team

- Brooklyn Branch Children's Librarian, Laura McShane, conducted her "Picturing America" program for families.
- The annual Cleveland Metropolitan School District's Annual Art Exhibit was presented at the Carnegie West Branch Library in May. The exhibit came to the library at a good time because the branch was open on Sunday, May 16th as part of the Ohio City Walking Tour.
- Kathleen Lefkowitz, Branch Manager of the Walz Branch oversaw the operation of the Lorain Branch during the month of May. Ms. Lefkowitz helped prepare for and facilitate

the change in hours that would take place at all Cleveland Public Library branches.

- Diana Devore, Children's Librarian at the Rockport Branch, has been busy with school visits in order to publicize the Summer Reading Club. All local schools have been contacted and the literature has been distributed.
- Caroline Peak, Children's Librarian at the South Brooklyn Branch, organized a Plastic Bottle Craft for Teens and a Mother's Day craft for young children. New wiring was installed in the Walz Branch to prepare for the arrival of the Gates Grant computers.
- A book sale was held at the West Park Branch Library on May 20th-22nd. The sale netted the Friends of Cleveland Public Library \$1,763. 50. The staff appreciated the efforts of the Friends staff members Mary Scelsi and Tom Feczkanin.

Ohio Library for the Blind
And Physically Disabled

The State Library plans to take the FY 2011 (7/1/10-6/30/11) contract for the Ohio Library for the Blind and Physically Disabled to the June 17, 2010 board meeting. Once again, the program will be funded by a combination of state (Fund 5GB0/ALI 350-605) and LSTA funds. The amounts are: Fund 5GB0 (ALI 350-605)-\$1,274,194; LSTA (ALI 350-601)-\$223,892; Total FY 2011-\$1,498,086.

Will Reed attended the National Library Service Biennial Conference on May 16-20 in Des Moines, Iowa. During the conference, NLS provided updates and information regarding the Braille and talking book service.

Will Reed finished spending the remaining balance of LSTA VIII-7-09 that was awarded to OLBDP as part of the merger in statewide service. I am starting the final report that will be due at the conclusion of the grant period.

OLBDP accepted responsibility for BARD administration and support for all patrons in the State of Ohio from NLS.

OLBDP Cyber-Dialogue book discussion met on May 13, 2010 to discuss "Perfect Storm" by Sebastian Junger.

Michael Pride visited the Light of Hearts Villa in Bedford to speak about OLBDP services.

Community Outreach and Programming Services

Programs/Exhibits:

Program Specialists Annisha Jeffries, Elizabeth Gaughan and Vicki Beggiani assisted in the planning, event coordination and distribution of the 2010 Summer Reading Club Materials to neighborhood branch sites and school locations.

Beginning in June, Programming Specialists will be supervised by Aaron Mason, Programming Manager.

Annisha Jeffries conducted library tours at Main Library for 7 schools. She spoke to 217 students. She also participated in a Career Day at Charles Mooney School. Ms. Jeffries spoke to over 150 students.

Amy Pawlowski conducted the 2010 Evance summer reading club software training for the Youth Services (YS) staff and other managers at the May YS meeting. The 2010 software program is designed to encourage online registration and alert participants of their earned incentives.

Administrative Assistant Heidi Strickland, Program Specialist Elizabeth Gaughan and Community Outreach Manager Chrystal Jeter coordinated arrangements with A Cultural Exchange to assist with their end of year Read Baby Read finale on Wednesday, May 19 and Thursday, May 20.

Chrystal and substitute, Diane Russell worked with the Graphics Staff and the MCD office to coordinate, proof, and produce the July/August and Summer Reading Program Guide for CPL. The three-month guide features the Read Green and Grow theme and related neighborhood activities.

Artemus Ward students, winners of the 2010 Winter Reading Club campaign (Rockport Branch), enjoyed an Awards Assembly conducted by the Radio Disney Street Team. They received the 1st Place trophy for the third year in a row, a basket full of books for their school library, an author visit featuring Award Winning illustrator R. Gregory Christie. Waverly School Students (Carnegie West), 2nd place winners in the Winter Reading Club campaign, enjoyed an Awards Assembly, where they received a basket full of books for their school library and an author visit featuring Award Winning illustrator R. Gregory Christie. Denison School Students (Brooklyn branch), 3rd place winners in

the Winter Reading Club campaign, enjoyed an Awards Assembly, where they received a basket full of books for their school library and an author visit featuring Award Winning illustrator R. Gregory Christie.

Outreach:

Chrystal Carr Jeter began her new responsibilities as Community Outreach Services Manager completing the move to the Mobile Services facility in mid June. Working with Linda Sperry she continues to oversee the move of Mobile Services into their new quarters in May.

Annisha Jeffries participated in the Ohioana Book Festival in Columbus, OH with Merce Robinson representing Cleveland Public Library and the Ohio Center for the Book. Carolyn Peak also participated in this statewide event.

Elizabeth Gaughan prepared summer reading club comparison statistics for the Youth Services staff meeting. Gaughan coordinated the distribution of summer reading materials to branch sites and is responsible for shipments and replacements to outreach sites.

MOBILE SERVICES

- The On the Road to Reading van visited 12 pediatric and WIC sites plus Laura's House (2 visits), resulting in 78 contacts. In addition, 74 daycare classes were visited with a total attendance of 862. The van circulated 902 items in 41 deposit kits.
- Certificates for the conclusion of this years' On the Road to Reading sessions were distributed in May to participating daycares.
- The activities of the Mobile Services department remain split between the PSS office at Main and Woodland Garage. The move to the new facility began in May.
- Rhonda Fulton was contacted by Nurturing Independence and Aspirations (NIA) which works in conjunction with the YWCA. She will be teaching a workshop on early literacy for young parents in June.
- The Asian Festival (May 22) was very successful. The bookmobile had substantial traffic (279 persons, 1 new library card application, 8 reference questions and 50 directional questions.).

TECHNICAL SERVICES

Patricia Lowrey attended the Saturday Board Retreat on May 8 and the Sunday Corporate Challenge gathering on May 16. She listened to Rollie Welch's radio discussion of books for Young Adults on WCPN on May 13. She met with all Technical Services Managers individually to discuss the Library's Mission, Vision, Strategic Priorities and Core Values.

Collection Management: Pam Pressly began logging in Branch magazine subscription changes for the upcoming year. Ms. Pressly also volunteers one day a week to work in the Shipping Department. Bonnie Bolton distributed the Cleveland Metropolitan School District's Summer Reading list to Branch staff at the Youth Services meeting on May 19. Copies were ordered in anticipation of demand. Ms. Bolton attended the Margaret Skiff workshop sponsored by Cuyahoga County Public Library. Several authors spoke about their craft highlighted by Margaret Engle who explained the multicultural slant to her novels.

Laura Mommers volunteered to assist with receiving new materials in the Acquisitions Department and she continues to volunteer in the Shipping Department one day a week. Ms. Mommers also continued to serve at the Corporate Challenge representative for Technical Services and attended a series of meetings throughout May.

Mr. Welch had his monthly reviews of street lit titles appear in the May 20 edition of Booksmack, Library Journal's online review source. Mr. Welch also had a review published in the May 23rd edition of the Cleveland Plain Dealer.

Shelf/Shipping: The Shelf/Shipping department staff sent 338 requested items to the Main Library. The Receiving/Distribution Technicians with the assistance of volunteers from other Technical Services departments placed a total of 23,751 items on book trucks. A total of 1,381 telescopes were shipped to Main Library and the Branches. Juanita Turner attended the Corporate Challenge Kick-off at the Lake Shore Facility.

Dan Smith, John Skrtic, and Michelle Makkos conducted maintenance on materials in the remote storage area.

High Demand: The High Demand staff ordered 2,349 titles and 11,551 items; added 569 titles and 14,893 items; and paid 605 invoices for a total of \$ 202,357.12 in materials.

High Demand staff continue to help with the staffing shortage in the Shelf/Shipping Department by adding the routing slip to items, and sometimes barcoding and stamping items. In addition, Dale Dickerson and Mya Warner continue to offer their services in Shelf/Shipping, opening boxes. Dale works 4 hours per week; Mya works 8 hours per week.

The Manager attended the Clevnet Technical Services SIG meeting. One of the agenda topics covered was the impact of budget cuts.

Book Preparation: The Materials Processing staff completed work on 29,046 items in May. Processing for non-book materials for Audio-Visual, Fine Arts, Popular, and Foreign Literature was changed to match the processing for the branch non-book materials. Kevin Bartel returned from his medical leave. Elizabeth Hegstrom attended the Corporate Challenge picnic held at the Lake Shore facility.

Catalog: A total of 12,133 items were added and 5,882 titles were cataloged. Jeremy White-Zeager and Andrea Johnson met with Sandy Jelar Elwell and Alicia Naab, Acquisitions, to discuss the new procedures for loading OverDrive records and ways to improve tracking of orders. Ms. Johnson attended a CLEVNET Technical Services SIG meeting. Regina Houseman created local records for Huron Public Library's pre-literacy kits.

Michael Monaco attended the Northeast Ohio Technical Services Librarians (NOTSL) Spring Meeting on preparing to implement new cataloging rules called Resource Description and Access (RDA). Mr. Monaco also visited Special Collections to see the Ohio LINK Finding Aid creation tool demonstrated and discuss how MARC records for the catalog can be adapted from the finding aids.

Preservation: Four volumes of the Glenville High School annual were formatted and loaded into digital collections. Western Reserve Historical Society loaned its copy of Volume One of the Cleveland Town Topics so that eight pages missing from the microfilm could be captured for the digital edition. The scanning was done at Case University's Kelvin Smith Library. The complete digital version was uploaded to the Cleveland History resources online collection, completing one of the History Department's digital projects.

Ann Olszewski attended the IMLS-supported Ohio Connecting to Collection symposium at OCLC on May 7. New York Public Library requested a copy of the CPL Disaster Plan, and is consulting it in its own plan development. The CPL values, priorities, and

vision statements were reviewed individually with Preservation staff.

Preservation staff continued to assist the Shelf-shipping department. Elizabeth Bardossy and Laura Wallencheck delivered and picked up mail within the Lakeshore facility, Lyla Chilkcutt assisted with processing new orders and Ms Wallencheck assisted with processing miscellaneous acquisitions. The CPL values, priorities, and vision statements were reviewed individually with Preservation staff.

A blog feature about the Library's program of preserving local history books through facsimiles and web editions was written by History Department librarian Michael Ruffing and posted May 11 during National Preservation week. Shaker Heights High School placed an order for 19 titles. As a result of links in the blog post, the number of items viewed increased from 4,347 in April to 7,145 in May. The Jasper Wood Collection continued to draw users to the Cleveland Views collection, with items viewed increasing from 13,307 in April to 18,290 in May.

Elizabeth Bardossy treated the oldest plan from the Parks Collection that is of special historic interest because it is the earliest park plan to include a bicycle path. A professor from Vermont who is researching the history of bicycling will be coming to the Library in July to consult this plan. Renee Pride bound two sets of the 2009 CPL Board of Trustees minutes.

Acquisitions: Alicia Naab worked extensively with staff from BWI to correct problems with EDI orders and invoice import reports. Sandy Jelar Elwell, Ms. Naab, and Rollie Welch met with the representative from Brodart to review service, address problems, and discuss the upcoming changes with their website.

Acquisitions staff ordered a total of 7,426 titles and 12,391 items, received 13,139 items, and processed a total of 2,213 invoices. Serials staff received 2,558 periodicals and 1,712 serials, added 256 items and 1,404 paperbacks, processed 500 periodical and serial claims, and modified 382 serial controls.

MARKETING & COMMUNICATIONS

May was a month of intense preparation for organizational changes coming in June at CPL. Strategic planning work centered on an 18-month Action Plan. Highlights include the finalization

of plans for the Sports Research Center and the expansion of the department to include Programming and Scheduling Services.

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 the Board Retreat.
- 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 May event.
- Met with library staff, as well as Shannon Yencha and Debra Parmer of Children's Hunger Alliance, to plan this season's Summer Lunch Program. Also discussed a Fall snack program to pilot in Rice Branch.
- Met with Ryan Gerber, owner of RGI International, and Timothy Diamond, Special Assistant to the Director, to finalize a design plan for the Sports Research Center.
- Attended two Ohio City community meetings.
- Met with Falls Communications staff to work on the 2009 annual report.
- Attended new website planning meetings, along with the Website Redesign Team.
- Met with the Signage Task Force to begin the development of an 18-month signage update plan for Branches, beginning with Martin L. King, Jr. Branch.
- Conferenced with Will Reed, OLBPD Manager, and OverDrive to brainstorm the promotion of their new product, L.E.A.P.
- Attended the "At Last" program by Dr. Elaine "Dr. E." Richardson, Professor, Literacy Studies, The Ohio State University.
- Worked with planning teams for the following programs: Society Of Urban Professionals (S.O.U.P.) event on June 17; "Customer Appreciation Day" on June 11; "Saluting the Dreamers: Margaret Wong" program in September; Carnegie West 100th Anniversary celebration in August; Summer Lunch Program in June; and Fall Snack Program in August.

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 May and June events on online community calendars, the Library website, the Library 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 June 17, 2010
 - CPL's Eastman Reading Garden Welcomes Temporary Art Installation Inspired by the Novel *Watership Down*
- Promoted library events in University Circle's "Inner Circle," *Call and Post* newspaper, RealNeo, Ohio.com, Plugged In Cleveland, Singles Events Guide, Cleveland.com, *The Plain Dealer* Newspaper, Ohio Library Council's Access Newsletter and website, NEO-RLS, Cleveland.com and National Public Radio WCPN 90.3.

Graphics:

Cathy Poilpré, Graphics Manager, and staff designed, printed and/or produced 140 printed pieces, including slides for the lobby message display, banners, signs, ads, fliers, invitations, forms, programs, book lists, posters and book marks for Playhouse Square events, business cards, four staff newsletters, 164,000 routing slips, and calendars.

Promotional pieces for Summer Reading Club took high priority in Graphics. A highlight was printing materials for the new Employment Resources display racks in each Branch and at Main Library.

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.

Amy Pawlowski facilitated 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). The website is set to launch June 29.

Programming & Scheduling Services:

Aaron Mason was appointed as Acting Programming and Scheduling Services Manager through 2011, and he began on May 24. His first week was spent transitioning information from Chrystal Carr-Jeter, drafting job descriptions for critical positions, inventorying and organizing the physical space, conducting market research, reviewing contracts, and meeting with the staff.

Other:

The Library received coverage or references on over 100 occasions in May with a verified ad value exceeding \$48,057 to an audience exceeding 43,335,395 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 bearing assembly on the hot water pump was replaced at Harvard-Lee. Power outlets were installed for new computers from the Gates grant at Hough. A bad bearing assembly was replaced on the hot water pump at Fleet. Power poles were installed for new Gates grant computers at South Brooklyn and Walz.

The Carpenters and Painters made repairs and sealed the walls on the parapet as well as repair the ceiling on the 4th floor due to water damage at Main.

The Garage serviced vehicles #5, #9, #12, #13, #15, and #16. The battery in the Kids mobile was replaced. Shelving in the book mobile was repaired. Lawn mowers were repaired as needed thru out the system.

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 with the except of a few cameras in the Main 7, 8 and 38, Lakeshore cameras #4 and Rice camera #10. 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 May, the Cuyahoga Valley Patrol responded to 7 alarms and 2 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.

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 May Security Operations has reminded staff that they should wear there 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 May, 5 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 Garden Valley, 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 401 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 May, the Security Operations Supervisors investigated 22 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 Assistant Chief and Security Supervisor Washington completed the State of Ohio certification firearm course. Presented by Tenable Security

Assistant Chief traveled to Chicago and met with Chicago Public Library Management to discuss security issues.

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	37	-13
June	63		
July	60		
August	59		
September	53		
October	70		
November	51		
December	53		
Total	705	243	-27

AUTOMATION SERVICES

The State Library of Ohio board unanimously approved a seventh year of funding for KnowItNow, the statewide virtual reference service administered by the Cleveland Public Library. KnowItNow began on June 11, 2001, as a project of the CLEVNET libraries, led by Cleveland Public Library.

The Cleveland Public Library Board of Directors approved engaging Bibliocommons to implement a new, modern public catalog interface.

Cleveland Public Library Projects

The development of a new library web site proceeded on schedule. A final design for the front page was approved; Public Services

staff assisted in developing content for the popular topics section, and the Children and Teen sections; work was completed on scripts to list new materials, the most frequently checked out books, and recently returned books; and Financial Services began the work to support a PayPal donation option.

A new Public Services section was added to the Staff Center and Yarimilka Beavers was trained to maintain it.

The following events, programs, and information were either edited or added to promote on the web site: Cleveland History Buffs: Celebrate Preservation Week, Watership Down: See Also 2010, The Jefferson Collection at the Library of Congress, New Library Service Hours Effective June 2, and Summer Reading Club 2010. A refresher on using the Summer Reading club software was provided at a Youth Services meeting and registration was opened on May 25.

The following pages were edited or promoted on the CPL Staff Center: Staff Hires, Changes & Transfers.

Provisions were made for the new Dyad Managers to access computer files pertinent to both branches they are responsible for, and the Dyad Managers were provided with Blackberries and received training from a representative from Verizon.

Ellen Leavitt and Mr. Finnegan visited South, West Park, Jefferson, and South Brooklyn branches.

Additional configuration and installation of equipment at the Woodland branch and Mobile Services was completed.

Phone and fax line repairs were made at Lorain, Walz, Sterling, and Mobile Services. Phone extensions and/or voice mail configuration changes were made for Addision, Acquisitions, Mobile Services, Lorain, and the E911 Locator. An extension was added for the Auditors.

Final configuration changes were confirmed for the Public PC management system. The changes will be in effect on June 1. An updated Sam Manager software client has been installed on the branch staff PCs.

Gates grant computers were installed at Langston Hughes. KMS (Key Management Services) servers have been set up for use with CPL's Windows 7, Server 2008 and above Product Key License pool management and future pool based Microsoft products.

"Ghost" multi-cast imaging issue resolved with the replacement of DOS PXE with WinPE PXE network booting.

CLEVNET Projects

Policy changes were made for Perry Public Library and the Cleveland Law Library.

Special reports to help evaluate the need for and focus of debt collection were done for Cleveland Public Library, Euclid Public Library, and Shaker Public Library. Test runs of debt collection were produced for Bellevue and Elyria libraries in anticipation for June starts. Work started with Unique to find a way to load the current debtor files for Wayne County and Madison libraries which have used Unique Management for a number of years with a manual process.

A new system was devised to display the CLEVNET database listing on the CLEVNET web site to complete separation of the CLEVNET listing from the Cleveland Public Library's database listing.

On Wednesday, May 26, Amy Pawlowski met with the CLEVNET Public Relations group to discuss a 2011 PR budget. The potential budget will go towards promoting CLEVNET and the new upcoming web catalog. The planned budget will cover some print materials, potential web ads, and public service announcements (PSA's).

Mr. Finnegan met with the Medina County fiber loop committee, to remain aware of the networking needs for the Medina County District Library branches.

Matthew Augustine and Patrick Gutbrod from the Euclid Public Library visited the Networking team to discuss the Euclid network.

Mr. Finnegan and Mr. Bobik met with Willoughby-Eastlake staff and Mr. Nekic from NeoThink to review best practices for their configuring and maintaining their work stations.

A wireless access point was replaced in the Cleveland Heights-University Heights Public Library Annex.

OPLIN replaced T1 connections with 10mb fiber at the Elyria Public Library, the Elyria West River branch, and the Lorain Public Library. The Network Team configured and installed equipment and monitored the circuit.

A number of sites were blocking mail from our server as a result of a compromised work station sending spam out in April. We continue to work with spam blocking services to make clear that we have resolved the problem. We contacted the Columbus Metro Library when we discovered Mr. Thomas's emails were being blocked.

KnowItNow

Work was completed on a significant change to the structure of the KnowItNow service. From inception patrons were required to choose a category for questions; the choices were based on the structure of the Library's Subject Departments. Over time we have discovered that most questions are fairly general in nature and rarely require the intervention of a specialist, and that the user's category choices frequently did not relate to the question. To streamline service now all providers will take whatever questions come in. When necessary, librarians can still forward the question to a specialist. KnowItNow providers have received documentation and training in the new process, which will begin June 1. Mr. Boozer met with the Main Library managers to discuss concerns raised by the changes.

A special statistical report was developed for Chancellor University.

Meetings and Professional Development

Mr. Finnegan and Mr. Lenzer attended the ConnectOhio meeting for the Northeast Ohio group.

Mr. Boozer attended a meeting of the OLC Reference & Information Services Division to discuss activities including the upcoming reader's advisory webinar and newsletter. Mr. Boozer is the current Coordinator of the group.

Statistics

	May 2009	May 2010
OverDrive Downloads	11,932	18,887
Twitter Followers	940	1,795
Facebook Fans	Not yet implemented	2,190

Automation Services Statistics, 05/2010				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	56	47	41	144
CPL Branch	63	61	29	153
CPL Lake Shore	21	16	10	47
CLEVNET	38	29	6	73
PUBLIC				0
HARDWARE TOTAL	178	153	86	417
SOFTWARE				
CPL Main	18	16		34
CPL Branch	16	16		32
CPL Lake Shore	12	12		24
CLEVNET	49	49		98
PUBLIC	1			1
SOFTWARE TOTAL	96	93	0	189
WEBWARE				
CPL Main	12	12	3	27
CPL Branch	8	8		16
CPL Lake Shore	3	3		6
CLEVNET	5	5		10
PUBLIC	35	35		70
WEBWARE TOTAL	63	63	3	129
KIN				
CPL Main	11	10		21
CPL Branch	7	6		13
CLEVNET	22	16		38
PUBLIC				0
KIN Library	32	32		64
OHIOLink Library				0
After Dark	1	1		2
KIN TOTAL	73	65	0	138
GRAND TOTAL	410	374	89	873