

DIRECTOR'S REPORT

September 16, 2010

Monthly Statistics

Circulation for the month of June was 566,195, an increase of 1% from last year's June circulation of 557,437. Circulation for the month of July was 581,147, a decrease of 2% from last year's July circulation of 594,211. Circulation for the month of August was 563,505, a decrease of 5% from last year's August circulation of 593,766. Year to date, circulation is still up from last year's numbers.

Computer sessions for the month of June were 83,547, a decrease of almost 3% from last year's June computer sessions of 85,833. Computer sessions for the month of July were 88,131, an increase of almost 1% from last year's July computer sessions of 87,543. Computer sessions for the month of August were 93,385, an increase of almost 8% from last year's August computer sessions of 86,411. Year to date, computer sessions have increased by more than 19%.

Attendance for the month of June was 318,556, a decrease of 11% from last year's June attendance of 357,190. Attendance for the month of July was 333,640, a decrease of 11% from last year's July attendance of 373,819. Attendance for the month of August was 338,336, a decrease of 5% from last year's attendance of 357,924. Attendance has decreased by about 6%.

Program and Outreach Highlights

The Summer Reading program was a huge success this year. The program attracted over 6,000 participants who read over 53,000 books. This was a 26% increase in the number of titles read and a 28% increase in the number of participants from last year. Congratulations to all of our staff in Youth Services for their efforts. Also a big thank you must go to the Friends of Cleveland Public Library for their financial support. Contributing sponsors and partners were Cleveland Metropolitan School District, Radio Disney, International House of Blues, Cleveland Botanical Garden, Wendy's, YMCA, Game Crazy, Cleveland Cavaliers, and the Lake Erie Monsters.

The CPL joined forces again with the City of Cleveland's Department of Recreation and the Children's Hunger Alliance to serve nearly 19,000 free lunches to the children of Cleveland. In our third year of participation, all of our libraries

partnered with volunteers from the Jewish Community Federation, teens employed through Youth Opportunity Unlimited and other community volunteers to deliver the service Monday through Friday.

On August 28, Cleveland Public Library celebrated the 100th anniversary of the Carnegie West Branch at the 1900 Fulton location. I want to thank all of the staff who helped to make it a wonderful experience for over 200 community members from the Ohio City neighborhood. Special thanks must go to **Bill Bradford**, Branch Manager of Carnegie West, and **Tena Wilson**, Marketing and Communications Administrator, for their careful planning and hard work on the well-attended community event.

Automation

CPL's new web site was launched on July 6, 2010, with the hard work of many staff members. However, it was the leadership of Automation Administrator **Bob Carterette** and Web Applications Manager **Amy Pawlowski** that has led to CPL's website being named a top 10 website for Cleveland by Topsy.com. The new site features the promotion of books and reading. A weekly process creates a listing of new materials added to the collection and a listing of the 25 most popular titles of the previous week. Throughout the work day, a listing of recently returned titles is generated every five minutes. Patrons can place holds without having to go into the catalog as the result of using the newly available SirsiDynix web services. Public services staff members also create and maintain pathfinders for popular research topics, including selected titles from the collection, databases, and Internet resources. With special areas for adults, children, teens, and seniors, the new site provides timely information and resources for all ages. Throughout the remainder of the summer, Automation staff continued to work on converting aspects of the old site, such as online exhibits, to the new format, and resolving issues and problems.

An increase in computer usage can be tied to two major projects that are currently underway in the Automation department. First, 46 Gates Grant computers were installed in ten branches: East 131st, Fleet, Glenville, Fulton, Hough, Walz, Carnegie-West, Langston Hughes, Woodland, and Fleet. Second, sign up stations for the SAM PC management system were installed in twelve branches: Mt. Pleasant, Eastman, East 131st, Fleet, Sterling, Collinwood, Rice, South, Martin Luther King, Carnegie West, Garden Valley, and Woodland. Both projects have been well received by our patrons and the staff.

Meetings and Activities

- I attended the American Library Association annual meeting in Washington, D.C., along with Library Board of Trustees Thomas Corrigan and Alan Seifullah from June 24-27. My conference participation included a presentation for the Library Leadership and Management Association.
- I am serving as a cabinet member of the United Way Eastern Marketing group.
- I was nominated and selected as a new board member to the Sisters of Charity Foundation board.
- On August 9, I spoke at the "Right to Literacy" rally that was held in the Eastman Reading Garden and sponsored by the Literacy Cooperative.
- I met with East Cleveland's new Director Ernestine Hawkins to discuss her new role.

Security

While there were no attempted break-ins during the month of June, there were three break-ins that occurred during the summer months. The first break-in occurred at the Addison Branch on June 24. Two computer monitors were taken and approximately 100 compact discs. On August 2, two computers were stolen from the Langston Hughes Branch, and on August 6, one computer monitor was taken from the Glenville Branch. In response to the break-ins, Security Operations arranged for a contract security officer to be posted in the parking lots of the three branches nightly for a two-week period. To date, there have been no further break-ins at any of the branches.

Staff Highlights

The CPL's "Work of Wonder" ("WOW!") award for June was presented to **Felicia Ramsey**, Lending Department. July's "Work of Wonder" ("WOW!") was awarded to **Rodney Lewallen**, Technical Services, and August's "Work of Wonder" ("WOW!") award was given to **James Southerland**, Security.

PUBLIC SERVICES

The focus of Public Services during the summer of 2010 was on providing support for enhanced customer service at the branches, in particular the dyads, as well as evaluating the condition of branch collections and the consistency of Library procedures and

processes across the system. In addition, preparation of a draft "idea" staff complement for both branches as well as Main Library departments was developed and agreed upon by management and union leadership. As Library staff continues to shrink via retirements and attrition Public Services administrators have worked with Human Resources to fill vacant position via the use of transfers.

MAIN LIBRARY

Programs/Exhibits:

- Audio-Video technicians set up equipment for Ohio Ethics Commission and the Cuyahoga County Prosecutors office as well as for various workshops and meetings throughout the Cleveland Public Library system. AV techs distributed Wii game consoles and Wii software to area branches for various Children's' Summer Activities, provided audio reinforcement support for a magic show given by Children's' Literature Department on July 20, and provided audio assistance and LCD projection equipment for the Cuyahoga Next Advisors on July 28 in Louis Stokes Auditorium.
- Book displays were presented in Fine Arts on Thomas Jefferson's architecture and the Library of Congress. *Music at Main* hosted Chelsea Coyne singer (Opera to Broadway) June 19. Manager Pam Eyerdam worked with Graphics to develop bookmarks and signs for the Eastman Garden that promote the *Watership Down* art installation.
- Special Collections hosted the spring meeting of the *Western Reserve Architectural Historians*. Eighteen people attended a lecture about the Charles Schweinfurth Collection given by Tony Hiti, Chair of the Schweinfurth Committee.
- Foreign Literature Department displayed calligraphic works by artist Jingjing Luo.
- On July 31 Caroline Han hosted a meeting of the ALA/CALA-sponsored "Family Literacy Focus Project."
- The final History and Geography Genealogy Clinic before the summer break was held on Saturday June 12. Clinics will begin again on September 11 and will be held each second Saturday, September through December.
- Ron Antonucci from Literature met with Tena Wilson to discuss arrangements for the upcoming Anisfield-Wolf program and the 2010-2011 Writers & Readers series.

- Popular Library book displays prepared by April Lancaster and Sarah Moore in June included Grilling and Barbeque and film biographies.
- World Wide Knit in Public Day on June 12 went very well. Thirty-eight attendees visited, and nine new people learned how to knit.
- Several meetings were held with DigiKnow and RGI regarding preparations for the Sports Research Center.

Outreach:

- Business, Economics, and Labor Manager Michael Ruffing met with Melanie Shakarian, legal counsel at the Legal Aid Society, and John Seydlitz, senior planning analyst at KeyBank, to begin a discussion about how the Library might work with these organizations to provide programs and services to its patron base.
- PhD candidate Brian Coughlan (Ireland) re-visited the History Department and Map Collection on June 30 to wrap up his Cleveland area research.
- Map Librarian Tom Edwards, Automation Head Bob Carterette, Public Services Manager of History & Geography Ron Burdick and Civil Engineer Soren Hansen met with Director Felton Thomas on July 12 to discuss the possibilities of Cleveland Public Library becoming a repository/archive for historical GIS data, with further discussion on the idea on July 26.
- On June 4 Richard Fox attended a luncheon meeting with the Friends of the Cleveland State University Libraries to celebrate a successful year of book discussions and plan for the 2010-11 year.
- The borrowing part of Interlibrary Loan transferred to Science and Technology from General Reference on August 16. The staff of ILL/Photoduplication, notably Marilyn Nichols, did a superb job of learning a whole new system and integrating it into current duties and procedures. .
- Mark Moore attended a subcommittee meeting on June 3 to assist in the planning of the Sustainable Cleveland 2019 conference to occur in 2010.

Collections/Reference:

- Amy Dawson trained Graduate Practicum students Cheryl Stadler, Crystal Matjesic, and Susan Hardy. Staff also prepared 52 *Arabian Knights* items to send to Preservation.

- Librarian Oksana Kraus worked on Autograph Collection File (Helen Keller letter); shelved in box.
- Staff member Ardella Primm was transferred to FASC and began to be trained on working the Special Collection Desk.
- During the summer Foreign Literature staff added 46 new patrons to their mail/email listserv and assisted 23 homebound patrons with deliveries of 123 requested items.
- Brett Hall became the telephone reception desk for the Main Library starting July 2010 and all General Reference staff received telephone skills training.
- Subject Department Librarian Michael Ruffing has laid out a detailed plan for moving selected microfilm from the Microform Center to History and Geography.
- A digital projects proposal form representing a sampling of Parks Maps material was submitted by Pam Benjamin and Elaine Herroon to the Digital Project Committee for consideration.
- New and replacement Urban titles were received and greatly bolstered the circulation In Popular Library the department circulated over 22,000 items during June.
- David Furies and Ms. Parks of the Social Sciences Department worked to acquire multiple yearbooks from South High School and investigated additional acquisitions from other high school institutions.

Staff/Professional Development:

- Michael Ruffing became Acting Manager of the Business, Economics, and Labor Department on August 30.
- Three Fine Arts librarians (Bill Anderson, Michael Dalby, Bruce Biddle) attended training for the new CPL Website. Dalby will be trained separately to maintain the CPL Podcast page for *Music at Main*; SpC will eventually have its own webpage so SpC librarians will be trained separately as well. Oksana Kraus attended ALA as member of the ALCTS Program Committee. Bruce Biddle became the Department Supervisor of Pages as of June 2010 (replacing Dalby).
- Carlos Latimer attended the Manager's professional development training on leadership, organizational change, attitude, and accountability, team building and a webinar on improving the customer experience in a library. He also participated with the Circulation Task force, training workshops for circulation clerks and the system-wide training and branch visits for the Start Fresh and Library

Card Sign-up Campaign. He was appointed to the board for the ICan Charter schools in Cleveland, Ohio, and participated in cooperative challenge, basketball.

- Beginning August 1 Public Services Manager Ron Burdick will Chair the Electronics Resources Committee (ERC).
- BEL clerk Eugene McCormick left the department on June 4 to take a position with the Buildings Department. Senior Clerk Debbie Nunez was transferred to Literature and began work on July 7.
- Carol Matelski, Subject Department Clerk, retired on August 31 after 10 years of service.
- Youth Services meetings were attended by Sandy Nosse, Tatiana Shneyder, and Christine Feczkanin. Nosse attended managers meetings and staff meetings conducted in July and August. Jen attended the Summer Symposium through NEO-RLS. Tia Pearson attended a Corporate Challenge Meeting.

WEST TEAM

- Fourteen branches spread across Cleveland's west, central, and south-east neighborhoods joined to become the "West Team" on June 1, 2010. Dyad branches in the West Team include Brooklyn/Fulton, Broadway/Fleet, Jefferson/South, and Lorain/Walz.
- In the wake of ongoing changes, such as transfers and new branch hours, managers were informed of the Library's new vision statement. Managers in turn relayed the information to their staff members via individual conversations.
- West Team Branches participated in the Summer Lunch Program.
- The West Team Manager, along with Branch Managers Jaime Declet and Cheryl Diamond, worked the Parade the Circle event on June 12.
- The West Team Manager attended the West Side Summer Reading Club Finale at Rockport on August 20. More than 100 youth and family members participated in the event and were treated to story telling, Radio Disney, crafts, refreshments, and games. Despite the lower turnout at Memorial-Nottingham, the Rockport Finale was well received by patrons and their families.
- The West Team Manager participated in the centennial celebration of Carnegie West Branch Library on August 28.
- The Bill and Melinda Gates Foundation Grant brought computers to West Team Branches, further raising the number of available computers to the public in branches such as

Fleet and Carnegie West. Sam Sign Up stations were placed in branches to support consistent access to computers.

- All West Team Managers attended several training sessions, i.e. Attitude and Accountability in Tough Times, Organizational Change, and Summer Lunch Training, etc.

EAST TEAM

- In addition to the movement of Branch Managers, the summer was filled with a plethora of wonderful programs and activities for the Cleveland community. The Summer Reading Programs for children of all ages were exciting and fun-filled. The libraries were filled with children participating in all planned events.
- Throughout the summer, the Library continued to reach out into the community. A Customer Appreciation Day was held in early June. Many staff members participated in Parade the Circle. In an effort to enhance customer service, SAM Sign-Up stations have been and continue to be installed in the branches. Access to computers and technology is continually being upgraded and is fulfilling a major need in the community.
- Two hundred and forty-three children participated in the Summer Reading Program at the Addison Branch. Summer programming included a David Johnson Puppet Show and a Ronald McDonald Magic Show.
- The Collinwood Page Turners Book Club continued to meet during the summer. Branch Clerk Elizabeth Brown-Patterson led the book discussions.
- One hundred and ten participants attended the "Read Green Puppet Show" at the Garden Valley Branch.
- Glenville Branch Manager Carol Johnson and Tonya Jenkins represented the Library at the Glenville Festival at Sam Miller's Park.
- Several new staff members have been added at the Langston Hughes Branch Library. Christopher Busta-Peck is the new Children's Librarian, Heidi Landskroener is the new Library Assistant, Computer Emphasis, and Kevin Bartel is the new full-time Clerk.
- The entire Fatima Camp participated in all of the summer activities at the Martin Luther King, Jr. Branch. The children were also involved in research projects during the summer.
- Knitting classes for children ages 10-14 were conducted at the Memorial-Nottingham Branch. 12 children participated in this program.

- The Mt. Pleasant Branch Library added two new staff members. Ginaya Willoughby is the new Children's Librarian and Marcie Fowlkes is the new Library Assistant, Computer Emphasis.
- The Rice Branch Library welcomed two students (Vilmarie Galarza and Glorian Rivera) for the summer from the West Side Ecumenical Ministry.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

- The FY 2011 (7/1/10-6/30/11) contract for the Ohio Library for the Blind and Physically Disabled was approved by the State Library Board. The State Library Board approved both the state and federal subsidies.
- OLBPD participated in the Cleveland Sight Center's 5th Annual White Cane Walk to help increase awareness of the White Cane Law. Sequoia Brown staffed an information table and spoke to visitors about OLBPD.
- Don Boozer and Will Reed collaborated on an article for the State Library's July online newsletter highlighting how instant messaging services provide access to KnowItNow24x7 for the visually impaired, the experiences of OLBPD in providing this service, and feedback from OLBPD patrons. The article is available at <http://www.library.ohio.gov/Marketing/Newsletters/TheNews>.
- Will Reed attended the State Library of Ohio Talking Book Program consumer advisory meeting in Columbus on June 21. Consumers from across the state shared their excitement about the new digital book service, their satisfaction on how quickly digital machines and talking books are being added and delivered to readers, and concerns about the increasing amounts of damaged cassette books. Consumers asked State Library to investigate the potential to start a statewide Friends group for the Braille and talking book program.
- On June 23, Reed met with Marsha McDevitt-Stredney who is the State Library Marketing & Communications Director and discussed promotional opportunities to increase awareness of OLBPD in Ohio public libraries, and how to obtain more participation from OLBPD in State Library reading club programs.
- On June 25, Michael Pride visited a blind and low vision support group at the Independence Senior Center to discuss the OLBPD program and the new digital talking book service. Some patrons who were skeptical about the new digital

player quickly warmed up to them after having an opportunity to try them out.

- On June 28, Fran Collins visited the Euclid Senior Center to present a program about OLBPD services.
- OLBPD distributed patron satisfaction surveys in the June edition of the OLBPD Dimensions newsletter. Returned surveys will provide valuable feedback from patrons on how well OLBPD is satisfying their reading needs since the statewide merger a year ago. OLBPD is also required to conduct patron surveys every three years as part of our contract with the State Library of Ohio (SLO).
- OLBPD has finished spending the remaining balance of LSTA VIII-7-09 for the statewide merger of Braille and talking book service. The grant was extended to June 30, 2010 by SLO. The financial and narrative reports were submitted to SLO.
- OLBPD welcomed Sarah Steimle as a student worker this summer. Sarah is a sophomore at Valley Forge High School, and is working as part of a student vocational cooperative program offered through Linking Employment, Abilities, and Potential (LEAP). Sarah is interested in becoming a librarian. She will spend her five weeks at OLBPD by working with patrons on the phone, helping add Braille labels to the sensory garden, and helping promote OLBPD services to community agencies by calling and sharing information about the service.
- OLBPD has been working with Marketing & Communications on planning Family Fun & Learning Day on Wednesday, September 15, 2010. A static graphic will be used to promote the event on the CPL web site. Ideas on hosting Family Fun Day outside under a tent in the Memorial-Nottingham parking lot are being considered.
- OLBPD is currently working on its State Library Board FY 2012-2012 Biennial Budget Request for submission in September. OLBPD will be requesting \$1,274,194 in FY 2012 and FY 2013 to operate the statewide Braille and talking book service. OLBPD will also make a request asking the State Library to continue providing Federal LSTA grant funds of \$223,892 in FY 2012 and FY 2013.
- OLBPD Family Fun and Learning Day will take place on September 15, 2010. This year's event will highlight all the changes to the Braille and talking book service over the past year, including the launch of the digital talking book machine and flash memory cartridge library service, and the introduction of the OHIO-BARD book download where patrons can now download books and listen to them on their

new digital talking book machine. Beverly Cain, the new State Librarian, will be the keynote speaker.

- OLBPD completed its initial installation of a digital talking book duplication workstation. The workstation will be used to make copies of digital talking book cartridges for titles needing repair or supplemental copies for high demand books.
- OLBPD has been working with Tena Wilson and Cathy Poilpre on branding a logo for OLBPD to be used on marketing and promotional materials about the service. Ken Redd assembled a promotional kit for distribution that includes a table-top display, brochures, and applications for service. Mr. Redd is also working on compiling a contact list targeting potential locations and services to promote our service and where OLBPD could set up a small display publicizing our service.
- Ken Redd will staff an exhibitors table at the East/West Eye Conference 2010 put on by the Ohio Optometric Association (OOA). The conference will be held at the Cleveland Convention Center from October 7-10, 2010. The OOA has kindly waived the exhibitor's fee for OLBPD (\$1,650). We hope to use this conference to reach out to eye doctors across the State of Ohio and inform them about the OLBPD service, where they can advocate and promote the service to eligible readers, and register readers for the service.
- Sequoia Brown resigned as OLBPD Librarian effective June 15, 2010.
- A proposal is being drafted to not replace the vacated OLBPD Librarian position, and use the money budgeted for the position to address other key critical needs of the department.
- OLBPD is going to proceed on a plan to not replace the vacant OLBPD Librarian position. OLBPD will use monies budgeted for this position to supplement hours to present critical part-time positions, replace a vacated Page position, and hire a PT Duplication Technician.

MOBILE SERVICES DEPARTMENT

On the Road to Reading--June

- 47 pediatric and WIC sites were visited with 177 contacts at these sites, 3 daycare classes were visited with a total of in 77 people in attendance, and 66 items were circulated in three deposit kits)

- Rhonda Fulton has been conducting field visits to assess parking at daycares for the fall schedule. She is also working on the deposit collection bags for the upcoming year of service beginning in September.
- Fulton taught a workshop for teen parents on early literacy for Nurturing Independence and Aspirations (NIA) which works in conjunction with the YWCA. These teen parents are working on regaining custody of their children. 7 persons attended this workshop.

On the Road to Reading--July

- 65 pediatric and WIC sites were visited with 437 people contacts at these sites. 1 daycare classes were visited with a total of 11 in attendance.
- Rhonda Fulton is working on content for workshops for new daycares which will take place in August.

On the Road to Reading--August

- 39 pediatric and WIC sites were visited with 241 people contacts at these sites. During the summer months all pediatric/WIC sites were visited weekly, instead of bi-monthly as in the past. Due to this increase in outreach many more parents and caregivers had the opportunity to be exposed to "Every Child Ready to Read" skills and CPL in general.
- At the above visits, a free book is given to the parent/caregiver. In the past these have been paid for with various grant funding. Currently, Merce Robinson worked to attain \$2500 in Friends funding for these books. Rhonda is currently working with Borders at Tower City and with Merce to order the books.
- OTTR staff participated in a Heads Start Festival on August 6. They spoke to 15 persons at the festival.
- The fall service schedule is nearly complete. Service begins to all new sites on September 7 for the school year 2010/2011.
- The deposit bags reorganization is nearing completion.
- Rhonda Fulton presented 5 workshops for 21 teachers at new daycares during the week of August 23.

Bookmobile Activities--June

- June began with a few days off the road to finish organizing the new Mobile Services space. More last-minute organization took place before our opening reception on June 17. Staff members who attended the reception were very impressed with the new space. Buildings assisted with cleaning and with adding extras such as pictures on the

wall, clocks and other features. John Marshall framed the Department's WOW award photo.

- There are still issues remaining to be resolved with the new building. The driveways and parking lot are not complete. We lack a refrigerator and Microwave for the staff room. But in general, employees are finding the new building with its increased space and greatly enhanced workflow an incredible improvement over our former workspace.
- New stops (added in June) were well attended:
 - Scranton Castle 9 persons-3 used the wheelchair lift
 - Cornerstone Apartment 14 persons
 - St. Martin de Porres Senior Center 11 persons
 - Inner City Tennis Camp at Thurgood Marshall 9 persons
 - Inner City Tennis Camp Jefferson Park 36 persons
 - Impett Park-3 visits, 4 persons, 4 persons, 8 persons
- Over 200 children are participating in Summer Reading Club through the bookmobile, mainly through daycares at Murtis Taylor, Friendly Inn, and at the Asian Services in Action after school site. Some children were also registered through the Inner City Tennis Camps.
- Staff illness and injury created staffing challenges during June.

Bookmobile Activities-July

- The bookmobile remained busy at new stops in July. Impett Park is a little hit and miss depending on weather, but the rest are steady. Planning is underway for the bookmobile's participation in the Puerto Rican festival August 7 and 8.
- With the return of Kelli Newsom to almost full-time, many projects that were set aside during her leave have been accomplished. She produced new lists of upcoming DVDs for the public to peruse, updated holds boards, completed holds stats and clean-up in a timely manner and gave the Manager time to catch up on other duties.
- The Manager completed discretionary ordering and submitted the fall/spring bookmobile schedule to Graphics. We await a proof so it can be printed and distributed to patrons as the summer schedule ends. The Manager also re-did the bulletin boards on the bookmobile with a late summer theme (sailing, barbeques, and picnics).

Bookmobile Activities-August

- The three regular stops added to the bookmobile's schedule over the summer (Cornerstone, Scranton, and St. Martin de Porres) all continue to have strong activity. Impett Park (summer recreation stop) was not successful during August, averaging 2 persons per visit. The bookmobile did not see

much activity at the Puerto Rican festival either, welcoming only 75 persons over 2 days of the event. The fall/spring bookmobile schedule was printed in record time by Graphics and is currently being distributed to patrons. Kelli Newsom sent confirmation letters to each site with the dates of their visits from September through May.

- Doris Yee is working with Asian Services in Action to register many new students for library cards.
- The bookmobile was off road from August 30 to September 6 for repairs and maintenance. Some collections have been rehabbed on the bus while it was off the road. In addition, Linda completed several weeding projects this month: multiple copies of DVDs, Adult Fiction (completed with Ellen Leavitt to share with Harvard-Lee) and GED/test preparation materials (sent to Rice, as they have demand.) A CD weeding project using non-circulated items reports from Rollie is currently under way.
- The vacant 20 hour bookmobile clerk position will soon be posted. Linda worked with HR to book interview times and refine the posted list of essential duties. Linda met with staff twice (8/31 and 9/1) regarding the amnesty program so all staff are able to present a consistent message about the program to patrons. Rhonda Fulton assisted in the meeting by presenting notes from the Clerk Training which she, Kelli and Mike attended during the week of August 23.
- The driveways at the front and rear of the new building are complete and may be driven on. The bookmobile can be pulled through the garage, which puts it right at the shoreline and positions the doors on the right for easy loading. The same applies to the OTTR van, which is pulled through with its sliding door on the right for easy loading. This is a dramatic improvement in efficiency for the Department.

OUTREACH SERVICES

Programs and Exhibits:

- In June, Aaron Mason, Programming and Scheduling Services Manager, took over the supervision of Programming Specialists Annisha Jeffries, Elizabeth Gaughan, and Vicki Beggiani. This group met during the first weeks of June to discuss coordination of the 2010 summer reading club program, coordination of the system-wide Accelerated Reader program, organization of the library information table and outreach booth activities, and staffing for Parade the

Circle event. Chrystal Carr Jeter participated in the Rap and Read Ohio event with author Jacqueline Woodson.

- Chrystal Carr Jeter and substitute Diane Russell worked closely with the Graphics Staff and Marketing and Communications to coordinate, proof, and produce the three-month program guide for the "Read Green and Grow" summer reading theme and related neighborhood activities.

Outreach:

- In mid-June, Chrystal Carr Jeter began her new responsibilities as Outreach Services Manager and moved to the Mobile Services Unit at the Woodland Branch. Regular meetings at Main Library were helpful in completing the transition of responsibilities. The ongoing collaboration of Outreach Services and Programming and Scheduling Services is essential.
- An Open House was held on June 17 to introduce and unveil the renovated and expanded Mobile Services site. Linda Sperry implemented a new service stop at Scranton Castle and the Library received positive publicity from a local newspaper about the provision of Library services to residents.
- Chrystal Carr Jeter completed the update of the Community Awareness Campaign report and organized requests for CPL appearances at community events during the summer months. She and Tonya Jenkins staffed the CPL info booth at the Senior Jamboree event held at the Brookside Reservation. Other significant community outreach events included the Puerto Rican Festival, Steelyard Commons Night against Crime, CEOGC Early Childhood Fair, Ward 5 Community Fair, Reach Out and Read community events with Congresswoman Marcia Fudge, Ward 1 Community Fair, and many others.
- Bob Render and Chrystal Carr Jeter attended the community meetings held to plan the citywide promotion for the *Soul Soldiers Exhibit* now open at the Western Reserve Historical Society.

Literacy:

- Mercier Robinson introduced Chrystal Carr Jeter to the members of the Senior Book Group at the J. Glenn Center. This group meets monthly on the 2nd Fridays.
- A transition meeting for the Help Me Grow program helped to clarify the needs of the project. Issues about fines and

fees for Help Me Grow clients will be sent to Dan Oreskovic in Lending for resolution.

- Chrystal Carr Jeter represents the Library on the board of Cleveland Reads.
- Transitional meetings with the CSU America Reads program staff was also held during the summer and Chrystal Carr Jeter will begin to coordinate the tutoring program for CPL.

TECHNICAL SERVICES

Patricia Lowrey visited her 3 assigned branches, Collinwood, Glenville, and Memorial Nottingham several times during the summer. New Branch Managers have been assigned to all three locations. Staff from every Technical Services Department helped out the Memorial Nottingham Branch "Customer Appreciation Day". In July, Ms Lowrey and the Technical Services Managers provided ice cream treats and punch for Technical Services staff to show their appreciation for all the hard work, and flexibility, and good spirits during the past few months.

In August, Rodney Lewallen was given a WOW award by Library Director Felton Thomas for his efforts to develop a crafts group that contributes to Library fundraising and provides programming for the Memorial Nottingham Branch.

All Technical Services Managers attended training on "Attitude and Accountability in Tough Times" and on "Organizational Change." Ms Lowrey and Ann Olszewski attended the annual evaluation meeting of the Digital Projects committee on July 21. Seven projects were approved for 2010-2011, including Phase Two for the High School Yearbooks and the Cleveland Town Topics projects.

Ms. Lowrey attended the retirement party for Security Chief Mike Janero. She attended the east-side Summer Reading Celebration at the Lake Shore Facility and the 100th Anniversary of the Carnegie West Branch.

Acquisitions: Staff ordered 30,483 titles; they received 34,639 items and paid 6,380 invoices during the summer. They also received 8,321 periodical issues for the Main Library and added and processed 4,197 paperback books for the Branches. Staff members from several Technical Services departments continue to help out with the workload.

Gloria Guzi, Acquisitions Librarian - Serials, and Nathaniel Infante, Technical Services Associate, completed the 2011 subscription renewals and cancellations for the Main Library Branches. Sandy Jelar Elwell and Ms. Guzi participated in a webex demo of software that automates the collection and reporting of usage statistics for databases and electronic journals.

Ginaya Willoughby, Acquisitions Assistant - Serials, accepted a position as a Children's Librarian at Mt. Pleasant Branch. Vicky Irizarry, Technical Services Associate, retired after 30 years of service. Ms. Irizarry spent almost her entire career at CPL working in the Acquisitions Department.

Alicia Naab participated in a conference call with other members of the Ohio Library Council (OLC) Membership Committee and she attended Kent State University's School of Library and Information Science (SLIS) Student Orientation on behalf of OLC. Ms. Naab volunteered along with other CPL employees to help sort and repack food at the Cleveland Foodbank.

Book Preparation: Staff completed work on 76,640 items during the summer months. The workflow for items with reserves was adjusted to assure that items with holds moved through Materials Processing as quickly as possible.

Theresa Stack and Elizabeth Hegstrom, as part of the In Stitches group, have helped teach young people how to knit at the Memorial-Nottingham branch. Kevin Bartel was promoted to Branch Clerk at the Langston Hughes Branch.

Catalog: Michael Monaco and Andrea Johnson met with OCLC staff, continuing their efforts to reduce or defray OCLC cataloging costs. John Parsons completed reclassifying titles from the Martin Luther King Branch Black World collection for the Literature Department. Catalog Department staff began sending title control numbers of original non-roman bibliographic records to Foreign Literature Department for assistance with quality control.

Regina Houseman and Larisa Povitsky continued to volunteer in Acquisitions. Shirley Jones, YoLanda Lawler, Rodney Lewallen, Mr. Parsons, and Paula Stout participated in Corporate Challenge events. Mr. Monaco was elected to the Ohio Library Council Technical Services Division Action Council, which plans programming for OLC conferences. Enerel Dambiinyam resigned to relocate with her family.

Staff cataloged 13,355 titles and added 43,032 items.

Collection Management: Bonnie Bolton, Laura Mommers and Pam Pressly continued to help out the short-handed Shelf/Shipping and Acquisitions Departments. Ms. Bolton assisted staff at the Fleet Branch in weeding the juvenile collection. Special thanks to Hilary Prisbylla and Jim Benson for all their expertise in creating weeding reports for the public service materials collections throughout the summer. Ms Pressly handled the branch magazine subscription lists for the upcoming year.

Rollie Welch attended the American Library Association's Annual Convention held in Washington, D.C. He is currently serving on a Young Adult Library Services Association committee which selects the best young adult book based on literary merit. Mr. Welch continues to represent the library by his street lit column byline appearing in *Library Journal's Booksmack!* online newsletter and he continues to publish reviews in the *Cleveland Plain Dealer*. Ms. Mommers continues to represent Technical Services as the lead figure for Cleveland Public Library's teams competing in the Corporate Challenge.

High Demand: Over the summer the staff ordered 8,472 titles and 55, 213 items; they added 1,594 titles and 41,854 items; and paid 1,602 invoices for over \$601,875. All staff also helped out in Acquisitions and Shelf/Shipping.

Carole Brachna participated in a program on knitting for 10-14 year olds at the Memorial Nottingham Branch. She attended the *Attitude and Accountability in Hard Times* NEORLS workshop and the final Corporate Challenge event.

Preservation: The Glenville High School yearbooks digitalization project was completed and the Rhodes High School yearbooks were prepared and shipped to the vendor for scanning. Digital files for the Collinwood, Central, John Adams, and Commerce High yearbooks were received. Facsimile copies of the earliest Central High school yearbooks were also produced from the scanned files. Gloria Massey began digital editing of the files for the first of the Mears Baseball Scrapbooks, a new project selected by the Digital Projects committee.

Conservation treatment of the McVey relief sculpture from the old Rice branch was completed. The bronze elements were remounted on a new wooden backing and set in a matching frame. The appearance of the work is strikingly improved. Ann Olszewski and the Cleveland Park Plans Task Force met to assess materials.

Elizabeth Bardossy completed treating *The Popish Plot*, a collection of eighty-six rare pamphlets, broadsides, and poems from Special Collections. The Los Angeles Museum of the Holocaust requested a photo from the Chess portraits collection and the North Carolina Humanities project requested two portraits of Charles Chesnutt.

Preservation staff gave a tour of the department on July 13 for 3 KSU practicum students and new Special Collections staff member Kelly Ross. Preservation staff continued to assist in other departments: Lyla Chilkcutt and Laura Wallencheck volunteered to help in the Acquisitions department while Elizabeth Bardossy, Laura Wallencheck, and Gloria Massey share mail delivery duty.

Shelf/Shipping: Staff and volunteers from other Technical Services Departments unpacked 81,630 items. A total for 2,074 items from storage were retrieved and sent to the Main Library. Almost 3,900 telescopes of finished new materials were sent out to the Main Library and Branches.

Michelle Makkos of the Periodical Center and several other Main Library staff members conducted maintenance in their storage area.

MARKETING & COMMUNICATIONS

A summer that began quietly with a furlough day was anything but inactive. Summer lunches, reading clubs, used book sales and book clubs dominated programming; while library restructuring, completion of the 2009 annual report, the launch of a new website, Corporate Challenge team-building activities, the launch of a branch-by-branch signage project, and the tooling of the "Start Fresh" campaign went on behind the scenes. The "My Place" campaign was launched, promoting the Cleveland Public Library as "My Place to Dream. Create. Grow." The summer ended with Summer Reading Club finales and a well-attended 100th Anniversary celebration at Carnegie West Branch.

Meetings held and attended:

- Marketing and Communications Department weekly meetings with Graphics, and Programming and Scheduling Services
- Weekly Administrative and Executive Council meetings
- David Fitz, Strategy Design Partners
- Eileen Petridis and Sue Lesko of Falls Communications (2009 annual report)

- Multiple meetings with representatives from local media outlets
- Pat Kearney, Greater Cleveland RTA (diversity project for Writers and Readers)
- Beth Lockman, Target Corporation (literacy grant opportunity)
- Cleveland Food Bank (photograph staff volunteers)
- Case Western Reserve University Mandel Center's Earned Income workshop with Cindy Lombardo and Debbie Hajzak
- Glenda Thornton, Director of the Michael Schwartz Library at Cleveland State University; Bonne de Blas, Director of Arts Book Cleveland (planning Octavofest, October 2010)
- Ryan Gerber, RGI International (CPL Sports Research Center planning)
- Multiple meetings with library staff to plan and implement events and programs
- Robert Rua, Assistant Marketing Director, Cuyahoga County Public Library; Dean Schnurr, Marketing and Community Relations Manager, Cleveland Heights-University Heights Library; Andrea Fisher, Lakewood Public Library; Elaine Willis, Public Relations Associate, Westlake Porter Public Library; Kitty Sommers, Director of Marketing and Development, Rocky River Public Library; Margaret Clarke Simon, Public Relations Coordinator, Shaker Heights Public Library; and Judy Carey, Foundation Development Director, Cuyahoga County Public Library (countywide "Libraries Work" campaign)

Graphics Department staff, under the direction of Manager Cathy Poilpre, designed, printed and distributed 419 pieces. In addition to the creation of promotional pieces for Library events and services, ads were created for *The Plain Dealer*, *Muse Magazine*, *Call and Post Newspaper*, *Kaleidoscope Magazine*, *Cleveland Browns Yearbook*, Buckeye Development newsletter, *Catholic Universe Bulletin*, The Lit's "All Lit Up" program, and the Help Resources program. Thirteen staff newsletters were designed, printed and distributed this summer.

To promote the "My Place" campaign, ads, hand fans, mugs, street banners, and tote bags were purchased by the Library and the Friends of the Library. The drive-up window at Main Library received an eye-catching flag to promote the new hours. To promote the "Start Fresh" campaign, ads and spots were purchased, interviews were booked, and print pieces were distributed to prepare patrons for the September 1 launch.

Programming and Scheduling Services staff, under the direction of Acting Manager Aaron Mason, planned and implemented special programs throughout the Library. Considerable efforts were applied to drafting procedures for programming and reserving meeting rooms. The rights to reproduce illustrations by David Diaz from *Sharing the Seasons* were granted from Simon and Schuster, Incorporated. Program guides were produced for adults, teens and children, listing all programming throughout the neighborhood Branches and Main Library. During the leave of absence of Outreach Manager, Chrystal Carr Jeter, Programming staff assumed outreach duties. Aaron Mason attended or held numerous meetings including:

- Craig Dorn and Khadija Guy of Youth Opportunities Unlimited regarding a Prime Time program that targets children in the Fairfax neighborhood
- Hispanic Heritage Month focus group planning meetings
- Mercier Robinson, Development office of Cleveland Public Library, regarding multicultural programming through a Cuyahoga Arts and Culture grant
- George Coulter of Center for Community Solutions to host a series of health related programs in neighborhood branches
- Cleveland Scholarship Program, CMSD, and the City of Cleveland Parks and Recreation Department to plan a series of program in eight neighborhoods that center on OGT testing and college preparation (October 2010 - April 2011)
- Cleveland Chautauqua at Lake Shore Facility
- Sandy Nosse, Youth Services Manager, regarding procedures for tours of Main Library
- Staff planning meetings for Pet Pals reading project, Art Books journaling, and early childhood music education

The Webware team, Amy Pawlowski and David Reynolds, launched the new Library website. Marketing posted an editorial calendar for use by the Webware team for the purpose of the timely addition and removal of graphics from website pages.

The Library was featured in print and electronic media during the summer of 2010 for an ad value that exceeded \$185,000. A complete clipping file and monthly ad value reports are available in the Marketing and Communications Department.

BUILDINGS SERVICES

The Buildings Office completed numerous branch inspections and continues to monitor utility bills. We have attended weekly construction meeting 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. Inspection of the boilers in the branches was started and should be completed by the end of September. Power outlets for patron's laptop computers were installed at Fleet, Fulton, Memorial-Nottingham, MLK and South Brooklyn. A/C units were serviced and repaired at Addison, Brooklyn, East 131, Eastman, Fulton, Harvard-Lee, Langston Hughes, Lake Shore, LSW, Main, Rice, Sterling and West Park. A new hot water tank was installed at Lake Shore. A new sink and plumbing was installed at Sterling in the meeting room.

The Carpenters and Painters removed all furniture and shelving from old Mobile Services area in order to prepare it for the Carpenters shop to move back into this area. Shelving and computer tables were moved and carpeting repaired at Collinwood, General Reference and East 131. On going patching and painting was done at Carnegie West, Collinwood, LSW, Main, Memorial-Nottingham and Union.

The Garage serviced vehicles #1,2,3,8,11,13,14,16,18,19,20,21 and 26. The tractors at Lake Shore were also serviced.

SECURITY OPERATIONS

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

Security Systems: The access system in the Main Library complex, Lake Shore Facility and Garden Valley is fully 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 Log book and followed-up on by a Security Operations Supervisor on a daily basis. Reports are also produced by Security Operations tallying

the alarms and types for each branch for follow-up and training purposes.

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

During the month of June and July, fire drills were conducted at all the branches

Main Complex will conduct their fire drill during the month of September.

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.

All CCTV cameras are operational with the exception of the following cameras at this time

CCTV cameras were installed on the 10th floor lobby area. Cameras software to monitor the 10th floor cameras were also installed on staff computers

Identification Cards: Security Operations continues to issue photo identification cards to new staff members and to replace lost cards.

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

3M Book Detector Alarm Systems: On a daily basis, the 3M Book detector alarms are checked in the Main and Louis Stokes Wing. The Branch Patrol Supervisors inspect the book detector systems at the branches each time they visit. All are operational at the time of this report with the exception of one faulty detector at the Union Branch and one faulty detector at the Fleet Branch. The Branch Managers were made aware of these problems at both branches.

Lost and Found: An inventory of all lost and found items is conducted on a monthly basis at the Louis Stokes Wing Security Operations Desk. During the months of June, July and August a total of 14 items were returned to their owners; eight bags of miscellaneous items were donated to Goodwill Industries.

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

Security Operations Assistant Chief Abrams met with branch Managers and Department Managers at the Main complex to discuss any security concerns

Branch Patrol: Security Operations currently operate two Branch Patrol Units. Each Branch Patrol Unit is assigned a Security Operations Supervisor and a Security Officer. Branch Patrol Units respond to all branches when called upon by staff members and regularly patrol and visit all branches several times a week.

Security Operations: Two security Officers were laid off during the month of June.

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

The Branch Patrol Security Operations Supervisors investigate all Security Irregularity Reports submitted by staff members from the branches. During the month of June, the Supervisors investigated 42 Security Irregularity Reports; they investigated 26 Security Irregularity Reports in July; and they investigated 50 Security Irregularity Reports in August. 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.

SUMMARY OF IRREGULARITY REPORTS RECEIVED

Month	2009	2010	Change
January	63	50	-13
February	52	40	-12
March	76	63	-13
April	55	52	-03
May	50	37	-13
June	63	42	-21
July	60	26	-34
August	59	50	-19
Year to Date	478	360	-118

AUTOMATION SERVICES

CPL Projects:

A new web site was launched on July 6, 2010. Staff throughout the Library was involved in creating content for the new site. Automation services created a streamlined method for creating book listings. The site features the promotion of books and reading. A weekly process creates a listing of new materials added to the collection and a listing of the 25 most popular titles of the previous week. Throughout the work day, a listing of recently returned titles is generated every five minutes. Patrons can place holds without having to go into the catalog as the result of using the newly available SirsiDynix web services. Public services staff also creates and maintain pathfinders for popular research topics, including selected titles from the collection, databases, and Internet resources. With special areas for adults, children, teens, and seniors, the new site provides timely information and resources for all ages. Throughout the remainder of the summer Automation staff continued to work on converting aspects of the old site, such as online exhibits, to the new format, and resolving issues and problems.

Amy Pawlowski left for maternity leave on July 10 and gave birth to a beautiful baby girl, Adella. David Reynolds did an

exceptional job in filling in for Ms. Pawlowski and managing the aftermath of the launch of the new web site.

Sign up stations for the SAM PC management system were installed in: Mt. Pleasant, Eastman, East 131st, Fleet, Sterling, Collinwood, Rice, South, Martin Luther King, Carnegie West, Garden Valley, and Woodland.

Substantial changes were made to the Comprise SAM PC management system to accommodate more sign up stations, to insure that lost cards would not be usable, and to prepare for policy changes that will be put into effect on October 1. As sign up stations were increased, the performance of the system progressively degraded. George Lenzer devoted himself to diagnosing the problem and working with Comprise and Library staff to resolve the problem.

Work on merging the Cleveland News Index and the Cleveland Necrology file was completed. This will allow researchers to search all death notices in one database, as well as eliminating the need for obsolete equipment and software. The Cleveland Necrology file was put online in 2001 and includes 807,900 death notices and copies of death records from 1802 through 1975. Work is currently proceeding on the user interface.

Gates Grant computers were installed in: East 131st, Fleet, Glenville, Fulton, Hough, Walz, Carnegie-West, Langston Hughes, Woodland, and Fleet. To comply with grant requirements an inventory survey was completed for the State Library of Ohio.

The Accelerated Reader plug-in, provided by CMSD, was installed on Public PCs at branches and Youth Services so children could practice reading skills over the summer.

Working with Neighborhood Team Managers and Facilities staff, Larry Finnegan has been visiting branches to review computer installations and to work toward improving wiring and network infrastructure. Over half of the branches were reviewed over the summer.

Three older servers that have reached end-of-life were replaced with one new physical server hosting virtual copies of the three servers. Virtualizing servers reduces hardware requirements and power utilization.

Weeding reports were sent to most branches on request. A weeding report was also developed for Government Documents after

evaluating their special requirements. Information was added to the Discarded Items data sent to Planning & Research so discards done by staff could be separated from items globally discarded by Automation.

A script was developed to change Home Location on floating CDs received in Main Library. Popular types of music are labeled as Popular Library while others are put in Fine Arts. This alleviates shelving problems in Popular Library and provides better overall access for patrons.

The pull-list report was modified for the Audio-Video and Popular Library Departments to improve efficiency.

A collection development report was created for Science and Technology to list titles related to surgery, gynecology, obstetrics, pediatrics, geriatrics, and experimental medicine owned by CLEVNET libraries, but not in the Main Library collection.

The Software team globally removed indicators of the pay plan, which ended in August, from patron records.

A new section was added to the Staff Center: "Ask Public Services."

CLEVNET

There was a 66% increase in the use of downloadable eMedia over last year. In 2009 the total summer use of the CLEVNET OverDrive collection was 36,820. This year the total use was 61,147. The predominant format is the eAudiobook.

A CLEVNET Directors meeting was held on July 30. Major items of discussion included Lost and Paid; changes in US Cargo contract; handling of bibliographic records for rental vs. retail DVD editions; and issues relating to debt collection.

At the beginning of July a problem with keyword indexing was identified. The keyword index was rebuilt over night, but the following morning, a Saturday, keyword searching was not working. Automation Staff worked with SirsiDynix critical care staff to correct the problem and searching was working again by early afternoon.

The OPLIN line connecting CLEVNET to the Internet was increased to 500 megabits/second, from 200 megabits/second, reflecting the high level of Internet use throughout CLEVNET.

The database page on the CLEVNET public site was enhanced to list links to database listings of libraries that have additional, locally funded resources (Cleveland, Barberton, Bellevue, Euclid, Hudson, and Willoughby-Eastlake).

An ongoing project to help Willoughby-Eastlake standardize their staff and public computers was started after the technology person left the staff. Automation staff is also helping Sandusky Library review current PC installations and plan for the future.

A large computer lab was added to Ritter Public Library as part of a large renovation; as a result OPLIN is now providing a 10mb fiber link from Vermilion to Cleveland. The Network team upgraded the networking infrastructure to accommodate the changes.

Other network support included: assisting Twinsburg and Medina with domain controllers; installing new firewalls and access points at Elyria South and Lagrange branches; configuring quality of service at Twinsburg; helping Cleveland Heights prepare for public network printing; and advising Shaker Heights on a planned remodeling project.

Several debt collection projects with Unique Management moved forward: Bellevue, Elyria, Cleveland Heights, and Euclid all went live on the system over the summer. Testing was started for Shaker Heights and Perry. Wayne County has used Unique Management for several years as a manual process; extensive work has been done to load the manual records into the SirsiDynix system.

A portion of Sandusky Library's children's collection was damaged by water. The Software team globally marked the affected materials discarded and provided a valuation list for insurance purposes.

The Software team consulted with Cleveland Heights on issues related to closing the Noble branch for renovation, and the Medina Collection Development team on reports.

Policy file changes were done for: Cleveland Heights, Twinsburg, Willoughby-Eastlake, Ritter, Burton, and Elyria. Cleveland Heights started floating DVDs among its branches. Software completed a project to globally withdraw all Madison videocassettes from the automated system.

Business Smarts presented a virtualization seminar for CLEVNET technicians. The seminar was attended by Sandusky, Lorain, Twinsburg, Medina, Ritter, Shaker, Euclid, Willoughby, Barberton, Wayne and CPL automation staff.

All reports sent out as spreadsheets were modified to use Times New Roman, which uses less ink than most other fonts. Custom reports were provided to Ritter and Elyria.

KnowItNow

A dramatic change was made to the structure of KnowItNow queues to improve and streamline the user experience. The specialty queues were removed and all questions now go directly into the routing system. Examining user sessions over time revealed that most questions did not require a subject specialist and that many users selected subject queues that were not appropriate for their question. All staff now handles a broader range of questions, but can transfer any difficult question to a subject specialist.

Ohio Dominican University became a KnowItNow provider, using a local queue. Staff was trained in August.

The KnowItNow team began an investigation to determine the best way to include texting (SMS) as a way people can communicate with the virtual reference service. They investigated SourceN's suggestion, adapting the current CLEVNET texting notification service, and a commercial product called Mosio. Oregon's LNET service has done some work on integrating Mosio with the KnowItNow platform.

A Pathfinder Editorial Committee (PECK) was established. The group will see what the most common user questions are and develop guides to the best resources.

Meetings of the PECK and the Quality Assurance Committee (QuACK) were held by Don Boozer.

Brian Leszcz upgraded the KIN24x7 Provider site to the latest Drupal version (6.17) and updated various modules as well.

Meetings and Professional Development

Mr. Carterette and Mr. Finnegan attended a seminar on Hewlett Packard's new "converged infrastructure."

Mr. Finnegan attended several meetings of the City's "Old Brooklyn Connected" wi-fi project, including the kickoff ceremony at Estrabrook Community Center. Mr. Finnegan also attended monthly Connect Ohio meetings over the summer.

Mr. Carterette met with and welcomed Jimmie Epling, the new director at Wayne County.

Amy Pawlowski wrote a chapter, "E-Books in Public Libraries," published in No Shelf Required, edited by Sue Polanka, American Library Association, 2011.

Don Boozer chaired a phone conference and a meeting of the OLC Reference & Information Services Division (RISD) Action Council; attended online meetings of the Collaborative Virtual Reference Meeting; attended the 2010 American Library Association Annual Conference in Washington, DC; and delivered a program at the 2010 Reference Renaissance Conference in Denver, Colorado, with Brian Leszcz and Caleb Tucker-Raymond: "Software, Service and Synergy: The Ohio - Oregon Virtual Reference Collaboration and What It Can Mean For You."

Statistics

	June-Aug 2009	June - Aug 2010
OverDrive Downloads	36,820	61,147
Twitter Followers	1,132	1,841
Facebook Fans	Not yet implemented	2,229

Automation Services Statistics, 06 - 08/2010				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	226	181	80	487
CPL Branch	330	286	127	743
CPL Lake Shore	57	44	16	117
CLEVNET	139	136	25	300
PUBLIC	1			1
HARDWARE TOTAL	753	647	248	1648
SOFTWARE				
CPL Main	61	60		121
CPL Branch	41	41		82
CPL Lake Shore	31	32		63
CLEVNET	122	132		254
PUBLIC	14	14		28
SOFTWARE TOTAL	269	279	0	548
WEBWARE				
CPL Main	69	69	6	144
CPL Branch	22	22		44
CPL Lake Shore	2	2		4
CLEVNET	12	12		24
PUBLIC	201	201		402
WEBWARE TOTAL	306	306	6	618
KIN				
CPL Main	42	33		75
CPL Branch	25	14		39
CLEVNET	34	27		61
PUBLIC	2	2		4
KIN Library	38	37		75
OHIOLink Library	14	14		28
After Dark	3	3		6
KIN TOTAL	158	130	0	288
GRAND TOTAL	1,486	1,362	254	3,102