

DIRECTOR'S REPORT

May 19, 2011

Monthly Statistics

Circulation for the month of April was 549,323. This is a decrease of nearly 3% from last year's April circulation of 567,794. It is hard to determine what affect weather might have on our circulation of items, but April 2011 was the wettest April in nearly fifty years. It would seem that the wet weather may to some degree hinder our public from attending their library.

The number of computer sessions was down by 12%, from 86,502 in 2010 to 76,235 in 2011. However, the number of hours in use for our computers increased from 49,675 in 2010 to 52,526 in 2011. This was an increase of 5%. As mentioned above, the weather may have affected these numbers, but the mixed message of the numbers may be pointing to a transition period in our new computer use procedures.

Attendance for the month of April was 301,353. This is a decrease of almost 12% from last year's April attendance of 344,575. Both the Main Library and branches reported decreases in attendance.

Program and Outreach Highlights

The month of April began with one of our favorite programs, the 10th Annual Progress with Chess program. Over 450 children from Cleveland Metropolitan School District were hosted at the Main Library campus. Children competed for trophies and were treated to a great program that discussed the life benefits of chess. Fine Arts Manager **Pamela Eyerdam**, better known as "The Queen of Chess," led a crew of staff members who were responsible for the success of the program.

The vision of our Downtown Destination became a little clearer as the Cleveland Public Library Sports Research Center opened on April 25. Partnering with the Cleveland Indians, the Center hosted approximately 100 people on the 5th floor of the Louis Stokes Wing. "Pride and Passion: The African American Baseball Experience" exhibition told the story of the African American baseball players who formed the Negro Leagues. The exhibit was organized by the National Baseball Hall of Fame and Museum and the American Library Association Public Programs Office. Kudos to Social Sciences Department Manager **Darlene Ronney** and Senior

Subject Department Librarian **Mark Moore** for their leadership on this project.

The Ohio Library for the Blind and Physically Disabled (OLBPD) hosted a volunteer recognition luncheon to thank the volunteers who have contributed over 1,200 hours of service to the OLBBDD. Acting Deputy Director **Cindy Lombardo**, Acting Public Services Administrator **John Skrtic** and I attended to thank the volunteers, many of whom were former CPL employees.

Meetings and Activities

- I attended the funeral service for East Cleveland Library Director Earnestine Hawkins.
- Special Assistant to the Director **Tim Diamond**, Automation Administrator **Bob Carterette**, Acting Assistant Administrator of Planning and Research **Anastasia Diamond-Ortiz** and I met with Andrew Mangels, Director of the Westlake Library to discuss CLEVNET.
- Trustee **Alice Butts** and I met with Eugenie Strauss, Executive Director of City Music to consider possible collaboration ideas.
- I attended the Providence House "Shades of Blue" luncheon.

CLEVNET

April's total OverDrive CLEVNET eMedia collection circulation was 33, 443 sizably up from last year's total of 17,983.

Staff Highlights

Two plaque ceremonies were held to celebrate the lives of former staff members who passed away while working for CPL. Family and friends of Buildings Custodian **Robert Allen**, and Page **David Cabell** appreciated the opportunity to talk about their loss.

GRANTS & DEVELOPMENT

MyCom Lead Agency Responsibilities:

I continued planning for the MyCom publicity campaign. I wrote copy for the flier describing the transition stages and met with the Graphics staff to discuss it. I attended and spoke at the Greater Cleveland Volunteers Board meeting on April 6. My speech described the MyCom Transitions program. I also spoke to the Mt. Pleasant Neighborhood MyCom Out -of -School -Time Roundtable

group on April 14. I visited all six of the MyCom neighborhood branches to select locations for the information kiosks for each site. The kiosks are part of the MyCom Cleveland Foundation grant. I wrote a resolution to have the CPL Board accept an agreement with Cuyahoga County Public Library to produce MyCom Kindergarten Kits. I met with MyCom staff to plan for expansion of services by the Transition vendors.

Grants & Development:

I participated in a telephone conference call with other CPL staff members to discuss with representatives of the Target Corporation a possible literacy grant application. I coordinated payment for PNC grant funds and the purchase of books for the *On the Road to Reading* program. I met with the Deputy Director and Planning and Research Manager to discuss a grants procedure for staff.

Literacy:

I met with Rice Branch staff and the Learning Center Coordinator to discuss the upcoming activities. I began to coordinate a parent-engagement program at Rice Branch, part of the NPI St. Luke's grant. I also had a meeting with the RGI, Design Company, to discuss a Rice Branch kiosk. I attended the Cleveland State University America Reads tutor recognition program on April 21

Meetings (Community, Training):

I attended the quarterly branch and Main manager meeting as well the CPL Youth Services meeting. I also participated in the Learning Center expansion committee meeting on April 21. I met with staff from NewBridge to discuss possible partnership possibilities. NewBridge has an after-school program for teens using new media and technology.

PUBLIC SERVICES

Programs/Exhibits:

In the Business, Economics, and Labor Department, Business Advisors of Cleveland held their fourth in a series of four workshops. The Computer Learning Connection (CLC) taught 27 classes during the month.

Fine Arts and Special Collections Manager Pam Eyerdam and staff coordinated the 10th Annual *Progress with Chess* event on April 6-7 (over 450 children attended). The Department also hosted the Cavani String Quartet in the LSW Auditorium.

Special Collections Librarian Kelly Ross hosted the April series *Experience Audubon* - Birds of America. The series was a four part lecture series in the Treasure Room on Saturdays in April.

On April 6, General Reference Manager Richard Fox led the Main Library Book Discussion Group in a talk on *Pearl of China* by Anchee Min.

113 people visited the Photograph Collection to view the exhibit: Re-Photographic Survey: Picturing Cleveland Then and Now.

Public Administration Library (PAL) began a new partnership with Popular Library. Each month Popular will send over fifty titles, both fiction and non-fiction, to be displayed at the entrance to PAL.

Social Sciences Department Manager Darlene Ronney and Senior Subject Department Mark Moore worked on the opening reception for the Cleveland Sports Research Center. The opening reception included the Pride and Passion exhibit. The new Cleveland Sports Research Center was featured in an April 18, 2011 *Cleveland Plain Dealer* front page story.

Youth Services Department staff members, Ernest Edwards and Christine Feczkanin assisted with Chess for Success. A group of 27 fourth and fifth grade students and teachers from Al-Ihsan School enjoyed a tour conducted by Jennifer Wihebrink.

Outreach:

On April 16, BEL/CLC Manager Aaron Mason spoke at the Jordan Community Resource Center in the Slavic Village neighborhood on the topic of career development resources and computer training at Cleveland Public Library.

Fine Arts Department staff members, Kelly Ross, Stacie Brisker, and Pamela Eyerdam attended Obscura Day at the Dittrick Museum in CWRU's Special Collections Medical Library on April 9.

On April 11, Map Librarian Tom Edwards addressed twenty-five members of the North Ridgeville Chapter of the Ohio Genealogical Society at the North Ridgeville Branch of the Lorain County

Library System about how Cleveland Public Library's Map Collection can assist in their genealogical research.

On Saturday, April 23, twenty-eight young people participating in Olivet Institutional Baptist Church's "Rites of Passage" program visited the History Department to learn how to do family history research. The program was presented by Dr. Deborah Abbott, Past-President of the Cleveland Chapter of the African American Genealogical Society.

Literature Department Librarian Jean Collins attended the Virginia Hamilton Conference at Kent State University on April 8. Amy Dawson attended the Ohioana Book Fair Planning Meeting on April 13.

PAL staff member Eddie Johnson completed a contact list of Cleveland community development organizations, as well as a suggested title list that can be sent to these organizations.

Popular Department Manager Sarah Flinn passed out business cards to downtown coffee houses and lunch spots and asked if they were willing to have us visit and promote our book clubs to their patrons.

The Science and Technology Department hosted students from the downtown campus of Cuyahoga Community College's Hospitality Management Program. The students took advantage of Science and Technology's large collection of books relating to the hospitality and culinary arts.

Darlene Ronney moderated two programs, both called Conversations: Community Dialogue Series at Waltz and Collinwood Branches. The guest speaker and author was Gloria Pointer.

Collections/Reference:

Collections Coordinator Michael Ruffing met with nine Main Library department managers in individual two-hour meetings to discuss the revision of each department's collection guidelines. By the end of the month, three departments had submitted proposed revisions.

Ann Olszewski and Michael Ruffing co-presented a workshop, with the assistance of Anastasia Diamond-Ortiz, for staff interested in participating in the next round of digital proposals. The workshop was held April 27 at the Lake Shore Facility and was attended by four people. In preparation for the workshop, the

Digital Projects proposal form was revised to include the requirement that CPL own a physical copy (original or facsimile) of everything in the Digital Gallery.

Periodicals that were not sold in the February Bid List auction were offered for free to local universities including Cuyahoga Community College, Cleveland State University, Case Western Reserve University, and John Carroll University. There were no takers for any of the titles. The titles will next be offered to Central State, Oberlin College, Ohio State, Kent State, and Hiram College. Anything not claimed after the second round will be recycled.

Computer Learning Connection staff completed two new classes to be offered in coming months: Forrest Lykins wrote *Business Writing: Letters & Memos* and Sam Tripodis wrote *Writing a Business Plan*. Two classes were revised: Karmar Clifton revised *African-American Resources* and Larry Hinton revised *CPL 101*.

Architectural blueprints of the new Cleveland Browns Stadium (1991) will be transferred to the City Archives.

General Reference staff member Sabrina Miranda transferred microfilm to the History Dept. Included were the Cleveland Documents Collection (416 reels), City Directories from Cleveland, other Ohio cities, and the U.S. (over 1000 reels), and Ohio Death Certificates (650 reels). Long time staff member Denise Sanders retired on April 29 and her duties were dispersed among the remaining staff.

Staff/Professional Development:

Harvard-Lee staff member Angela Hill, Part Time Brach Clerk voluntarily transferred to the Audio-Video Department.

Tom Edwards attended the "Building Quality Spatial Data" workshop sponsored by the Urban & Regional Information Systems Association (URISA) in Columbus on Tuesday, April 5 to learn more about metadata conversion in relation to historical GIS material.

Anthony Liang, PT Shelf Division Clerk, was promoted to Lending Department Clerk on April 25. Patricia Walker, Lending Department Senior Clerk, and Debra Payne, Lending Department Clerk officially retired on April 25.

The Octovest Planning Committee meeting was held on April 27, at the MLK Branch. New participants include the Euclid Public Library, East Cleveland Public Library, Rocky River Public Library, and the Shaker Heights Public Library.

Social Sciences staff member David Furies attended the Preservation Department Digital Preparation workshop held at the Lake Shore facility. Librarian Helena Travka attended the Ohio Library Council's Education Committee meeting in Columbus, Ohio.

Outreach Services

- Chrystal Carr Jeter met with Gayle Philpot (Renaissance Learning) to discuss year-round test sites.
- Reba Elder, Chrystal Carr Jeter, and Ken Redd (OLBPD) staffed an info table at the Westside Community House during the Healthy Aging Event.
- Chrystal continues to work with Cynthia Cocarro and Mary Pat Harnegie from South Pointe Hospital to coordinate the three-part senior health series at Harvard Lee Branch.
- Grants Coordinator Merce Robinson represented CPL at the monthly J Glen Center Book Group in April. The attendees saw a video that supplemented the book they were reading - *Warriors Don't Cry*. Discussion on the featured book title *On Her Own Ground* by A'lelia Bundles on the life of Madame C.J. Walker.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

OLBPD circulated 50,631 items directly to patrons in April. The lower than average circulation is a result of a change in the daily circulation procedures of our Shipping Department. Digital titles are now the primary media being used on the OLBPD turnaround shelves. Audiocassette titles are still circulating but not as part of the turnaround circulation routines. This allows shipping staff to integrate more new and circulating digital titles into our turnaround circulation more efficiently now that the collection has grown and to accommodate high reader preference for digital titles. Since this change- initiated just this month 27,707 digital titles to 21,972 audiocassette titles have circulated. We will continue to monitor this transition to ensure that patron reading needs have not been disrupted since this change.

OLBPD and the State Library of Ohio Talking Book Program learned that they were selected as the National Library Service (NLS) 2010 Network Library of the Year. OLBPD and SLO cooperatively submitted criteria to be considered for the NLS award along with

other network libraries across the country. A formal announcement from NLS is forthcoming.

On April 12, OLBDP hosted a volunteer recognition luncheon at Bistro 185 restaurant. Fourteen volunteers along with Director Thomas, Cindy Lombardo, and John Skrtic attended the luncheon. OLBDP volunteers contributed 1,263 hours of service which include labeling patron newsletters for mailing, recording books and magazines of local interest, and helping during our Family Fun and Learning Day.

OLBDP began approving institutional access to the OHIO-BARD digital download service on April 29. NLS gave network libraries permission to begin accepting institution applications. Examples of institutions served by OLBDP include schools, nursing homes, rehabilitation centers, and hospitals. OLBDP had been maintaining a waiting list of institutions interested in OHIO-BARD access as soon as it was available, and many were very happy to submit their application on April 29.

As part of continuing outreach efforts to increase awareness about the OLBDP service, Ken Redd attended the Health in Aging fair on April 28 and the Avon Lake Vision Fair on April 29.

BRANCHES

- Assistant Public Services Administrator-Popular Collections and Services, Carlos Latimer worked with a team to review security company proposals and to make recommendation for new contracted security services for CPL.
- West Team Managers met on April 28, at Jefferson Branch; and Branch Managers met at Lake Shore on April 13. The West Team Manager attended the monthly board meeting on April 21; and she attended the launch of the Sport's Research Center in the Social Sciences Department.
- Carnegie West Branch was featured in *The Ohio City Argus*. The selection highlighted the tiles in the West Team Managers' office.
- Several Youth Services staff members attended the Virginia Hamilton Conference on *Multicultural Literature for Youth* on April 7-8.
- In celebration of Support Teen Literature Day, South Branch's children's librarian hosted a *Pizza and Pages* event for teens. The South Branch also conducted a program: *Science Challenge: Amazing Paper Airplane* for school-age;

this program helped ten children practice literacy skills associated with following written and verbal instructions.

- Art on Wheels conducted a program using photography methods with the children at Fleet and Sterling.
- Team Managers met with a representative from Playaway to discuss implementation of the product into branch collections.
- Interviews were held for computer aides at Lake Shore on April 13. The panel consisted of Sheba Marcus Bey, Stephanie Tyus, and Dawntae Jackson.
- Otis Thomas, Library Assistant - Fleet Branch resigned from his position at the Branch on April 18.
- Shila Barnes and Diane Russell transferred to the West Team as Library Assistant Computer Aides. Barnes from Collinwood to Jefferson, and Russell from Mt. Pleasant to South Brooklyn.
- Quentin Congress transferred to South Brooklyn from Eastman into a full-time clerk position.

- Vaughn McCarter transferred from the Eastman Branch into a Clerk position at Carnegie West Branch.
- Addison Branch Manager Magnolia Peters concluded course work for the certificate program at CASE: Mandel Center for Nonprofit Organizations.
- Langston Hughes recognized Jazz Appreciation Month by featuring live music from Mike King, piano, Dan Stein, bass, and Zaire Darden, drums of the Oberlin College Jazz Trio on Saturday, April 16.

MOBILE SERVICES DEPARTMENT

STATISTICS

52 Stops

7 New library card applications

704 Persons on board

709 Reference, 478 Directional in person

186 Reference, 54 Directional via phone

Holds counts - Mar 1250 filled

SUMMARY OF ACTIVITIES

"On the Road to Reading":

STATISTICS:

- 12 Pediatric and WIC sites were visited with 68 people contacts at these sites. 64 daycare classes were visited with

a total of 714 in attendance. 980 items were circulated in 40 deposit kits.

- OTRR presented its first story time at Providence House, an emergency childcare center for preventing children from entering foster care.
- Rhonda Fulton completed the Borders order for giveaway books. This uses the last of the monies PNC granted CPL for this purpose.
- Rhonda Fulton and Linda Sperry represented CPL (in their pajamas!) at CMSD's International School's literacy event on April 7.

The bookmobile schedule for summer stops was approved by Administration and is in the process of being printed. 3 new stops serving 4 senior buildings will be added for June-August (Mt. Sinai Apartments, Euclid Beach Club, Euclid Beach Villa, and Lorain Square Apartments) as well as a summer Recreation stop at Halloran Park.

Reba Elder's first month with Homebound Services here at Mobile has been eventful! She represented CPL at 2 Senior wellness fairs—one at Deaconess Craft Center where she interacted with about 25 persons, explaining Homebound and other library services, and one at the West Side Community house where she and Ken Redd (LBPD) spoke to 25 persons about library services.

TECHNICAL SERVICES

Patricia Lowrey, Technical Services Administrator, met with Bob Carterette, Automation Administrator and representatives of several CLEVNET Libraries to discuss acquiring Freegal, a database of downloadable music. Ms. Lowrey attended a meeting in Columbus of Metro Directors and staff with representatives OverDrive to explore new models of delivering downloadable eBooks.

Ms. Lowrey had several meetings with Public Service Managers, Neighborhood Team Managers and Administrators to discuss floating Branch books and the implications for standardized processing. Branch books are expected to begin floating on July 1. She met with the Director, several Public Service Managers, Neighborhood Team Managers and Administrators and a representative of Findaway to discuss using Playaway products in the planned Learning Centers.

Ms. Lowrey attended the Digital Projects Workshop conducted by Ann Olszewski, Preservation Manager and Michael Ruffing, Research Collections Coordinator. The workshop familiarized participants with the process for proposing and creating projects for digital images. Ms. Lowrey and several Technical Services managers met with Mr. Carterette and representatives from the Automation Department to discuss projects and issues related to the Sirsi/Dynix system.

Collection Management: Laura Mommers and Collection Management staff continue to re-locate floating music CDs, Books on CD and DVDS. Several surplus Audiobooks were relocated from Main Audio-Visual Department to the CPL collections at Cleveland State University and Case Western Reserve University. Bonnie Bolton submitted her nominations of Children's books to be considered for Ohioana awards. She was pleased to see that four of her five selections made the final list of six books voted on by the statewide Ohioana selection jury.

Ms. Mommers continued to meet with the Corporate Challenge committee and sponsored a pizza sale on April 15 in Technical Services facility to raise funds for entry fees. Ms. Bolton continued to serve on Cleveland Public Library's Staff Development Day committee and submitted a summary report keeping Technical Services staff apprised of the planning process.

Rollie Welch presented two sessions on recommended young adult books at the 2011 Virginia Hamilton conference. The sessions were attended by a total of 77 teachers and librarians. Mr. Welch continued to represent the library by his online street lit column written for Library Journal which appeared on April 21.

High Demand: Staff added 743 titles and 17,538 items. They ordered 3,148 titles and 19,601 items, and paid 783 invoices, for a total value of \$ 233,182.05.

The following staff also processed items for the Book Preparation Department when High Demand work was done: Steven Best (45 items), Rosalyn Easley (1102 items), and Mya Warner (103 items).

Book Preparation: Book Preparation worked on 28,800 items in April. All the unneeded cases for LPs, VHS cassettes and audio cassettes were sent to the Main Library for recycling.

Catalog: Jeninne Delfs, Elizabeth Hegstrom, and Andrea Johnson updated departmental guidelines for reviewing print material items & labels. Jintao Huang, Michael Monaco, and Larisa Povitsky began sharing responsibility for the review with Ms. Delfs. Ms. Johnson and Mr. Monaco attended a CLEVNET Technical Services SIG meeting. Yolanda Lawler participated in a Corporate Challenge fundraiser. A total of 13,251 items were added and 7,331 titles were cataloged.

Preservation: WVIZ producer Dennis Knowles interviewed and filmed Preservation staff members on April 18 for a future Applause program about book binding.

Preservation Manager Ann Olszewski focused on reorganizing four Digital Gallery collections for the goal of creating a simpler end-user interface. All 82 of the Cleveland Parks collection images were reloaded as part of the Cleveland Maps and Atlas collection, where they received more views in April than as a separate collection in earlier months. The 93 Triplett family photos and the 451Puckett folk lore photos were merged as "Collection Treasures". Related photographs were organized as compound objects for ease of navigation. The 276 images in the Folk Arts collection were reloaded to become part of the Cleveland Public Library Art Collection, arranged as a compound object with sub-sections for country of origin. Ms Olszewski met with Michael Ruffing and Amy Pawlowski on April 14 to finalize details of the collection consolidation.

The Digital Projects committee presented a workshop for staff on April 27. Staff from Fine Arts and Special Collections, History, and Social Sciences attended to learn how to plan and submit a proposal for a digital project. Ms Olszewski, Patricia Lowrey, Michael Ruffing, and Anastasia Diamond-Ortiz helped lead the workshop.

Preservation staff took photos throughout Technical Services on April 15 for Library Snapshot day. Shaker Heights and Beachwood law director Margaret Cannon visited the Department on April 8. Elizabeth Bardossy treated eight plans of the old Plain Dealer Building, dating from 1908 and 1910.

Shelf/Shipping: The Shelf/Shipping Department retrieved 438 items for Main Library in the month of April. The department shipped out 1,420 telescopes of new materials to Main and Branches. A total of 30,217 items left the Shelf/Shipping department this month. The new mailing system was installed and staff received training on the new equipment.

The staff enjoyed pizza at the Corporate Challenge pizza fund raiser. Juanita Turner attended the OLC North conference in Independence.

Acquisitions: The Acquisitions Department began using excel spreadsheets for maintaining departmental statistics on April 1st. Staff now enter their daily departmental statistics electronically on individual excel spreadsheets instead of manually recording them on paper. The individual excel spreadsheets have been formatted to link to a main excel spreadsheet that then compiles statistics for the entire department.

Karen Gibbs, Technical Services Associate, retired on April 29th after 34 years of service. Alicia Naab attended the Ohio Library Council's (OLC) North Chapter Conference. Nathaniel Infante volunteered to participate on the Health and Safety Committee.

Acquisitions staff ordered a total of 7,841 titles and 14,067 items, received 18,160 items, and processed a total of 2,679 invoices. Serials staff received 2,751 periodicals and 671 serials, added 294 items and 668 paperbacks, processed 193 periodical and serial claims, and modified 85 serial controls.

MARKETING & COMMUNICATIONS

Major initiatives in April included the conclusion of March Book Madness and the launch of the Sports Research Center at Cleveland Public Library.

The Library received good media coverage during April, appearing more than 70 times in print and online publications. The full report, available in the department, shows ad value of \$116,780 with a news circulation audience of 1,217,685 people. In April, the online media outlets that featured CPL events and programs received just under two billion page views. The www.cpl.org campaign for March Book Madness generated 959 views, not including the Facebook and Twitter participation.

An overview of meeting conducted or attended by Marketing and Communications Administrator Tena Wilson will indicate marketing and programming activities:

- Regular meetings with director; Graphics and PSS managers; Board of Library Trustees and committees; public relations

consultants David Fitz, Michael Graham and Erika McLaughlin; Administrators; Public Services managers; PSS staff; and the Webware communications team

- Jaime Delet, Dyad Branch Manager, to discuss pre-planning for South Branch 100th Anniversary and Hispanic Heritage Month programming.
- Ryan Gerber, RGI International; Bob Carterette, Automation Administrator; Amy Pawlowski, Web Applications Manager; Scott Chapin, Partner, DigiKnow, to discuss implementation of the iPad app for the Sports Research Center.
- Participants of the 2011 Women of a New Tribe exhibit to review the Soul of the Village women's workshop and initiate planning for 2012.
- Marketing director Patricia Marvel at the Las Vegas Clark County Library District to overview the marketing and programming efforts.
- Library director Laura Bramble and staff at Indianapolis Marion County Public Library to overview their marketing and programming efforts.
- Judy Wong of Margaret Wong and Associates to discuss multicultural programming and partnering.
- Patron Ben Willets, winner of the Nook eReader donated by The Friends of CPL for March Book Madness, to photograph him for CPL's Facebook page.
- Eugenia Strauss, Executive Director of City Music Cleveland, to discuss possible programming for the library.
- Dr. Xiao-Yang Huang, President of Chinese Professionals and Entrepreneurs Association, regarding teaching Chinese classes at library locations.
- Jody Warden, Community Relations, Target, and Mercier Robinson, CPL Grants and Development Coordinator, to discuss grant opportunities for in-school reading programs at Cleveland Metropolitan School District.
- Ilinda Reese, local author and speaker, at her request to discuss future library programming opportunities.

Administrative Assistant Michael Young wrote or facilitated Meet the Staff articles to introduce the following staff: Roszita Smith, Quintina Barrett and the On the Road to Reading staff (Rhonda Fulton, Norma Smith and Sandi Cesarov). He submitted events to Downtown Cleveland Alliance and University Circle, Inc. to be published in their monthly newsletters. He also posted notice of the Sports Research Center on fifteen community online calendars (American Towns, Cleveland Jewish News, Cleveland Magazine, Cleveland People CuyahogaCountyEvents.com, Eventfinder/Positively Cleveland, Eventful.com, ideastream,

Metromix, Morning Journal, Ohio Magazine, Ohio.com, Plain Dealer, Plugged In Cleveland, RealNeo).

Other contributions include:

- Completion of formatting for the [June/July/August](#) library programs
- Compiled 6 distribution lists for Sports Research Center
- Worked with The Friends of CPL to finalize procedure of DVD distribution initiative
- Organized and Cataloged CPL media discs and cassettes for archiving
- Made adjustments to library exhibits master calendar
- Corrected misleading information on WKYC.com (Friends book sale) and Plugged In Cleveland (Anchee Min)
- Secured DVD or WEWS 5 news report featuring Sports Research Center opening
- Prepared [April](#) Board of Trustees Meeting press release and calendar of upcoming events

PROGRAMMING & SCHEDULING SERVICES (PSS)

The Month of April was highlighted by the Grand Opening of the Sports Research Center and the unveiling of the exhibit, "Pride and Passion: The African-American Baseball Experience," on April 25 in the Social Sciences Department. Attended by approximately 90 patrons, guests included Cleveland Indians Vice-President for Public Relations, Bob DiBiasio; former Cleveland Indians outfielder and Rookie of the Year, Joe Charbonneau, as well as former Negro League stars Dennis Biddle and Jim Cobbin.

The Music at Main series hosted the Cavani String Quartet on April 2. Between 60 and 70 patrons enjoyed the group's ongoing musical performance, "Beethoven and Brotherhood."

Another highlight was the April 8 Career Fair, co-sponsored with Chancellor University. Held in the General Reference Department on the first floor of Main Library, there were 20 employers on hand. The 4-hour event drew approximately 150 patrons.

The very beginning of the month saw the finale of the March Book Madness tournament hosted by Cleveland Public Library, which was won by *To Kill a Mockingbird*.

April was National Poetry Month and events were held at a number of the branches including Rice, Collinwood and Fleet.

As part of the director's initiative to create dialogues in the neighborhoods of Cleveland about topics that matter, the Conversations series began. "Let the Healing Begin" was the first topic of discussion, presented and facilitated by local author and speaker Yvonne Pointer. During April, over 70 attended the conversations that were held in these five branches: Harvard-Lee, Hough, Collinwood, Walz and Sterling.

The Cleveland Goes to College series attracted an average of 12 students to each of the four workshops. This college-prep series represents an ideal partnership and an example of how CPL is fulfilling its role as community deficit fighter.

Main Library meeting rooms were scheduled on 48 occasions and utilized by 1,686 people.

Acting Programming and Scheduling Services Manager **Ron Antonucci** returned from sick leave on April 18 and Interim Acting Manager Aaron Mason returned to his post in the Business Department.

EXHIBITS

Exhibits at Main Library during April included: Cleveland Metropolitan School District's All-City Art Exhibition; Women of a New Tribe: An Exhibition of Souls; Robert A. Little, Architect and Visionary; Women of Chess; Re-Photographic Survey: Picturing Cleveland Then and Now; Experience Audobon; and Pride and Passion: The African-American Baseball Experience.

GRAPHICS

Graphics staff designed, printed and distributed 220 printed pieces in April, including graphics for the library website. Graphics manager **Cathy Poilpre** attended regular meetings for Public Services managers and coordinated judging for the Marsha Fudge 11th District Congressional Art Show.

Promotional pieces included: Sports Research Center collateral and web graphics; new logo design for The Friends of the Library including printed mailer for spring programs; Summer Reading Club printed promotional materials including web graphics; 48,000 routing slips; Bi-monthly Computer Learning Connection class schedule brochure; ad designs placed in the *The Plain Dealer* newspaper, *Call & Post* newspaper, and the Department of Aging publication; bookmarks and posters for *Les Miserables*, *West Side Story*; two catalogs for Homebound Book Services; Ohio

Library for the Blind and Physically Disabled newsletter;
redesign of Jazz Resources brochure; and four staff newsletters.

WEBWARE www.cpl.org

The Marketing and Communications Department (MCD) maintains an editorial calendar that is utilized by Webware staff as a timeline for posting library promotions. Areas of the website that are provided for MCD are the rotating and stationery ads on the Home page, as well as the rotating ads on the Kids, Teens and Seniors webpages. Other areas directed by MCD include Library News, Library events and classes, FAQ - Public Distribution of Literature, Exhibits, and Writers and Readers. Webware solicits content for various webpages from MCD on a regular basis.

Twitter Followers increased to 2,601, up from 1,769 in April of 2010. Facebook fans increased to 3,102, up from 2,183 in April of 2010. Downloads of books in an electronic format (ebooks) were 33,443, up from 17,983 in April of 2010.

Library News on the www.cpl.org homepage featured the following items for April: CMSD Board Seeks Applicants to Fill Five Vacancies; Cleveland Public Library Opens Area's First Sports Research Center, Hosts Special 'Pride & Passion' Exhibit; Cleveland Public Library and Chancellor University Present Career Fair; Cleveland Public Library Board Meeting.

During the month of April, the following events, programs, and information were either edited or added to promote on www.cpl.org: Anchee Min's visit to CPL; the Cleveland Public Library Sports Research Center opening on April 25; CPL Sports Research iPad app.

The West Side Story (May 3 - 15, 2011) Playhouse Square booklist and the Legacy of Light (April 8 - May 1, 2011) Cleveland Play House booklist were posted to the Popular Topic of Theater, for the Literature Department.

Seven Popular Topic pages were updated with new content in April. Three seasonal monthly reading lists were updated on the Kids page.

The following page was edited, added, or promoted on the CPL Staff Center: Retirement announcements were added to the Human Resources section.

BUILDINGS SERVICES

The Buildings Office completed numerous branch inspections and continues to monitor utility bills.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. Several light ballast were changed and the rooftop A/C unit filters were changed at Carnegie West. The domestic hot water tank was replaced with a new one at Hough. The chiller condenser tubes on the A/C unit at Lakeshore were cleaned to get it ready for the summer. The domestic hot water tank that was under warranty was replaced with a new one and five new variable frequency drives were installed on return fans at LSW. The motor starter for return fan #22 was replaced at Main. Drain piping for the boiler room was replaced at MLK. Four more steam leaks were repaired at South. The filters in the rooftop A/C unit were changed at West Park.

The Carpenters and Painters removed two work stations from the 4th floor of Main. Roof repairs were started at Addison, Eastman, Fleet, and Harvard-Lee. Safes were repaired at MLK, Memorial-Nottingham and Union. Much work was done on the 5th floor of LSW to prepare for the opening of the Sports Center. Painting was completed at the Garage, South, and South Brooklyn.

The Garage serviced the generator for the Bookmobile and serviced vehicles 2, 5, 6, 9, 12, 15, 16, 18, 20 and 24. Lawnmowers have been serviced and have been delivered to the branches.

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, Rice 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. Cuyahoga Valley Patrol responded to 12 alarms. 6 alarms were caused by staff.

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. One of the duress button panels has malfunction and repairs are being made

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. CCTV cameras at some of the facility are malfunctioning; Security Operations is in the process of having those issues repaired. The blade unit that controls the four large monitors in the command center is out and repairs are being made

Identification Cards: Security Operations continues to issue photo identification cards to new staff members and to replace lost cards. Security Operations had printed up retired and thirty plus badge for the employee ceremony conducted by Human Resource Department.

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 March a total of **13** items were returned to their owners; 2 bag 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 has temporary posted a CPL Officer at the Carnegie West and Garden Valley branch. Four contactor guards from Tenable was hire on a temporary base to help police the restroom in the Main Complex

Security Operations Supervisor Chris Flak met with the west branch Managers to discuss security concerns.

Branch Patrol: Security Operations currently operate three Branch Patrol Units. Branch Patrol Units respond to all branches when called upon by staff members and regularly patrol and visit all branches several times a week.

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

Branch Patrol supervisors are continuing to investigate Security Irregularity reports from the branches. Security Operations produces reports each month summarizing branch location, type of incident, and time of the incident to ensure coverage at the branches is adequate. Branch Patrol Supervisors conducted **37** branch investigations.

SUMMARY OF IRREGULARITY REPORTS RECEIVED

MONTH	2010	2011	+ / -
JANUARY	50	77	+27
FEBRUARY	40	57	+17
MARCH	63	73	+10
APRIL	52	61	+09
MAY	37		
JUNE	42		
JULY	26		
AUGUST	50		
SEPTEMBER	58		
OCTOBER	35		
NOVEMBER	36		
DECEMBER	27		
Total	516	268	+53

AUTOMATION SERVICES

New Bibliocommons Catalog

A "soft" public launch of the new catalog April 4 - April 23, where members of the public had the option to try the new catalog, resulted in 1,399 users. The early adapters were uniformly pleased with the new features. The CLEVNET Public Relations Committee, with design assistance from the Library's Graphics Department, put together eye-catching print materials and promotional buttons for staff. On April 25, the new catalog went live for the public. The Webware Team assisted CLEVNET libraries with placing the appropriate links to the new catalog and reworking catalog search boxes on their websites. By the end of the month 11,875 users had opened accounts on the Bibliocommons catalog. While many users were glad to see their

long-standing desires addressed (for example, having a username instead of having to use the library card number; streamlining how holds are placed; being able to track what materials they had borrowed), some were put-off by the changes. The Software Team and front-line staff have been providing direct assistance for those that are confused by the changes.

Cleveland Public Library projects

The Software Team began working with Planning and Research and CSU/NODIS to gather data for the Strategic Planning process. Five year's worth of circulation demographics will be prepared along with data on computer usage and database usage, and eMedia statistics to the extent possible. The Comprise SAM database has also been configured to collect usage information for the Library's public workstations.

Mr. Carterette and Mr. Finnegan attended a planning meeting for Tech Central.

The Hardware Team coordinated loading and installing iPad kiosks for the Sports Research Center, which opened on April 25.

Mr. Carterette participated in the evaluation process resulting in awarding the contract for security services to G4S.

Special reports resulted in: globally marking 5,192 items for Government Documents as discarded; listing of items in transit from Technical Services to public service agencies for over forty-eight (48) days; listings of items sent from Business, Economics, and Labor to other CPL agencies, and to CLEVNET agencies; and a listing of titles published before 1865 with circulating items.

Library News on the www.cpl.org homepage featured the following items for April: CMSD Board Seeks Applicants to Fill Five Vacancies; Cleveland Public Library Opens Area's First Sports Research Center, Hosts Special 'Pride & Passion' Exhibit; Cleveland Public Library, Chancellor University, Present Career Fair.

During the month of April, the following events, programs, and information were either edited or added to promote on www.cpl.org: Anchee Min's visit to CPL; the Cleveland Public Library Sports Research Center opening on April 25th; CPL Sports Research iPad app.

The West Side Story (May 3 - 15, 2011) Playhouse Square booklist and the Legacy of Light (April 8 - May 1, 2011) Cleveland Play House booklist were posted to the Popular Topic of Theater, for the Literature Department.

Seven Popular Topic pages were updated with new content in April. Three seasonal/monthly reading lists were updated on the Kid's site in the Read it! section.

The server hardware needed to run Microsoft SQL Server & SharePoint Server applications software were setup for Planning and Research.

CLEVNET

A group of fourteen CLEVNET libraries met with a representative of Library Ideas, LLC, to discuss a group subscription to Freegal, a new service that provides patrons with free, legal downloads of tracks from the Sony music catalog.

The CLEVNET Director's Panel met on April 8 for informational updates and to set the agenda for the quarterly CLEVNET Director's Meeting. Topics included: replacing Leslie Polott, Orrville Public Library, and Janet Stoffer, Elyria Public Library, whose terms had expired; the new Bibliocommons catalog; Boopsie, a possible mobile app for access to the CLEVNET Catalog; and possible changes in CLEVNET membership.

The quarterly Director's meeting was held on April 29. Julianne Bedel, Barberton Public Library, was elected to replace Leslie Polott, and William Rutger, Milan-Berlin Public Library, replaced Janet Stoffer.

Cisco Systems presented a "lunch and learn" meeting attended by Hawken School, Shaker Heights Public Library, Ritter Public Library, Willoughby-Eastlake Public Library, Barberton Public Library, Euclid Public Library, Twinsburg Public Library, East Cleveland Public Library, Hudson Library and Historical Society, Lorain Public Library, and Medina County District Library. The meeting was coordinated by Mr. Finnegan.

On April 20th the Network Team deflected a distributed denial of service attack. More than eight thousand requests per second for a non-existent host were being received. The attacking addresses were shunned before staff or public noticed any performance degradation.

New item types and the associated circulation map entries were configured for Cleveland Heights-University Heights Public Library, Medina County District Library, Milan-Berlin Public Library, Sandusky Library and Twinsburg Public Library.

In preparation for summer break and graduation the Software Team scheduled a weekly report listing Hawken School Library patrons with items still checked out.

Authentication for users of subscription databases was migrated to the Standard Interchange Protocol (SIP). The change will allow us to gather demographic data on database users.

The Active Directory domain controller was repaired at Bellevue Public Library; and the domain controller at Birchard Public Library was reconfigured.

A Windows 7 Public Profile was built for Shaker Heights Public Library tailored for their requested applications. The profile is necessary for maintaining a consistent public PC desktop. This is part of a project to assist Shaker Heights in improving network access for staff and public.

After a server failed at Elyria Public Library the Hardware Team configured a server to provide appropriate Internet addressing for their local workstations.

A new switch was installed at the Lee Road Library (Cleveland Heights-University Heights Public Library) to accommodate server expansion.

Automation assisted Sandusky library with Web Sense web filter configuration.

KnowItNow

The KnowItNow24x7 Coordinator presented "Reinvigorating Reference: Enhancing Customer Service Skills through Transcript Evaluation" at the Ohio Library Council Northwest Chapter Conference. Assisting in the presentation were librarians from Cleveland State University and Owens Community College.

The federal LSTA grant proposal to fund KnowItNow24x7 for the upcoming 2011-2012 fiscal year was submitted to the State Library of Ohio this month. The formal presentation to the State Library Board for final approval will take place on May 26.

Meetings and Professional Development

On Thursday, April 7, Amy Pawlowski and David Reynolds presented an eMedia Troubleshooting session for staff of the Media County District Library.

On Friday, April 15, Ms. Pawlowski attended the OLC Northwest Chapter conference in Toledo, Ohio, to present the OLC's Gadget Gallery to attendees of the conference.

Statistics

	Apr-10	Apr-11
OverDrive Downloads	17,983	33,443
Twitter Followers	1,769	2,601
Facebook Fans	2,183	3,102

Automation Services Statistics, 04/2011				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	98	83	37	218
CPL Branch	84	76	9	169
CPL Lake Shore	36	28	3	67
CLEVNET	46	43	28	117
PUBLIC	1			1
HARDWARE TOTAL	265	230	77	572
SOFTWARE				
CPL Main	25	23		48
CPL Branch	10	10		20
CPL Lake Shore	10	9		19
CLEVNET	78	78		156
PUBLIC	27	24		51
SOFTWARE TOTAL	150	144	0	294
WEBWARE				
CPL Main	7	7	2	16
CPL Branch	3	3		6
CPL Lake Shore	4	4		8
CLEVNET	6	6		12
PUBLIC	61	61		122
WEBWARE TOTAL	81	81	2	164
KIN				
CPL Main	10	8		18
CPL Branch	3	3		6
CLEVNET	14	14		28
PUBLIC				0
KIN Library	9	9		18
OHIOLink Library	4	4		8
After Dark	2	2		4
KIN TOTAL	42	40	0	82
GRAND TOTAL				
	538	495	79	1,112