

DIRECTOR'S REPORT

June 16, 2011

Monthly Statistics

There are some new additions to this month's Activity Report. For the first time, Cleveland Public Library's e-media circulation has been added to the monthly activity report. Also, the number of downloads of Ohio Braille and Audio has been provided. Circulation for the month of May was 539,156. This is a decrease of nearly 2% from last year's May circulation of 548,886. While the decrease would seem to infer a decrease in activity, a deeper analysis finds just the opposite. The average circulation per hour at the main library and at the branches both increased by 5% this year.

The number of computer sessions was down by 12%, from 86,274 in 2010 to 75,702 in 2011. However, the number of hours in use for our computers increased from 49,992 in 2010 to 51,107 in 2011. This was an increase of 2%.

Attendance for the month of May was 299,284. This is a decrease of 7% from last year's May attendance of 323,342. Both the main library and branches reported decreases in attendance. Similar to the circulation numbers, a deeper analysis of the statistics finds that the average attendance per hour was up at both Main and at the branches.

Program and Outreach Highlights

The final Writers and Readers event of the year featured author Anchee Min. Ms. Min's latest novel is entitled Pearl of China and fictionalizes the life of Pearl S. Buck and her years spent in China. The crowd was mesmerized by Ms. Min's discussion about her books, including the New York Times bestseller Red Azalea. Her discussion about her life and her efforts to make her way to America also left the crowd in awe of her courage.

On May 14th, CPL partnered with Congresswoman Marcia Fudge's office to present the 29th Annual, Eleventh Congressional District Art Show reception at the Martin Luther King, Jr. branch. The art show features the work of high school students throughout the eleventh congressional district. Over 100 community residents were present as Congresswoman Fudge announced the winners of the art show. Graphics Manager, **Cathy Poilpre** served as a judge and winners of the contest will have their artwork displayed at an exhibit in Washington, D.C.

CPL in partnership with Cleveland Public Art presented the 6th Annual Lockwood Thompson Dialogues on May 26th. This year, the Dialogue program engaged the community in a discussion on the process of creating, producing and distributing film. An all-star panel was brought together to converse in front of a crowd of 450 people. Academy Award nominated directors Lisa Cholodenko and Spike Jonze joined award winning producer Ted Hope for a lively conversation that enlightened the audience to the behind the scene decisions made in the film world.

Meetings and Activities

- I presented at the Early Childhood Development Center's 2nd Annual Career Day.
- I joined the Honorable Frank G. Jackson and a contingent of political and business leaders on a trade mission to Slovenia.
- I attended the Community Officials briefing on the growth of University Circle.
- I attended the Commission on Economic Inclusion's Annual Meeting.

CLEVNET

May's total OverDrive CLEVNET eMedia collection circulation was 35,666 sizably up from last year's total of 18,887. CPL has 2,660 total followers on Twitter and 3204 Facebook fans.

Staff Highlights

Carlos Latimer graduated from Cleveland State University's Leadership Academy. The six month leadership academy brings senior administrators from throughout the region together to develop their leadership abilities and do their jobs better. Congratulations to Carlos for representing CPL with distinction.

GRANTS & DEVELOPMENT

MyCom Lead Agency Responsibilities

- Coordinated MyCom resolutions for Board
- Met with Transitions vendors to expand their capacity
- MyCom monthly meetings and Neighborhood Teams meetings - 5/10/ and 5/26

Grants & Development

- Wrote Target Grant for Beginning Readers
- Began final reports for Cuyahoga Arts and Culture, Cleveland Foundation
- Met with Third Federal and Slavic Village Development to discuss future partnerships

Literacy

- Coordinated Rice Branch Math tutoring final event
- Met with Rice Learning Center Coordinator to plan summer programs
- Coordinated Rice kiosk project
- Met with Literacy providers - CSU College of Education, L.E.A.D.S Inc. for adult literacy

Meetings (Community, Training)

- Attended P-16 meetings in Slavic Village
- Manager's Meeting - 5/4
- Main Library Manager's Meeting - 5/11

PUBLIC SERVICES

Programs/Exhibits:

In the month of May the Computer Learning Connection taught 32 classes in the CLC and 12 classes at three branches (Carnegie-West, Woodland, and Harvard-Lee). Branch classes had an average attendance of 66%.

Special Collections Librarian, Kelly Ross is currently curating the Checker exhibit that will be in the JGW Corridor this summer with practicum student Erin Valentine.

Fine Arts Manager, Pamela Eyerdam worked with Cleveland Public Art to install the *See Also* Garden artwork called *The Power of the Pieces* (by Donald Black) - a set of chess tables with stenciled photo images of chess pieces. The 6th Annual Lockwood Thompson Dialogue: *Conversations with Filmmakers* program was held in the LSW Auditorium. Filmmaker David O. Russell could not appear because of a family emergency but had Spike Jonze come in his place. Filmmakers Ted Hope and Lisa Cholodenko also were included in the program.

The Photograph Collection had 62 visitors in to see the exhibit *Re-Photographic Survey: Picturing Cleveland Then and Now*. The exhibit runs through the end of June.

The Literature Department and the Ohio Center for the Book hosted the Letters About Literature Awards Ceremony and luncheon on May 14. Approximately 90 student winners and their families and teachers attended.

The Pride and Passion exhibit on black base ball and the Latin American baseball were on display throughout the month of May in the Social Sciences Department.

Outreach:

Computer Aides Karmar Clifton, Sam Tripodis, Forrest Lykins, and Business, Economics, and Labor Manager, Aaron Mason traveled to 18 neighborhood organizations to promote library services and computer classes in the branches.

BEL/CLC has obtained approval of the forthcoming Re-Entry Library Card pilot project. Work has begun on project procedures and guidelines.

Michael Jacobs created a mailing list for programs for the Fine Arts Department. Special Collections staff submitted a photograph of Emanuel Lasker and Max Frankel playing chess with caption to the journal *Archival Outlook's* photo contest. Pam Eyerdam and Friends of the Library volunteer, Edward Seeley gave a Tour for the Ohio Historical Decorative Arts Association. Pam Eyerdam gave a personal tour of Special Collections to Mr. Charles Michener, former senior editor at *The New Yorker and Newsweek*. He is writing a book about Cleveland for Knopf entitled *The Hidden City*.

Foreign Literature Librarian, Mary Torres assisted staff at Eastman Branch in preparing the annual "Cinco de Mayo" celebration. Foreign Literature Manager, Milos Markovic and Melanie McCarter attended "Global Cleveland Summit" at CSU. Senior Subject Department Librarian Caroline Han attended Cleveland City Hall's annual Asian-Pacific American Heritage Day celebration. Ms. Han was recognized and awarded, "Certificate of Recognition" from the office of Mayor Jackson.

On May 2, Tom Edwards addressed 30 members of the Cuyahoga County Genealogical Society at the city of Independence Civic Center. He talked about the map and digital collections and how they can be utilized for genealogical research.

Literature librarian Tim Phillips and Literature Manager, Amy Dawson represented the Ohio Center for the Book at the Ohioana Book Fair on May 7, at the Fort Hays Educational Center in Columbus, Ohio. Amy Dawson attended the Library of Congress Center for the Book Idea Exchange in Washington DC on May 8-9.

On May 12, Chrystal Carr-Jeter, Victoria Kabo, Michael Ruffing and Elaine Herroon distributed Cleveland Public Library information during the City of Cleveland Senior Day. Carnegie West Branch Manager Angela Guinther spent May 24 at PAL and was given a tour of PAL and City Hall by Michael Ruffing.

Science and Technology Manager, Maureen Mullin is working with the Ohio Department of Natural Resources on a project locating abandoned mines in eastern and southeastern Ohio. Nicole Ehlernger, a senior at Laurel School in Shaker Heights, spent two weeks in the department learning the routines of a large library, as her senior project.

Two groups of seniors toured the Sports Research Center. Tommy Bivins, Champion Boxer and Harry Thompson, Negro Leaguer, were part of the McGregor House visit. Dr. Cuneen from Bowling Green University spoke with Social Sciences Manager Darlene Ronney and Public Services Administrator John Skrtic about future collaborations on sports programming.

Collections/Reference:

Collections Coordinator Michael Ruffing expedited the preparation of a contract with Mergent to digitize the Library's collection of corporate annual reports after Mergent offered to pay for the expenses of an outside attorney.

On May 10, Michael Ruffing, Maureen Mullin and Jim Bettinger met with staff at CWRU's Kelvin Smith Library. The meeting included Sharon Gravius, Librarian, Social Sciences & Religious Studies/Collection Management and Planning Coordinator, and Brian Gray, Head of Reference/Engineering, Math & Statistics Librarian. The purpose of the meeting was to start planning for cooperative collection strategies and mutual marketing of each other's unique collection strengths in fields relating to science and engineering.

Michael Ruffing and John Skrtic attended the quarterly meeting of the Schweinfurth Committee on May 13, at which time Mr. Ruffing explained the Library's goal of reviewing and revising

as necessary all aspects of the Library's Collection Development.

Mr. Ruffing arranged for John Skrtic and Mark Moore (Social Sciences) to review rare Cleveland sports items at the Old Erie Street Bookstore, a 30-year business in downtown Cleveland and the last of its kind downtown.

Robin Speigner, Government Documents Department Manager, met with Mr. Ruffing to discuss the Government Documents weeding project and to put a review process in place to insure that documents that are considered rare are not withdrawn.

Mr. Ruffing delivered twelve boxes of miscellaneous sheet music to a very appreciative Jean Hogan, director of the music program at the Phillis Wheatley Association at 4450 Cedar Avenue. The music had been donated to CPL several years ago and was not wanted for the collections.

Mary Scelsi, Executive Director of the Friends of CPL, worked with Mr. Ruffing to complete the reorganization of book sorting areas on the fifth floor of Main Building. The work was completed at the beginning of the month.

Fine Arts Librarians, William Anderson and Michael Dalby are working on a web version of the Fine Arts Department *Jazz Resource brochure*. Special Collections Librarian Stacie Brisker has spent a lot of time shelving and shifting in the LSW vault. Tom Edwards trained Fine Arts staff on how to use the Map Plotter that was transferred from the Map Collection.

Approximately 3,000 reels of microfilm were moved from Microform Center to History and Geography. Two microform readers; one digital and one standard were also moved from Microform Center to History. These two readers, along with the one already in History and with the three already in Maps are meeting current demand.

Amy Dawson met with Dianna Price and Bill Rudman regarding the re-formatting of the Musical Carnival Collection sound recordings. Raymond Rozman, a SLIS Graduate Student from the University of Indiana at Bloomington began his practicum in the Literature Department.

City of Cleveland's Department of Finance gave PAL copies of the final Budget. A copy was sent to the Business Department. City Council supplied PAL with copies of the 2010 City Record Index.

Staff/Professional Development:

Benjie Smith, Subject Department Clerk AV, laterally transferred to Popular Department on May 22.

Mr. Latimer completed coursework and graduated from the Leadership Academy at Cleveland State University.

Collections Coordinator, Michael Ruffing attended crisis media training on May 7 and 8.

Computer Learning Connection Coordinator, Olivia Hoge attended the CollabTech 2011 conference at Case Western Reserve University.

Sabrina Miranda was selected, and has accepted, the Subject Department Clerk position for Photograph Collection.

Marilyn Utz, PT Temporary Lending Department Clerk, was promoted to FT Lending Department Clerk on May 8, 2011.

Steven Capuozzo checked to make sure the Literature Department has all Pulitzer Prize winning/runners-up that class in department and created a May and June featured Poetry list. He also attended the International Urban Book Festival on May 16. Tim Phillips created a Readers Advisory Guide for Large Print titles.

Deborah Hajzak attended two-day training on mediation sponsored by North Coast Conflict Solutions.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

OLBPD circulated 51,533 items directly to patrons in May. The transition to integrating more new and circulating digital titles into our turnaround circulation has now produced an even ratio of cassette to digital being circulated. The number of digital titles circulated this month was 25,761, and the number of cassette titles circulated was 24,834. As more patrons receive digital titles, the trend should shift to more digital titles being circulated daily.

Also of note is the increase in the amount of digital downloads from patrons using OHIO-BARD. Over 1,400 patrons (about 10% of active readership) are registered for OHIO-BARD. In April, patrons downloaded over 10,000 books and magazines. This is the first month that 10,000 items were downloaded.

OLBPD and the State Library of Ohio Talking Book Program were selected as the National Library Service (NLS) 2010 Network Library of the Year. OLBPD and SLO will be honored at an award reception at the Library of Congress on June 23, 2011. A formal announcement and press release from NLS will take place after the award reception.

OLBPD sent mailers informing institutions they can now acquire access to the OHIO-BARD digital download service. NLS gave network libraries permission to begin accepting institution applications. Examples of institutions served by OLBPD include schools, nursing homes, rehabilitation centers, and hospitals. OLBPD had been maintaining a waiting list of institutions interested in OHIO-BARD access as soon as it was available.

OUTREACH

- Chrystal Carr Jeter met with Renaissance Learning representative Gayle Philpot to finalize the Accelerated Reader site approval for the summer at CPL locations.
- CPL participated in several outreach events in May, including the Asian Festival, City of Cleveland Senior Day event, Halloran Park Community Night, Holy Rosary Montessori Family Day, Elephant Crossing Opening Week festivities at the Metroparks Zoo, Village Preparatory School PTA night, Nigerian Health Fair.
- Jeter met with Dr. Marlene Gombach, CSU, to discuss and facilitate a Stocker Foundation Grant that funds a unique Back-pack Summer Reading Program that gives free books and reading activities sheets to selected readers.

MOBILE SERVICES DEPARTMENT

STATISTICS

58 Stops plus Zoo event and Asian Festival
19 New library card applications
1193 Persons on board
842 Reference, 652 Directional in person
196 Reference, 35 Directional via phone
Holds counts - May 766 filled

MEETINGS and EVENTS

Mobile Services Manager, Linda Sperry visited Halloran Recreation Center Open House on May 13.

Reba Elder visited Euclid Beach Club on May 19, to speak to tenants about the new bookmobile stop (begins Summer 2011) and about Homebound Services.

Linda Sperry stopped at Lorain Square Apartments on May 19, to speak to 18 tenants about the new bookmobile stop.

Sperry and Elder visited Euclid Beach Villa May 25, 38 tenants discussed the new bookmobile stop (begins Summer 2011).

SUMMARY OF ACTIVITIES

"On the Road to Reading"

- 12 Pediatric and WIC sites were visited with 77 people contacts at these sites. 73 daycare classes were visited with a total of 913 in attendance. 959 items were circulated in 39 deposit kits
- Rhonda Fulton attended the Webinar on Every Child Ready to Read 2nd Edition
- Rhonda Fulton attended the Youth Services Metro Directors' meeting at Cuyahoga County's North Olmsted Branch. The meeting was attended by all the Youth Services coordinators and Administrators in Ohio who work at a large metropolitan library system
- Ms. Fulton assisted Chrystal Carr-Jeter with selection of Parade the Circle craft items. Ms. Fulton will be coordinating activities at the children's tent for Parade the Circle
- Ms. Fulton attended the training workshop for the Family Literacy Involvement Program (FLIP) in Houston, Texas with CPL's county and Children's Museum partners in this project. In addition, Rhonda orchestrated meetings with CPL's Technical Services Manager, Cataloging, Automation and Planning and Research to plan the smooth arrival of the FLIP kits to CPL

BRANCHES

Assistant Public Services Administrator Carlos Latimer worked with Aaron Mason to implement training classes in the branches for the new Bibliocommons catalog.

Mr. Latimer met with the Collection Management, Rollie Welch on the possibility of creating title lists to improve holds in the branches.

Precinct Committee members visited the Addison branch, made introductions to staff and encouraged attendance at the ward club meetings.

The Collinwood Tutoring program with CSU ended for the summer with a celebration and certificate was presented to tutor Gabrielle Van Horn for her good attendance, service and dedication to the children of Cleveland.

State Senator Nina Turner hosted "Talks with Turner" Community Meeting". Ms. Turner used this platform to hear the issues of the community.

Pasha Moncrief, formerly a computer aide at Harvard Lee started as the new Youth Services Librarian at Garden Valley.

Woodland/Garden Valley Branch Manager Kathryn Feeley met with Sharita Mullins of Burten, Bell, Carr on May 26 to discuss plans for neighborhood health fair on Saturday, June 4.

Langston Hughes Library Assistant, Ron English, attended the Michael R. White Career Day at Cleveland School of the Arts on May 12.

West Team Managers met on May 27, at Lorain Branch. The West Team Manager Sheba Marcus-Bey attended the monthly board meeting on May 19. West Team Branches continued to work towards the strategic objectives of the Library. As such, branches continued to adjust to ongoing transitions impacting the institution.

The West Team Manager instituted one on one meeting with Cheryl Diamond, Jaime Delet, Ken Knape, Reiket Olaywiola, Kathleen Lefkowitz in addition to Angela Guinte and Cal Zunt. The meetings occur on a rotating basis (weekly to bi-weekly); and they are designed to address the specific issues facing the managers at their facilities.

West Park's 3 day book sale raised \$1769.00 for the Friends of the Cleveland Public Library.

Branch displays for May included gardening, green living, Older Americans Month, Mother's Day, Pearl Harbor Day, Memorial Day, the Royal Wedding, and grilling. Staff was informed that the CMHA Housing Lottery has been delayed and will be scheduled in August.

Cal Zunt and Kevin Ray attended a number of Marion-Sterling Partnership meetings, and met with staff of Beech Brook/PASS Parenting Class; as well, Ms. Zunt attended two community meetings regarding the Marion-Sterling Partnership.

Eastman's Children Librarian Tracey Allen participated a Career Day at Wilbert Wright Middle School.

Carnegie West's Children's Librarian Helen Zaluckyj attended the Youth Services Symposium XXII on Music, Programs, and Books for Babies and Toddlers.

TECHNICAL SERVICES

Patricia Lowrey, Technical Services Administrator, along with several other Administrators and Managers received 2 days of Media Training. Ms Lowrey and Andrea Johnson, Catalog Manager, met with Rhonda Fulton to discuss cataloging kits for a grant project for an early childhood Outreach effort. Ms. Lowrey, Mrs. Johnson, Elizabeth Hegstrom, Materials Processing Manager, and Human Resources Recruiter Sharon Allen conducted interviews for a Slavic cataloger.

The staff of Technical Services had an intensive clean-up day on May 11. Hundreds of pounds of obsolete or unneeded paper were recycled and much trash was disposed of. Broken equipment and unwanted supplies were removed. The hardworking staff members were treated to a pizza lunch and a number of individuals contributed salads, side dishes and desserts. Every department looks terrific.

Ms. Lowrey attended the retirement celebration for Sharon Tufts, Human Resources Administrator. She attended the Book Expo America convention in New York City.

Collection Management: Collection Management staff compiled recommended lists of popular titles and their accumulated holds in the weekly staff newsletter. The lists "Titles to Promote to Your Patrons" are intended to increase staff awareness of upcoming and popular titles and direct patrons to them.

Laura Mommers and Collection Development staff continue to relocate floating music CDs, Books on CD and DVDS that have accumulated in several Branches and Main Library. Bonnie Bolton continued to serve on the committee that is planning Staff

Development Day. Ms. Bolton's reports are detailed and very helpful and keep Technical Services staff apprised of the planning process.

Rollie Welch's most recent street lit column for *Library Journal's Booksmack!* appeared online May 19. A column also appeared in the May 15 print edition of *Library Journal*.

Shelf/Shipping: The Shelf/Shipping department staff sent 872 requested items to the Main Library. The Receiving/Distribution Technicians placed a total of 30,744 items on book trucks. A total of 1,353 telescopes were shipped to Main Library and the Branches.

Tom Edwards from the Map Collection came out to inspect maps in the off-site storage and give instructions for packing maps that were purchased by other organizations. The Shelf/Shipping department continues to work with Government Documents weeding in their off-site storage collection. Shelf/Shipping staff enthusiastically participated in Tech Services Cleanup Day.

High Demand: Staff added 752 titles and 16,085 items. They ordered 2,657 titles and 15,435 items, and paid 604 invoices, for a total value of \$ 198,570.58.

Two staff members processed items for the Materials Prep Department when High Demand work was done. Rosalyn Easley processed 356 items and Mya Warner processed 1,063 items. Anarie Lanton and Carole Brachna helped Collection Management discard or redistribute several boxes of music CDs that had overloaded the shelves at various locations.

The Department participated in a Spring Cleaning Day and discarded many pounds of old equipment, supplies and paper. Carole Brachna met with a vendor representative to discuss some issues.

Book Preparation: Book Preparation worked on 25,247 items in May.

The entire Book Preparation staff participated in Clean-Up Day. All workstations and much of the common areas were cleaned and reorganized. Many items that were no longer needed for the processing of books or AV materials were disposed of.

Elizabeth Hegstrom participated in the interview panel for a new Slavic Languages Cataloger and she attended a "Book Repair and Preservation" workshop.

Acquisitions: Acquisitions Staff participated in the Technical Services Spring Cleaning Day. Staff discarded a total of 235.64 pounds of garbage and packed up two flatbeds full of boxes containing old letterhead, outdated forms and route slips to be recycled. Staff work areas in the Acquisitions Department were also consolidated and any furniture, shelving, and work stations that were no longer needed were removed.

Acquisitions staff began placing orders for paperbacks for the Popular Library. These paperbacks are received and added to the catalog by staff in the Acquisitions Department and then sent directly to the Popular Library.

Nathaniel Infante attended several meetings of the Health and Safety Committee in preparation for Staff Development Day.

Acquisitions staff ordered a total of 7,007 titles and 12,152 items, received 15,880 items, and processed a total of 1,821 invoices. Staff received 2,748 periodicals and 442 serials, added 421 periodical items, 225 serial items and 1,111 paperbacks, processed 162 periodical and serial claims, and modified 41 serial controls.

Catalog: Michael Monaco worked with Jeni Delfs and Regina Houseman to increase CPL's participation in NACO, the national Name Authority Cooperative Program. Dawn Grattino created a catalog record for a collection of checkers tournament bulletins, with a link to the EAD finding aid created by Special Collections. Staff cataloged 6,266 titles and added 13,614 items for CPL.

Andrea Johnson met with Patricia Lowrey and Rhonda Fulton to discuss cataloging Family Literacy Involvement Program (FLIP) kits. Ms. Johnson also conducted interviews for a Technical Services Librarian (Slavic Emphasis) position. Ms. Lowrey, Elizabeth Hegstrom, and Sharon Allen participated in the interview panel.

Preservation: The public interface of the Cleveland Public Library digital gallery was switched to CONTENTdm version 6 on May 17. The order of collections was updated, with local photographs, maps, and publications reordered to prominent positions at the top of the menu. Preservation Manager Ann

Olszewski selected and loaded the images, and created recommended searches for the landing pages.

Northeast Document Conservation Center completed the digitization of 134 images from the Ketteringham collection. Most of the items digitized are glass plate negatives of Cleveland scenes taken in 1901 and 1902. Of special interest are 51 photos of the 35th National Encampment of the Grand Army of the Republic (civil war veterans) held in Cleveland in 1901. As part of the Photograph Collection Hough Neighborhood Project, 71 photographs of buildings on East 66th street were added to the Digital Gallery.

The Preservation Department hosted the annual meeting of the Northeast Ohio Alliance for Response (a regional program supported by Heritage Preservation in Washington,) on May 4. Representatives of libraries, museums and conservation service providers discussed disaster preparedness experiences of the past year. Ms Olszewski completed her term as 2010-2011 chair.

Preservation staff members Lyla Chilkcutt and Renee Pride worked on a project treating damaged volumes from the Main Library folio storage area. Preservation staff participated in the Technical Services cleanup day May 11. Counters, desks, and work surfaces were cleaned, supplies were reorganized. Surplus and obsolete materials were packed for recycling or discarded as appropriate.

MARKETING & COMMUNICATIONS

Media coverage for the month of May included 67 print and online publications. The full report, available in the department, shows ad value of \$37,360 with a news circulation audience of 1,293,811 people. In May, the online media outlets that featured CPL events and programs received 285 million page views. Ads to promote Writers and Readers Anchee Min and the Lockwood Thompson Dialogues were placed in *The Plain Dealer* and radio spots aired on WCPN 90.3. Ads promoting "My Place to Dream, Create, Grow" were placed in *African American Lifestyle Magazine* and *Kaleidoscope Magazine*. A full page spread ad outlining all CPL locations was placed in *LIVE! Cleveland*, an insert in *Cleveland Magazine*.

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
- Dawn Hanson, President of The Fairmount Group, and Chuck Webster, Crisis Media Trainer for The Fairmount Group for media training
- Sandy Nosse, Youth Services Department Manager, and Merce Robinson, Grants and Development Coordinator, regarding Target grant for programming
- Eileen Petridis, Falls Communications, regarding 2010 annual report and advertising
- Classic Teleproductions taping with Director Thomas for City Beat TV
- Who's Who in Cleveland-Akron reception in Akron with Mayor Don Plusquellic, sponsored by the Call and Post Newspaper's Kim Fleming and Rhonda Crowder
- Mary Louis Hahn of Anisfield-Wolf Book Awards to coordinate planning for September programming

Administrative Assistant **Michael Young** wrote or facilitated Meet the Staff articles to introduce the following staff: Sharon Reed, Sarah Flinn, Tammy Houghton, and Monica Rutledge. Library events and programs were submitted to Downtown Cleveland Alliance, University Circle Inc., City Council, Cleveland Metropolitan School District, and Cool Cleveland to be published in their monthly newsletters. Branch circulation desk message displays were completed for each branch, set for delivery in June. The exhibits master schedule was maintained to reflect exhibits at Main Library and branches.

PROGRAMMING & SCHEDULING SERVICES (PSS)

The highlight for the month of May took place on the very first day: Anchee Min presented as the final speaker in the 2010-2011 Writers & Readers author series. The program went very well and was attended by about 110 patrons.

The month was also highlighted by two other significant programs: a multi-media presentation in the Center for the Book on Ohio author Jim Tully, presented by biographers Mark Dawidziak and Paul Bauer. The program was sponsored by the Friends of the Library and refreshments were served. About 35 people attended. The second event was the annual Lockwood Thompson Dialogues which featured filmmakers Spike Jonze, Lisa

Cholodenko, and Ted Hope. They played to a standing-room-only crowd in the Louis Stokes Wing Auditorium.

Planning meetings were held with the Anisfield-Wolf Book Awards, and the Ingenuity Festival as well as with Urban Otaku. The latter meetings included Public Services Administrator John Skrtic and Popular Library Manager Sarah Flinn and involved the expansion of Urban Otaku's series to include book discussions in Eastman Garden and films in the auditorium.

PSS and Graphics staff worked together in getting out all the Summer Reading Club postcards, books, and passports.

Librarian Michele Skrovan worked with NASA for the "NASA In Your Neighborhood" Summer Reading Club programs and the Library's participation in the STEM forum at Great Lakes Science Center.

Thirty-eight (38) meeting room reservations were made during the month.

The Rails to Trails Conservancy met here at CPL for two days, May 24 and 25, utilizing all of the library's meeting rooms (Treasure Room, Room 218E&W, and LSW Auditorium) for a large conference. Their program went over very well with over 100 attendees.

EXHIBITS

Exhibits at Main Library during May included: Robert A. Little, Architect and Visionary; Women of Chess; Re-Photographic Survey: Picturing Cleveland Then and Now; and Pride and Passion: The African-American Baseball Experience.

GRAPHICS

Graphics staff designed, printed and distributed 108 printed pieces in May, including graphics for the library website. Graphics manager **Cathy Poilpre** attended regular meetings for Public Services managers and the Staff Development Day committee. She also hung the Marcia Fudge 11th District Congressional Student Art Show and reception at Martin L. King, Jr. Branch.

Promotional pieces included: Summer Reading Club promotional materials; new letterhead and envelopes; used book sale postcard design for Friends of the Library; Staff Development Day signage and promotional materials; Playhouse Square poster and bookmarks

for *Next to Normal*; Summer Schedule booklet for Mobile Services; Three Men and a Book promotional material for June program; Letters About Literature booklet and program; printed 500,000 Clevnet form #119; Quarterly List of Education Books for Homeschoolers; Adult Program Guide; Large Print Books booklet; designed and printed new #400 and #480 staff guidelines booklet; 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 2,660, up from 1,795 in May of 2010. Facebook fans increased to 3,204, up from 2,190 in May of 2010. Downloads of books in an electronic format (ebooks) were 35,666, up from 18,887 in May of 2010.

Library News on the www.cpl.org homepage featured the following items for May: Fun Reading Program at Cleveland Public Library This Summer; Cleveland Public Library Board of Trustees Meeting; and Cleveland Public Library Brings Award-Winning Filmmakers to Town for a Free Program on May 26, 2011.

During the month of May, the following events, programs, and information were either edited or added to promote on www.cpl.org: 2010 Annual Report; and 2011 Summer Reading Club.

Twenty-seven Popular Topic pages were updated with new content in May. Two seasonal/monthly reading lists were updated on the Kid's site in the Read it! section.

The following pages were edited, added, or promoted on the CPL Staff Center: Summer Reading 2011 Information.

The 2010 Annual Report, a dynamic version including videos and Flash elements was posted to <http://www.cpl.org/2010annual>. This dynamic version of the 2010 Annual Report, as well as the static PDF version, was posted to the Annual Reports page of the site.

The new CPL business database Kompass was added to the Research Databases page per request of the Electronic Resources Committee.

Word Press "blogs" were installed and designed for the following sites: Octavofest; Inclusion and Community Engagement Committee (ICE); and Strategic Planning.

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. High lights in the main reading area were repaired at Carnegie West. In preparation for the opening of the Eastman Garden the fountain and filters were cleaned, the granite was scrubbed and sealed and the landscaping was completed. The sewage and storm water tanks were cleaned out and a new pump assembly has been order to replace the broken one, also at Harvard-Lee the high lights were repaired. The rest room exhaust was repaired at Langston Hughes. A new power strip was installed in the automation server room and vacuum breakers were replaced in all rest rooms in LSW. The installation of new water make up lines for the boiler and chiller were completed and leaking drain piping between 2nd and 3rd floor was replaced at MLK. The condenser fan motor was replaced on the main rooftop unit at Mt. Pleasant. Two exterior security lights were replaced at Walz.

The Carpenters and Painters repaired and installed the iron gates on east 3rd stair well at Main. A new counter top for the staff room sink was made and installed at Union. Tuck pointing was completed at Collinwood and Fleet. Patching and painting has started at Mt. Pleasant.

The Garage serviced vehicles 1, 2, 3, 23 and 25. The muffler was changed on truck 11 and they are working on getting all vehicles aims test completed.

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 8 alarms. 3 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.

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,

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 May a total of 1 items were returned to their owners.

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.

Security Operations Supervisor Floyd Garrett met with the West and East branch Managers to discuss security concerns and introduce the Managers from G4S Security Services.

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 29 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	45	+08
JUNE	42		
JULY	26		
AUGUST	50		
SEPTEMBER	58		
OCTOBER	35		
NOVEMBER	36		
DECEMBER	27		
Total	516	313	+61

AUTOMATION SERVICES

CPL Projects

Key workstations in Lending and AV were set up to use the new hold transit slip print program. Overall it seems to allow staff to work more efficiently and save a lot of time. The print program will also be set up for testing in Literature department. Software staff is gathering feedback from staff to see if the program is ready for production or if it needs any adjustments.

The Summer Reading software was configured for the 2011 program. Youth Services staff was trained on May 18th.

The 2010 Annual Report was posted on Annual Reports page of the site. Two versions are included: a dynamic, interactive version optimized for the Web, and a PDF file.

In a continuing project to increase the number of computers available to the public, Larry Finnegan worked with Public Services and Facilities to determine placement and requirements for computers in Memorial-Nottingham, Collinwood, Glenville, MLK, Harvard Lee, Mt. Pleasant, East 131 and Union branches.

Special reports were created to obtain Popular Library circulation by genre (e.g., Graphic Novels, Romance, etc.) and to provide Library patron email addresses to Marketing and Communication.

A new business database Kompass was added to the Research Databases page.

The management server ntmgmt1 used for software deployment for PCs at Cleveland Public Library was upgraded to Deployment Server version 6.9 Service Pack 5. This was done to fully support Windows 7 and to allow all previous Windows 7 clients to be moved over from a temporary test server for uniform support. The three servers that control our anti-virus solution Symantec Endpoint, were upgraded to the latest version (11.0.6300.803). This improves our ability to protect against viruses and malware.

Library News on the www.cpl.org homepage featured the following items for May: Fun Reading Program at Cleveland Public Library This Summer; Cleveland Public Library Board of Trustees Meeting; and Cleveland Public Library Brings Award-Winning Filmmakers to Town for a Free Program on May 26, 2011.

Twenty-seven popular topic pages were updated with new content in May. Two seasonal/monthly reading lists were updated on the Kid's site in the Read it! section.

Word Press blogs were installed and designed for the following sites: Octavofest; Inclusion and Community Engagement Committee (ICE); and Strategic Planning.

Payphones were repaired at Carnegie West, Garden Valley, and Memorial-Nottingham branches.

CLEVNET Projects

Ann Palomo and Amy Pawlowski presented sessions on the new CLEVNET Bibliocommons catalog and on the eMedia collection at Staff Development days in Erie County on May 6 and in Lake County on May 25. The Erie county meeting included staff from Ritter Public Library, Bellevue Public Library, Sandusky Public Library, and Milan-Berlin Public Library and the Lake county meeting included staff from Madison Public Library, Fairport Harbor Public Library, Wickliffe Public Library, and Burton Public Library.

During May Software staff answered approximately 275 patron inquiries posted through the new catalog. It became evident that some staff had difficulty assisting patrons. In addition to the two training days for Erie and Lake County libraries, select Cleveland Public Library staff was trained to train branch and Main Library staff.

The Noble branch of Cleveland Heights-University Heights Public Library re-opened after several months of renovation. Software staff assisted by transiting in all new materials for the branch received in the last few months, and reinstating pull lists and the branch as a pick up library in the catalog.

Elyria Public Library's failed domain controller was forcibly (manually) removed to ensure proper active directory replication.

The Columbia branch of Lorain Public Library System sustained water damage during the month. While the collection was mostly undamaged, much of it had to be moved. Pull lists were suspended for this branch until we are notified to restart them.

Automation staff met with Shaker Heights Public Library and Neothink to review recommendations for redesigning patron and staff network services.

Custom reports were run for Hudson, Medina, and Wickliffe.

A hardware failure occurred on the CLEVNET Zimbra collaboration suite server. Service for all users continued uninterrupted while the failed hardware was replaced.

Network staff met with Elyria Public Library and Lorain Community College network staff to discuss static IP numbers for the Elyria North branch.

New networking equipment was installed at Elyria Public Library's Main branch and the Noble branch of the Cleveland Heights-University Heights Public Library.

Willoughby-Eastlake Public Library's branch data lines were upgraded to 10mbs fiber from T1 circuits.

Meetings and Staff Development

Ann Palomo attended a meeting with Cleveland State University staff regarding the Library's strategic plan.

George Lenzer was involved in the 2011 Staff Development Day planning committee meetings.

Amy Pawlowski and Anastasia Diamond-Ortiz held a lunch meeting on Tuesday, May 10, to share highlights from the 2011 Computers in Libraries conference.

KnowItNow

The State Library of Ohio Board unanimously approved the LSTA grant proposal to fund KnowItNow24x7 for July 2011 through June 2012 at their May 26 meeting. This is the eighth year of funding.

A webinar was held to provide a demonstration of KnowItNow24x7 on May 18 to staff at Stark County District Library, which is considering a return to staffing the statewide service.

KnowItNow24x7 welcomed a new volunteer intern in May who will be staffing a Monday morning shift.

Statistics

	May-10	May-11
OverDrive Downloads	18,887	35,666
Twitter Followers	1,795	2,660
Facebook Fans	2,190	3,204

Automation Services Statistics, 05/2011				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	60	51	27	138
CPL Branch	47	52	23	122
CPL Lake Shore	17	16	3	36
CLEVNET	25	23	3	51
PUBLIC				0
HARDWARE TOTAL	149	142	56	347
SOFTWARE				
CPL Main	15	14		29
CPL Branch	16	15		31
CPL Lake Shore	6	6		12
CLEVNET	47	47		94
PUBLIC	176	176		352
SOFTWARE TOTAL	260	258	0	518
WEBWARE				
CPL Main	7	7	3	17
CPL Branch	6	6		12
CPL Lake Shore	8	8		16
CLEVNET	5	5		10
PUBLIC	53	53		106
WEBWARE TOTAL	79	79	3	161
KIN				
CPL Main	31	30		61
CPL Branch	10	8		18
CLEVNET	21	16		37
PUBLIC				0
KIN Library	5	5		10
OHIOLink Library	8	8		16
After Dark				0
KIN TOTAL	75	67	0	142
GRAND TOTAL	563	546	59	1,168