



## 2009 ACCOMPLISHMENTS

A representative listing, some departments more abbreviated than others.

### **Automation ..... Bob Carterette**

- Barberton Public Library joined CLEVNET
- Comprehensive hardware upgrade of SirsiDynix ILS
- KnowItNow platform upgrade:
  - Sixth year of LSTA funding approved
  - Instant messaging accommodated
  - Improved access for handicapped
  - Email questions accommodated
  - Local queues
- Increased participation, especially by OHIOlink libraries
- Cut CLEVNET database subscriptions by ~\$220,000.
- New procedure for handling reimbursements for Lost and Paid materials to streamline payments among CLEVNET libraries
- Improved event calendar, and Summer Reading club sign up
- Support for blogs to facilitate staff participation in strategic planning initiative
- Support for automated HR, pay roll, and electronic time sheet
- Software and policy set up to accommodate floating collections in CPL and other CLEVNET libraries
- Return on Investment study was completed, showing CLEVNET members receive \$6 in value for ever value invested
- Updated technology for printing mailed notices
- Software installed and tested to support debt collection. Introductory meeting for CPL and CLEVNET libraries with Unique Management
- Centralized power management system for PCs was acquired and is being installed to reduce usage of electricity

### **Branches & Outreach Services (through August) ..... Jan Ridgeway** **Community Outreach & Public Affairs (beginning September 1)**

- Winter Reading Club: *A+ for Reading*, a literacy initiative with local schools – 7223 participants, 148,486 books read
- Summer Reading Club: *Be Creative @ your Library* – 4700 participants, 42,000 books read
- Free Summer Lunch Program – 20,546 Lunches served
- Annual Library Card Sign-Up Campaign - 4,636 applications processed
- Statewide Library Service to the Blind (began June 1, 2009)
- Establishment of the new COPA Administrative unit (September 1, 2009)
- MyCom Lead Agency Award from Cuyahoga County Office of Health and Human Services, Family and Children First Council
- Bill and Melinda Gates Foundation Opportunity Online hardware grant Award (46 computers year one, 42 computers year two, distributed to 10 Cleveland Public Library Branches)

**Buildings Services ..... Myron Scruggs**

- Set all air handlers in LSW and Main buildings from 50 degrees to 60 degrees which results in the use of less energy to raise the air temperature to 72 degrees
- Repaired and painted exterior window frames at Addison
- Dismantled office cubicles in old Seniors Connect to be used in new COPA office
- Waterproofed and tuck pointed Brooklyn
- Created office space for the Credit Union
- Relocated one of Youth Services office
- Built 38 shelving units and replaced or repaired ceiling tile in OLBDP for new state wide services

**Financial Services..... Sandy Kuban**

- In-house integration of payroll processing into the Tyler MUNIS Financial Enterprise Resource Planning (ERP) System
- Restructured branch depositing from a centralized model to a decentralized model with the enhancement of reconciliation by each branch to the SIRSI payments-received reporting

**Human Resources ..... Sharon Tufts**

- Implementing all required changes for 403(b)s
- With assistance of ODNSS benefits counsel, successfully froze three 403(b)s
- Introduced new 457 for staff retirement investment
- Completed 1st year successfully of FSA benefits for health, dependent and 2 commuter plans
- With the assistance of Herbruck Alder and after negotiations with Union, changed health plans and saved CPL and Staff \$184,000
- Facilitated the freezing of 42 positions to hold down salaries/benefits costs
- Facilitated and implemented Linda Brown's study of recruitment process
- Implemented MUNIS HRIS
- Performance evaluation emphasis – Director's push for accountability
- Summer Y.O.U. program – 28 students for CPL Summer Lunch Program
- Assisted Finance in design and implementation of MUNIS payroll system for CPL
- Full-day Supervisor Training regarding labor relations and contract administration May 2009
- Human Resources facilitated the hiring committee for M & C Administrator
- CPL earned 2% rebate (of \$4,500.00) on workers compensation premium, 2% for Greater Cleveland Safety Council
- Human Resources facilitated first subrogation of a workers compensation claim saved CPL \$9,000.00
- Human Resources facilitated WOW awards for 5 months (7 awardees)

**Main Library (through August) ..... Cindy Lombardo**

**Public Services (beginning September 1)**

- Successful Writers and Readers Author Series and Music @ Main series
- Charles Dickens exhibit in conjunction with international Dickens conference
- Innovation team work on "repositioning Main Library as a destination experience"
- Formation of Public Services Administrative Team

- Creative partnering of Main subject department managers with individual branches
- Year long monthly management training series for all CPL managers
- Revitalization of digital initiatives committee
- Initiation of weeding plans in all subject departments
- Significant cost savings realized by eliminating duplication of formats (e.g., microfilm, print, electronic databases)

**Marketing & Communications..... Tena Wilson**

- New logo, new look, new business cards design, and print-on-demand letterhead
- Branding of print materials for each Branch, Main Library Department, Program series, and age group
- Redesign of community newsletter "Speaking Volumes"; "Meet the Staff" in staff newsletter
- Adult Innovation Team and the Communications Team
- New printer for Annual Report saved significant monies
- "Save Ohio Libraries" Campaign and Rally; Library Card Sign-Up Campaign and Library Night with the Indians
- Increased media exposure and monthly advertising equivalency
- CPL Facebook page; YouTube, Flickr and Twitter accounts
- Broadening of ad designs for newspaper and magazines
- Established network of free advertising opportunities for interviews, community calendar listings and public service announcements
- Audio and video staff newsletters; Board Website

**Planning & Research ..... Timothy Diamond**

- CPL is projected to hit its highest annual circulation since 1965!
- Resource sharing with other libraries is up 16% over last year!

**Security Operations ..... Michael Janero**

- Branch Patrols began picking up the bank deposits and counting the petty cash and register funds at all branches
- Total Security Irregularity Reports are down 18%
- Disruptive Behavior reports are down 38%
- Disruptive Behavior caused by juveniles is down by 25%
- Theft reports are down by 8%

**Technical Services..... Tish Lowrey**

- Implementation of Floating Collections for AV materials between the Branches reduced items in transit between Branches by about 1/3
- We significantly reduced the numbers (& cost) of materials sent to the bindery and processed in-house
- The 2009 CPL Harvest for Hunger Campaign collected 50% more food and 100% more cash than the 2008 Campaign
- Circulation (particularly in the Branches) has increased despite multi-million dollar reductions to the materials budgets