

DIRECTOR'S REPORT

December 18, 2008

Facilities

Bids were received for a third time for the electrical and technology components of the new Rice Branch on November 26, 2008. Bostwick Design Partnership, Inc. reviewed the bids and researched the bidder information and are recommending that we award contracts to Doan Pyramid and for electrical and East West Construction Company for technology. A letter of recommendation is attached to the resolution.

Jan Ridgeway, Kacie Armstrong and the Director are working with Bostwick Design Partnership, Inc to finalize the selection of furniture, equipment and finishings for the new Rice Branch.

The repairs to the Lorain and Rice Branches have been completed. Lorain reopened to the public on December 10th and Rice reopened on December 15th. The re-roofing of the Lorain Branch will be completed by the end of the month. Despite the closing of these two branches, circulation for the branches increased 9% over last year's statistics.

As a follow-up to the incident in the Science and Technology Department on November 21, 2008 when four people including a staff member were assaulted by a patron, Michel Janero, Chief of Security, Mel Abrams, Assistant Chief of Security and the Director met with Jim Clark, a security consultant, to discuss a security audit of the Main Library complex, the branches, and the Lake Shore facility and personal safety training for all staff. The audit will include recommendations for "Escape in Place" procedures.

Budget Preparation

Sandy Kuban and the Director made a budget presentation to Branch Managers and Technical Services Managers on November 21, 2008 at the Lake Shore facility.

Sandy Kuban, Finance Administrator, the Director and the administrative team worked throughout November to finalize the 2009 budget within the context of cost centers. The budget that will be presented to the Board for adoption represents the December certification of funds from the Auditor's Office.

Committee Updates

The HRMS steering committee has been working closely with the GFOA contract specialist and Joyce Dodrill, County Prosecutor's office, to finalize a contract with Tyler Munis for the human resources management system. On the Board agenda is a resolution to authorize the Director and Fiscal Officer to complete negotiations of the contract. It is the committee's intent to begin implementation as soon as possible in January.

Programming and Community Outreach

As detailed in the following administrator reports, many library sponsored events have taken place throughout the system. Of particular note is the Children's Book Week exhibition of James Ransome's illustrations entitled *Visual Stories: the fine Art of James Ransome*. The exhibition is on display through January 31s, 2009 at the Martin Luther King Jr. Branch.

Over 170 staff members and their friends and family attended the 2008 Staff Holiday Party at the City Club on December 12, 2008. This get-together is made possible by the generous support of the Friends of the Library.

The Andrew Venable Celebration Holiday Chorus under the direction of Melda English, former CPL Branch Team Manager, performed for the community on Friday, December 5, 2008 to an overflow crowd. The guest of honor was the chorus's namesake, Andrew Venable, who joined the CPL quintet for an encore performance of "Over My Head."

The Friends of the Library held its annual meeting on December 12th in the Treasures Room of the Main Library. The Director presented a recap of the year's activities and thanked the Friends group for its financial contributions to library programming and the replacement levy.

Meetings and Professional Activities November 21 - December 18, 2008

November	21	Greater Cleveland partnership: Public Officials Reception
	24	Mtg. with Jeff Saxton, Cleveland Children's museum
December	1	Mtg with James Clark, Security Consultant
	2	Friends of the Library Board meeting
	3	OLC funding webcast Phone conference: Tim Cosgrove City Club Annual membership Meeting
	5	Mtg with Rob Huxable, Socius
	9	Bostwick Design : furniture and equip mtg

		Deputy State Librarian reception, State Library of Ohio
	10	Buckeye Area Development Corp: St. Luke's Grant for information kiosks Urban Libraries Council audio conference: Future Savvy
	11	Bostwick Design partnership Reception
	12	Friends annual Meeting CPL Staff Holiday party
	15	Mtg. Tim Cosgrove KSU/SLIS Marantz collection dedication, Kent, OH
	18	CSU School of Urban Affairs Reception

BRANCHES AND OUTREACH SERVICES

Branches continued to experience increased usage in November, supporting the premise that public Libraries are generally in demand during a depressed economy. In addition to increased circulation in many branches (Walz circulated 1,000 more DVD's this month), there was also an increase in the number of visitors, due in part to the Presidential Election; eleven branches were polling sites. Several branches, including Hough and Rockport are also serving as training sites for the 2010 Census surveys.

Rice and Lorain remained closed for major roof repairs. December openings are scheduled for both. The People's University on Wheels continued to provide neighborhood service in Lorain on Thursday evening and Saturdays. There was also greater demand for computer usage, training and one-on-one assistance with on-line employment applications.

Programs during the month included Fulton's 25th Anniversary of service to the community; a well-attended informational presentation on Native Americans at South Brooklyn; foreclosure crisis workshops throughout the system, facilitated by Main Library's Social Sciences Department's Sequoia Brown with NID Housing Counseling Agency; and, Mt Pleasant and East 131st's Annual Family Literary Day Event held at Charles Dickens Elementary School, Saturday November 8.

Sterling Branch is providing deposit collections at the YMCA's Teen Center and at Ginn Academy. Read, Baby, Read! Book Club; Youth Opportunities Unlimited's Prime Time; America Reads tutorials; story times; and Children's Book Week activities, including the visit by and opening reception for Children's author and illustrators James Ransome's exhibition: Visual

Stories: The Fine Art of James Ransome all served to strengthen the Library's commitment to literacy and youth.

Union Branch reported 25 story times for a total of 311 children in attendance! Woodland Branch patrons are participating in a free eight week introductory yoga class, taught by Tri-C physical education instructor, Constance Jelen. Additionally, Woodland manager received a certificate of appreciation for her contribution to the Central Family-to-Family collaborative. The manager also enjoyed the St. Vincent Charity Community Outreach Center for Vascular Health in a Healthy Start Screening Program. Memorial Nottingham Branch raised \$677.00 during its used book sale for the Friends of Cleveland Public Library.

LBPH's Cyber Dialogue Group discussed *Cross Bones* and the Children's book group from the Ohio School for the Blind discussed *Artemus Fowl*. Book displays at West Park and Rockport were popular among their visitors to the branches.

Mobile Services made 83 community stops in November, filling 1,688 holds and welcoming 724 patrons on board. The "On the Road to Reading" van visited 12 pediatric and W.I.C sites, making contacts with 107 people, and 85 daycare sites with an attendance of 870.

Planning continued for the new Rice Branch and the Managerial Training Program, to be launched in 2009. Additionally, staff attended JAVA Client training in anticipation of the January 2009 upgrade. The internal operations focused on budget reductions in both the current and proposed 2009 budgets, the results of revenue shortfalls due to property tax collections and property devaluations. Budget reductions have reduced the security levels in two critical branches, Hough and Collinwood, and have also resulted in vacancies in Computer Aide positions. Branch staff remained engaged in system-wide initiatives: Fit for Life, the African American History Month Committee, the Ohio Center for the Book, and the Web 2.0 Committee.

MAIN LIBRARY

Programs/Exhibits: In conjunction with BEL, Business Advisors of Cleveland offered a three-part program on exploring entrepreneurship.

Fine Arts hosted a recital by Nathan Carterette who performed J.S. Bach's *Goldberg Variations* for a crowd of over fifty people.

Foreign Literature exhibited a "Ukrainian Famine" display jointly sponsored by History and Foreign Literature and Cleveland's local Ukrainian community. Victoria Kabo planned "St. Petersburg: 300 Years of History" as well as "Pushkin and Tchaikovsky: Two Geniuses."

Literature featured memorial exhibits for authors Michael Crichton, William Wharton and Tony Hillerman as well as a humor/comedy materials exhibit titled "Celebrating the Power of Laughter: What's Soooo Funny?"

Richard Fox led a book discussion of *The Brief Wondrous Life of Oscar Wao* by Junot Diaz at Cleveland State University hosted by the Friends of CSU. Fox also led the Main Library Book Discussion Group in a discussion of *Citizen Vince* by Jess Walter.

Sequoia Brown from Social Sciences hosted the film "The Devil Came on Horseback" program, which was attended by 70 patrons. John Skrtic continues to work with the Benjamin Rose Institute for monthly programs throughout 2009.

Outreach: Carlos Latimer attended a film screening and discussion at the Salvation Army, as well a meeting with staff of the now closed charter school, Greater Heights Academy. Greater Heights Academy students were regular visitors to the Main Library.

Lissa Waite from Fine Arts prepared and presented a brief talk on manuscripts to an art history class from CSU currently studying medieval art.

Ernest Edwards from Foreign Literature mailed new booklists to 931 individuals and businesses.

As part of General Reference's outreach initiative to schools and senior centers, staff provided a tour and research assistance for a class from the Martin L. King, Jr. High School for Law & Municipal Careers. Tonya Jenkins continued a conversation with the Cleveland Metropolitan School District about CPL participation in Professional Development day. Pam Benjamin contacted representatives from the Cuyahoga County Public Library and Cleveland State University Library about cooperatively writing a grant to acquire the soon-to-be digitized newspaper, *The Plain Dealer*, covering the years 1837-1922.

Ron Burdick from History presented "Genealogical Resources at Cleveland Public Library" to the Greater Cleveland Genealogical Society. Middle school students from Charles W. Eliot Middle

School, Cleveland Metropolitan School District, participated in a GIS Day program.

Literature produced bookmarks for the Playhouse Square productions of "Legally Blonde," "A Chorus Line," and "A Radio City Christmas Spectacular: The Rockettes."

The Northeast Pre-Release Center picked up over 300 paperbacks for their clientele. Homebound Services circulated 842 items in November and registered 19 new patrons.

John Skrtic and Mark Moore met with Amy Pawlowski to review the Social Sciences webpage and explore ideas for utilizing streaming media. Releases have been obtained from the participants of the 2008 Cleveland Public Library/SABR Baseball Authors Roundtable program for web-streaming purposes. Harriette Parks displayed and distributed the "New Education Titles" to all branches and area schools. Mr. Skrtic met with CSU and the City Club to continue treatment of City Club tapes. Currently fifty tapes have been chosen for a digital transfer.

Collections/Reference: Fine Arts staff brought out the holiday CD collection for circulation. The Cleveland Museum of Art acknowledged CPL for the research assistance provided for the Museum's exhibition catalog, *Artistic Luxury*. Amy Dawson successfully implemented OhioLINK EAD finding aids making CPL the first public library to contribute to the OhioLINK EAD database.

Foreign Literature serviced 16 homebound patrons and routed 90 requested items to their attention. Staff responded to 122 email reference requests.

Pam Benjamin from General Reference met with Cindy Lombardo to discuss an upcoming microfilm budget reduction project that will require all subject departments to examine titles received on microfilm. General Reference will coordinate the project, provide sorted title lists by subject area and format, format overlap analyses, as well as, provide recommended collection criteria.

Work continued on a comprehensive CPL and CLEVNET Database list that will include resources cancelled, and identify those databases meeting Counting Online Usage of Networked Electronic Resources Compliancy - Level 1.

Melanie McCarter began updating a quick reference directory to subjects at the Cleveland Public Library. The guide was created by a former General Reference staff member in 1995 to assist staff with reference inquiries. The 2008 collation of Database Rankings

by Library Subject Departments was completed and distributed to managers.

The *Call & Post* Newspaper, 1934 -1991, was added to the CPL collection of electronic resources.

Automation has ordered new 3M re-sensitizer machines for the Lending Department.

Literature continued shifting and re-labeling Room Reference materials. Literature accepted donations of ten antiquarian literary titles dated 1815 to the 1850s from Mrs. Edith Weiss as well as a first edition and scarce copies of novels by Raymond and his brother Michael De Capite, renowned Cleveland authors.

The Science & Technology Department is developing a weeding plan so that space can be created on the shelves for new materials. The new car manuals are being inventoried and processed by Technical Services.

Angelica Torres, Shelf Department Page in Social Sciences, initiated a large shift in the Social Sciences' reference collection on the fifth floor. The baseball fiction collection acquired an 1865 edition of *Alfred Oldfellow's Uncle Nat; or, The good time which George and Frank had, trapping, fishing, camping out, etc.*, which includes one of the earliest descriptions of baseball in American literature. John Skrtic found nine rare baseball scrapbooks in the Social Sciences collection and turned all items over to Ann Olszewski for treatment. Mr. Skrtic also sent Preservation numerous rare baseball photos (Babe Ruth and Ty Cobb) to be preserved.

Staff/Professional Development: Daniel Oreskovic accepted the position of Lending Department Supervisor.

Maureen Mullin from Business attended a workshop on "Budgeting as a Management Tool" and also an online training session, "CUSIP 102: Beyond the Basics" sponsored by Standard & Poor's.

Bruce Biddle from Fine Arts was trained as docent for Martin Luther King Illustrator James Ransome exhibit.

Pam Benjamin from General Reference attended the November meeting of the CPL Management Training Committee, became a member of the 2009 OLC Expo Committee, and co-chaired the CLEVNET Training SIG (Special Interest Group) meeting in Twinsburg. Several General Reference staff members attended a *LearningExpress Library* webinar on November 13 and 14, offered as part of the CLEVNET Training SIG database training series.

Patrice Hamiter from History attended a two-day SAA workshop, "Understanding Photos: Introduction to Archival Principals and Practices."

Ellen Leavitt from Science and Technology attended the Ohio Library Council's "Innovative Environments" Conference. The conference provided librarians with an opportunity to reflect on and anticipate some of the new trends and the future of librarianship.

In Social Sciences Harriette Parks, Mark Moore, and John Skrtic attended a tutorial on Microsoft Access. Mr. Moore attended CPL's Access Training while he and David Furies attended a Muse training session presented by the General Reference staff.

TECHNICAL SERVICES

Patricia Lowrey chaired a meeting with several Technical Services managers and representatives of SEIU to evaluate the Flextime Pilot Project in High Demand and Shelf/Shipping. The group decided to extend the Pilot Project for another 4 months. Sharon Tufts presented information about new and revised CPL policies to Technical Services managers. All Technical Services managers attended the presentation of Budget information by Holly Carroll and Sandy Kuban.

Ms. Lowrey enjoyed the Sarah Vowell "Writers & Readers" program. She met with Marianne Monger and Ann Olszewski to begin to plan a project to revise book repair procedures. There were 20 meetings at the Lake Shore facility during the month.

High Demand: Work continued to be steady through the department most of the month. The department ordered 509 titles and 11,733 items. A total of 1,132 titles and 23,077 items were added. This month the department processed the largest number of invoices ever, with a total value of over \$464,000. Carole Brachna attended the Flextime Pilot Project meeting.

Shelf/Shipping: Staff of Science and Technology visited and conducted maintenance in their storage area. A total of 392 items were sent to Main for requests. Staff of Lorain Branch worked on processing their new material. Roseanne Phelan met with the Flextime Pilot committee and she participated in the focus group for CPL hiring practices.

A total of 1,352 telescopes of new materials were sent out to Main and the Branches. Receiving/Distribution Technicians received, sorted, and labeled 35,462 items. We sent 98 new item

trucks to High Demand and 64 new item trucks to Acquisitions Department for a total of 162.

Catalog: Andrea Johnson attended a focus group on the Bargaining Unit hiring process for supervisors. Elizabeth Hegstrom clarified departmental guidelines about when to search WorldCat, with the goal of reducing search charges. Staff completed a microfilm cataloging project and finished processing a large order of car manuals. A total of 14,751 items were added and 6,629 new titles were cataloged.

Collection Management: Laura Mommers and Bonnie Bolton continued weekly visits to branches meeting with both library assistants and librarians. Rollie Welch presented a program at the YALSA Young Adult Literature Symposium held in Nashville, TN. He spoke on the reading tastes of urban teens. Mr. Welch published 2 reviews in the Cleveland Plain Dealer this month.

Acquisitions: Department staff worked diligently with both receiving and placing end-of-year orders. Fund updates were also given to many individual agencies throughout the month. Serials staff worked with Main Library to encumber subscriptions for 2009 and replace lost materials with remaining funds.

Acquisitions staff ordered a total of 18,177 titles and 26,230 items, received 20,906 items, and processed a total of 2320 invoices. Serials staff added 412 items and processed 427 periodical and serial claims.

Book Preparation: The department processed 35,275 items during the month of November. The backlog is two weeks for the processing of non-books and one week for the processing of books. Statistics show a decrease of 7% in the processing of books and an increase of 11% in the processing of non-book materials and an increase of 7% in the processing of main library circulating magazines.

Preservation: A rare book of local significance, *Wings over Jordan, favorite spirituals of 1939*, was scanned and reproduced and the facsimile copies will circulate, making this work accessible to patrons once again. Two books from Special Collections were returned after treatment -- *Travels through the United States, 1818*, by John Melish, which includes early maps of Ohio and Kentucky, and *The Private Life of Benjamin Franklin, 1793*. Nineteen baseball photographs (including photographs of Babe Ruth from 1915) from the Murdock collection and recently discovered by Social Sciences Manager John Skrtic were inventoried and sent for treatment.

Ann Olszewski gave a collection maintenance workshop for the Social Sciences staff. Ms Olszewski attended two meetings at the Intermuseum Conservation Association as a member of its Strategic Planning advisory committee.

Several digital projects were completed including the book *The Forest City*, additional items for the Biehle Collection, and maps of Ohio and Kentucky from 1818.

PUBLIC RELATIONS

November was highlighted by a consultation with the Marketing and Communications Director of Queens Library in Queens, New York. James Keller spent several weeks analyzing the state of public relations at Cleveland Public Library, culminating in a day-long visit to Cleveland. The visit was followed by the presentation of a brief needs assessment to the Interim Library Director and Public Relations Administrator.

These programs were featured in November: Literacy Week Author Marc Tyler Nobleman at Main Library and Glenville Branch; Fulton Branch 25 Year Celebration (1983-2008); Exploring Entrepreneurship (3-Part Series by Business Advisors of Cleveland in the Business, Economics & Labor Department); Foreclosure Information Workshops (partnered with NID Housing Counseling Agency and Neighborhood Assistance Corporation of America) at various branches; Writers and Readers Author Sarah Vowell; the Friends of the Library VHS Sale; Cleveland Scholarship Program on College Cost and Financial Aid at Fleet, Fulton and Harvard-Lee Branches; Screening of the documentary film "The Devil Came on Horseback"; Downtown Cleveland Alliance's Winterfest 2008 with "The Singing Angels."

Press releases were sent during November for the following events: Writers and Readers Author Sarah Vowell; Library Board of Trustee meetings, notice of Executive Session and Finance Committee meetings; reopening of Lorain and Rice Branches (December 10 and 15, respectively); and the 51st Annual Meeting of the Friends of the Cleveland Public Library.

The Graphics Department designed and/or produced 83 printed pieces including signs, flyers, booklets, programs, handcards and business cards. Four staff newsletters were produced during the month of November.

In an effort to promote featured events, ads were produced and placed in *The Plain Dealer* and *Call & Post* newspapers, as well as *Cleveland Magazine*. Advertising spots were run on WDOK, WERE, WJMO, WZAK and WCPN.

In November, Tena Wilson attended and/or participated in the following meetings: weekly Administration meetings, Finance Committee and Board meetings of the Board of Library Trustees, author Sarah Vowell program, Friends of the Library, AT&T Advertising, interviews for intern position for Public Relations, Ohio Library Council Innovative Environments Conference, Strategic Plan Audit, Spectrum planning with Cleveland Public Art, Web 2.0 committee, Main Managers, Ohio Desk, Budget justification with Interim Director and Financial Services Administrator, Call and Post (Kim Fleming), Plain Dealer (Garcia Glover), and a day-long Public Relations needs assessment with James Keller of Queens Library, New York.

Graphics Manager, Cathy Poilpré, attended the Main Managers meeting and a CLEVNET PR Special Interest Group meeting. She also attended the Board of Trustees meeting, as well as the focus group on hiring and interviewing.

Graphics Department Print Specialist, Tonya Thompson, represented the PR department by attending two Green Committee meetings in November.

Meeting Rooms in the Louis Stokes Wing of the Library continued to be in demand as a venue for non-profit groups, organizations and library departments. A total of 54 meetings were held during the month of November.

The Library was featured in the following media during the month of November 2008: *Cleveland Plain Dealer*, *Akron Beacon Journal*, *Canton Repository*, *Cleveland Daily Banner*, *Cleveland Free Times*, *Chattanooga Times Free Press*, *The Scoop*, *Cleveland Poetics* blog, *Writing For the Ear* blog, *Corey Ackelmire* blog, *Daily Record* (Wooster), C-SPAN, *MUSE Magazine*, *CleveScene.com*, *The Call and Post*, *Cool Cleveland*, *Cleveland Scene Magazine*, WCPN-FM 90.3 (NPR) *Ideastream* and *Around Noon with Dee Perry* and *Sound of Ideas*, and WJW-TV Channel 8 (FOX) *News in the Morning*, WEWS-TV.

A security incident at the Main Library was reported by Channel 19 and WEWS-TV Channel 5.

BUILDINGS SERVICES

Buildings Office: Made numerous branch inspections.

Monitoring utility usage.

Attended construction meeting for Rice Branch.

Attended Rice Branch's pre-bid and bid opening for electrical and technology.

Monitored emergency repairs for Rice Branch.

Interviewed and hired for open driver's position.

Maintenance Mechanics: Replaced all pre-filters in air handling units in the Main Building & Louis Stokes Wing.

Winterized air handling units #5 and 25 in the Main Building.

Upgraded boiler control on boiler #2 at the Lake Shore Facility.

Winterized cooling coils and shut-down chiller for the winter at the Lake Shore Facility.

Replaced pilot assembly and ignition controller for Addison's boiler.

Snaked roof drain at Collinwood Branch and installed new electric hand dryers in public restrooms.

Rebuilt/reinstalled hot water pump at Langston Hughes Branch.

Repaired radiator in staff room at Mt. Pleasant Branch.

Upgraded heating valve combustion and air damper actuators on handling unit at South Brooklyn Branch.

Installed return air control on air handling unit at Sterling Branch.

Replaced high limit on West Park's boiler.

Carpenters/Painters: Working on repairs at the Lorain Branch.

Garage: Installed four (4) new tires on car #3.

Replaced front brake pads, calipers, rotors, and wheel bearing on delivery truck #5.

Replaced right front tire on car #9.

Replaced left and right front tire on truck #12.

Serviced bookmobile's generator.

SECURITY OPERATIONS

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

Security Systems: The closed circuit television cameras in the Main Library complex and Branches are fully operational. The access system in the Main Library complex, Lakeshore, Memorial-Nottingham and Garden Valley are installed and operational.

Alarm Systems: Burglar and fire alarm systems at all branches are fully operational. Burglar and no close alarms are documented in the Security Operations Alarm Log book and followed-up by a Security 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. Branch staff caused 3 alarms that Cuyahoga Valley Patrol responded to.

Duress buttons are tested monthly at all stations in the Main Library Building, Louis Stokes Wing, Lake Shore Facility, and at branches.

Closed Circuit Television: Closed circuit television systems are monitored at the Security Operations offices, Louis Stokes Wing Security Desk, Rear Dock Security Office, Main Library Building Security Desk and Lake Shore Facility Security Desk.

Identification Cards: Security Operations issues photo identification cards to new staff members and replaces lost ID cards and issues access cards and replaces lost card for the security access system.

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

3M Book Detector Alarm Systems: 3M Book detector alarms are checked daily in the Main Library and Louis Stokes Wing. Branch Patrol Supervisors inspect the book detector systems at the branches each time they visit.

Lost and Found: 3 items were returned to their owners by Security Operations.

Branch Security: To temporarily provide a higher level of security, two tenable guards are assigned Carnegie West,

Security Operations meets with Tenable management on a regular basis to discuss issues at the branches.

Branch Patrol: The three units of the Security Operations Branch Patrol made a total of 373 visits to branch libraries.

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

Training: During the month of November Security Officers Dycks attend a computer training class that was conducted by the Library Computer Learning Connection.

SUMMARY OF IRREGULARITY REPORTS RECEIVED

MONTH	2007	2008	CHANGE
January	71	102	+31
February	53	90	+37
March	64	119	+55
April	50	79	+29
May	55	59	+04
June	44	56	+12
July	52	61	+09
August	56	56	0
September	45	53	+08
October	37	61	+24
November	51	50	-01
Year to Date	577	786	+209

AUTOMATION SERVICES

Reindexing project: With the completion of the authority control project, it is necessary to reindex the bibliographic database with the new authority records. A test run of the reindexing process was conducted in November. Indexing policies

were evaluated and refined. The complete reindexing will take place in December, before Christmas.

New CLEVNET Member: The Board of Directors of the Barberton Public Library in Summit County voted to join CLEVNET. Barberton Public Library is currently using Koha, an open-source library system.

CPL: The Hardware team, led by Bill Hood, has completed a long-term project to move all Cleveland Public Library computers into Microsoft's Active Directory system.

Java Workflows installations were completed and verified in Main Library complex (Branch installations were completed over the summer). Seven hands-on Java Client training sessions were held at Lake Shore for branch staff during the month; a total of 64 staff attended. Beginning in January only the Java Workflows client will be supported.

On November 11th, the Web 2.0 Work Group met, chaired by Amy Pawlowski. The group includes representatives from Main Library, Branches and Outreach Services, Automation, Public Relations, and Planning and Research. The group reviewed their charge and the Library's current Web 2.0 projects; discussed a process for evaluating new Web 2.0 activities; and determined a deadline for delivering their recommendation to the Administration.

CLEVNET: Earlier this year we participated in a beta test cycle for version 1.0 of SirsiDynix's new search and discovery system, Enterprise. Enterprise includes faceted searching and offers a platform for including many Web 2.0 features, such as tagging, RSS feeds, user reviews, and ratings. The product was not ready to handle a system the size of CLEVNET. In November we began a new beta test cycle for Enterprise 2.0, which has been redeveloped to accommodate large systems.

Three Java Client training sessions were held on WebEx, attended by approximately 26 staff.

Social security numbers were purged from patron records for Medina County District Library.

A new circulation threshold matrix was created and posted to the CLEVNET Members' Site.

Amy Pawlowski and David Reynolds have completed the design of the new CLEVNET public website and the revised CLEVNET member's site (formally known as the Extranet), and are currently working on populating the site with content.

Ms. Pawlowski also worked with OverDrive to produce business card size promotional pieces which will be sent to all CLEVNET libraries for distribution to patrons and staff.

November's total OverDrive/CLEVNET eMedia Collection circulation was 9,404 downloads, up from 9,225 in October.

Network upgrades: A DS3 circuit was installed at Medina County District Library, replacing 5 T1s. An additional T1 was installed at Hudson Library & Historical Society. The Cleveland Heights-University Heights Public Library's fiber Ethernet connection was upgraded from 10mps to 20mps.

KnowItNow: A revised edition of the *KIN24x7 Provider Handbook* was distributed.

Brian Leszcz initiated a pilot project with Akron, Columbus, and AfterDark on sending transcripts to managers via email for quality control review. Mr. Leszcz is also working with NEO-RLS to establish a web site the AfterDark supervisor can use to review transcripts.

In October a feature was added that allows users to send an email message if a provider is not immediately available. Mr. Boozer trained five librarians to respond.

Mr. Boozer submitted a year-in-review article to the State Library of Ohio (SLO) to be included in their December newsletter. This is the third consecutive KIN24x7 article to appear in the SLO publication.

Reports needed by NEO-RLS were refined. A schedule for monthly conference calls between the KnowItNow team and NEO-RLS was established.

Working with OHIOlink staff, the KnowItNow Academic login page was updated.

Several conferences have accepted KnowItNow programs in 2009 including Etech (Columbus, Feb. 3) and four OLC Chapter Conferences (Kent, March 25; Athens, April 2; Toledo, April 24; Columbus, May 8).

Meetings, Visitors, and Professional Development: Staff from the Saskatoon Public Library called regarding the SirsiDynix Symphony ILS. They are involved in selecting a new system that will incorporate all of the public libraries in Saskatchewan, Canada.

Ms. Palomo and Mr. Carterette met with a representative from Velti regarding text-messaging services.

Amy Pawlowski attended the OLC Innovative Environments Conference in Columbus, Ohio on November 5-6, 2008. She attended sessions on the Google Scan Project, Innovative Libraries Abroad, Nurturing Innovation, and participated in two "World Café's" where participants are encouraged to take what they've learned at the conference and analyze it within a group setting.

Ms. Palomo began her first sessions at the Cleveland State University Leadership Academy.

Statistics: November's total OverDrive/CLEVNET eMedia Collection circulation was 9,404 downloads, up from 9,225 in October. SecondLife is currently displaying 2,911 total visitors to-date, up from 2,610 as reported in October. We currently have 286 followers on Twitter, up from 265 in October.

Automation Services Statistics, 11/2008				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	77	66	58	201
CPL Branch	102	91	70	263
CPL Lake Shore	41	31	16	88
CLEVNET	14	10	22	46
PUBLIC				0
HARDWARE TOTAL	234	198	166	598
SOFTWARE				
CPL Main	18	17		35
CPL Branch	17	17		34
CPL Lake Shore	16	15		31
CLEVNET	69	68		137
PUBLIC	6	6		12
SOFTWARE TOTAL	108	106	0	249
WEBWARE				
CPL Main	19	18		37
CPL Branch	7	7		14
CPL Lake Shore	1	1		2
CLEVNET	10	10		20
PUBLIC	19	17		36
WEBWARE TOTAL	56	53	0	109
KIN				
CPL Main	7	5		12
CPL Branch	3	2		5
CLEVNET				0
PUBLIC				0
KIN Library	9	8		17
OHIOLink Library	3	2		5
After Dark	7	6		13
KIN TOTAL	29	23	0	52
GRAND TOTAL	427	380	166	1,008