

DIRECTOR'S REPORT

January 22, 2009

Facilities

Construction of the new Rice Branch continues. At this point in time, construction meetings are scheduled every 2 weeks with Myron Scruggs and Dennis Niedermeyer in attendance and architects, Rich Ortmeier and Brian Wahl. Selection of furnishings, finishings and equipment is being finalized for bidding purposes. Kacie Armstrong, Rice Branch Manager, and Larry Finnegan, Automation, are working with Neighborhood Progress Inc and Buckeye Area Development Corporation to develop the information Kiosks for the library. Funding for this project is from the St. Luke's foundation and was awarded to NPI.

The Woodland Branch improvements and construction of the Mobile Services Office will be re-bid this month. The Library will work with Minority Business Solutions to advertise the project to builders in the community.

A meeting to discuss the repairs to and upkeep of Novak Park has been scheduled for January 21, 2009 at the Carnegie West Branch. The meeting has been organized by the Ohio City Near West Development Corporation and Councilman Joe Cimperman and Parks Maintenance Director, Darnell Brown, will be in attendance. In preparation for this meeting board members Alice Butts and Maritza Rodriguez, Michael Janero and Mel Abrams, Security Department, Myron Scruggs, Facilities Department and Holly Carroll met on January 9th to discuss the Library's concerns.

2009 Budget

On December 18, Holly Carroll announced to non-bargaining personnel the board's decision to rescind across-the-board increases for 2009 due to decreases in both state and local levels. The Public Library Fund was recertified for 2009 at \$24,625,427, presenting a 8% decrease from earlier certifications. The revenue from local property taxes was certified at \$31,400,248, approximately \$1,000,000 less than had been anticipated the week before. The 2009 budget has adopted by the board reflects these decreases.

Other Updates

Contract negotiations with Tyler Technologies for the human resources management and payroll systems is close to completions. Joyce Dodrill, County Prosecutors Office is

working directly with legal counsel for Tyler Technologies to finalize the language.

Meetings and Professional Activities
December 19, 2008 - January 17, 2009

December	23	Museum Pass Project meeting, Great Lakes Science Center
January	8	Rich Ortmeyer, Bostwick Design Partnership concerning additional services, Rice Branch
	9	City Club lunch Library meeting to discuss Novak Park
	14	Glenda Thornton, meeting to discuss CSU/CPL cooperation
	16	MLK Breakfast and program , Cleveland Clinic

BRANCHES AND OUTREACH SERVICES

As 2008 drew to a close, the Library found much of its energies mirroring that of cities, counties and states across the country as we worked to respond to an economy in crisis and the need to develop and implement budget reduction strategies, many in preparation for a reduced 2009 operating budget:

- Cost of living freezes for 2009 for managers and other non-bargaining unit staff;
- The finalization of reductions for the 2009 operating budget in preparation for Board approval; and,
- The continuation of a freeze for selected vacancies.

On the public front, more and more patrons sought assistance in our neighborhood facilities as they faced personal economic challenges:

- Requesting more one-on-one computer assistance for online job searches and submission of job applications, resume preparation, and training to improve technology skills.
- Attending foreclosure and financial planning programs;
- Seeking temporary employment and job training through Library supported programs such as the United States Bureau of Census Services for the 2010 Census, being held in many of our branches; and,
- A continuing increase in circulation as patrons turn to their branches for help and respite.

Branches still provided daily services and programs as they also met increased demands. Read, Baby, Read! Book Club; Youth Opportunities Unlimited's Prime Time; America Reads (40 tutorials at South Brooklyn in December); story times and Play and Learn; and, teen centers at Collinwood and East 131st all continued as we provided stable and consistent programs for our youth. Union increased their engagement of neighborhood youth - welcoming 40 classes to the branch even with the two-week holiday break. After school programs were offered at Rockport as one of seven Cleveland neighborhoods selected to participate in Mycomm.Mycomm, a community program designed to help Cleveland youth become productive, self-sustaining adults.

Holiday displays and events provided positive experiences for patrons throughout the system. Sterling and Union presented Patron Appreciation Days, with 85 children at Union enjoying a magic show. Garden Valley sponsored a community Kwanzaa; 112 attended the evening event. Youth Services Department sponsored a community Kwanzaa at Martin L. King, Jr. Branch the day after Christmas to highlight James Ransome's Visual Stories Exhibition. About 55 attended, enjoying show and tell by program partners The Cleveland Association of Black Storytellers and the African American Quilt and Doll Guild.

A Red Cross Blood Drive at Rockport; a Russian Book Discussion at Memorial Nottingham (led by Foreign-Literature's Ms. Nabo); senior literacy volunteers from Experience Corps and All About Learning at Jefferson; yoga at Woodland; a Cleveland Scholarship Program at Fleet; bilingual story programs at Garden Valley; and, teen book discussion at Sterling and Union all helped to make branches true community centers and a destination for residents young and old.

Lorain and Rice reopened after major roof repairs. Lorain closed September 23 and reopened December 10 and Rice closed October 22 and reopened December 15. Both branches were fully operational thanks to assistance from Automation, Buildings and the Shelf Division. Shelf helped staff to process 160 telescopes of library materials at Lorain, and 45 telescopes of new materials and 65 telescopes of returned materials at Rice. Thanks to all departments who helped during these emergency closures. Mobile Services, Woodland, Walz, Eastman, Union, Mt. Pleasant and Martin L. King, Jr. all helped to provide seamless service to displaced users.

Library for the Blind and Physically Handicapped continued to prepare for the transition of statewide service to Cleveland Public Library. Staff shortages are being felt even more with the recent retirement of long time employee Kathy Webster and additional staff illnesses and scheduled vacations. Students

from the Ohio School for the Blind met with students from the Mississippi School for the Blind and the staff of Library for the Blind and Physically Handicapped to discuss the book *A Memory Project*, using Voiceover Internet Protocol.

Mobile Services made 55 stops this month, with 725 persons on board. Holds continued to be high with staff filling 1048 requests. On the Road to Reading continued to evolve. The van visited 12 pediatric and WIC sites, making contact with 64 people. Forty Four day care classes were visited with a total of 455 in attendance. Forty-three kits were deposited at centers and a total of 1244 items circulated.

Youth Services Department (YSD) is to be commended for the 102nd edition of *Celebrate with Books*. Appreciation is extended to Graphics Department for their amazing work. YRead? continued to be popular with 224 titles circulating in December. In addition to the Community Kwanzaa program, YSD sponsored Porquoi Tales at Martin L. King branch to supplement the Ransome exhibition; 63 attended. The Annual Mock Caldecott and Mock Coretta Scott King Award Elections were held during December's Youth Service meeting. Literacy Coordinator Merce Robinson and Jan Ridgeway (Branches and Outreach Administrator) joined Youth Service staff in presenting selected titles.

Staff throughout Branches and Outreach Services participated in the Annual Holiday Concert. Donna Willingham (Youth Services Department) received her Masters in Education (Early Childhood) in December; she continues to pursue the MLIS at Kent State University. Sandra Nosse (Woodland) participated in her first workshop as a Case Western Reserve University Treu-Mart Youth Development Fellowship Program participant.

Staff continued to plan for the annual Martin L. King, Jr. Commemorative Program; African American History Month programming; Winter Reading Club; Women's History Month; and, the yearlong Fit for Life initiative.

Lindy Wheeler, long time Secretary and Administrative Assistant for Branches and Outreach Services retired this month. We welcomed Heidi Strickland and Yarimilka Beavers who are temporarily assuming the mantel. We are also looking forward to the arrival of new Library Director Felton Thomas.

MAIN LIBRARY

Programs/Exhibits: Special Collections hosted the *Friends of the Library Annual Meeting*, featuring a presentation by Cleveland Museum of Art curator Stephen Harrison. Michael Dalby

posted pod casts from the Nathan Carterette and Nancy Redd programs on the department blog.

Foreign Literature presented two programs on December 6. Caroline Han organized and presented a "Getting to Know China" program in LSW Auditorium and Victoria Kabo conducted a Russian Book Club meeting at Memorial-Nottingham Branch.

The Main Library Discussion Group, led by Richard Fox, discussed *The Brief Wondrous Life of Oscar Wao* by Junot Diaz. April Lancaster created a display promoting the hottest new titles due to arrive in early 2009.

Science and Technology Library Assistant Debbie Hajzak is gathering materials for four of the display cases in the Main Library that will focus on the Charles Dickens exhibit scheduled to open in the spring. Science and Technology displays will include transportation, needlecrafts, fashion, and the birth of photography in the Victorian era.

In the Social Sciences Department Mark Moore completed assembling the visual/textual materials for an exhibit exploring urban/rural, racial, and Ohio related issues in the 2004 and 2008 presidential elections. Helena Travka attended the CPL Chorus Holiday Concert where she displayed holiday books for the program on the table outside the auditorium.

Outreach: Ms. Kraus established an email contact with Bill Martin and Sandra Mason (England) regarding the **2009 Celebration of the Rubaiyat of Omar Khayyam**. Bruce Biddle assisted Youth Services with the James Ransome Exhibit that gave tours for the YOU Program at MLK. Michael Dalby contacted guests for the Music at Main series for 2009 and began to coordinate the CPL attendance at the Kent Career Night in March 2009. Pamela Eyerdam met with free-lance writer, Kristen Ohlson about the JGW Chess Collection, which will be featured in a 2009 Smithsonian publication about great library collections.

Cleveland State University expanded its long loan arrangement with Foreign Literature. Asian Studies Department staff visited the department and selected material in Chinese and Japanese for the duration of the semester.

Thirty-five students from Independence High School visited the History Department to work on their History Day research projects.

The Northeast Pre-release Center picked up over 200 paperback books for their population.

Literature Department staff members completed Frost-Nixon bookmarks for Playhouse Square and also finished Phase One of a major book-shift.

Social Sciences employees Harriette Parks and Helena Travka taught a Legal Resources Workshop at the Addison Branch.

Collections/Reference: Bill Anderson from Fine Arts contacted the Artist Foundation for various exhibition catalogs. Mr. Anderson evaluated book ordering utilizing the Baker & Taylor system. Michael Dalby delivered a podcast proposal to Amy Pawlowski (Webware) requesting server space. Pam Eyerdam worked with Preservation to gather research material on a sculpture piece (Jan Palach Memorial statue) in the Fine Arts Department. Pam Eyerdam sent a DEED OF GIFT proposal to David Ellison, pertaining to photographs of architectural homes by architects Bohnard & Parsson.

Amy Dawson prepared 13 boxes of duplicate Szabo material to send to Brandreth. This completes the shipments as of this December 2008. She also reviewed the possibility of using spine illustrations from a 40 volume set of the Works of Charles Dickens for creating bookmarks with Jean Collins; Kathy Broz, Cathy Poilpre, Amanda Hunt, and Mary of the Friends Office.

The Foreign Literature Department received a hand-written message in Chinese written by Dr. Zongze Wang, a visiting scholar from China. During his stay in Cleveland, Dr. Wang made frequent visits to this department and was excited to read many books that previously were not accessible to him.

On Tuesday, December 9, Ellen Leavitt, Science and Technology, conducted the first organizational meeting on the major weeding project that the Department will start in January 2009. Approximately one-third of the new car manuals that were ordered in the fall are now available for check-out in the Department. This represents an extraordinary effort and cooperation on the part of staff in the Science and Technology Department and Technical Services.

Staff/Professional Development: Several department managers attended the meeting about Google books and Copyright given by Mark Avsec, a local attorney.

Department managers attended a meeting with Mike Janero, Chief of Security, and Mel Abrams, Assistant Chief of Security, to discuss security issues that were problematic in their departments.

Fine Arts & Special Collections had a department staff meeting to discuss statistics, budget, customer service, when media visits the library, security. Kent State University Intern, Carrie Williams, attended the HR Orientation. Her practicum begins in January 2009.

Daniel Oreskovic, Lending Supervisor, attended a SAM committee meeting on December 17. The meeting was held to resolve any long standing issues with the SAM product.

Several Main Managers attended a KnowItNow24x7 brainstorming meeting to discuss the issues that staff are encountering while answering KnowItNow24x7 questions. The volume of questions, the frequently problematic software issues, and staffing, were all discussed at the meeting. Don Boozer, KnowItNow24x7 Coordinator, conducted the meeting.

TECHNICAL SERVICES

Patricia Lowrey attended the Holiday Concert and the Staff Holiday Party. She participated in the Administrative interviews of the candidates for the Director's position. There were 11 meetings at the Lake Shore facility. Technical Services Managers attended the budget meeting.

Collection Management: Bonnie Bolton and Laura Mommers continued their visits to branches and gathering information that will assist them in ordering materials for the branches in 2009. Cheryl Fedorcio attended the meeting of Non-Bargaining Unit Members of CPL about funding concerns for 2009. Ms. Fedorcio and Rollie Welch attended the Holiday Staff Party. Mr. Welch, along with Ann Olszewski, offered tours of Technical Services to three finalists for the position of Director of Cleveland Public Library.

Mr. Welch published a review in the book section of the Cleveland Plain Dealer and had his bi-monthly online column, "The Word on Street Lit," appear in *Library Journal's* online newsletter, BookSmack. Mr. Welch presented a NEO-RLS workshop on Young Adult books that was attended by 59 teen librarians.

Catalog: Staff cataloged 5,854 titles and added 15,836 items.

High Demand: The department ordered 608 new titles and 8,528 items, added 713 titles and 16,967 items, and paid 374 invoices.

Carole Brachna, High Demand Manager, presented 9xx/EDI training to several CLEVNET libraries, as part of an Automation training program on Acquisitions in the Java Client. The 9xx/EDI process was successfully tested (in part) with a new vendor.

Preservation: Facsimile copies of the 1938 and 1942 Cleveland City Directories were completed. Custom boxes for photographs in the Clarence Mack Architecture Collection were received. Call number records were created for each box, and the collection was shipped to Special Collections. Digital projects for the month included the Cleveland Group Plan, Description of the Estates and the Academy of Music program collection.

In preparation for the upcoming family leave of Preservation Technician Lyla Chilkcutt, staff created new manuals with instructions and photo-documentation for making phase boxes and for preparing books for the digicover rebinding. College of Wooster student Caitlin Ament visited the department to view prints from the New Deal art collection for her independent study.

Shelf/Shipping: A total of 297 items were sent to Main for requests and hundreds of items were sent to Lorain and Rice branches that had been stored during their renovations. A total of 1,585 telescopes of new materials were sent to the Main Library and Branches. Receiving/Distribution Technicians received, sorted, and labeled 28,878 items.

Diane Mathews and Debbie Hajzak of Science and Technology department worked on processing new incoming car manuals at the Lake Shore facility. Juanita Turner attended the Greater Cleveland Safety Council luncheon.

Acquisitions: Acquisitions staff finished ordering and receiving for the year and completed several end-of-the-year projects such as manually cancelling old orders, managing partial receipts, and filing all closed purchase orders. Acquisitions staff ordered a total of 6,363 titles and 139,408 items, received 22,082 items, and processed a total of 3,124 invoices. Serials staff added 513 items and processed 615 periodical and serial claims.

Sandy Jelar Elwell, Acquisitions Manager, returned from a leave of absence on December 8th.

PUBLIC RELATIONS

During the holiday season of 2008, Cleveland Public Library continued the tradition of giving a gift to the community: a free Holiday Concert. The newly-named staff choir, the Andrew Venable Celebration Library Chorus, sang to a full auditorium and very special guest, Andrew Venable, Jr. Performances by Cleveland Orchestra violist Eilesha Nelson were a beautiful addition to the program.

Colorful street banners along Superior Avenue were on display in December. Twinkling lights adorned the trees in the Eastman Garden to add to the festive atmosphere of the season. Another tradition continued at Cleveland Public Library: bright red poinsettia plants added holiday cheer to all public buildings in the Library system.

On the snowy evening of December 12, 170 library staff members and guests gathered at The City Club to celebrate the holidays at the Annual Staff Holiday Reception. During the evening, eight new staff members were inducted into the 30 PLUS Club, which honors members with 30 or more years of service to the Library. Good food and drink, great dance music provided again by CPL's Eric Eubanks, fun and fellowship dominated the evening. The event was sponsored in part by the Friends of the Library.

These programs were featured in December: 12th Annual Holiday Concert, featuring the Andrew Venable Celebration Library Chorus; Getting to Know China Series; Foreclosure Information Workshops, Neighborhood Assistance Corp of America and NID-Housing Counseling Agency; Friends of the Library 51st Annual Meeting with Stephen Harrison, Cleveland Museum of Art; A Kwanzaa Event of Quilting Stories entitled "Patterns and Promises"; as well as big-screen showings of Sunday afternoon Cleveland Browns games in the Louis Stokes Wing Auditorium.

Press releases were sent during December for the following events: Library Board of Trustee meetings, including Finance Committee, Special and Executive Sessions; and the announcement of the new library director, Felton Thomas.

The Graphics Department designed and/or produced 87 printed pieces including banners, signs, flyers, booklets, programs, and business cards. Printed pieces for the Winter Reading Club were begun and three staff newsletters were produced during the month of December. "Celebrate with Books" was completed and distributed at the December 5 Staff Holiday Concert.

In an effort to promote the Holiday Concert, 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. Also to promote the Holiday Concert, special guest Andrew Venable, Jr., along with Merce Robinson and Tena Wilson, appeared live on the NewsTalk 1490 radio show, "Basheer Jones and Company." The hour long program was video taped by Classic Teleproductions and distributed to Time Warner Cable, Cox Cable and City of Cleveland Channel 23 for rebroadcast throughout the season.

In December, Tena Wilson attended and/or participated in the following meetings: weekly Administration meetings, Library Board and Finance Committee meetings of the Board of Library Trustees, Friends of the Library Annual Meeting, Friends Board Meeting, City Club Annual Meeting & Open House, Holiday Chorus program, Automation meeting, Director candidate interviews, Urban Library Council audio conference, Kent State University Marantz Picturebook Collection Dedication of Reinberger Children Library Center, two special informational meetings for non-Union staff, presentation on Google Settlement by Mark Avsec, marketing meeting at Cuyahoga County Public Library with Madeline Brookshire, and Fit for Life meeting with Sharon Jefferson.

Graphics Manager, Cathy Poilpré, attended the following meetings in December: Friends of the Library Annual Meeting, Library Board and Finance Committee meetings of the Board of Library Trustees, and a special informational meeting for non-Union staff.

Meeting rooms in the Louis Stokes Wing and the Main Library continued to be in demand as a venue for non-profit groups, organizations and library departments. A total of 48 meetings were held during the month of December.

The Library was featured in the following media during the month of December 2008: *Cleveland Plain Dealer*, LibraryJournal.com, Cleveland.com (*Cleveland Plain Dealer online*), *Cleveland Magazine*, *The Neighborhood News*, *The Call and Post Newspaper*, WZAK Radio One 1490, WCPN 90.3 *Ideastream*, City of Cleveland Channel 23, and Time Warner and Cox Cable networks.

BUILDINGS SERVICES

Buildings Office: Made numerous branch inspections.

Monitoring utilities usage.

Attended construction meeting for Rice Branch.

Monitoring roof replacement at Lorain Branch.

Carpenters/Painters: Assisted contractor working on Lorain's roof, also repaired walls, installed ceiling grid, and painted several areas.

Prepared Rice Branch for ceiling repairs.

Prepped floor for painting at the Lake Shore facility.

Maintenance Mechanics: Installed new LED lighting for test in display case for J. G. White Department.

Worked on dampers for the auditorium air handling unit in the Louis Stokes Wing.

Continue running control wiring and mounting of new controls for HVAC system at the Lake Shore Facility.

Replaced flush valve on toilet in ladies' staff restroom, 5th floor Main.

Recalibrated controls for HVAC, also replaced 3-way heating valves and valve actuators on air handling units at Brooklyn Branch.

Cleaned heat exchangers on both boilers also replaced the ignition control and operating control for Fleet Branch.

Replaced exhaust fan for public restrooms at Fulton Branch.

Replaced defective motor starter coil for air handling unit #3 at Harvard-Lee Branch.

Reconnected wiring for lights for renovation project at Lorain Branch, also replaced lighting ballast and installed additional lights were needed.

Replaced auxiliary contacts and damper actuator for outside air damper in boiler room at Martin L. King, Jr. Branch.

Reviewed sewer pumps system with contractor for renovation project at Mt. Pleasant Branch.

Repaired custodial sink drain at Rice Branch.

Upgraded control for heating pumps at West Park Branch.

Ran new power supply to separate power feeds at 2 public computer stations at Woodland Branch to eliminate breaker tripping.

Garage: Installed light on vehicle #18.

Repaired taillight on delivery truck #5.

Replaced hose and thermostat on truck #6.

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 with the exception of a few cameras not working, arrangements are being made to have the cameras repaired. 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 8 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 cards 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 to the Carnegie West Branch; 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 450 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 27 branch investigations the remaining investigations and security reports were completed by security officers working in the Main Library Complex.

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
December	64	64	0
Year to Date	641	850	+209

AUTOMATION SERVICES

Authority Control project completed: In 2008, Backstage Library Works updated our bibliographic records with corrected heading, updated obsolete practices, and provided authority records. In December the final step was taken by loading the new authority records and reindexing the database. Extensive data cleanup was also done as part of the process: uncataloged items not circulated in more than two years, items discarded over 45 days ago, items that were never returned and were checked out over 7 years ago, and old order items were deleted. A total of 1,379,332 obsolete items and 228,912 title records were deleted before the reindexing began. 1,301,002 new authority records were loaded and, over the course of several days, the browsing indexes and the keyword indexes were rebuilt. 44, 229 long expired user records were also purged, once items associated with their records had been deleted.

On December 19, Mark Avsec, Partner and Vice-Chair of the Intellectual Property Practice Group of Benesch, gave a presentation to Library staff on the Google Books settlement. While the effects on the library community will not be felt for some time, Mr. Avsec thoroughly described the legal issues involved and the general nature of the settlement Google reached with publishers.

The Board of Directors of the Barberton Public Library passed a resolution to join CLEVNET. Automation Services staff will begin working on a migration plan in January. Barberton currently uses the open source Koha system.

Other CPL Projects

Branch public computer information for a new Gates Grant application has been collected, prepared and sent to the State Library of Ohio. The branches surveyed include: Broadway, Carnegie-West, Collinwood, East 131, Fleet, Fulton, Glenville, Harvard-Lee, Hough, Langston Hughes, Martin Luther King, Walz, and Woodland.

The following branches were moved to the new voice over IP phone system: Harvard- Lee, Collinwood, East 131, Jefferson, Eastman, Fleet, Fulton, Carnegie West, Hough, Mt. Pleasant, and Hough. The only agency not on the new system is the Public Administration Library. Their phone is also connected to the City Hall system and several technical issues have to be worked out.

Working with Tonya Jenkins from General Reference, George Lenzer compiled a number of issues regarding the operation of the Comprise SAM PC management system. Tricia Curtin of Comprise visited the Library and met with staff to clarify issues.

Ann Palomo and Jim Benson met with Ellen Leavitt and staff from Science and Technology to develop a weeding report that could be used by all departments in Main Library.

Four hands-on Java Client training sessions were held at Main Library. Thirty-three staff attended.

Software staff assisted in the re-opening of Lorain and Rice branches by globally transiting in all items in transit to the branch, and globally modifying hold records to set the pickup location.

Other CLEVNET Projects

The CLEVNET Director's panel met on December 12. Items discussed included: system performance; the reindexing project; the Java client rollout; the anticipated new Epub format being implemented by OverDrive; the design of the new public CLEVNET web site and a redesign of the CLEVNET members site; GAC cards; procedures for SIG co-chairs; and SIG updates. The preliminary agenda for the January CLEVNET Director's Meeting was set.

Automation staff participated in a tightly scheduled beta testing of version 2.0 of SirsiDynix's new Enterprise product.

The network infrastructure was upgraded at the Main branch of East Cleveland Public Library, replacing all routers and switches with new equipment. A water pipe broke at the Lorain Public Library Domonkas branch, and the networking equipment was replaced.

Stitts Parker & Associates analyzed and optimized the production Oracle server.

The Zimbra email server was tuned to improve overall performance.

Procedures were finalized and tested for the migration to the Java Client on January 1.

The final WebEx Java Client session was held, attended by four staff members in CLEVNET.

The second of a two-part acquisitions training class was held at Lake Shore for libraries that will begin using the acquisitions module in 2009.

The Flowan HelpDesk software was upgraded to improve performance.

KnowItNow

On December 5, Don Boozer held two training sessions for KIN24x7 agents attended by twenty-one librarians. On December 9, Portsmouth Public Library staff were trained on answering email messages.

Mr. Boozer and Brian Leszcz met with CPL subject department staff to discuss a variety of issues. Mr. Boozer will attend monthly Subject Department manager meetings to continue the dialog and will provide Cindy Lombardo, Main Library Administrator, with detailed activity reports. Mr. Boozer and Ms. Lombardo will work together to increase the participation of other Ohio Metro libraries to help reduce the question load handled by Main Library staff.

Mr. Boozer and Mr. Leszcz began monthly phone conferences with NEO-RLS to improve communications and obtain activity reports to serve as input to the next grant application for the continuation of KnowItNow.

Don Yarman (Director, Delaware County District Library) contacted Don about statistics for their library and KIN24x7. DCDL has seen a marked increase in the number of patrons entering KIN24x7 from its zip code.

Meetings/Professional Development

Mr. Carterette attended the December Labor Management Committee meeting. Major issues discussed included the financial issues facing Ohio libraries and the implementation of the new Human Resources management system.

On December 6th and 13th, Amy Pawlowski and David Reynolds attended "Advanced PHP" training through Cleveland State University's Continuing Education Program for professional development.

Statistics

December's total OverDrive/CLEVNET eMedia Collection circulation was 9,648 downloads, up from 9,404 in November. SecondLife is currently displaying 3,160 total visitors to-date, up from 2,911 as reported in November. We currently have 306 followers on Twitter, up from 286 in November.

Automation Services Statistics, 12/2008				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	75	64	32	171
CPL Branch	70	60	17	147
CPL Lake Shore	21	19	3	43
CLEVNET	17	13	22	52
PUBLIC				0
HARDWARE TOTAL	183	156	74	413
SOFTWARE				
CPL Main	21	20		41
CPL Branch	15	15		30
CPL Lake Shore	17	17		34
CLEVNET	57	56		113
PUBLIC	11	11		22
SOFTWARE TOTAL	100	99	0	240
WEBWARE				
CPL Main	7	7		14
CPL Branch	3	3		6
CPL Lake Shore				0
CLEVNET	2	1		3
PUBLIC	24	22		46
WEBWARE TOTAL	36	33	0	69
KIN				
CPL Main	5	5	0	10
CPL Branch	2	2	0	4
CLEVNET			0	0
PUBLIC			0	0
KIN Library	9	9	0	18
OHIOLink Library	2	2	0	4
After Dark			0	0
KIN TOTAL	18	18	0	36
GRAND TOTAL	337	306	74	758