

DIRECTOR'S REPORT

March 19, 2009

February was a very exciting month for the Cleveland Public Library. The CPL was named a "Five Star" Library by *Library Journal* magazine. The publication evaluated over 7,000 public library systems and then identified 256 star libraries in its new national rating system. The ranking appraised all 7,000 library systems in four areas: circulation per capita; visits per capita; program attendance per capita and internet use per capita. Among systems that expend \$30,000,000 and above, CPL received the second highest score. It was one of only five libraries to attain the "Five Star" rating.

Adding to the excitement of February was the success of our multicultural programming during the month. Over a thousand community members celebrated African American History month at 33 programs. Board of Library Trustee member **John Hairston** served as a panelist on a dynamic program that featured the personal experiences of those who attended the presidential inauguration. A big "thank you" went to Branch Manager **Darlene Ronney** and her staff for all of their work on the program. The Writers & Readers program which featured author Eric Etheridge and Freedom Rider Miller Green was also well received. Additionally, 956 people attended the Library's annual Lunar New Year program, with many thanks to **Doris Yee**, **John Skrtic**, and **Milos Markovic** for their efforts.

In construction news, the CPL re-advertised the construction bid for the Woodland Branch improvements and held a number of meetings on the construction of the new Rice Branch. Despite difficult weather, the building remains on schedule.

MEETINGS & ACTIVITIES

On February 9, Public Relations Administrator **Tena Wilson** and I met with the City Council Caucus at City Hall. I gave a brief biographical overview and then provided them with my initial views on moving the Cleveland Public Library forward. Council President Martin Sweeney expressed his appreciation for the outstanding leadership of former director **Andrew Venable**. He and other council members communicated their willingness to work with the Library in the future.

Councilman Matt Zone welcomed me, and a number of staff to the 36th Annual Meeting of the Detroit Shoreway. The meeting acknowledged a number of individuals for their contributions to

the community. Cleveland Public Library's Walz Branch Tenable guard, Anthony Burgos, was honored for his dedication to making the library safe for the community.

I met with Professor Paul Salipante of Case Western Reserve University along with Deputy Director, **Holly Carroll**, and Planning and Research Administrator, **Tim Diamond**, on February 28. Professor Salipante is serving as an advisor to CPL and his expertise has provided valuable reinforcement to the strategic directive process.

BRANCHES AND OUTREACH SERVICES

Despite being the shortest month of the year, February stretched to overflowing with activity and library programs. The Library joined with the Nation to celebrate Black History Month. Highlights included The Black Experience in the United States Military (East 131st and Martin L. King, Jr. Branches); the Annual African American Family Storytelling Event (Glenville); Introduction to African American Genealogy (Union, Addison); the Annual African American Poetry Reading (Garden Valley); and, two back-to-back music programs with Musickat Shalom (Walz) that attracted 198 students. Book displays throughout branches supplemented these well-received programs.

Additionally, branches recognized Valentine's Day with arts and crafts programs and book displays. Carnegie West, in connection with Pat Catan's, created valentines for distribution to local nursing homes and Primetime teens adopted classes in two local elementary schools, treating students to handcrafted valentines and goody bags.

Memorial-Nottingham and Sterling chose President's Day to present a successful community program, featuring a panel of residents (including Board Member John Hairston), that shared personal experiences of the historic inauguration of President Barack Obama.

Read, Baby, Read! Book Club, Primetime; Winter Reading Club (WRC); student tutorials; and story times and Play and Learn continued throughout the month. Primetime students learned about animal husbandry at Lake Farmpark and helped to make up the 321 teens who attended Youth Opportunities Unlimited's third annual Teen Career and Job Fair Thursday, February 25, at Martin L. King, Jr. Branch. Twenty-two area employers were on hand to receive applications and resumes from teens eager to find employment. Kudos to Union for registering the highest number of

WRC participants to date and to Rockport's 461 youth who have read 6,000 books! America Reads tutors assisted 142 students at Brooklyn and 14 students in 67 sessions at South Brooklyn. West Park celebrated Junie B. Jones Fun Day and attracted 282 participants to youth programs throughout the month.

Planning continued for the July merger of Library for the Blind and Physically Handicapped (Cincinnati) with Cleveland Public Library's services. Our staff continues to prepare for the transition as Administrators continue the funding efforts. While excited to provide centralized services for the State, we remain cautiously optimistic until required funding is secured.

Mobile Services reported 42 stops despite mechanical problems on the bus this month; 1,211 holds were filled. The "On the Road to Reading" van visited 12 pediatric and WIC sites and 80 daycare classes (886 in attendance). Early childhood staff circulated 1,056 items (44 kits) to the centers.

Free tax assistance in branches; two successful Lunar New Year Programs at Main, assisted by Doris Yee and Youth Services Department staff; and, continued demand for computer instruction and more public access computers helped to make for a full February.

Neighborhood Team Managers joined the Branches and Outreach Administrator to complete the introduction of Library Director Felton Thomas, Jr. to the System's 28 branches. A staff reception was held at Eastman and managers were able to hear the Director's vision for the system and engage in dialogue during a meeting at Memorial-Nottingham. The Director and Branches & Outreach Services Administrator also met with the Executive Director of Burten, Bell and Carr.

The Library re-advertised the construction bid for the new Mobile Services facility and the Woodland Branch improvements. The pre-bid meeting took place at Woodland on February 27, 2009. Meetings also continued for the new Rice Branch. Branch construction for all three facilities is tentatively scheduled for completion in November.

The Library, including Board Members, the Director and Deputy Director, and community members, including Councilman Cimperman and the City Park Commissioner, met at Carnegie West Branch to continue discussion on Novak Park improvements and proactive approaches to work with homeless and teen visitors to the park and adjacent public spaces.

Tenable Officer Alberto Burgos (Walz) was honored for community service at the Annual Meeting of Detroit Shoreway. The Director, security staff and Walz Manager Kathleen Lefkowitz joined the community in recognizing Mr. Burgos' achievements.

Staff throughout the system joined newly created Innovation Teams (I-Teams) to develop and recommend strategic initiatives. Branches & Outreach Services Administrator, Jan Ridgeway, is leading the Youth Services I-Team. Results will be sent to the Director and Administrative Staff in May.

Youth Services Department facilitated a full week of orientation for recently hired Youth Services staff. This training prepares staff to effectively work with youth in our libraries. All Branches & Outreach Services managers participated in the first systemwide session of Management Training. Ali Boyd, Interim Neighborhood Team Manager-Central, ended an exemplary assignment, and moved to the Mt. Pleasant Manager's position; Ellen Leavitt completed her interim assignment at Main and began the Central Team assignment. Appreciation is extended to Ali Boyd and Paula Logan Reid, who served as interim manager at Mt. Pleasant.

Branches & Outreach Services Administrator, Jan Ridgeway, was the featured storyteller at Glenville; introduced Writers and Readers author Eric Ethridge; participated in the nationwide African American Read-in at Border's; and shared personal reflections at the program on President Obama's historic inauguration.

MAIN LIBRARY

Programs/Exhibits: Audio-Video technicians provided support for the Eric Etheridge *Writers & Readers* program and the many other system-wide African-American History Month programs that were scheduled in the branches. The Department also presented "Beyond Tyler and Spike: Cleveland Area Filmmakers Exhibition," a screening of the films and short documentaries of local African-American filmmakers.

Fine Arts prepared a display of the *Rubaiyat of Omar Khayyam* to commemorate the 150th anniversary of the translation, and the 200th anniversary of Edward FitzGerald's birth.

Pam Eyerdam is chairing a committee to plan the *Progress with Chess* event on April 8-9, 2009 and is also working with

Cleveland Public Art on a 2009 *Spectrum* publication (series IV from 2008 -"Politics and Propaganda: Designing the President") as well as planning the 2009 Art in the Garden Competition.

With assistance from Doris Yee (Mobile Unit) and John Skrtic (Social Science), Foreign Literature planned and hosted CPL's annual *Lunar New Year* program, which attracted a total of 956 attendees and showcased 133 performers.

Map Librarian Tom Edwards presented "A Visual History: History of Northeast Ohio Mapping," to six people in the Lobby area on the second floor. The program discussed the significance of the map materials on display in the exhibit cases on the second floor. The exhibit ends in March.

Literature held a staff poetry reading on February 12.

Public Administration continued planning the Cuyahoga County's Bicentennial exhibit. Karen Martines distributed a list of women's names prominent in the County to select members of the community, including CPL staff and members of the Bicentennial Committee, for their input as to who should be included to the Cuyahoga County Fifty.

The Science & Technology Department prepared four large displays on transportation, fashion, needlecrafts and photography as part of the Dickens display.

In Social Sciences Sonia Young and Mark Moore installed an exhibit for Black History Month focusing on slavery, Egyptian History, and Ohio Black Laws. Mark Moore installed an exhibit on Election Trends focusing on racial, urban-rural, and local voting patterns while Helena Travka worked on the Fashion Week Cleveland exhibit.

Outreach: Fine Arts Librarian Bill Anderson gave a presentation at the Rock Hall of Fame class about library resources in popular music. A Cleveland Institute of Art (CIA) Design class visited the JG White collection to study chess sets to design their own for a class project. These chess sets will be on display in Special Collections during April and for the *Progress with Chess* event.

Special Collections and Photograph Collection staff are collaborating with Vicki Blum of the Ohio Cemetery Alliance on a July 2009 photograph exhibit. Contest winners for the Ohio Cemetery Alliance Photograph Contest will be on display at the

Cleveland Public Library. There is a possibility of having Herb Asherman give a talk regarding the historically significant periodical *Camera Works* of which Special Collections has holdings.

Foreign Literature Librarian Victoria Kabo translated and edited information on CPL for an article that was posted in the Russian language blog book, uraic.ru/blog and published in the library periodical *Bolshaia Biblioteka*. On February 7 Victoria Kabo and Milos Markovic met with Mr. Ihor Hnyda from the local Ukrainian community to discuss possible program opportunities at CPL.

General Reference Librarian Tonya Jenkins was appointed to the Director's new Youth Services Innovation Team. Pam Benjamin and Michelle Makkos, representing a possible cooperative purchasing effort between the Cuyahoga County Public Library, Cleveland State University Library and the Cleveland Public Library, met with Newsbank vendor Ren Dimond regarding the digitized *Plain Dealer* (1837- 1922).

History Manager Ron Burdick attended the Cleveland African-American Genealogical Society's February meeting at the Fairview Park Branch of CCPL. The Society presented to CPL the index to all deaths reported in the *Call & Post* newspaper between 1934 and 1954. The index is on a DVD and will be housed in the History and Geography Department.

The Northeast Pre-Release Center picked up close to 200 paperbacks to circulate at their facility. Popular Manager Richard Fox prepared a letter extending the partnership through 2009.

Social Sciences Librarian Mark Moore visited the Cleveland Gladiators' office to obtain materials for the Cleveland Sports exhibit. Sequoia Brown began overseeing three practicum students from Cleveland State University. Ms. Brown met with the women of the NID housing counseling agency to discuss CPL presenting foreclosure programs. Harriette Parks finished her Winter Quarterly List of Education Books and sent it to Graphics for preparation. Ms. Travka spoke to Bookmobile staff about Social Sciences working with them on outreach opportunities. Department Manager John Skrtic attended a Foundation Center meeting at the Hannah Building and presented a proposal to the Foundation Center-New York for CPL to become a cooperating collection member. The Foundation Center Board accepted the proposal and accepted CPL as a member. Mr. Skrtic booked ex-Cleveland Indians player Len Barker to appear at CPL on April 10

for the Indians Home Opener program.

Collections/Reference:

Pam Eyerdam met with the Schweinfurth Committee and selected approximately \$18,000 of materials.

A microfilm budget reduction request was sent to all subject departments requiring them to examine and cut 35% of the titles they receive on microfilm. This was the first time a report has been created listing current microfilm subscriptions by subject department.

The terrific work of the Interlibrary Loan staff was acknowledged with a credit in the recently published book, *A Catalog of the Square Islamic Coins of Spain, Portugal and North Africa* by Mr. Ed Hohertz.

Library Assistant Melanie McCarter continues to work on a *Directory of Selected Subjects in Main Library*. In addition, she is also creating an index to the Genealogy Resources Guide (created by the History Department) for quick and easy reference. The index will be modeled on the format of the subject directory.

The History Department received a report of all "Assumed Lost" items from Automation for the year beginning in 2004 and ending in 2008. The report is over 90 pages long (no report has been issued for the last couple of years.) Staff members are checking the list against the items on the shelves, a small percentage of items have been found, and the items not found are being evaluated to determine if replacement copies are needed.

On February 3, 3M installed seven new Book Check Unit Models at the LSW and Main Lending stations.

A comprehensive weeding project began in mid-February in Science & Technology, using shelf list reports provided by the Automation Department. Weeding is being completed in reverse shelf-list order, allowing books to be shifted into the space opened on the shelves. To date, weeding has been completed on the third floor in all V call numbers and Stack 9 has been completed from VM through the end of VG.

A Baker & Taylor training session for SciTech staff was scheduled with Acquisitions staff Sandy Jelar Elwell and Alicia Naab for March 24 at 2:00 p.m.

In Social Sciences, Dave Furies is leading a project to implement a bookstore style display of books in the open stack area, and Pages Bernie Preston and Rob Bostick are preparing three ranges for experimentation. John Skrtic attended the February 10 ERC meeting and discussed database renewals on behalf of Government Documents, Public Administration, and Social Sciences. Practicum student Cheryl Seme continues to work on the Cleveland Councilman political files. Mr. Skrtic and Ann Olszewski continued to work on the Cleveland City Club tapes. Fifty tapes were restored and transferred to CD.

Staff/Professional Development: All Main Managers attended the first monthly Management Training Program, "Cleveland Public Library Culture & Vision," held on February 19.

The Business Department welcomed practicum student Christine Townsend, an MLS student from Kent State University.

Michael Dalby from Fine Arts attended an OLC Program Selection Committee meeting and also "Best Practices in Developing New Managers and Supervisors," along with Michelle Makkos from General Reference.

Michelle Makkos and Business Librarian Evelyn Lichtenberg met with Proquest representatives to discuss issues related to newspaper databases. Pam Benjamin attended the February meeting of the CPL Management Training Committee.

Pam Benjamin chaired an Electronic Resources Committee meeting on February 10. Tonya Jenkins also attended and took notes. All first and second quarter database subscriptions were approved for renewal with the exception of *Global Books in Print* which is still under consideration. The current 4500 budget was given as \$729,064 with approximately \$43,250 available to spend in 2009. These were estimated figures which will be revised. It was noted that guidance was needed regarding how Managers will pay for e-Books and how the format is to be defined (monograph, continuation, database, etc.)

TECHNICAL SERVICES

Patricia Lowrey had several meetings to plan and prepare for the Harvest for Hunger campaign which will take place in March. She met with Angela Guinther, Adult Librarian from the South

Brooklyn Branch and with Cathy Poilpre, Graphics Supervisor, who volunteered to work with her.

Ms. Lowrey attended the Succession Planning meeting with several members of the Board of Trustees, the Administrators, Deputy Director, and the Director. She attended the joint Automation-Technical Services meeting which included a small celebration of the career of retiring Larry Danicic. She met with Jan Ridgeway, Cindy Lombardo, Ann Palomo, and Tim Diamond to discuss a possible Floating Collection Pilot Project. Ms. Lowrey enjoyed the Eric Ethridge program in the Writers & Readers series.

Collection Management: Bonnie Bolton completed a rotation of visiting all 28 branches plus the Mobile Library and Laura Mommers continued her branch visits. The department began offering branches the opportunity to request replacement CDs and 11 branches submitted orders. Cheryl Fedorcio has been monitoring the new sharing of Collection Management selection lists with the Popular Library.

Rollie Welch welcomed back Ellen Leavitt in her new position as Neighborhood Manager of the Central Team after serving as interim department head for Science and Technology. Ms. Leavitt and Mr. Welch met and discussed replacement ordering, statistics and weeding. Mr. Welch created a "bank" for loose change to be donated for Harvest for Hunger.

Collection Management staff were involved with a series of intra-department cross-training sessions on different vendors' databases throughout the month. Mr. Welch started management cross-training with Sandy Jelar Elwell, Head of Acquisitions Andrea Johnson, Head of Cataloging. Mr. Welch published a review in the Cleveland Plain Dealer and his Library Journal Online column of street lit titles.

Shelf/Shipping: A total of 1,299 items were sent from Storage to the Main Library. Over 1,660 telescopes of new materials were shipped out. We sent 162 new material trucks to Acquisitions Department and High Demand Department. A total of 27,397 items were stamped, bar coded and distribution located.

Roseanne Phelan attended manager training session sponsored by Cleveland Public Library Administration. Mrs. Phelan participated in management crossed-training with Beth Hegstrom, Catalog Clerical Supervisor, and Marianne Monger, Book Preparation Supervisor.

High Demand: There were 583 titles and 11,309 items ordered; a total of 551 titles and 14,664 items were received and added.

Carole Brachna, High Demand Manager worked hard to expand EDI invoicing to a new vendor. She was well assisted by the Automation Department. Ms. Brachna attended the Management Training session on CPL's corporate culture. In addition, time was spent cross-training with Ann Olszewski, Head of Preservation. Dale Dickerson, High Demand Librarian, spent time exploring some of the Acquisitions websites and also a vendor customer service site as part of his cross-training.

Book Preparation: Book Preparation processed 36,491 items during the month of February. This was an increase of 22% in the processing of books and an increase of 7% in the processing of non-book materials. Except for titles being held until their release dates, all other materials are meeting the goal of 24-hour turnaround.

Marianne Monger attended the first workshop of monthly training for library managers. The topic for the month of February was Culture and Vision for Cleveland Public Library conducted by Wayne Piper, retired from the Ohio Library Council. Marianne Monger attended the annual meeting of the Public Library Employee Credit Union and the monthly board of directors meeting.

Catalog: Staff cataloged 5,525 titles and added 11,938 items. On average, it is taking books less than half the time to go through Catalog, compared to February 2008. There has also been a drop in the time for non-book materials going through Catalog, although less dramatic.

Andrea Johnson and Elizabeth Hegstrom began cross-training with other Technical Services department managers. John Parsons was trained to sort the incoming trucks so that he can fill in when Ms. Hegstrom is off. In addition to the Russian and Hungarian materials Enerel Dambiinyam regularly catalogs, she worked on books in Dutch, Portuguese, Norwegian, Swedish, Finnish, and Japanese. Michael Monaco created separate records for nineteen microform Cleveland suburban directories which were previously gathered on one collection-level record. According to Michael Ruffing of the History Department, the directories are among the most requested materials in the department.

Ms. Hegstrom and Hilary Prisbylla from Automation worked together to develop the label templates for the new thermal

printers. Senior Clerks Shirley Jones, Pam Riley, and Paula Stout have been using the new printers to print labels.

Preservation: Cross-training within the department continued. Staff learned to prepare books for adhesive rebinding, to inspect finished facsimile copies, and to prepare orders for hinged boxes. Management cross-training got underway as Ann Olszewski and Carole Brachna, High Demand Manager spent time in each other's department.

Digital editions of two local history titles were added to the Cleveland history CONTENTdm collection. Also added was a digital version of an album of 59 photos documenting bridge and Cuyahoga River improvements made from 1939 to 1940. Digital versions of historic baseball photographs from the Mears Collection were also added.

Elizabeth Bardossy completed treatment of 25 newly cataloged maps, principally of Cleveland and Cuyahoga County, and 5 architectural drawings of a house on Parkland Drive, Shaker Heights, from the Howell and Thomas collection.

Acquisitions: Sandy Jelar Elwell, Acquisitions Manager, and Nathaniel Infante, Technical Services Associate, worked with Pam Benjamin, General Reference Manager, to compile a comprehensive list of microfilm subscription titles for the Main Library Subject Department Managers.

Alicia Naab, Acquisitions Coordinator, attended a Fundamentals of Cataloging workshop on Classification at OHIONET.

Acquisitions staff ordered a total of 13,033 titles and 21,501 items, received 14,664 items, and processed a total of 1,422 invoices. Serials staff added 298 items and processed 556 periodical and serial claims.

MARKETING & COMMUNICATIONS

Below is a listing of the Library's marketing activities for the month of February 2009.

Public Relations:

- Wrote and distributed press releases for the following:
 - Lunar New Year
 - Reflection of the 44th President: Barack Obama's Historical Inauguration
 - Happy 140th Birthday to CPL

- o CPL's Upcoming African American History Month Events
- o Writers & Readers Eric Etheridge
- o Board of Library Trustees Meeting
- o CPL Ranked One of "America's Star Libraries"
- o Staged Reading of "The Aperture"
- o CPL Presents Tunes from the Toons by Daniel Goldmark
- Facilitated or participated in newspaper/TV/radio interviews or photographic opportunities for TV 20 interview of Felton Thomas in Special Collections; *Cleveland Magazine* interview by Eric Trickey of Felton Thomas for National Library Week issue; University Circle's *Full Circle Magazine* interview of Felton Thomas by Becky Voldrich; *Call and Post Newspaper* interview of Felton Thomas by James Wade.
- Directed Administrative Assistant Michael Young on various projects including proofreading, requisition requests, master calendar maintenance, copywriting, maintenance of department production timelines and correspondence.
- Completed and sent to press community newsletter, *Speaking Volumes*.
- Wrote copy and posted information for 4 staff newsletters.
- Placed spots/ads for March Writers & Readers' Firoozeh Dumas at Ideastream WCPN 90.3, and Plain Dealer / Sun News.
- Managed VOCUS PR Management software by maintaining contact information, monitoring news clippings, drafting and releasing library news.
- Arranged meeting room accommodations for 26 groups, including requisitioning for Buildings, Audio Visual and Security support where applicable. Distributed weekly schedules of all meeting rooms to 31 individuals. Maintained online and print calendars. In the process of training Cynthia Lorber-Fienga, who will be assuming the task of scheduling the meeting rooms and maintaining the print and online calendars.
- Proofread various publications and collateral material.

Graphics:

- Cathy Poilpre and staff designed, printed and/or produced 115 printed pieces, including banners, signs, flyers, booklets, programs, and business cards and ads.
- Redesigned community newsletter, *Speaking Volumes*.
- Produced 4 staff newsletters including the redesigned staff newsletter.
- Produced ads for March Writers & Readers Author Series, Firoozeh Dumas.

- Prepared floor display cases for the Charles Dickens Exhibit.
- Met to plan the exhibit for the Cuyahoga County Bicentennial and the Congressional Art Show with representatives from Marcia Fudge's office (Cathy Poilpre).
- Wrapped barrels for the Harvest for Hunger campaign.
- Completed subject department brochures for Audio-Video and Government Documents.
- Completed ad, flier and signage for Writers & Readers' Eric Etheridge.
- Began design of new CPL logo.
- Worked with Radio Disney to produce a Winter Reading Club radio spot for the month of March (Cathy Poilpre).

Web:

- Amy Dankowski and David Reynolds performed routine updates and maintenance.
- February's total eMedia Collection circulation was 10,669 downloads, down from 11,480 in January. SecondLife displayed 3,543 total visitors in February, up from 3,365 in January. Twitter followers numbered 487, up from 384 in January.
- Launched *Travel Encounters* section of history.cpl.org.
- Launched *On the Road to Reading: Story Time Fun* section.
- Configured and evaluating WordPress blogging software, to eventually use for the Innovations teams.
- Created two custom pages for Ohio Center for the Book (OCB).
- Worked with History & Geography Department to maintain and update the contents of "Do Research" sections: Genealogy and Ohio Information.
- Worked with Youth Services to create a web presence for the 4th Annual Book Bee.

Blog Committee:

- Maureen Mullin, Aaron Mason, Anastasia-Diamond-Ortiz, John Skrtic, Michael Dalby, Ali Boyd: the committee wrote six new blogs on the Virtual Branch.
- The Blog Committee worked closely with Amy Pawlowski and David Reynolds for postings, maintenance and support.

Other:

- Worked at the Circulation desk at the Collinwood Branch for two hours.

- Attended the following meetings and events:
 - o Weekly Administrators, Progress with Chess planning, Main Library Meeting Room scheduling transfer, Rice Branch construction process on CPL website, Board President Alice Butts, City Council, Rock Hall Archivist Andy Leach, Medical Mart's Public Forum, Cool Cleveland's Thomas Mulready, Staff poetry program, Cuyahoga County Commissioners program setup, Annual Report planning meetings with Holly Carroll, Adult Services Innovation Team, Succession Planning, Graphics staff, Library Board of Trustees, Writers and Readers' Eric Etheridge, Fashion Week, Friends of the Library, Webware, PR staff, Fit for Life, Don Boozer regarding library IMLS award, and Kim Fleming and Rhonda Crowder of the *Call & Post* Newspaper.

Advertising equivalency for the month of February was \$36,944.85. We received coverage in numerous publications. A complete listing is available in the Public Relations office.

BUILDINGS SERVICES

Buildings Office: Completed numerous branch inspections.

Attended pre-bid meeting for the Woodland Branch.

Attended construction meetings for Rice Branch.

Monitoring utility bills.

Maintenance Mechanics: Connected cable for television in the board room, Louis Stokes Wing.

Repaired handicap toilet in the men's public restroom, lower level of the Louis Stokes Wing.

Repaired leaking hot water pump at Addison Branch.

Removed and replaced toilet in staff restroom at Collinwood Branch, also snaked roof drain.

Repaired main fan shaft, replaced bearings and installed new motor at Eastman Branch.

Installed new outdoor light for parking lot at Fleet Branch.

Replaced heating valve actuator at Jefferson Branch.

Installed two new domestic hot water tanks at Memorial/Nottingham Branch.

Installed new data & power wiring for public computers at Sterling Branch.

Repaired leaking hot water pump at Union Branch.

Replaced broken disconnect switch for the bookmobile.

Carpenters/Painters: Repaired leaks at the Woodland Branch.

Removed interior door and installed glass and frame at Sterling Branch.

Constructed legs for two tables at Brooklyn Branch.

Installed locks on lockers at Hough Branch.

Repaired leaks at the Lake Shore Facility.

Repaired Walz Branch's door locks.

Replaced ceiling tile in restroom at Broadway Branch.

Replaced the ceiling tiles in the staffroom at Rockport Branch.

Painted basement at Lorain Branch.

Painted at the Lake Shore Facility and at Main Library.

Garage: Serviced vehicles #1, #2, #4, #5, #11, #19, #20 and #22.

Replaced tires, battery and shocks on truck #4.

Replaced rear brakes on delivery truck #5.

Replaced hinges and rollers on rear door of delivery truck #12.

Installed salt spreader on truck #21.

Salted and plowed branches.

Repaired snow blowers and salt spreaders as needed.

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, IPS has completed most of the repairs. 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 2 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: 11 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 400 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 46 branch investigations the remaining investigations and security reports were completed by security officers working in the Main Library Complex.

Training: The following Security Staff completed management training on Organizational Culture that was conducted by the Cleveland Public Library

SUMMARY OF IRREGULARITY REPORTS RECEIVED			
MONTH	2008	2009	CHANGE
January	102	63	-39
February	90	52	-38
March			
April			
May			
June			
July			
August			
September			
October			
November			
December			
Year to Date	192	115	-77

AUTOMATION SERVICES

Larry Danicic Retires: After 18 years at CPL and 34 years of service to Ohio public libraries, Larry Danicic retired at the end of February. His quiet competence, helpfulness, wit, and exquisite vocabulary will be missed by his Software team co-workers, all of the Automation staff, and throughout CLEVNET.

CPL Projects: The Network team replaced the T1 at Broadway branch; installed emergency phones, removed old telephone control modules, and moved alarm service to new telephone lines at: Carnegie West, Collinwood, Eastman, Fleet, Fulton, Garden Valley, Glenville, Harvard-Lee, Langston-Hughes, Rice, Rockport, Walz, and Woodland.

Hardware set up a demonstration location for "building dashboard" being considered for the new Rice branch; remotely installed a new SirsiDynix Workflows client on 530 staff PCs as part of the Patch Cluster 2 upgrade; installed a Sam sign-up station at Memorial-Nottingham; worked with Comprise to test

polling public workstations more frequently to improve information on which stations are available.

The Software team converted Playaways to be holdable throughout CLEVNET; participated in planning for implementing a locally floating collection; consulted with Planning and Research and Youth Services on procedures for handling teacher kits.

The Web team worked with Rhonda Fulton, in creating a new *On The Road To Reading: Story Time Fun* section on the CPL web site; installed Wordpress to support a number of new blogs; established a Flickr account allowing publication of CPL images and representation of the images on the CPL web site through a slide show widget; added random quotes and book listings by Ohio authors to the Ohio Center for the Book web site; and worked with Youth Services to create a web page promoting the 4th Annual Book Bee.

CLEVNET Projects: A minor upgrade to the SirsiDynix 3.2.1 software, Patch cluster 2, was installed on February 1 after closing. Following the upgrade, self-check machines failed to work. Hardware worked intensively with Flashscan, 3M, and SirsiDynix to determine the cause. Self-check service was restored by mid-afternoon on February 2. SirsiDynix is working on resolving the problem in their SIP2 server implementation.

The Beta version of SirsiDynix Symphony v3.3 was installed on the test server on Saturday, February 21. Software staff attended several webex sessions in preparation for testing. Of particular testing are significant changes to Debt Collection, automatic printing of labels in cataloging, and changes to name field formats in patron records.

A change to CPL's domain name servers caused an outage of the public catalog used by remote users on February 21. Once the cause of the outage was identified, the public catalog was back in service within an hour.

The CLEVNET Director's Panel met in February. The major issues discussed included handling of lost and paid reimbursements; proposed procedures for handling "uncataloged" items; and plans for a new method for printing notices.

The Network team installed an additional T1 at Wayne County main; reviewed the Twinsburg Public Library local area network; and installed the IPrism (web filter) at the Twinsburg Neighborhood Center.

Bob Carterette and Ann Palomo met with Euclid Public Library staff to discuss their plans for rewriting their locally created PC reservation system, and automating placing holds for interested patrons on new works by popular authors and bulk holds on new DVDs.

The Software team updated Lorain Public Library policies to allow their bookmobile materials to circulate to all of CLEVNET and configured combined notice printing for Lorain and Elyria Public Libraries;

Data from Barberton's current Koha database was received and work commenced on migrating collections, borrowers, checkouts and fines to the CLEVNET system. Barberton staff began working rules for mapping their Koha data to the SirsiDynix software and their policies. The Barberton Public Library was added to the public CLEVNET web site. Barberton staff email was moved to the CLEVNET Zimbra server.

KnowItNow: Don Boozer spoke with the State Librarian, Jo Budler, concerning the progress of the KIN24x7 instant messaging (IM) project. Ms. Budler is preparing her testimony for the state legislature. Instant Messaging accounts have been set up for use by KIN providers and the manual has been updated to include providing service with instant messaging software.

Brian Leszcz has written scripts: to post comments from the KIN24x7 session surveys to the Provider page in real time; and to provide information on what providers are online.

Caleb Tucker-Raymond, Emily Papagni, Brian, and Don took part in a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis of the Ohio/Oregon partnership at their Tuesday, Feb. 10, conference call. Also discussed was the need for both a qualitative and quantitative set of evaluation criteria for on-going management of the partnership.

Mr. Boozer has been recruiting librarians to serve as a Quality Assurance Committee for KIN24x7 similar to the model used at AskColorado. As of February 27, four librarians have expressed interest. A first meeting is planned for March.

On February 25, Mr. Boozer trained Washington County Public Library staff on providing IM service.

Meetings and Professional Development: Ann Palomo, Hilary Prisbylla, Jim Benson and Larry Danicic attended the monthly meeting with Technical Services supervisors.

Ms. Palomo agreed to serve on the Strategic Direction Team with Tim, Sandy Jelar-Elwell and Felton Thomas.

Ms. Palomo, Mr. Carterette, and Ms. Pawlowski attended the Leadership Academy program on Regional and Economic Development at Cleveland State University.

Automation Services Department managers attended the CPL management training on February 19.

Mr. Boozer presented "Get to Know Homework Now and KnowItNow Academic" at the eTech conference in Columbus on February 3.

Mr. Boozer participated in a phone conference with the Ohio and Oregon State Librarians and staff from the Oregon LNET virtual reference service.

Statistics: February's total OverDrive/CLEVNET eMedia Collection circulation was 10,669 downloads, down from 11,480 in January. We currently have 487 followers on Twitter, up from 384 in January. SecondLife is currently displaying 3,543 total visitors to-date, up from 3,365 as reported in January.

Automation Services Statistics, 02/2009				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	81	70	31	182
CPL Branch	97	111	81	289
CPL Lake Shore	44	30	25	99
CLEVNET	54	22	15	91
PUBLIC				0
HARDWARE TOTAL	276	233	152	661
SOFTWARE				
CPL Main	13	12		25
CPL Branch	21	21		42
CPL Lake Shore	18	18		36
CLEVNET	77	77		154
PUBLIC	4	4		8
SOFTWARE TOTAL	120	120	0	265
WEBWARE				
CPL Main	11	11	3	25
CPL Branch	8	8		16
CPL Lake Shore				0
CLEVNET	6	6		12
PUBLIC	28	28		56
WEBWARE TOTAL	53	53	3	109
KIN				
CPL Main	1	1		2
CPL Branch				0
CLEVNET				0
PUBLIC				0
KIN Library	10	8		18
OHIOLink Library	3	3		6
After Dark				0
KIN TOTAL	14	12	0	26
GRAND TOTAL	463	418	155	1,061