

## **DIRECTOR'S REPORT**

April 16, 2009

March was a very busy month for the Cleveland Public Library, as several committees and teams worked diligently on the Library's strategic planning process. Several innovation teams have been working on activities that will transform CPL and the communities that we serve. All staff was asked to participate in the process via the newly-created CPL Innovation Blog. Staff is currently blogging creative service solutions for all segments of the population that we serve.

On March 11, the Ohio Library Council sponsored Ohio Legislative Day and several CPL staff attended the event. Two trustees also attended Legislative Day: Vice President Thomas Corrigan and Trustee John Hairston. Deputy Director Holly Carroll was instrumental in the coordination and production of the event.

St. Patrick's Day in Cleveland was a wonderful experience. Holly Carroll and the Interim Marketing and Communications Administrator Tena Wilson joined me on the parade walk, as we walked beside the *On the Road to Reading* literacy van. Mobile Services staff coordinated and participated in the parade.

The Library offered patrons and staff an avenue to participate in the City's Harvest for Hunger campaign. The campaign was led by Technical Services Administrator Patricia Lowrey and contributions far exceeded the totals collected in 2008. A grand total of \$6,715.36 was raised.

In construction news, Cleveland Public Library has once again re-advertised the construction bid for the Woodland Branch improvements and held a number of meetings on the construction of the new Rice Branch.

Kacie Armstrong, former manager of the Rice Branch, took her talents to a new post at the Cuyahoga County Public Library. She left CPL with many wishes for her continued success as a library manager, and the task of coordinating the new Rice Branch will be assumed by other capable CPL staff.

### **MEETINGS & ACTIVITIES**

On March 5, representatives from Branches and Outreach Services, Deputy Director Holly Carroll and I attended the Mayor's State of the City Address. Within his address, the Mayor promoted his "GreenCityBlueLake" campaign. Following up on the Mayor's push, I met with Andrew Watterson, Cleveland Sustainability Program

Manager, to discuss the creation of a Green Research Center at Cleveland Public Library.

University Circle Incorporated (UCI) sponsored a welcome reception for the new directors. I shared the spotlight with other new stakeholders: Steven Friedman, Executive Director of the Sight Center; Sandy Redmond, Executive Director of the Children's Museum of Cleveland; and Kathy Ball, Executive Director of the Gestalt Institute. Our group of four was recognized individually with a resolution from UCI leadership.

### BRANCHES AND OUTREACH SERVICES

Planning and program development and implementations highlighted the month of March. Staff throughout Branches and Outreach Services were engaged in the Director's Innovation Teams. Darlene Ronney, Angela Guinther, Ali Boyd, Chrystal Carr-Jeter, Leslie Barrett, Jaime Deplet, Jennifer Wihebrink, Sheba Marcus-Bey, Stephanie Tyus, Susan Martin, Robert Render, Beverly White-Yates and Janice Ridgeway are all part of this innovation process.

Additionally, Sharon Jefferson and Ali Boyd continued to plan the year-long Fit for Life Initiative. The kick-off at West Park, Jefferson and Martin Luther King, Jr. branches on Saturday, March 21<sup>st</sup>, was attended by over 180 participants. MLK's afternoon event, supported by Case Western Reserve University's Nursing Program and A Touch of Sugar, among others, attracted over 100 participants. The initiative focuses on nutrition, health and fitness for urban families. Planning also continued for May's Older Adult Month programs.

While planning this year's Summer Reading Club, staff was also working to bring this year's record breaking Winter Reading Club (WRC) to an end. A+ for Literacy, a library reading collaboration with local schools, ended on March 14<sup>th</sup>. 7,223 youth read 148,486 books during the eight week period. Staffs are commended for this successful program that helps build life long readers. America Reads tutors; Read, Baby, Read! Book clubs; Play and Learn and Storytimes; and Primetime (Y.O.U.) continued throughout the month. Branches and departments welcomed class visits and sponsored preliminary trials in preparation for April's annual Book Bee Spelling Competition. Luigi Russo, teen librarian at Rockport, participated in John Marshall High School's Challenge Day, working with students to express themselves in a structured and safe environment and learning coping and communication skills. Sandra Nosse continued as a Fellow in Case Western Reserve University's Treu-Mart program. Mount Pleasant sponsored 3 Weed and Seed programs

and Ali Boyd continued to facilitate the 9<sup>th</sup> grade boys chapter book club at Glenville High School.

Programs and book displays throughout the system recognized Dr. Seuss Day, National Craft Month, St. Patrick's Day (Garden Valley's Go Green program was a great success!) and Women's History Month, the latter's program focus was on women and money. Black on Black Crime's Al Porter presented a hip hop workshop for 29 teens at Addison Branch.

Branches and their neighborhoods supported the city's Harvest for Hunger Drive and reported that free tax preparation services are solidly booked as the April 15<sup>th</sup> deadline approaches. Fulton reported 56 sessions. East 131<sup>st</sup> Street Branch raised \$250.00 during its branch book sale. Fleet participated in CMSD's Victory Starts Early Event at South High School.

The People's University on Wheels made 59 stops in March and filled 1,481 patron requests for library materials. The On the Road to Reading van visited 7 pediatric and WIC sites, completing 32 patron contracts. The staff also served 70 daycare classes with 883 in attendance and circulated 42 kits and 1,069 items for on site use. The planned partnership with the Children's Museum began; the first of regular monthly lapsit programs attracted twelve participants. Manager Linda Sperry reported an enhanced library web presence of the On the Road to Reading programs. For the second year, the van was a popular entry in the city's St. Patrick's Day Parade. The library Director joined staff on board the van and other staff provided support, walking along side the van on the parade route.

Library for the Blind and Physically Handicapped's Cyber Dialogue participants discussed Harlan Corbin's Innocence this month, and the older students at Ohio School for the Blind read and discussed The Historian. Staff began to receive items from Cincinnati in preparation for the planned statewide merger of services to begin July 1<sup>st</sup>. A detailed transitional plan took shape as assessments of space and staff needs helped move us closer to the target date.

Managers participated in the second session of management Training. This month's session on Conflict Resolution was facilitated by Mary Alice Valvoda. Eight branch managers toured Cleveland Public Library's Public Administrations Library in an effort to learn more about this valuable library resource. Rice Branch Manager Kacie Armstrong resigned at the end of the month, accepting a position with Cuyahoga County Public Library. Mount Pleasant manager Ali Boyd is easily transitioning into the vacancy and assuming critical responsibility for the planning and opening of the new Rice Branch, which is scheduled for

completion at the end of the year. Meanwhile, daily operations at the current site continued. Vacant managerial positions at Mount Pleasant and Union have been posted for hire. Staff joined the library team for the Ohio Library Legislative Day in Columbus and attended various OLC chapter conferences and NEO-RLS training sessions.

The effects of the downward turn in the economy are being felt in our branches as staff struggle to meet the increased need for computer training and job search and resume preparation assistance. Staffs are reporting increased visits by larger number of homeless, mentally ill, intoxicated and angry patrons. There are also increases in the number of violent incidents and groups of unruly and disruptive youths. Staffs are seeking intervention as they struggle to provide.

### MAIN LIBRARY

Programs/Exhibits: Aaron Mason from Business and Deva Walker from Collinwood coordinated a small business lecture series entitled, "Ever Thought About Starting Your Own Small Business?" at the Collinwood Branch Library on March 21 & March 28. Speakers who donated their time for the event included Dr. Patrick J. Reynolds, Kathryn Puckett (Executive Director of Euclid-St. Clair Development Corporation), Kent A. Wise (Kent's Lawn Care), and Anita Khayat (Chair of SCORE, an organization that provides free business consultants).

Anastasia Diamond-Ortiz and Olivia Hoge from Business presented the workshop "Collaboration Without Commuting" at the OLC Northeast Chapter Conference on March 25.

Fine Arts hosted two *Music at Main* events. Javier González, pianist and Gabriel Martínez, soprano performed for an audience of over 60 people. Jonathan Godfrey, guitarist played to an audience of approximately 20 people. (This was the first weekday afternoon concert.) Amy Dawson set-up chess sets for "Chess by Design" exhibit with Cleveland Institute of Art.

History Manager Ron Burdick attended the March meeting of the African-American Genealogical Society's Cleveland Chapter at CCPL Fairview Park Branch. The Society presented CCPL and the Cleveland Public Library with a copy of the index of deaths from the *Call & Post*, from 1934-1959.

The Literature Department held a staged reading of Cleveland Public Theatre's world premiere production of "The Aperture," a play by Sean Christopher Lewis, on Saturday March 7.

Outreach: In the Fine Arts Department, Michael Dalby gave a presentation to CSU music students in hopes of securing their talent for future music programs at the Library. Amy Dawson is working with photographer Herb Ascherman and set the date of July 8, 2009, noon, for a talk about *Camera Work* (magazine) in conjunction with the Ohio Cemetery Alliance Photograph Contest display scheduled at the Cleveland Public Library in June 2009. Lissa Waite met with local book collector Robert H. Jackson to discuss the possibility of hosting Mark Dimunation from the Library of Congress for a program.

An article appeared in the March 2009 issue of *Smithsonian Online*: "Libraries' Surprising Special Collections" that featured the John G. White Collection.  
<http://www.smithsonianmag.com/arts-culture/Libraries-Surprising-Special-Collections.html>.

In Foreign Literature, Ernst Edwards supervised the mailing of Arabic, Hungarian, Korean, Russian, and Vietnamese booklists to 526 patrons and businesses. Mary Torres emailed a Citizenship Class flyer to 57 Spanish speaking patrons and emailed 179 patrons to announce the upcoming CPL Book Sale.

Kelly Ross and Melanie McCarter from General Reference coordinated a bake sale in Main Library to raise money for the Library's Harvest for Hunger Campaign. It was held on Tuesday, March 31 in the General Reference main workroom and the amount of \$549 was raised for the cause.

Youth Services brought three groups of students from two parochial schools in Strongsville to view photographs related to Strongsville and Northeast Ohio. The 102 students who visited on three different days viewed 90,882 photographs.

History Manager Ron Burdick served as a judge for the Region 3 History Day competition. Winners from Region 3 will compete in the state competition in Columbus on April 25.

The new Science and Technology Department Manager Carmen Harris toured PAL on March 16. Five Branch Managers and two team leaders toured PAL on Wednesday, March 25.

In preparation for a visit by a representative for the City of Cleveland Sustainability Program to discuss the feasibility of a "green resources/research center" at CPL, the Science and Technology Department prepared a brochure highlighting library materials on green building, clean and green energy and sustainable design. This brochure will be made available to the public and may lead to additional outreach opportunities.

Mark Moore from Social Sciences completed artwork submissions to Graphics Department for the "Cleveland Indians Opening Day Family Celebration" program. Helena Travka visited the Independence Branch of CCPL and Westlake Porter Public Library to view their cooperating collections from the Cleveland Foundation. Harriette Parks distributed the *Winter Quarterly List of Education Books* to Branches and Main. Sequoia Brown is overseeing one practicum student from CSU. Ms. Brown reformatted foreclosure clinics so that the counselors could work more closely with Branches and Outreach Services. Ms. Brown met with Richard Crepage of CCWA to discuss UN student visits to the Library.

Collection/Reference: Pam Benjamin negotiated a substantial price reduction for the *Global Books in Print* online subscription, although renewal of the database for 2010 will be critically reviewed. Cindy Lombardo and Ms. Benjamin met with Gale/Cengage on March 25 to discuss a proposed migration of print titles to electronic resources.

Michelle Makkos and Pam Benjamin met with Cindy Lombardo and library representatives from various agencies to discuss the structure and future of the CPL Serials Committee that will be chaired by Ms. Makkos.

Kelly Ross is meeting with the OCLC software sales representative for Northeast Ohio to request quotes for the upgrade of OCLC Resource Sharing software to ILLiad.

Map Collection staff members have completed a month-long project of weeding the Map Collection storage areas in rooms 923 and 617.

Lending is undertaking a SAM database project by eliminating multiple registrations in SAM database.

The microfilm budget was reduced 35%. Over 200 titles were evaluated and over \$39,000 worth of material was eliminated.

In the Social Sciences Department Mark Moore completed ordering materials for the G201 Education and G209 Immigration special funds. David Furies and John Skrtic met with Tish Lowrey to discuss the possibility of digitizing yearbooks.

Staff/Professional Development: Michelle Makkos represented General Reference at the first KIN Quality Assurance Committee Meeting on Tuesday March 24. Michelle Skrovan attended NEO-RLS workshop *Customer Service vs. Customer Servant* and delivered a mini-workshop for General Reference staff.

Pam Benjamin co-chaired the CLEVNET Training Special Interest Group (SIG) meeting on March 10 in which technology training modules were created for CLEVNET staff and a CLEVNET Trainer's List compiled. She attended the March 16 meeting for the 2009 OLC Convention and Expo Committee and obtained \$1,000 sponsorships from EbscoHost and ProQuest respectively for said convention.

Map Librarian Tom Edwards attended an ESRI workshop in Cincinnati on Friday, March 26.

### TECHNICAL SERVICES

Patricia Lowrey spent much of the month working on the Harvest for Hunger campaign. She was ably assisted by many staff members who organized fundraising events and contributed money and food items. The money donations far exceeded the goal set for the year and the total is more than twice as much as the amount collected in 2008.

Ms Lowrey attended several meetings and planning sessions for Floating Collections of Branch DVDs, CDs, and Audiobooks. A pilot project is planned to begin in July. The Technical Services Manager Cross-Training Project was completed for almost all of the managers. Ms Lowrey attended the Firoozeh Dumas Writers & Readers program. There were 35 meetings in the Lake Shore facility during the month.

Collection Management: Rollie Welch, Collection Management Manager, completed four sessions of cross training with Sandy Jelar Elwell, Acquisitions Manager. Andrea Johnson, Catalog Manager, completed her cross training by learning about Mr. Welch's position.

Bonnie Bolton evaluated titles for the juvenile section of the Ohioana Annual Awards. Laura Mommers and Mr. Welch were co-presenters at the Northeast Chapter of the OLC Conference. Mr. Welch met with the three Neighborhood Team Managers to outline the purpose and goals of the floating collection pilot program. Many thanks to Jim Benson of Automation who quickly produces weeding reports based on specific criteria for use by Branch staff. Jim's skill and work produces reports that are clear, concise, and manageable.

Shelf/Shipping: Staff retrieved 1,169 items from storage for Main Library. Diane Matthew's of Science and Technology and Sequoia Brown of Social Sciences worked on their collections. Roseanne Phelan met with Carmen Harris and gave her an orientation tour of the department and storage area. John

Skrtic and David Furies of Social Sciences were out and have begun a project with high school yearbooks.

There were a total of 1,493 telescopes of new materials shipped the Main Library and Branches. Over 27,340 new items were stamped, bar coded, and slipped. Mrs. Phelan attended Conflict Resolution training sponsored by Cleveland Public Library. Mrs. Phelan finished her management cross-training within the Catalog Department.

High Demand: A long process to set up a new vendor with 9xx and EDI ordering has been completed and orders were successfully placed with Brodart this month. Work continues with fine-tuning the setup with Ingram. The department ordered 387 new titles and 9,006 items. A total of 851 new titles were received and 11,107 items were added.

Cross-training with the Head of Preservation continued. Carole Brachna, High Demand Manager attended the Management Training session on March 19 at Lake Shore. She helped with both Harvest for Hunger pizza sales and donated baked goods to the Harvest for Hunger bake sale organized by the Catalog Department.

Acquisitions: The Acquisitions Department began creating and transmitting 9XX orders to the vendor Brodart in the month of March. Sandy Jelar Elwell and Gloria Guzi met with Michelle Makkos, General Reference Senior Subject Department Librarian, to discuss the organization of the Serials Committee. Ms. Elwell and Ms. Guzi also attended a pre-Serials Committee meeting along with representatives from the Main Library and Branches. Ms. Elwell and Alicia Naab met with staff from the Science & Technology Department to discuss ordering procedures and using Baker & Taylor's Title Source 3 software.

Ms. Elwell attended the CPL Management Training workshop on conflict resolution. Ms. Naab participated in the Kent State Library Careers Night on behalf of the Ohio Library Council (OLC) and attended an OLC Membership Committee Meeting in Columbus. Ms. Naab was also selected to participate as a member of the Efficiencies Team.

Acquisitions staff ordered a total of 17,695 titles and 23,250 items, received 24,050 items, and processed a total of 2,802 invoices. Serials staff added 331 items and processed 591 periodical and serial claims.

Catalog: Catalog Department is renewing its commitment to authority control by participating in the revived Name Authority Cooperative Program (NACO) Ohio funnel project. Michael Monaco attended the first NACO Ohio training session, covering authority records for personal names. Jeni Delfs contributed



authority records to the National Authority File. Mr. Monaco, Dawn Grattino, and John Parsons developed a set of written guidelines for cataloging reprints.

Staff cataloged 7,643 titles and added 18,335 items. The vinyl labels purchased for the new printers proved to be problematic. Elizabeth Hegstrom worked with the label supplier to resolve the problems. Enerel Dambiinyam and Andrea Johnson organized a bake sale for the Lakeshore facility, raising over \$364 for Harvest for Hunger. Regina Houseman and Larisa Povitsky attended a CLEVNET Technical Services SIG meeting at the Twinsburg Public Library. Mr. Monaco attended the Ohio Library Council Northeast Chapter Conference.

Book Preparation: The department processed 31,140 library materials during the month which is an increase of 7% over last March. Marianne Monger attended the monthly leadership training for library managers on conflict management. She attended the annual meeting of the Public Library Employee Credit Union and the monthly board of directors meeting. Mrs. Monger completed the Technical Service Manager's cross-training with Roseanne Phelan, Shelf/Shipping Supervisor and Beth Hegstrom, Catalog Clerical Supervisor.

Preservation: Senior Clerk Gloria Massey began a family leave and Preservation Technician Lyla Chilcutt returned from family leave. Cross-training between the Preservation and High Demand managers continued, with each manager spending half days in the other department. Carmen Harris, the new manager of Science and Technology toured the preservation department and discussed collection preservation issues.

Ann Olszewski attended the Midwest CONTENTdm users group meeting at Purdue University, where she moderated two panels and attended pre-conference workshops on copyright issues and new software. During the workshops and conference, the keynote speaker used images and metadata from the CPL Archives collection as examples.

## MARKETING & COMMUNICATIONS

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

### Public Relations:

- Wrote and distributed press releases for the following:
  - Board of Library Trustees Meeting
  - Tune for Toons Program in Fine Arts Department
  - Writers & Readers Author Series with Firoozeh Dumas

- Facilitated or participated in newspaper/TV/radio interviews or photographic opportunities for Cool Cleveland's Tim Zaun with Felton Thomas, Cleveland Magazine's photographer Jessie Kramer with Felton Thomas.
- Facilitated team activities for the Adult Services Innovation Team and the Communications Team, both of which are involved in the strategic planning process.
- Directed Administrative Assistant Michael Young on various projects including proofreading, requisition requests, master calendar maintenance, copywriting, maintenance of department production timelines and correspondence.
- Wrote copy and posted information for 4 staff newsletters.
- Placed spots/ads for April Writers & Readers' Diane Ackerman 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.
- Consulted with Main Library's Administrative Assistant, Cynthia Lorber-Fienga, who assumed 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 120 printed pieces, including banners, signs, flyers, booklets, programs, and business cards and ads.
- Designed slides for electronic lobby message board.
- Produced 4 staff newsletters.
- Produced ads for April Writers & Readers Author Series, Diane Ackerman.
- Completed ad, flier and signage for Writers & Readers' Firoozeh Dumas.
- Completed and presented design of new CPL logo and collateral materials.
- Designed *Cleveland Magazine* ad.
- Completed display materials for *Footwear Fashions* and *Opening Day Baseball*.
- Began design of Summer Reading Club logo and collateral materials.
- Tonya Thompson, Print Specialist, and Cathy Poilpre, Graphics Manager, attended a seminar sponsored by Xerox to determine whether the Graphics Department could become FSC certified.
- Cathy Poilpre attended the Main Managers' meeting and a Management Training Seminar regarding Conflict Resolution.

Web:

- Amy Dankowski and David Reynolds performed routine updates and maintenance.
- March's total eMedia Collection circulation was 12,271 downloads, up from 10,669 in February. SecondLife displayed 3,739 total visitors in March, up from 3,543 in February. Twitter followers numbered 609, up from 487 in February.
- Launched customer survey: "We need to know what you want from your library!"
- Prepared launch of first digital staff newsletter.
- Designed and prepared the CPL Innovation Blog for an April launch.
- Worked on updating the following webpages: *Seniors Connect*, *Travel Encounters*, and *Do Research*.
- Researched and implemented Google Campaign Tracking for use in the tracking of links to our websites as posted to Twitter. This tool will also prove useful in the tracking of links sent via email and other sources.

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:

- Attended the following meetings and events:
  - Cool Cleveland, Tim Zaun; Cleveland Chapter Public Relations Society, Meet the Media Luncheon; Branch Managers; Graphics new logo unveiling; Greater Cleveland Partnership Annual Meeting; Cool Cleveland, Thomas Mulready; Web 2.0 Committee; Adult Services Innovation Team weekly meetings; Preview of *The Aperture* in the Literature Department; Music at Main Library; Health & Safety Committee meeting; Automation, various meetings; Audio Video Department, various meetings; Main Library meeting room reservation meetings; Innovation Blog meetings; Graphics Guidelines meeting; Friends of the Library; Administration meetings; Annual Report meeting with Pam Cerio and Lyz Bly; Staff newsletter planning and taping; Library Board meeting; Library campaign brainstorming; Rhonda Fulton; Program planning, John Skrtic; Robert Falls PR firm team; Communications Team meeting; Positively Cleveland, Dennis Roach; Farewell to Kacie Armstrong; Photography session, Cleveland

Magazine; and University Circle's New Directors Reception.

Advertising equivalency for the month of March was \$17,054.80 to an audience of 1,605,659. We received coverage in numerous publications. A complete listing is available in the Marketing and Communications office.

### BUILDINGS SERVICES

Buildings Office: Completed numerous branch inspections.

Attended construction meetings for Rice Branch.

Attended meeting with architect for Woodland Branch.

Monitoring utility bills.

Carpenters/Painters: Relocated offices on the 10<sup>th</sup> floor of the Louis Stokes Wing.

Installed 48 feet of shelving units on the 9<sup>th</sup> floor of the Louis Stokes Wing.

Removed/replaced drywall on the 3<sup>rd</sup> floor of Main for repairs.

Installed the Book Sale banner for the Friends' Book Sale.

Painted on the 4<sup>th</sup> floor, Main, at Lorain Branch also painted file cabinets.

Maintenance Mechanics: Lubed all four (4) large air handler unit motors and fan bearings in the Louis Stokes Wing.

Repaired water pump for Syncroflow domestic water pump system in the Louis Stokes Wing.

Re-set clocks for time change in the Main Building and Louis Stokes Wing.

Relocated power receptacles and data wiring for new Louis Stokes Wing and Main Building entranceways information video screens.

Cleaned Addison Branch's roof gutters.

Replaced internal parts on toilet in men's public restroom at Collinwood Branch.

Repaired outside light at East 131 Street Branch.

Repaired stack pipe on roof for exhaust fan at Harvard-Lee Branch.

Aligned motor and pump for hot water heating system at Langston Hughes Branch.

Installed new outside light for ramp walkway at Lorain Branch.

Working on replacing bearings on air handler unit #1 at Memorial/Nottingham Branch.

Replaced leaking hot water pumps at Mt. Pleasant Branch, also relocating wiring for librarian's desk.

Cleaned boiler #1, set up burner and check controls at Rockport Branch, and changed hot water pump motor back to three (3) phase then repacked bearing.

Repaired outside light at Woodland Branch.

Garage: Serviced vehicles #12, #15, #21, and #25.

Replaced front drive shaft and four (4) joints on truck #21.

Replaced two (2) right rear tires, molding and front shocks on delivery truck #12.

Replaced left rear tires, battery, drive shaft, four (4) joints and repaired right front light panel on delivery truck #15.

Starting servicing lawn mowers for branches.

### 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 3 alarms that Cuyahoga Valley Patrol responded to. There were 10 additional alarms caused by staff and 1 burglar during a break in (2) malfunctions by phone line interruption, (3) caused by building staff, (1) by branch staff bad opening, (1) by Security Supervisor and (3) by staff holding over after closing.

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: 9 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 470 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 53 branch investigations the remaining investigations and security reports were completed by security officers working in the Main Library Complex.

Training: The following Security Staff Abrams, Brennan, Garrett, Nunez and Washington completed management training on Conflict Resolution 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	119	76	-43
Year to Date	311	191	-140

#### AUTOMATION SERVICES

CPL: Evanced Solutions installed software for the Summer Reading Club on our servers. Summer Reading Club participants will be able to register online and track their own progress.

A new Travel Encounters page was added to the History & Geography Department section of the Library's web site.

The CPL Innovation Blog (<http://ntweb1.cpl.org/intranet2/wp>) was added to the Staff Intranet, including a video newsletter from the Director introducing the Strategic Planning process. Each Innovation team will post information about their progress and ideas and anyone can comment and contribute.

The Web Team assisted the Social Sciences Department in updating existing content and creating new content for the Seniors Connect web site ([www.seniorsconnect.org](http://www.seniorsconnect.org)).

Google Campaign Tracking was implemented for use in the tracking of links to our web sites as posted to Twitter. This tool will also prove useful in the tracking of links sent via e-mail and other sources, other than links on our web sites.

An online version of the CPL patron survey was posted on the web site. About 100 responses per day are being received.

Software upgrades were installed on staff and public PCs: Flash v. 10, Shockwave v. 11.

Comprise SAM was upgraded to version 8.5 at: Hough, Carnegie-West, Lorain, Addison and Fulton.

The migration to the voice over IP phone system was completed. A patch for Daylight Savings time was applied to the server so the switchboard operation reliably goes to General Reference on the weekends. The last elements of installing traditional lines for emergency phones and alarm services in all branches were completed. All CPL agencies can now be reached with four digit dialing.

CLEVNET: The Software Team began Beta testing SirsiDynix 3.3. We were able to contribute some crucial items to the beta test forums and continue to test with particular attention on Debt Collection.

Barberton Public Library was included in CLEVNET database access, both from within the library and for their patrons' remote use. The switch over from the OPLIN network to the CLEVNET network was completed.

Mr. Finnegan met with Ritter Public Library to review specifications for their new addition and attended their ground breaking ceremony.

A review of the network at Cleveland Heights-University Heights library was completed.

A form for patrons to use when changing their e-mail address in the NetNotice system was added to the CLEVNET web site ([http://www.clevnet.org/netnotice\\_change.php](http://www.clevnet.org/netnotice_change.php)).

A new page in the CLEVNET Member Site, "Information for CLEVNET SIG Co-Chairs," was posted on behalf of the CLEVNET Directors' panel.

Eight CLEVNET libraries were selected as Five Star libraries by Library Journal (Cleveland Public Library, Cleveland Hts-University Hts Public Library, Hudson Library & Historical Society, Orrville Public Library, Perry Public Library, Shaker Hts. Public Library, Twinsburg Public Library, and Wickliffe Public Library). An acknowledgement, linking to the Library Journal story online was added to the front page of the CLEVNET web site.



The Software Team attended the CLEVNET Technical Services SIG meeting in Twinsburg. Uncataloged materials procedures were a major item of discussion.

Hilary Prisbylla and Robert Bobik visited Euclid Public Library to diagnose a problem with some workstations occasionally freezing up. Some changes to barcode scanner configuration resolved the problem.

Willoughby-Eastlake library implemented a locally floating collection of non-holdable DVDs.

Email archiving was implemented for Elyria Public Library for the accounts they requested.

Serials claiming was set up for Twinsburg Public Library.

Disk drives in the spam filter and on the SirsiDynix TEST server failed and were replaced.

A new storage area network (SAN) and new servers for the SirsiDynix system were installed as part of a large scale upgrade of the SirsiDynix servers. Configuration details for the new SAN and for the new Oracle database server are being worked on prior to determining the best way to move the library databases to the new environment. The upgrade is intended to resolve problems staff and public experience in slow performance and "busy" records.

KnowItNow: On March 6, Bob Carterette, Brian Leszcz, and Don Boozer met with Bill Martino, Noah Himes, Molly Riffle, and Shawn Walsh at NEO-RLS to discuss the CPL / NEO-RLS partnership and KIN24x7. The meeting was to clarify communication channels and to start preparation of the grant for year 6 of KnowItNow operation.

On March 19 a KIN24x7 Forum and an afternoon Training Session were held at the Public Library of Cincinnati and Hamilton County (PLCHC). Fifteen people attended from three institutions (PLCHC, Sinclair College, and Cincinnati State College).

The first meeting of the Quality Assurance Committee for KIN24x7 (QuACK) was held on March 24. The six members are from a range of institutions (public, academic, State Library, and AfterDark). Cheryl Lubow (State Library of Ohio) was named Chairperson and Wendy Ensor (Orrville Public Library) was named Secretary.

On March 27, Nolan Crabb (Director of Adaptive Technology Services, Ohio State University) and Eric Duffy (Director of Field Services, National Federation of the Blind of Ohio) tested the new software for KnowItNow for accessibility. Both men were recruited by the State Librarian, Jo Budler. Both testers were pleased with the interaction using MSN and three different screen readers. Mr. Crabb also provided some helpful information in serving blind patrons with the KIN24x7 IM service.

Tools for KnowItNow providers were enhanced: providers can now recover the IP address a particular user is connecting from and patron comments from surveys are now posted in real-time.

Working with the NEO-RLS AfterDark service, library staff providers, and Oregon's L-NET virtual reference service, a list of development ideas and bugs were submitted to SourceN, the developer of the client software.

Meetings and Professional Development: Ms. Pawlowski attended the Computers in Libraries Conference in Washington D.C. from March 30 - April 1; the Library's Web 2.0 Task Force on March 5th and 18th; and the Adult Services Innovation team meetings on March 6th, 16th, and 23rd.

Ms. Palomo attended meetings for the proposed CPL floating collection; a two-day midterm session for the CSU Leadership Academy; and classes on Labor-Management Collaboration and negotiation class.

All Automation Services Department managers attended the conflict management training session.

Mr. Carterette attended the March Labor Management Committee meeting; meetings relating to the implementation of the Tyler Munis HRMS system; and a meeting of the Main Library Innovation Team.

Mr. Finnegan and Mr. Novak visited OPLIN staff to review the status of the network and discuss capacity planning for CLEVNET.

On March 4, Mr. Boozer staffed an exhibit table at Kent State University's School of Library & Information Science Library Career Night which provided an opportunity to speak with library school students as well as network with colleagues.

Mr. Boozer and Mr. Leszcz presented a program "Get to Know KIN24x7" at the OLC Northeast Chapter conference held at Kent State University. Mr. Boozer also presented a program on using Wikipedia with Steve Herminghausen of the Worthington Libraries.

Statistics: March's total OverDrive/CLEVNET eMedia Collection circulation was 12,271 downloads, up from 10,669 reported in February. We currently have 609 total followers on Twitter, up from 487 in February. SecondLife is currently displaying 3,739 total visitors to-date, up from 3,543 as reported in February.

Automation Services Statistics, 03/2009				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
<b>HARDWARE</b>				
CPL Main	56	63	45	164
CPL Branch	97	90	40	227
CPL Lake Shore	26	25	15	66
CLEVNET	59	32	5	96
PUBLIC				0
<b>HARDWARE TOTAL</b>	<b>238</b>	<b>210</b>	<b>105</b>	<b>553</b>
<b>SOFTWARE</b>				
CPL Main	19	19		38
CPL Branch	19	19		38
CPL Lake Shore	11	11		22
CLEVNET	68	67	1	136
PUBLIC	1			1
<b>SOFTWARE TOTAL</b>	<b>99</b>	<b>97</b>	<b>1</b>	<b>235</b>
<b>WEBWARE</b>				
CPL Main	22	22	8	52
CPL Branch	6	6	2	14
CPL Lake Shore	3	3		6
CLEVNET	10	10		20
PUBLIC	42	42		84
<b>WEBWARE TOTAL</b>	<b>83</b>	<b>83</b>	<b>10</b>	<b>176</b>
<b>KIN</b>				
CPL Main				0
CPL Branch				0
CLEVNET				0
PUBLIC				0
KIN Library	12	12		24
OHIOLink Library	5	5		10
After Dark	2	2		4
<b>KIN TOTAL</b>	<b>19</b>	<b>19</b>	<b>0</b>	<b>38</b>
<b>GRAND TOTAL</b>	<b>439</b>	<b>409</b>	<b>116</b>	<b>1,002</b>