

## DIRECTOR'S REPORT

May 21, 2009

### Monthly Statistics

Circulation for the month of April was 564,300. This is an increase of 2% from April 2008 circulation of 554, 589. Year to date, circulation has increased 3.4%.

Reference transactions for the month of April were 88,177. This is a decrease of 1% from last year's reference transactions of 89,273. However, reference transactions are up for the year by 1%.

Attendance for the month of April was 359,909. This is a decrease of 3% from last year's attendance of 370,593. Attendance is up by 1% over last year's attendance.

### Program Highlights

Activities for Cleveland's youth were the highlights of April's programming month. On April 4, recognition was given to the schools with the highest participation in the Winter Reading Club. Congratulations to the Artemus Ward, Denison and Waverly elementary schools who logged the highest number of participating readers. More than 2,600 individuals attended the celebration, held at the Cleveland MetroParks Zoo. The event was coordinated by Youth Services Coordinator, **Chrystal Carr-Jeter** with assistance from the Youth Services staff throughout our system.

I was also pleased to welcome approximately 450 children who were contestants in the eighth annual *Progress with Chess* event at the Main Library. The program, which was held on April 8 and 9, was successful due to the hard work of several staff members, under the direction of **Pam Eyerdam**, Fine Arts Department Manager.

On April 25, Congresswoman Marcia Fudge and I hosted the Eleventh Congressional District Student Art Show at the Martin L. King, Jr. Branch. Hours later that day, the Main library held CPL's Third Annual Book Spelling Bee. Congratulations to the winner in the 3<sup>rd</sup> through 5<sup>th</sup> grade group who represented the Langston Hughes Branch and to the 6<sup>th</sup> through 8<sup>th</sup> grade winner who represented Memorial Nottingham branch.

## **Buildings Update**

The Buildings Administrator **Myron Scruggs** continues his efforts to supervise the construction of the Rice Branch. The building remains on schedule and weekly meetings are held to evaluate its progress.

Deputy Director **Holly Carroll** is leading the Woodland Branch renovation bid process. Sterling Construction was selected as the lowest bidder for the project.

## **Meetings and Activities**

On April 2, I, along with Cuyahoga County Public Library Director Sari Feldman, presented awards to the winners of the Virginia Hamilton Book Award. The honors are presented annually at the Virginia Hamilton Conference, which is held at Kent State University.

A reception was held for several new leaders in the Cleveland area by Blacks in Management. I was honored along with Dr. Marilyn Sanders Mobley (Case Western Reserve University), Tamara Horne (Parker Hannifin Corporation) and Eric Anthony Johnson (Cleveland Cuyahoga County Port Authority).

## **Strategic Plan Update**

Work continues in preparation for the creation and implementation of a Strategic Plan. Two Innovation Teams (Adult & Youth) met throughout the month, as did the Security and Main Library Innovation teams. The Efficiency team, led by Holly Carroll, and the Strategic Direction Team, headed by Planning and Research Administrator **Tim Diamond**, also held several meetings during the month.

## **Security**

The security staff has been temporarily reassigned to provide a higher level of security for some libraries affected by acts of violence. Two tenable guards were assigned to the Carnegie West and Hough branches. An extra guard was added to the Hough Branch after a young man was shot in the community and ran into the library for assistance. The Langston Hughes Branch was burglarized on April 29, with a computer stolen and a window broken during the burglary.

## **Staff Highlights**

The CPL's first Works of Wonder (WOW!) award was presented to Ms. Veda Reid-Coleman, Lending Clerk at the Main Library. Ms. Reid-Coleman was nominated for the award by her supervisor due to her display of "Five Star" customer service. Veda offered directional and informational assistance to a patron, who happened to be blind, and helped them through the Main library building.

## **BRANCHES AND OUTREACH SERVICES**

Youth Services activities and events marked the month of April. Culminating recognition programs for Winter Reading Club were held at Cleveland MetroParks Zoo on Saturday, April 4 - 2,690 attended, and at Cleveland Botanical Garden on Saturday, April 18 - 563 attended. The Library extends appreciation to community partners throughout the City who support the library's literacy initiatives for Cleveland's youth. Artemus Ward (Rockport), Denison (Brooklyn) and Waverly (Carnegie West) logged the highest number of participating readers, respectively. Artemus Ward will be recognized during a school assembly next month. A huge thank-you is also extended to local schools for joining the library in getting youth and families reading over the winter months.

The Third Annual Book Spelling Bee was held on Saturday, April 25. One hundred and twenty five attended the event, commiserating with students when they misspelled a word and applauding as they advanced to the next round. The winning speller from the 3<sup>rd</sup> - 5<sup>th</sup> grade group was from Memorial Nottingham Branch, and the winning speller from the 6<sup>th</sup> - 8<sup>th</sup> grade group was from Langston Hughes. Staff from Branches and Outreach Services joined Main staff in assisting with the annual Progress for Chess event again this year.

Youth Opportunities Unlimited's Primetime Career Olympics was held at Cleveland Clinic's Lyndhurst campus on April 29. Harvard Lee placed first in the Community Service Event and Visual Display and Glenville Branch placed second in the Interviewing competition. The Director joined the literacy coordinator and Branches and Outreach staff at the America Reads End of Year Celebration at Cleveland State University to recognize tutors who worked with students in branches this school year.

Congresswoman Marcia Fudge visited Hough and her office staff member, Beverly Charles, visited Garden Valley this month for programming initiatives. Additionally, she and the Library

Director were at Martin L. King, Jr. Branch on April 28<sup>th</sup> for the 11<sup>th</sup> Congressional District Student Art Show. Ward 5 Councilwoman Phyllis Cleveland awarded citations to two students who won the Book Spelling Bee at the Sterling Branch before advancing to the finals.

Library for the Blind and Physically Handicapped (LBPH) was approved for a new name, the Ohio Library for the Blind and Physically Disabled, in preparation for statewide service delivery this summer. The new name will officially roll out later this year. The department continued to prepare staff, space, services and collections for statewide service while also continuing to meet daily operational needs. The Cyber Dialogue series discussed the book *Darkly Dreaming Dexter*; staff presented at Avon Lake's low vision fair and at a low vision support group and shared information on the transition to digital service.

The People's University on Wheels completed 54 stops this month, welcomed 836 persons on board and filled 1267 holds. The On the Road to Reading van made 98 contacts at 12 pediatrics and W.I.C. sites and visited 72 daycare classes with 858 in attendance. 37 kits were delivered to daycare locations, circulating 1,055 items. Summer schedules have been confirmed and Estabrook and Kenneth Johnson Recreation Centers will be added as well as the Weed and Seed location on Cedar and the newly renovated Wade Park Chateau Apartments, the latter a residential facility for seniors and persons with disabilities. Director Thomas joined staff on board the van on April 9, visiting a home daycare site, a daycare center and a pediatric location, witnessing service delivery up close.

Outreach programs and services this month also included storytimes at KidzTown and Old Stone Church, the Tri-C East Parenting Fair; the March of Dimes Walk for Babies; and, the unveiling of the Sankofa Mural Project at Karamu House. Two hundred and twenty five teacher sets circulated to local classrooms. Youth Services staff presented at the OLC North Chapter Conference. Broadway joined other community organizations at the Slavic Village Summit. More than 85 people visited the library table.

Free tax preparation assistance ended with the April 15<sup>th</sup> filing deadline. Appreciation is extended to all the organizations that made this critical service available in our branches. Carnegie West featured the Oberlin College Jazz Ensemble for a successful concert, and hosted its second annual Alfred Hitchcock film Festival. Eastman continued its Science Rock series and popular Manga Club, and West Park sponsored an innovative program for teens, "CSI: You Solve It", presented by

the Cleveland Police Department at West Park. High demand for computer instruction continued.

Managers continued to participate in systemwide Manager's Training, joining managers throughout the Library to learn more about customer service. Interviews were conducted for the Manager's positions at Mt. Pleasant and Union Branch. Planning continued for Rice and the new Mobile Services/Woodland Branch upgrades. Youth Services' Donna Willingham was one of the recipients of the Institute for Museum and Library Services. Laura Bush 21<sup>st</sup> Century Scholarships, enjoying a collaborative experience in Washington, D.C. Karen King (Youth Services) and Jeanette Harris (MLK) retired after 30 years of service each. Chrystal Carr Jeter and Jan Ridgeway joined Rollie Welch (Technical Services) as presenters at the 25<sup>th</sup> Annual Virginia Hamilton Multicultural Conference at Kent State University on April 2 and 3<sup>rd</sup>.

Security issues continued in branches. An extra guard was added to Hough due to a youth who was shot in the community and ran into the library and Langston Hughes was burglarized on April 29; a computer was stolen. EASE provided crisis management support for the Hough staff.

#### MAIN LIBRARY

Programs/Exhibits: Audio Video technicians provided support for the *Writers and Readers* author Diane Ackerman, Fine Arts Department's "Tunes from the 'Toons," Main Library Office's *Program with Chess*, Social Science's "Cleveland Indians Opening Day Celebration" program, Branches and Outreach Services' "Fit for Life" programs, Zoo Day, and Botanical Gardens as part of Youth Services' Winter Reading programs.

The Business Economics & Labor Department offered a program featuring authors, Todd Sattersten (co-author of *The 100 Best Business Books of All Time*) and Jim Gilmore (co-author of *The Experience Economy*).

Fine Arts Manager Pam Eyerdam coordinated the 8<sup>th</sup> Annual *Progress with Chess* event attended by approximately 450 children. The department also sponsored an April 1 lecture by Daniel Goldmark called "Tunes from the 'Toons," a classical guitar performance by Ben Kunkel and Ryan Haverty, and assisted Foreign Literature with their Music Program for National Library Week. Book displays were prepared for the *Rock Hall Induction Ceremony*; "Power & Art" exhibit at the Cleveland Museum of Art (African Art), and a cartoon book display. Fine Arts also hosted a

temporary exhibit called "Chess by Design," featuring chess sets designed by students from the Cleveland Institute of Art.

Foreign Literature Librarian Mary Torres inaugurated the public viewing of a new Citizenship DVD while Caroline Han gave a presentation at an Evergreen Tower Senior Housing meeting. Foreign Literature displayed material at the CWRU program "Major Current Issues in China's Economic Development." Victoria Kabo hosted a piano musical recital on the Third Floor of Main Library and prepared an extensive display of new Russian titles to coincide with a Russian language tour of Main Library that she conducted with Russian Book Club members. Milos Markovic hosted a visiting student tour group from St. Joseph Academy.

Map Librarian Tom Edwards conducted two sessions of "Map out Your Course in Genealogy" at the 6th Annual Genealogy Conference in Westlake, Ohio. Manager Ron Burdick gave a talk on Cleveland Public Library genealogy and family history resources for the Jewish Genealogical Society of Cleveland. Mr. Burdick served as a judge for the state level History Day Competition held in Columbus at the Columbus State Community College Campus.

Literature Department Manager Ron Antonucci attended the final meeting of the 2008-09 Dublin Literary Award Committee on April 16. Committee members submitted the following three titles "The Other Hand" by Chris Cleave, "Indignation" by Philip Roth, and "Beautiful Children" by Charles Bock.

In the Science and Technology Department plans are underway for a series of items featuring "Victory Gardens." A blog post will go up in early May, a bookmark featuring our gardening collections will be produced, and ideas are being considered for other outreach and/or partnership opportunities.

Librarian Helena Travka from Social Sciences prepared the "Shoes! Shoes! Shoes!" exhibit for *FashionWeek Cleveland*. Social Sciences presented an opening day baseball program with ex-Cleveland Indians pitcher Len Barker. Mr. Barker signed autographs and talked about his playing days with patrons.

Outreach: The Computer Learning Connection class attendance for April 2009 was up almost 30% over April 2008. Several patrons have noted how important the classes are in updating their computer skills and there have been instances where patrons credited CLC for their acquiring new jobs.

The Fine Arts Department received credit for its assistance with the *Song is You* program series by Bill Rudman that is held at Tri-C. Manager Pam Eyerdam sent consultation information to Rochester Public Library about Rare Book Reading Room policies and to the Hudson Public Library and Historical Society about creating EAD documents for archival material to submit to the OhioLINK EAD database. Ms. Eyerdam attended the RTA Arts-In-Transit Committee to review applications for public art for the Stephanie Tubbs Jones station at 22<sup>nd</sup> and Prospect.

On April 21, twenty-three students and three teachers from University School visited the Photograph Collection to view photographs documenting the area's historical changes. The students viewed over 879 photographs and postcards showing street scenes, parks, libraries, businesses and events covering the 1880-1970 time-period. This is the third time the University School has included the Photograph Collection visit in this annual project.

On April 24, Dr. Kelly Wrenhaven, Cleveland State University, Assistant Professor, Classics brought her Ancient Roman History and Greek Drama classes to CPL for a general tour to introduce the students to the riches of the Main Library. Michael Ruffing prepared a specialized Roman History pathfinder with information on CPL WiFi, access, how to use CPL and where to park, along with a tip sheet on using the Library's Catalog effectively. Dr. Wrenhaven said that the tour was so well received that she plans to bring future classes to Main Library.

Lending Department Supervisor Daniel Oreskovic spoke with Mr. Stephen Cochran of Evansville Vanderburgh Public Library about PIN numbers with reference to circulation. Lending Clerk Tammy Houghton, volunteered both days for the *Progress with Chess* event.

As part of an ongoing open house for Branch Managers to visit Public Administration Library, ten managers visited PAL Wednesday, April 24. Twenty-five students from University School, Lower School visited City Hall as part of a project on Cleveland neighborhoods. Public Administration Library provided a tour and presented resources as they relate to neighborhoods described.

Science and Technology employees Jim Bettinger and Debbie Hajzak attended the Green Jobs Forum at the City Club of Cleveland on Wednesday April 29 where they provided departmental brochures from Science and Technology and Business Department, and informational resources on Clean and Green Energy, Green Building, and Sustainable Design. A series of small brochures highlighting various health topics were prepared for health-

related events such as the 7<sup>th</sup> Annual Minority Men's Health Fair."

Collections/Reference: Over 600 entertainment DVDs were weeded from the A-V collection. The titles weeded will be made available for branches to add to their collections.

Fine Arts staff is now weeding through the sculpture section of art books and the reference mezzanine collection. More than half of the Jazz CDs have been weeded, reorganized, and relabeled.

Several chess sets were discovered that were donated by Mr. Goldsmith in 2001. The sets were inventoried and placed on display in the Special Collections Reading Room. The sets replaced chess sets that were beginning to fade from too much exposure to light.

Interlibrary Loan staff is working with the Automation Department to create temporary records for ILL books that can be added to patron Sirsi records. This would allow borrowed ILL items to be manually added to patron records and the automatic tracking of late fees. Also, courtesy emails could be generated informing patrons of due dates.

Pam Benjamin met with Ron Antonucci and Jean Collins from Literature on April 1 to discuss the Gale/Cengage proposed migration of print titles to electronic resources. Ms. Benjamin also attended a meeting on April 8 with the online tutoring service Brainfuse, representatives from Youth Services and KnowItNow24x7 participated in an online Mango language learning demo, and met with the database vendor ProQuest.

Map Librarian Tom Edwards, Library Assistant Dan Smith and Subject Department Clerk Lorna Holness completed a major re-arranging of the History & Geography workroom elephant storage files. History and Geography staff are about half way through an effort to check the status of items identified as "assumed lost" in a report run by Automation for the Department in February. Many of the items identified as "assumed lost" in the 109 page report have been located on the shelf, and a good percentage of the items have already been replaced or additional copies of the titles are still available. The items not found are being evaluated for possible replacement, and new or used copies are being ordered to replace important core titles.

The Lending Department clerks deleted 25,973 multiple registrations in SAM<sup>TM</sup> database in a one month period. Lending Clerks Veda Reid-Caliman and Felicia Ramsey processed 7,160 items and made them available from the "hold" status. Out of



that number, 2,550 were processed specifically for the Drive-Up Window. Lending Senior Clerk Carolyn Southerland processed 509 pieces of returned mail.

Weeding of the Literature collection is progressing on schedule, with Large Print nearing completion, LCs PN1998 through PQ 2/3 finished and 1/3 of Fiction completed.

In Science and Technology the massive circulating home economics collection was the focus of this month's weeding effort. Circulating shelves are nearly completed—all items prior to 1995 are being removed and evaluated for transfer to stack. Multiple copies, regardless of copyright date, are being withdrawn if demand has waned. Thanks to generous help from Shelf Division, about half of the circ shelves in this section have been shifted and display books placed on each shelf.

In Social Sciences Helena Travka created a grant books section in anticipation of becoming a cooperating Foundation Center collection. Sequoia Brown sent 392 Interlibrary Loan requests in April. John Skrtic and David Furies met with numerous local high schools to accept donations to our Yearbook collection. During the staff meeting, Mr. Skrtic announced weeding breakdowns and presented a timeline for staff to complete their respective sections.

Staff/Professional Development: Lissa Waite from Fine Arts submitted an article to the Ken Whyld Chess Association about Alessandro Sanvito. Oksana Kraus visited the Harry Ransom Center at the University of Texas at Austin to view their exhibit, *The Persian Sensation: The Rubaiyat of Omar Khayyam in the West*. Special Collections is participating in the international program of 2009 being the Year of the Rubaiyat.

General Reference staff had a departmental meeting on April 21 to discuss future concerns, the budget, security/safety issues, departmental projects, and also SAM questions which were answered by guest Dan Oreskovic, Lending Department Manager. Tonya Jenkins co-presented the CLEVNET Training workshop *Life after Novelist* to a full house at the Lake Shore Facility on April 23.

Robert Murnan from Government Documents attended the United States Patent and Trademark Training Seminar in Arlington, Virginia.

Map Librarian Tom Edwards attended a USGS, Delta State University & the Northeast Ohio GIS Users Group Program, "Understanding and Implementing the US National Grid," a training course designed to provide geospatial professionals the

understanding and skills to support emergency responders and decision makers. On April 18, Mr. Edwards attended a "How to Use Maps With Your Genealogical Research" workshop sponsored by the Summit County Chapter of the Ohio Genealogical Society at the Akron-Summit County Main Library in Akron, Ohio.

Subject Department Managers attended the April 23 Monthly Management Training Program entitled "Customer Service" at the Lake Shore Facility.

### TECHNICAL SERVICES

Patricia Lowrey wrapped up the Harvest for Hunger Campaign for 2009. The library collected almost 3,000 lbs. of food and raised over \$6,700 in money donations. These amounts were significantly above the 2008 totals.

Ms. Lowrey and Ann Olszewski attended the Digital Projects Committee and helped establish procedures for evaluating proposals for future and continuing projects. Ms. Lowrey and other Technical Services Managers and staff attended the regular meeting with Bob Carterette, Ann Palomo, and Automation staff to assess progress on a variety of projects and problems. Ms. Lowrey enjoyed the Diane Ackerman Writers & Readers program.

All Technical Services Managers and Supervisors attended the Customer Service Management Training sessions. There were 40 meetings at the Lake Shore Facility.

Collection Management: Rollie Welch continues to work with Jim Benson in the Automation department to produce and distribute weeding reports for the branches which have been very well received. Most branches, and particularly Mount Pleasant, have reduced over-crowding and made their collections more inviting to the public. A special report of long un-circulated items was produced for the Rice Branch.

On April 16<sup>th</sup>, Laura Mommers presented a session at the OLC North Chapter Conference on the importance of including pop culture in collection development. Progress continues to be made in improving communication with the Neighborhood Team Managers.

Shelf/Shipping: A total of 516 requests were sent to the Main Library. A total of 1,422 telescopes of new materials were shipped to Main and the branches. The Receiving/Distribution Technicians bar coded, stamped, and placed routing slips into 23,331 items.

Juanita Turner attended the Ohio Library Council North Conference.

High Demand: There were 1,083 titles and 11,729 items ordered; 506 titles and 10,219 items were received and added.

Testing continues with enhancing EDI by loading order confirmations which would automatically update an order's status in Sirsi. Hilary Prisbylla in Automation is working tirelessly on this project which would enable staff to easily see whether an item has shipped, been backordered, etc. A breakthrough in invoice processing has been made as one of the largest vendors now includes scannable invoice numbers on paper invoices. This permits staff to scan the barcoded number to display, create, modify, delete, or pay an invoice, rather than typing it.

High Demand is now placing orders for mass market paperbacks for five branches participating in a pilot project. The department is using 9xx ordering to automatically load brief order records and to show which specific titles are on order for each branch.

Preservation: Preservation staff processed long runs of two Cleveland high school yearbooks, the Ignation from St. Ignatius and the Vanguard from John Marshall. Both titles were donations received by Social Sciences Manager John Skrtic as part of a concerted effort to strengthen the collection of Cleveland high school yearbooks. Fifty cassette tapes of City Club forum programs were converted to audio CD. Michelle Makkos of General Reference and Pam Pressley of Acquisitions Serials section provided help in locating missing issues of the Cleveland Jewish news for microfilming. An 1836 edition of McGuffey's Second Reader from the Literature department received conservation treatment.

Elizabeth Bardossy completed the conservation treatment of two architectural plans from the Howell and Thomas Collection, and 62 pages of the Western Weekly Mercury Chess column scrapbook. She treated pages from the 1898 Cleveland Telephone directory, treated a brittle French chess newspaper from 1931, and also worked on maps of Eastern Europe.

Acquisitions: Alicia Naab met with Tish Lowrey and staff from other Technical Services Departments to discuss the ordering and processing of uncataloged paperbacks for Popular Library and the branches. Sandy Jelar Elwell met with staff from the Serials section to discuss current serials projects, changes to serials workflow, and cross-training of staff. Ms. Elwell met with Cindy Lombardo and Pam Benjamin from the Main Library to discuss microfilm renewals and cancellations.

Ms. Naab and Ginaya Willoughby attended the OLC Chapter Conference.

Acquisitions staff ordered a total of 11,630 titles and 17,471 items, received 16,727 items, and processed a total of 2,835 invoices. Serials staff added 425 items and processed 586 periodical and serial claims.

Book Preparation: Book Preparation processed 28,217 library materials during the month of April. This is an increase of 2% over April of last year.

Catalog: Staff began adding paperbacks for Popular Library to title records instead of a generic "uncataloged" record. This will improve customer service by allowing patrons to see if specific titles are owned by the library and to place holds on the titles they would like to read. New label stock was received for the thermal printers and put into use near the end of the month. A total of 6,699 titles and 14,738 items were added to the catalog for CPL.

Dawn Grattino is training Dale Dickerson, High Demand, to create original bibliographic records. Jeni Delfs and Regina Houseman attended the Northeast Ohio Technical Services Librarians (NOTSL) Spring Meeting, including a workshop on cataloging integrating resources. Ms. Houseman was elected to a two-year term on the NOTSL Board. Rodney Lewallen attended two meetings of the Security Innovation Team.

## MARKETING & COMMUNICATIONS

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

### Public Relations:

- Wrote and distributed press releases for the following:
  - Board of Library Trustees Meeting
  - Writers and Readers Author Series: Diane Ackerman
  - Ohio Center for the Book Awards
  - Indians Opening Day Program
  - Zines Program
- Facilitated or participated in newspaper/TV/radio interviews or photographic opportunities for
- Facilitated team activities for the Adult Services Innovation Team as part of 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.

- Posted library events on community calendars and newsletters.
- Wrote copy and posted information for five (5) staff newsletters, one of which was a video/audio newsletter.
- Placed ad for *Music at Main* for *MUSE Magazine*, and placed ad in *Cleveland Magazine*.
- Managed VOCUS PR Management software by maintaining contact information, monitoring news clippings, drafting and releasing library news.
- Proofread various publications and collateral material.

#### Graphics:

- Cathy Poilpre and staff designed, printed and/or produced 130 printed pieces, including signs, flyers, booklets, programs, and newsletters for A Cultural Exchange and the Friends of the Cleveland Public Library.
- Designed pole banners using the new CPL logo and graphic look.
- Produced five (5) staff newsletters.
- Produced two employee publications: *Telephone Etiquette* and *Equal Employment Opportunity Policy Section 460*.
- Completed ad
- Completed and presented design of new CPL logo and collateral materials.
- Designed *MUSE Magazine* ad.
- Completed design of Summer Reading Club logo and collateral materials.
- Cathy Poilpre, Graphics Manager, headed the judging committee and hung art for the 11<sup>th</sup> Congressional Art Show at the Martin Luther King, Jr. Branch.
- Cathy Poilpre attended the Management Training Seminar regarding Customer Service.

#### Web:

- Amy Dankowski and David Reynolds performed routine updates and maintenance, featured events on the website, and posted press releases upon request.

#### 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:

Friends of the CPL; VOCUS PR Management Software Spring '09 Overview Webinar; Progress With Chess; Read, Baby, Read! event in Director's office; Indians Opening Day Baseball program; meeting with PR "mavens"; OLC Annual Trustee Dinner; Robert Falls PR firm; ALA meeting with Director and HR; Board meeting; Multicultural programming planning meeting; Positively Cleveland Social Media workshop; Dickens planning meeting; Multicultural programming meeting at Positively Cleveland, Dan Williams, Ali Boyd, Darlene Ronney; NEO-RLS Marketing workshop, Wooster, OH; Friends Leading Readers Breakfast meeting; Business Department author talk with Todd Satterstein; Crisis Management Workshop, Bruce Hennes, Coshocton, OH; Landau PR firm meeting and tour; Special Administrators meeting; Call and Post Newspaper, Rhonda Crowder, Connie Harper; author Charlese Lyles at The City Club luncheon; Ralph Tyler Company Architects, Halle Capers, Geoff Varga, Ray Knight; Anisfield-Wolf event planning meeting, Mary Louise Hahn, Baker-Nord's Anne Helmreich, Landau's Laura Scharf.

- Advertising equivalency for the month of March was \$10,723.12 to an audience of 1,950,529. 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 bid opening for Woodland Branch.

Monitoring utility bills.

Purchased new vehicle for Security.

Maintenance Mechanics: Installed new electric hand dryers in men's and ladies' public restrooms on the 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, 6<sup>th</sup>, lower level, staff restrooms in the Louis Stokes Wing.

Installed new electric hand dryers in men's and ladies' public restrooms on the 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> and men's and ladies' staff restrooms in the Main Library Building.

Recovered the glycol from cooling coils on the air handling units at the Lake Shore Facility and opened coils to chilled water system for the summer season.

Serviced main air conditioning unit for summer season at the Lake Shore Facility.

Repaired leaking hot water pump at Addison Branch.

Replaced leaking condensate piping at Collinwood Branch.

Repaired wiring for women's restroom hand dryer at Fulton Branch.

Installed new condensing coil form main air conditioning unit at Harvard-Lee Branch.

Assisted contractor installing new powered exhaust fan for the HVAC unit at Jefferson Branch.

Replaced fan shaft and bearings on air handling unit #1 at Memorial/Nottingham Branch and replaced the motor mount in air handling unit #2.

Replaced o-ring on oil pump for main air conditioning unit at Martin L. King, Jr. Branch.

Cleaned hot water coils in both boilers at Rockport Branch

Repaired air conditioning unit for children's area at South Branch.

Replaced lights and ballasts in skylight at Sterling Branch.

Replaced the lighting relays and switches in main lighting panel at West Park Branch

Carpenters/Painters: Removed shelving from storage and installed in three locations in Library for the Blind.

Painted wall and lower level ceiling white for better lighting in Library for the Blind.

Assisted contractor with the repairing of the ceiling at Lorain Branch caused by water damage.

Repaired Union Branch's front entrance door.

Installed cabinet doors at Woodland Branch.

Painting at the Lake Shore Facility, Woodland Branch and Glenville Branch.

Garage: Serviced vehicles #1, #2, #3, #13.

Replaced fuel pump and center bearings on delivery truck #15.

Replaced battery and windshield wiper blades on Security's car #20.

Re-set computer in car #16.

Replaced brake line to rear of truck #8 also replaced water pump.

Repaired bookmobile's generator.

Servicing lawnmowers 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 in the branches. 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 6 alarms that Cuyahoga Valley Patrol responded to, (6) malfunctions by phone line interruption, (1) by branch staff bad opening and (2) 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. Two Duress buttons in the General Reference Department are not working and ADS Alarm Services was notified to service the equipment.

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. We also issue access cards and replace 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: 6 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 and Hough 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 455 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 39 branch investigations the remaining investigations and security reports were completed by security officers working in the Main Library Complex.

Training: The following Security Operations Supervisor Abrams, Brennan, Garrett, Nunez and Washington completed management training on Customer Service. Training was conducted by the Cleveland Public Library

At roll call security Operations Officers was trained on customer service

SUMMARY OF IRREGULARITY REPORTS RECEIVED

MONTH	2008	2009	CHANGE
January	102	63	-39
February	90	52	-38
March	119	76	-43
April	79	55	-24
Year to Date	390	246	-144

AUTOMATION SERVICES

CPL Projects: Wireless phones were installed at the following branches: Carnegie West, Fulton, Mt. Pleasant, Rockport, Hough, Eastman, Fleet, East 131, Walz, West Park, and Woodland. Staff received training. The payphone at South Brooklyn was repaired.

After a review of cell phone use, George McLemore requested that Verizon change the cell phone billing from an individual basis to aggregated minutes, reducing the cost for air time.

A project to upgrade public PCs from version 8.0 to 8.5 of the SAM PC management system was completed. Branches upgraded to SAM 8.5 in April include: Fleet, Langston-Hughes, East 131, Eastman, Glenville, Harvard-Lee, Collinwood, West Park, and Walz. This allowed implementation of two requested features: Visitor Passes only work on two machines in General Reference, and Computer Cards only work at CPL branches and not Main.

A new version of the Symantec Endpoint Anti-Virus servers was installed and all CPL PCs upgraded with a new client, providing better protection than previous versions.

Configuration of the new events calendar was completed and staff received training. The new calendar will debut to the public on June 1.

The Web team established a blog for the Human Resource System Updates and trained Lunette Baldwin and Sharon Tufts in adding entries.

The Patron Guidelines and the due process procedure for patrons' whose privileges are suspended were posted on the public web site.

In cooperation with the University of Washington, an Impact survey on the use of free public computers in libraries was posted on the public web site.

A number of people received a strange and poorly formed message from someone purporting to be a former CPL employee requesting financial assistance. The writer claimed to be stranded in Spain, but the internet address the message was sent from originated in Africa. George Lenzer identified this as a probable scam and notified staff.

CLEVNET Projects: Final plans were made for bringing the Barberton Public Library into CLEVNET. A go-live date of May 11 was agreed upon. Software staff completed policy configuration, created user accounts and began training. Barberton Technical Services staff received training via WebEx in searching and bibliographic and copy work. On-site training was provided for all staff on the Workflows client and basic searching. Complete circulation training was held over two mornings via WebEx. Training will continue in early May. The data was extracted, formatted for use in CLEVNET, and loaded on the TEST server twice, to insure smooth operation.

Willoughby-Eastlake requested that BKONSPD be added to their floating collection.

A CLEVNET Directors' Panel meeting was held on April 15. Major issues included the Driscoll and Fleeter study of the ROI of CLEVNET membership and a new procedure for reimbursing for Lost & Paid materials. The agenda for the CLEVNET Directors' meeting was agreed on.

A CLEVNET Directors' Meeting was held on April 24. Major issues discussed included a report on the SirsiDynix Conference; information regarding the upgrade of the core servers; the ROI study; and the activities of the CLEVNET SIGs. A vote was held on the new Lost & Paid procedures and the procedures were approved for implementation  
July 1.

Network upgrades: A wireless access point was installed at Barberton Public Library; a new switch was installed at Euclid Public Library; the branches of Medina County District Library were configured for WiFi phones; and the network infrastructure was upgraded at Shaker Public Library. DNS changes were made for Milan-Berlin Public Libraries new web site.

Hilary Prisbylla and Jim Benson attended the CLEVNET Circulation Services SIG meeting in Twinsburg.

New printed notices debuted for all CPL and CLEVNET libraries. Printed on a laser and heat-sealed, they are legible and appear much more professional. Approximately 70 SirsiDynix reports were modified, tested and re-tested, and put into production. Mr. Benson was primarily responsible for the scripting needed to format the notice data.

The Software Team managed data and policies for several projects: East Cleveland Public Library materials in the YA location were converted to a new TEEN location; Burton Public Library materials in the YAC location were converted to the YA location; and policies were managed to support a fine free National Library Week at Ritter Public Library.

Mr. Lenzer diagnosed and helped resolve a problem with SAM client PCs at Cleveland Hts-University Hts Public Library. The cause was a corrupted Windows group policy.

OPLIN reported that a PC in Medina County District Library was sending spam messages. The Network team worked with MCDL staff to locate the compromised PC. The 3M self-charge stations seem to be the most likely candidates.

KnowItNow: Brian Leszcz worked with provider librarians to request software upgrades from SourceN in the coming year.

The completed 2009-2010 LSTA grant proposal for KIN24x7 was submitted to Missy Lodge at the State Library on Friday, April 30. This is for the sixth year of funding from the State Library of Ohio.

The second meeting of the Quality Assurance Committee for KnowItNow24x7 (QuACK) was held online on April 28.

Meetings and Professional Development: Ann Palomo and Tim Diamond visited the NODIS department at Cleveland State University to discuss creating new demographic maps for the CPL service area.

Ms. Palomo attended the CSU Leadership Academy classes on Politicians and Administrators Working Together, and Managing Talent and Planning for Succession.

Don Boozer and Mr. Leszcz presented a program on KnowItNow at the OLC Southeast Chapter Conference on April 2 in Athens, Ohio, and at the OLC Northwest Chapter Conference in Toledo on April 24.

Amy Pawlowski attended the Computers in Libraries Conference in Washington D.C. from March 30 - April 1, 2009.

Bob Carterette and Ms. Pawlowski attended the CODI/UUGI (SirsiDynix) Joint Conference in Dallas, TX, from April 6-8, 2009.

Statistics: April's total OverDrive/CLEVNET eMedia Collection circulation was 11,302 downloads, down from 12,271 reported in March. We currently have 769 total followers on Twitter, up from 609 in March. SecondLife is currently displaying 3,948 total visitors to-date, up from 3,739 as reported in March.

Automation Services Statistics, 04/2009				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
<b>HARDWARE</b>				
CPL Main	67	116	23	206
CPL Branch	80	83	61	224
CPL Lake Shore	23	17	14	54
CLEVNET	17	13	22	52
PUBLIC				0
<b>HARDWARE TOTAL</b>	<b>187</b>	<b>229</b>	<b>120</b>	<b>536</b>
<b>SOFTWARE</b>				
CPL Main	13	12		25
CPL Branch	10	10		20
CPL Lake Shore	7	7		14
CLEVNET	57	57		114
PUBLIC	2	2		4
<b>SOFTWARE TOTAL</b>	<b>89</b>	<b>88</b>	<b>0</b>	<b>177</b>
<b>WEBWARE</b>				
CPL Main	25	15	4	44
CPL Branch	8	8		16
CPL Lake Shore	2	2		4
CLEVNET	5	5		10
PUBLIC	41	39		80
<b>WEBWARE TOTAL</b>	<b>81</b>	<b>69</b>	<b>4</b>	<b>154</b>
<b>KIN</b>				
CPL Main	2	2		4
CPL Branch	1	0		1
CLEVNET	31	22		53
PUBLIC	10	10		20
KIN Library				0
OHIOLink Library	1	1		2
After Dark				0
<b>KIN TOTAL</b>	<b>42</b>	<b>33</b>	<b>0</b>	<b>75</b>
<b>GRAND TOTAL</b>				
	<b>399</b>	<b>419</b>	<b>124</b>	<b>942</b>