

DIRECTOR'S REPORT

June 18, 2009

Monthly Statistics

Circulation for the month of May was 532,562. This is a decrease of 1% from last year's May circulation of 536,374. Year to date, circulation has increased by 3% over 2008 numbers.

Reference transactions for the month of May were 87,221. This is an increase of almost 1% from last year's May reference transactions of 86,775. Reference transactions are up for the year by 1%.

Attendance for the month of May was 340,366. This is a decrease of 2% from last year's May attendance of 348,638. Attendance is up by less than 1% over last year's attendance.

Program and Outreach Highlights

Activities for Cleveland's seniors were the highlights of May's programming month. On May 12, 2009, I was pleased to speak before Metro Health's Senior Forum that was held at the Glenville Branch. Over 100 of our community's seniors were presented with important health information and library material at the forum and my deep appreciation goes out to our staff coordinators, **Carolyn Neal** (Sterling Branch Manager) and **Carolyn Williams** (Glenville Branch Manager). Both were also instrumental in our outreach participation in Cleveland's 20th Annual Senior Citizen Day. Over three thousand seniors filled the Convention Center's auditorium and our outreach team did an outstanding job of presenting the Library's message to the senior community.

I was also pleased to welcome approximately 150 library supporters to the opening of the Eastman Reading Garden on May 28, 2009. The opening this year featured our annual Spectrum Dialogues Lockwood Thompson program with Cleveland Public Art, as well as the launch of *See Also*, a new annual art project that invites artists, designers, and other creative professionals to create temporary public works of art to display in the Eastman Reading Garden. In attendance were Board President **Alice Butts** and Councilman Joe Cimperman who gave remarks.

On May 28, 2009, I spoke before an enthusiastic group of 500 second graders at the 12th Annual *Read, Baby, Read!* Year End Celebration. The program was held at our Lake Shore Facility auditorium and entertainment was provided by the All-City Drum Line and by storyteller Bobby Norfolk.

Buildings Update

I met with Deputy Director Holly Carroll, John Hopkins of Buckeye Development Corporation, and Buildings Administrator Myron Scruggs, on May 27, 2009, to discuss concerns about the progress and minority participation at the Rice Branch. Held at the Rice construction site, the aforementioned participants and representatives from East-West Construction toured the site and determined that great progress was being made and that increased minority employment was evident on the job site. The building remains on schedule and weekly meetings are being held to evaluate its progress.

Holly Carroll is leading the Woodland Branch renovation process and is working with Myron Scruggs and representatives from Moody Nolan Architects to initiate the paperwork to start the construction.

Meetings and Activities

On May 13, 2009, I attended, along with Marketing and Communications Administrator **Tena Wilson**, Positively Cleveland's Annual Meeting. The keynote speaker was Peter Yesavich. Mr. Yesavich spoke on the new trends in destination development and much of his speech was relevant to our future plans.

The 1st Annual Family and Community Empowerment Dropout Prevention Conference was held on May 23, 2009. I, as well as Trustee John Hairston, was in attendance at the keynote speech by author and comedian Bill Cosby. Dr. Cosby offered great insight into the difficulties facing the young people of the Cleveland community. He also challenged the attendees to work harder for the children of our community. Branches and Outreach Services Administrator **Jan Ridgeway** led a great staff contingent that worked a table at the two-day summit.

Strategic Plan Update

Work continues in preparation for the creation and implementation of a Strategic Plan. The Strategic Direction Team, headed by Planning and Research Administrator **Tim Diamond**, met with Dr. Paul Salipante at Case Western Reserve University to discuss the first draft of the Library's strategic initiatives. The innovation staff blogs were then re-opened to allow staff to comment on the draft of the initiatives.

Security

Members of the administrative team and the security staff met with the staff of Hough branch to discuss an escalation of

violent events in the neighborhood and branch. The Glenville and Addison branches were burglarized during the month of May, and the branches were also vandalized. Three computer monitors were stolen from the branches.

Staff Highlights

The second "Works of Wonder" award for May was presented to **Mr. Anthony Roberts**, Security Operations at the Main Library. Security Officer Roberts was nominated for the award by his supervisor due to his willingness to diligently work with a teen who had been stranded in the downtown area.

BRANCHES AND OUTREACH SERVICES

Staff throughout Branches and Outreach Services participated in outreach events and presented programs throughout the month of May.

Youth Services staff participated in the MC² Stem School Open House at the Science Center on May 2nd. Ali Boyd, Rice Manager, continued to facilitate the 9th grade boys' chapter book club twice a week at Glenville High School. Carnegie West presented a well-attended Dia de los Niños, Dia de los Libros program. Memorial-Nottingham and Carnegie West hosted Cleveland Metropolitan School District's (CMSD) Annual Visual Arts Exhibition. Branches offered storytimes; Play and Learn sessions; Mother's Day crafts and activities; Cinco de Mayo programs; Gaming @ Your Library; and computer training. Garden Valley attracted 36 to a "What is BBQ?" program. All sites distributed summer employment application to youth in partnership with Youth Opportunities Unlimited. Artemus Ward School received a trophy and new books for reading the most books during the Winter Reading Club. Radio Disney provided an hour of entertainment during the school's awards assembly.

Fit for Life continued programming as part of a year-long grant-funded initiative. Woodland is hosting a 3-week DTV 2009 community outreach project - preparing residents for the transition to digital television. Over 100 residents have sought information to date. Computer assistance continues to be in demand; West Park reported 20 classes conducted in May. Senior Adult Month was a huge success due to the Older Adult Committee and the exceptional leadership of Sterling Manager Carolyn Neal. Collinwood continued to offer Ohio Benefits Bank Service and is now including job search help for seniors. BOS administrator Jan Ridgeway and School Age Coordinator Annisha Jeffries joined CPL's Ohio Center for the Book staff for the Ohioana Book Festival in Columbus this month. Vickie Begianni hosted a CPL

table at Fair on the Square @ Playhouse Square. Carnegie West was again included in the Ohio City Walking Tour on May 17th.

The Library's partnership with Cleveland State University to help prepare future school administrators to work effectively with strategic community groups ended this month, although several students will continue their projects over the summer. A dinner meeting was held with participating staff, other community groups, CSU professors, and former Library Board Member Venerine Branham to review the first time process and to make changes for future collaborations.

The Library staffed a table at the two day CMSD's Family and Community Empowerment Conference at the Cleveland Convention Center. The People's University on Wheels was part of the event on the second day. The Library also provided support for the annual three-day Sankofa Fine Arts Plus Festival. BOS administrator and Board Member, Jan Ridgeway, emceed Friday night's 10th Anniversary gala at the Cleveland Natural History Museum. Collinwood and Union, with community help, planted summer gardens. Lorain's book sale raised over \$870.00 for the Friends of the Library. Read, Baby, Read! Book Club had its end-of-school year event at the Lake Shore Auditorium. About 600 attended and enjoyed the All-City Drumline and storyteller Bobby Norfolk. A Cultural Exchange sponsored a professional development workshop with author-in-residence, poet Dr. Tony Medina. Youth Services staff throughout the system attended.

Planning continued for summer activities: Youth and Adult Summer Reading Clubs; Health and Wellness Fair; the Free Summer Lunch Program; Robotics Camp; Ingenuity Festival and the Big Bang Drum and Rhythm Project; and, Parade the Circle. Construction of the new Rice Branch is on schedule and related activities are being completed. Manager Ali Boyd spoke to the Larchmere Neighborhood Association about the new branch. The Board approved the construction contractor for the new Mobile Services facility, the Woodland parking lot and branch improvements. Work will begin this summer.

Ohio Library for the Blind and Physically Disabled (OLBPD), formerly LBPH, continued the CyberDialogue book discussions, reengaging a patron who relocated to Florida. In preparation for the July 1st merger, Cincinnati will begin to circulate their books with CPL's return label on June 8th. Staff member Michael Pride represented the Library at Cleveland Sight Center's White Cane Walk, one of 300-400 participants. Mobile Services made 53 stops and filled 1224 holds. The "On the Road to Reading" van visited 12 pediatric and WIC sites; 79 daycare classes were visited for a total of 1,012 in attendance. Librarian Rhonda Fulton's article "Taking It to the Streets: Every Child Ready to

Read on the Go" was published in the Spring issue of *Children and Librarians*.

The Youth Services Innovation Team submitted its final report in preparation for the new strategic plan. Main and BOS managers began a planned exchange program. Fulton Manager and Foreign Literature Department exchanged visits; Lorain's Manager hosted the Manager of the History Department; and, the Fine Arts Manager hosted the Manager of Mobile Services. Branch Managers also continued tours of the Public Administration Library.

Staff participated in the SRC Evance software training that allows club participants to monitor their reading progress; managers participated in Union Contract training; and staff trained for the Free Summer Lunch Program that will be offered in our 28 branches and Youth Services Department, June 15th - August 14th. Youth Services staff also began to relocate a work area to free up space for the return of the Credit Union in July. Members of the Administrative Team met with Hough staff in response to an escalation of violence in the branch and the immediate neighborhood. Additionally, Glenville and Addison were burglarized (computer monitors) and vandalized this month.

MAIN LIBRARY

Programs/Exhibits: On May 2, Business Advisors of Cleveland presented "Exploring Entrepreneurship." Business Department employees Evelyn Lichtenberg and Andrea Wallace staffed an information table on Mall B as part of the "Your Money Bus Tour," sponsored locally by the City of Cleveland, on May 6.

Lissa Waite from Fine Arts began coordinating a program with Mark Dimunation (Chief of the Rare Book and Special Collections Division, Library of Congress) scheduled for May, 2010. Oksana Kraus prepared an exhibit of Ukrainian folk culture books for a group visiting the Foreign Literature collection on May 30. Michael Dalby secured the band Mifuné to perform for the Eastman Reading Garden Opening on May 28, hosted the Music at Main series with the Cavani String Quartet (attendance of 100 people), and arranged the performance of the Cleveland Clinic Band on July 3, 2009.

Mary Torres from Foreign Literature hosted and planned the annual Cinco de Mayo display and CPL Main tour.

Literature Manager Ron Antonucci and Senior Subject Department Librarian Jean Collins met with Julie Gilliland, new Public Relations/Community Relations Director for the Cleveland Play House to discuss partnership during the upcoming season.

Popular Department Manager Richard Fox led two book discussions-- one at CPL and one at CSU.

Mark Moore from Social Sciences attended the Pride and Passion Traveling Exhibition Workshop on May 7 at the National Baseball Hall of Fame and Museum in Cooperstown, NY, and began planning programming and partnership possibilities for the exhibit.

Outreach: At the May 11 Annual Meeting of the Woman's Forum of Greater Cleveland, President Dorothy Everett honored Cynthia Lorber-Fienga and the Cleveland Public Library for exemplary dedication and faithfulness for over 30 years. Once or twice a month, newly naturalized American citizens are sworn-in and saluted by the Immigration Office and various organizations of The Women's Forum. The Cleveland Public Library provides a listing of volunteer organizations and descriptive information about this Library, welcoming the new citizens, their family and friends to the United States, Cleveland, and the Cleveland Public Library.

Business staff hosted two librarians from the Huron Public Library on May 20. On May 19, Aaron Mason spoke to the John Carroll MPA program class, "Organizational Assessment Evaluation and Design," about library sources.

Two groups of Chagrin Falls Junior High School students toured Foreign Literature and CPL in May. Caroline Han arranged for them to view language learning materials in the department and other points of interest in Main Library.

General Reference Manager Pam Benjamin met with Melanie McCarter and Ted McCafferty to review their progress on the overview presentation of General Reference to be given at the July Branch Managers' Meeting.

Map Collection Librarian Tom Edwards met with Dr. Judith Cetina, Manager and Archivist, Cuyahoga County Archives at the Archives on Franklin Boulevard, to discuss expanding cooperation between the two agencies, including ideas on sharing of resources and map preservation issues.

Public Administration Manager Karen Martines attended the Cuyahoga County Bicentennial Commission meeting on Tuesday, May 9. Ms. Martines addressed several classes of fourth and fifth graders on PAL's resources during their visit to Cleveland City Hall. PAL is often a stop on their tour. Eight Branch Managers visited PAL on May 27 and one visited on May 28, thus continuing the Branch Manager visits to PAL.

The "7th Annual Minority Men's Health Fair," that was to be held at the Cleveland Clinic on Thursday, May 7^{was} postponed until September 24, 2009. The series of small brochures that were produced for the Health Fair on various health topics are being utilized for other library programs such as the "Nigerian Doctors and Nurses Health Fair Day" taking place at the East End Neighborhood House on June 6, and the "Health and Wellness Fair" for CPL Employees on June 17.

Collections/Reference: The computer software collection in Audio Video was weeded and relocated to another location in the department. The remaining shelf space will be used as overflow shelving area for low-demand entertainment DVDs. Carlos Latimer is working with Technical Services and Automation to monitor the rate of uncased DVD theft to provide information about the feasibility of moving to all uncased DVDs.

Michael Dalby from Fine Arts attended a meeting with Cindy Lombardo and Friends to discuss extending music programming to the Eastman Reading Garden this summer. Mr. Dalby is supervising a new practicum student Shannon Simpson who has decided on sheet music processing as her project.

Amy Dawson from Special Collections divided a list of stolen books received from Ron Lopresti of Western Washington University Library (DC) among the Special Collections staff. Lissa Waite verified that all maps and illustrations for the titles owned by CPL were still intact and that records were properly annotated for shelving. While checking the list of items stolen from another library, staff discovered a title that we owned [Catlin's North American Indians - 1841] worth \$6000-\$9000].

General Reference Staff and Manager met with staff from the Interlibrary Loan (lending side) and Photoduplication departments to compare and update policies as they exist between these departments and the Microform Center and borrowing side of Interlibrary Loan.

Technical Services Department requested additional shelving space at the Lake Shore Facility to accommodate material from the Library's acquisition of the Library for the Blind & Physically Handicapped from the Public Library of Cincinnati and Hamilton County. The 2008 format duplication analysis, created by General Reference of periodical titles shelved at Lake Shore, was sent to Technical Services for review.

Pam Benjamin convened the May ERC Meeting (Electronic Resources Committee) on May 7. Issues discussed included: the digitized version of the *Plain Dealer* (1831-1922), 3rd quarter subscription

renewals, the purchase of Conference Board Reports, and of Mango, an online language-learning system.

On May 5 History Manager Ron Burdick met with Richard P. Morgan, Morgan Library of Ohio Imprints. Mr. Morgan donated a paper copy (print-out) of the street data for Cleveland from his database, *The Morgan Index of Ohio People, Businesses and Institutions, 1796-1850*. The 491 pages list Cleveland streets in alphabetical order with addresses, name of occupant(s), and the name of the person (and occupation), building, business, or institution at the address.

Science & Technology received a \$1,500.00 donation from the Western Reserve Kennel Club, Inc. for the purchase of breed books.

Social Sciences Librarian Sequoia Brown gave a United Nations resources tour to five high school students. Ms. Brown completed a practicum project for CSU and turned in her student reviews. Manager John Skrtic met with Villa Angela-Saint Joseph, John Hay, and Benedictine schools to accept yearbook donations.

Staff/Professional Development: Audio-Video Manager Carlos Latimer attended the Management Training Series workshop covering the CPL Union contract. He also attended the Book Expo/USA in New York City.

Business Manager Maureen Mullin and Librarian Aaron Mason attended Efficiency Innovation and Adult Services Innovation team meetings and helped prepare documents for presentation to Library administration. Aaron Mason presented the Adult Services Innovation Team's report to administrators on the morning of May 19.

Government Documents Manager Robin Speigner and Librarian Robert Murnan attended the Government Documents Round Table of Ohio (GODORT) Spring Meeting on May 15 at the State Library of Ohio, Columbus, Ohio.

On May 11 Photograph Collection Librarian Margaret Baughman attended an "Archivists' Guide to Balancing Legal Issues in Photograph Collections," held at Penn State, State College, PA.

Sarah Moore from Popular Department attended a NEO-RLS workshop focusing on the Readers Advisory Learning Group on May 21.

Main Managers attended a training session on the union contract. Several Managers also attended "Ten Behaviors of Managers Who Excel during Tough Times," an NEO-RLS workshop held at Cleveland Heights-University.

TECHNICAL SERVICES

Collection Management: Rollie Welch presented Mango Languages database to be considered by the Electronic Resources Committee. Mr. Welch developed a proposal for replacing regular meetings of the Music Selection Committee with a blog for the members. The proposal was enthusiastically received by Efficiency Team and progress is underway in the Automation department to construct the blog.

Bonnie Bolton attended a workshop sponsored by Cuyahoga County Public Library which included a talk by children's author Mo Willems. Mr. Welch's reviews of teen titles and street lit continue to be published this month in the *Cleveland Plain Dealer* and *Library Journal's* online webpage, "BookSmack."

Shelf/Shipping: Page staff retrieved 514 items for the Main Library. Receiving/Distribution Technicians processed a total of 22,425 new items and a total of 1,243 telescopes of finished items were shipped to Branches and the Main Library. Mrs. Phelan and Mrs. Turner received training from Pat Weeden, in the Acquisitions Department.

High Demand: A total of 743 titles and 8,984 items were ordered; 471 titles and 9,370 items were received and added. High Demand Librarian, Dale Dickerson, took over the quality control process of double-checking orders done the previous day. In addition, he began to record the statistics of items received and added each day. Carole Brachna attended the Security training at Lake Shore and the Management training on the bargaining unit contract.

Preservation: Elizabeth Bardossy attended a workshop on integrated pest managed sponsored by the Ohio Preservation Council and the Intermuseum Conservation Association at Cleveland State University. Ann Olszewski and Patricia Lowrey attended the Digital projects committee meeting and Ms Olszewski worked with Planning and Research on revisions to the new Digital Projects proposal form.

Preservation staff processed runs of yearbooks from five Cleveland High schools: John Hay, Max Hayes, St. Joseph, Villa Angela, and Villa Angela/St. Joseph, All titles were donations received by Social Sciences head John Skrtic as part of an outreach campaign to strengthen the collection of Cleveland high school yearbooks. The Cleveland Browns media guide was boxed for the new Sports Center in the Social Sciences Department. Boxing of the John G. White Rubaiyat collection was completed.

Elizabeth Bardossy completed the conservation treatment of "a Howell & Thomas collection plan for Shaker Heights Village, galley proof sheets for Charles Chesnutt's The Conjure Woman, a census tract map of Cleveland and Cuyahoga County from 1967, and a set of the Building Zone maps and ordinance of Cleveland from 1929. Renee Pride rebound the Cleveland criss-cross directories for the years 1960 through 1969.

Book Preparation: A total of 24,327 items were processed during the month of May. Marianne Monger attended the Union Contract training for library managers. The purchase order for the last year of the 4 year renewable commercial binding contract was approved.

Catalog: A project to add the branch holdings to the periodical records in Sirsi was begun. This enables the public using the catalog to see which branches receive specific magazines. Catalog staff also began to work with the newest member of the CLEVNET consortium, Barberton Public Library, and completed some rare items of interest. Michael Monaco cataloged a patent of nobility from the Holy Roman Empire, presented as a velvet-bound book in Gothic calligraphy with a wax impression of the Emperor's seal. Dawn Grattino cataloged three eighteenth century libretti with music by A.D. Philidor. Staff cataloged 5,040 titles and added 11,503 items for CPL.

The Catalog Librarians are always willing to share their knowledge of cataloging practices and procedures with librarians from other systems. This was evidenced on May 6, 2009, when Mr. Monaco was shadowed by substitute librarian, Catherine Kovanda, from Cuyahoga County Public Library (CCPL). Andrea Johnson attended a NEO-RLS workshop, Ten Behaviors of Managers Who Excel (During Tough Times). Ending the month of May, the Catalog staff honored the thirty-five years of dedicated service of Esther Whitt, Technical Services Associate, who retired effective May 29, 2009.

Acquisitions: Sandy Jelar Elwell attended a Security Training session for management and the CPL Management Training workshop on the SEIU Union Contract. Ms. Elwell along with the Director and the other members of the Strategic Direction Team met with Dr. Paul Salipante from Case Western Reserve University to discuss the Strategic Initiatives process.

Pat Weeden, Acquisitions Assistant, provided Roseanne Phelan and Juanita Turner from Lake Shore Shelf/Shipping with an overview of the process and procedures for receiving library materials in Sirsi. Leslie Pultorak, Acquisitions Librarian, trained Ginaya Willoughby, Acquisitions Assistant - Serials, on adding and

modifying serials order information and creating invoices in Sirsi.

Acquisitions staff ordered a total of 12,803 titles and 17,650 items, received 18,005 items, and processed a total of 2,133 invoices. Serials staff added 351 items and processed 446 periodical and serial claims.

MARKETING & COMMUNICATIONS

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

Public Relations:

- Wrote and distributed press releases for the following:
 - Student Artwork on Display at CPL
 - Ohio Students Win Writing Awards from Ohio Center for the Book at CPL
 - CPL June Events
- Hosted the Eastman Reading Garden Party, partnering with Cleveland Public Art. CPL welcomed 150 guests to the event that launched the *See Also Art Project*. Inclement weather brought the party inside, but the spirits were not dampened as the crowd enjoyed the tunes of Mifune Band and the treats of Gathering Kitchen, complements of the Friends of the Cleveland Public Library and the Lockwood Thompson Endowment.
- Finalized team recommendation for the Adult Services Innovation Team as part of the strategic planning process and presented to Administrators and innovation teams.
- Directed Administrative Assistant Michael Young on various projects including proofreading, requisition requests, master calendar maintenance, posting of community events on online calendars and newsletters, copywriting, maintenance of department production timelines and correspondence, and managing VOCUS PR Management software by maintaining contact information, monitoring news clippings, drafting and releasing library news.
- Wrote copy and posted information for four (4) staff newsletters, one of which was a video/audio newsletter.
- Proofread various publications and collateral material.

Graphics:

- Cathy Poilpré and staff designed, printed and/or produced 70 printed pieces, including signs, flyers, booklets, programs and a newsletter for A Cultural Exchange.
- Summer reading club promotional material was completed for initial kick-off.

- Three staff newsletters were produced.
- Art was begun for new business card and letterhead/envelope.
- Cathy Poilpré attended a paper seminar regarding sustainability in the paper and printing industry and a CPL Security Training meeting on May 13 and a Management Training seminar on May 21.

Web:

- Amy Dankowski and David Reynolds performed routine updates and maintenance, featured events on the website, and posted press releases upon request.
- Posted additional progress photos on the website of the construction of the new Rice Branch.

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:
 Photography at new Rice Branch construction; Call and Post newspaper, Rhonda Crowder, Constance Harper; Spectrum planning meetings (3) with Cleveland Public Art, Greg Peckham, Deanna Palermo; CLEVNET marketing meeting; Genealogy program planning meeting, Ron Burdick; Adult Services Innovation Team meeting; taping of audio staff newsletter; Administrators meetings (3); WOW! photography session, Jesse Kramer; Annual report (2008) meeting, Pam Cerio, Lyz Bly; Positively Cleveland lunch, Robert Sulzman, Kim McCarty; Corporate Challenge, Mike Herman; Case Western Reserve University strategic thinking meeting; Landau Public Relations firm meeting, Howard Landau and staff; WOW! Award recipient presentation; Robert Falls Public Relations firm meetings (2), Robert Falls and staff; Ingenuity Festival committee meeting; Innovation Team presentations; Friends of the Library planning meeting; Cool Cleveland advertising meeting, Thomas Mulready; Library for the Blind and Physically Handicapped staff interviews, Judy Pauza and Tallie Pauza; Artemus Ward School Assembly with Radio Disney (photography); Read, Baby, Read! Finale; Eastman Garden Party and See Also Art Project Launch; and Strategic Direction planning meetings (2).

- Arranged for CPL representation at the American Library Association Annual Conference in Chicago, July, 2009.
- Implemented plan for acquiring and maintaining library promotional materials in the Marketing and Communications office.
- Advertising equivalency for the month of March was \$24,450.00 to an audience of 3,094,737. 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.

Monitoring utility bills.

Met with contractor to go over punch list for Lorain's roof.

Met with consultant to look at our shipping operation.

Maintenance Mechanics: Replaced water pump on syncroflo pump system in the Louis Stokes Wing.

Replaced domestic hot water tank in the Main building.

Installed new air curtain at double doors to rear dock of the Main library building to prevent seasonal air from entering the building.

Cleaned fountain and filters also drained and flushed system for the opening of the Eastman Reading Garden.

Repaired Collinwood's air conditioning unit.

Installed new water fountain at Glenville Branch.

Install new condensing unit for Harvard-Lee Branch and replaced supply fan motor on air conditioning unit for the computer room.

Repaired air conditioning unit in multi-purpose room at Hough Branch.

Repaired air conditioning unit at Martin L. King, Jr. Branch.

Installed power exhaust fan on rooftop unit at Jefferson Branch.

Repaired hot water pump at Union Branch.

Carpenters/Painters: Installed cove base and shelves at the Lake Shore Facility.

Constructed new walls at Main library's rear dock for air curtain.

Installed new front entrance door at Broadway Branch.

Painting at the Lake Shore Facility, Main Library and Lorain Branch.

Garage: Serviced vehicles #7 and #10.

Replaced left rear taillight on delivery truck #15.

Replaced front brake pads on eastside delivery truck #5.

Replaced missing gas cap on car #23.

Replaced driver's side mirror on truck #12.

Repaired Lake Shore's tractor also removed deck and serviced small John Deer tractor.

Delivered lawn mowers to 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 7 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. 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: 5 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 394 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.

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
May	59	50	-09
Year to Date	449	296	-153

AUTOMATION SERVICES

CPL Projects: AT&T completed configuration of their interface to the Library's Voice Over IP system and four-digit dialing to all Library agencies is now possible.

New phone numbers were assigned to the Public Library Employees Credit Union which will be moving into the Main Library in July.

A shortcut has been added to the profiles of public PC desktops to clear browser history, cookies and cache, improving patron privacy and online security.

Two staff PCs were replaced at Glenville due to a break-in.

Munis Web server has been installed -- waiting on Munis to configure.

Amy Pawlowski has trained the Summer Reading Committee on the new Summer Reading web-based software, presented the software at the Youth Services meeting, and held two presentations of the software for Main Library staff. Children's Librarians as well as Computer Aides will be trained in the usage of the software the first week of June, in preparation of the software's launch on June 8, 2009.

The Web 2.0 Task Force completed their recommendation and submitted the document for the Administration on May 4, 2009.

CLEVNET Projects: Barberton Public Library began using the CLEVNET system on Monday, May 11. All sections of Automation Services were involved in completing this project. The Network team moved Barberton to the CLEVNET network; the Hardware team helped install the SirsiDynix client software and assisted the

Barberton technology consultant in configuring workstations and printers; and the Webware team added Barberton to all pertinent web sites, worked with vendors to establish access to electronic resources, and helped establish the Barberton web catalog presence. The greatest activity fell on the Software team: assisting in mapping data in the original Koha system to the CLEVNET system; defining and inputting policies; training staff; migrating the data; and providing opening day on-site support. The process of extracting data; translating it to fit the CLEVNET system; and loading it began on Friday, May 8, at 5:00 am, and was completed on Sunday, May 10, at 6:30 pm. Special recognition goes to Jim Benson and Hilary Prysbylla for their work in making this a successful transition.

A planned upgrade to the core SirsiDynix and Oracle servers was completed on Sunday, May 10. George Lenzer played a crucial role in preparing the new storage area network; creating necessary partitions and mount points; regularizing the operating system version on both servers; adding additional GNU tools for efficient administration; and planning out the process of migrating the SirsiDynix system software and the Oracle databases. The plan for the migration was excellent; unfortunately, on the morning of Monday, May 11, the kill switch on the uninterruptible power supply malfunctioned, turning off all power to the computer room. All servers and network equipment was turned off suddenly. It took several hours to restore basic service, and several days to identify and repair all of the exceptions following the sudden loss of power. Use of the CLEVNET system was rationed for a couple of days while a memory issue resulting from the incident was resolved.

Amy Pawlowski facilitated a meeting with the CLEVNET Online Resources Committee to discuss the current use of CLEVNET databases and replacing an open position on the committee.

The Technology team from Medina County District Library visited Automation Services for a tour and to introduce a new technician to Hardware and Network staff.

Larry Finnegan arranged for Cisco to present a Networking Best Practices seminar for the CLEVNET technical staff.

Bill Hood and Mr. Finnegan attended the combined meeting of the CLEVNET Technology and Training SIGs at the North Ridgeville branch of Lorain Public Library.

Darren Novak and Mr. Finnegan visited the new Wayne County Public Library Doylestown branch construction site. David Tenney demonstrated the use of a WiFi router with a cellular modem to support multiple computers on their bookmobile.

Networking equipment at Medina County Public Library, Perry Public Library, and the CPL Glenville branch were upgraded.

KnowItNow: On May 28, the State Library Board unanimously approved the 2009-2010 KIN24x7 LSTA grant proposal. The proposal was presented by Don Boozer who also answered several questions from the Board. Noah Himes and Bill Martino of NEO-RLS were also in attendance at the meeting, and Mr. Himes provided comments on the importance of 24x7 service and in support of continuing support for KnowItNow.

Mr. Boozer and Brian Leszcz spoke with Susie Whiteford and Kris Johnson, representing AskColorado, the Colorado state-wide virtual reference system. AskColorado is investigating the feasibility of becoming part of the Ohio-Oregon virtual reference partnership.

Washington County Public Library (WCPL) in Marietta was the first library to implement a custom queue for their library. The new link allows patrons initiating a KIN session from the WCPL web site to be automatically routed to a WCPL librarian during regular hours. After hours, the patron will be seamlessly connected to another KIN librarian.

During the final week of May, Megan Mitchell (KIN24x7-OhioLINK liaison) recruited three new OhioLINK institutions to join the KIN Academic providers: Bowling Green State University, Owens Community College, and Southern State Community College.

Mr. Boozer hosted a QuACK (Quality Assurance Committee for KIN24x7) meeting via Webex on May 19. The committee is developing evaluation criteria and setting up June as a "test" month for evaluating KIN24x7 transcripts.

MEETINGS & PROFESSIONAL DEVELOPMENT: Ann Palomo completed the CSU Leadership Academy, attending the final two sessions: Strategic Management & Planning, and the Capstone Session.

Ms. Palomo worked with the Strategic Direction team, meeting with Dr. Paul Saliponte at the Weatherhead School of Management at CWRU, attending the Innovation Team presentations, and helping to draft the final Strategic Initiatives report.

Mr. Boozer and Mr. Leszcz presented two programs on May 8, one for the SEO Users' Group Meeting at Mohican State Park Resort in the morning, and one for the OLC Central Chapter Conference in Columbus in the afternoon.

Mr. Boozer attended a meeting of the OLC Reference & Information Services Division in Columbus on May 13.

Bob Carterette represented the Cleveland Public Library at a meeting organized by Connect OHIO, a State level organization supporting planning for the adoption of broadband services throughout Ohio.

David Reynolds attended two COUNTER/SUSHI database statistics webinars presented by NISO.

Statistics: May's total OverDrive/CLEVNET eMedia Collection circulation was 11,735 downloads, up from 11,302 reported in April. We currently have 940 total followers on Twitter, up from 769 in April. SecondLife is currently displaying 4,114 total visitors to-date, up from 3,948 as reported in April.

Automation Services Statistics, 05/2009				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	72	56	32	160
CPL Branch	81	67	25	173
CPL Lake Shore	25	19	8	52
CLEVNET	39	30	21	90
PUBLIC				0
HARDWARE TOTAL	217	172	86	475
SOFTWARE				
CPL Main	18	18		36
CPL Branch	15	15		30
CPL Lake Shore	9	9		18
CLEVNET	67	67	3	137
PUBLIC				0
SOFTWARE TOTAL	91	91	3	218
WEBWARE				
CPL Main	19	19	2	40
CPL Branch	15	15		30
CPL Lake Shore			3	3
CLEVNET	10	10		20
PUBLIC	47	42		89
WEBWARE TOTAL	91	86	5	182
KIN				
CPL Main	9	5		14
CPL Branch	2	1		3
CPL Lake Shore	0	9		
CLEVNET	30	18		48
PUBLIC				0
KIN Library	3	3		6
OHIOLink Library	6	6		12
After Dark				0
KIN TOTAL	50	42	0	83
GRAND TOTAL				
	449	391	94	964