

## **DIRECTOR'S REPORT**

December 17, 2009

### **Monthly Statistics**

Circulation for the month of November was 582,042. This is an increase of 13% from last year's November circulation of 515,440. These are again impressive numbers, considering the fact that we were open to the public on four Sundays in November last year. All three units - the Main library, Branches and Ohio Library for the Blind and Physically Disabled (OLBPD) - showed significant circulation increases.

Reference transactions for the month of November were 85,942. This is a minimal decrease from last year's November reference transactions of 86,622. Attendance for the month of November was 326,645. This is a decrease of 2% from last year's November attendance of 372,953. While we will continue to monitor our attendance numbers, visits per hour to the Main Library and the Branches were up significantly in November from last year.

### **Program and Outreach Highlights**

After an unbelievably busy program schedule for October, programming and outreach activities were challenged by two significant events: the closure of the Woodland offices, and the retirement of OLBPD Manager Barbara Mates. Despite renovation problems that forced the Mobile Services staff in mid-November to relocate to the Community Outreach and Public Affairs office at the Main Library, the resilient group under the leadership of Mobile Services Manager **Linda Sperry** regrouped and managed to visit 70 daycares.

Despite losing their leader of over twenty years to retirement, the OLBPD staff was able to rebound. Newly-named OLBPD Manager **Will Reed**, former Assistant Manager, led this very busy department to a circulation of materials nearly twice the amount of November 2008. Tasked with providing services to all 88 counties of Ohio, OLBPD also prepared for the challenge of losing two long-time employees to December retirements.

### **Marketing and Communications**

The Marketing and Communications Department promoted a special art exhibit and group tours of "Our Children Can Soar" at the Martin L. King, Jr. Branch. Kudos should also be extended to the department for their fine work on this year's annual fundraiser for the Friends, "A Night at the Library: Characters Alive," and for their marketing of many library programs, including the

well-attended Writers and Readers program with local author Loung Ung.

### **Buildings Update**

The building project for the new Rice Branch is proceeding on time and on budget. The renovation project at the Woodland Branch continues to face considerable challenges.

Renovation at the Woodland Branch was temporarily suspended due to a discovery of asbestos in the ceiling and flooring. Surface and air sampling of all areas of Woodland Branch and Mobile Services was done, as well as eight child care facilities where book bags had been delivered from Mobile Services. Test reports indicated safe levels in all areas, with the exception of one area in the Woodland Branch where the flooring and ceiling tiles had been disturbed. Construction will resume and the staff will be allowed to revisit the site once the affected area is abated and the entire construction site is cleaned. The reopening date for Woodland has tentatively been set for late January.

### **Meetings and Activities**

- I attended Leadership Cleveland's Economic Development Day which featured Greater Cleveland Partnership President Joe Roman.
- I attended the Mayor's Reception and Dinner, which was presented by the U.S. Conference of Mayors and Partner America program.
- I attended the Metro Directors meeting in Columbus.
- I presented brief remarks at Downtown Cleveland Alliance Winterfest program held at the Main Library.

### **Public Services**

The Main Library Business, Economics and Labor Department and the Harvard Lee Branch partnered to present "Exploring Entrepreneurship," a program on planning and financing a small business with emphasis on beauty salons. The program was the first of a number of future programs that will feature Public Services partnerships between Main Library and Branches. Additionally, a significant collection discovery was made by the Special Collections Department when a letter of provenance was found in a first edition of the Rubaiyat of Omar Khayyam.

### **Staff Highlights**

The Work of Wonder (WOW) award winner for November was **Summer Salem**, Main Library Lending Clerk.

## COMMUNITY OUTREACH & PUBLIC AFFAIRS

Community Outreach and Public Affairs (COPA) continued to establish procedures and define responsibilities during its third full month of operations as a new administrative unit.

A major part of the month focused on construction related issues in Mobile Services (MOB) that forced the closure of their Woodland offices and the relocation of staff and operations, to COPA's office at Main. By the end of the month, MOB staff and operations were functional again. Limited by the inability to remove records and materials from their offices and workspaces, the bus missed 16 site stops during the relocation. Thirty-six stops were completed and 737 holds filled. The "On the Road to Reading" van visited ten pediatric and W.I.C. sites and Laura's House, contacting 101 people during these visits. 70 daycare visits (751 in attendance and 1012 items circulated) were completed. MOB staff is to be commended for their resiliency and the ability to pull together as a team during this time. Appreciation is extended to Automations and Facilities for their quick response in getting temporary work spaces set up and providing access to electronic files and records.

The new Manager for the Ohio Library for the Blind and Physically Disabled (OLBPD) began this month. Will Reed, previous Assistant to Manager Barbara Mates who retired in October, moved rather effortlessly into his new position. We began to meet regularly to discuss the ongoing transition to statewide service and to provide new manager assistance. The department also received two new retirement notifications, Marlene Iverson and Jeffery the State Library of Ohio contractual obligations.

Mr. Reed worked with Graphics Department to design a new brochure to promote statewide services. OLBPD staff also actively marketed services at Akron Public Library on November 11, 2009 for their Staff Development Day and at the Euclid Senior Center on November 23. On November 17, staff facilitated an online book discussion with the Ohio State School for the Blind; they discussed Trenton Lee Stewart's *Mysterious Benedict Society*.

The Department also went through a KLAS operating software upgrade during the month. The upgrade went smoothly and staff have quickly adjusted to the new version. Bill Hood and Automation provided assistance for unforeseen problems and their help was invaluable.

COPA helped to support the Friends of Cleveland Public Library's Annual Event. Many who attended felt that it was one

of the best of the annual events. More than 19 book characters came alive(!) and entertained guests throughout the evening.

Programming was active this month. Behind the scenes, COPA completed the approval process and submitted events for the Library's first Programming Calendar, January/February 2010.

Children's Book Week opened with *Our Children Can Soar* Art Exhibition at Martin Luther King, Jr. Branch on November 12. Illustrator Shadra Strickland was the featured speaker and was joined on program by local poetry performance artist Q-Nice and students from Cleveland Metropolitan School District School of the Arts Lower Campus. Ms. Strickland visited several local schools the next day. The exhibition will run through the middle of February.

*Celebrate With Books*, the Library's annual publication of best books published during the year for youth, was completed and sent to Graphics for publication. This year's edition was dedicated to long-time (56 years!) Cleveland Public Library Children's Librarian Ruth Hadlow who died this month.

We continued to finalize a program contract with Girl Scouts of Northeast Ohio; finalized a 3<sup>rd</sup> grade reading initiative, "Let the Children Read", with Cleveland Metropolitan School District; renewed 2010 commitments with Radio Disney and Metroparks Zoo; and continued Sugarman Children's Biography Award deliberations.

COPA also supported local artist and photographer Donald Black's closing reception for his exhibition "For Closure" at Convivium 33. Mr. Black helped the Library to create the teen initiative "Subject 2 Change", that provided an up-close look at the foreclosure of houses in the Mount Pleasant area. Additionally, we sponsored a Winterfest event in the Louis Stokes Wing Auditorium as part of Downtown Cleveland Alliance's annual winter celebration. About 250 people enjoyed the Urban Dance Collective (Cleveland School of the Arts - upper Campus), under the direction of Terence Greene.

The Literacy Office continued to work to finalize MyCom grant contracts for 2010; encumber grant funds for the Senior Health Literacy Book Clubs at J. Glenn Smith Clinic; and, coordinate the Learning/Homework Help Center at the new Rice Branch. Literacy Coordinator, Merce Robinson attended a Starting Point Workshop on Out of School Programming; a Help Me Grow Workshop at the Visiting Nurse Association; and the Invest in Children Annual meeting Breakfast.

In November, COPA Administrator, Jan Ridgeway interviewed and hired the new OLBDP Manager; met with staff and Cleveland Public

Art on the art installation project for the Eastman Reading Garden Project; Chaired a committee meeting on the American Library Association's Picturing America Grant; participated in both a MyCom conference call assessment and a MyCom meeting where the Library was introduced as the new Lead Agency for Transitions; met with Human Resources regarding School Age Coordinators, Q-Nice and Art Finley on a Black History Program, the Friends' staff; and, supported the Children's Book Week Program, Winterfest and the closing reception for the art exhibition "For Closure".

## **PUBLIC SERVICES**

Programs/Exhibits:

Audio Video technicians provided production, sound and technical support for the *Winterfest, Writers & Readers' Series*, Children's Book Week, Prison Reform, and many other events.

On November 30, Business partnered with the Harvard-Lee Branch to present a small business program about owning your own beauty salon. More than twenty attendees filled the meeting room, and a lively, informative discussion took place.

Fine Arts partnered with Social Science and sponsored *Music at Main: Passport Project* in the LSW Auditorium on November 21 for over 80 people. Bruce Biddle was a guest speaker at the opening of the exhibit, "Our Children Can Soar," at Martin Luther King Branch. Winning artists of the *See Also* garden competition came in from Toronto to present their concept to Library Administration and analyze the physical attributes of the garden.

On November 3, Foreign Literature Manager Milos Markovic provided a tour of the department and explained outreach efforts to five CCPL librarians. He also conducted a tour for 31 French students from Mayfield High School. Mary Torres provided a tour of the Department's Spanish language resources for three members of the UVA Partnership (Spanish Women's Support Group.)

In General Reference, Kelly Ross created a small Employment Resource display (including online job searching sources, resume handouts, example interview questions) located in the Periodical Center near the classified sections of the *Plain Dealer*.

On November 18 Map Collection held their annual GIS Day event with a Mapping Workshop for professionals and students. The workshop offered instruction on how to use free mapping software for GIS projects.

History Librarian Michael Ruffing is working with Public Administration Manager Karen Martines on an exhibit commemorating the 200<sup>th</sup> anniversary of the creation of Cuyahoga County. The exhibit, "Women's Work: Inspiring Stories of Women Who Made History in Cuyahoga County," commemorates the bicentennial of Cuyahoga County by highlighting the contributions of women to the 200-year history of the county. The exhibit opens on March 1, 2010, the beginning of Women's History Month, and runs through August 2010.

Popular Manager Richard Fox led a book discussion for the Friends of the CSU Library on November 18 for 21 participants who discussed *Beyond the River* by Ann Hagedorn. On November 4 he led the Main Library Book Discussion Group in a discussion of *The Photograph* by Penelope Lively.

Popular displays prepared by April Lancaster and Sarah Moore for the month included promotion of author Luong Ung leading up to her November 15 appearance. Other displays focused on Thanksgiving, authors Jodi Picoult and Dean Koontz, and recent and upcoming movies based on books.

On Friday, November 13 Science's Green Team members met with Director Felton Thomas, Public Service Administrator Cindy Lombardo, and Tim Diamond. Director Thomas requested short-term, mid-term, and long-term plans for the new Center by Tuesday, December 15, 2009.

Social Sciences Librarian Mark Moore assembled a Captivate presentation featuring the Merriwell Dime novels from the Social Sciences baseball fiction collection. Harriette Parks and Helena Travka presented the Department's Book Club on November 12, to discuss *Sex, Lies and Headlocks: The Real Story of Vince McMahon and the World Wrestling Federation*. Sequoia Brown conducted a Prison Reform program in LSW on November 7. One hundred nine (109) patrons attended this informative event that featured Dan Moulthrop, Mansfield Frazier, Alan Elsner, and Frank Shewalter.

#### Outreach:

Twenty-five students from Shaw High School visited Business Department on November 5 to research a variety of topics focusing on entrepreneurs. The Computer Learning Connection taught classes in MS Excel for the Cuyahoga County Prosecutor's Office and MS Access for the Department of Justice Affairs. Map Collection hosted a GIS Day in CLC on the 18th. Government Documents presented a class on accessing government information online.

Michael Dalby from Fine Arts posted a podcast of the *Oberlin Bassoon Quartet* recording & sent them a CD of the performance. Mr. Dalby also created a video for the *Music at Main: Passport Project* on CPL YouTube that you can watch by entering the following link: [http://www.youtube.com/watch?v=T52\\_-tViUYI](http://www.youtube.com/watch?v=T52_-tViUYI). Pam Eyerdam met with the Cleveland Municipal School District Fine Arts Coordinator, Karen Clark Keys to discuss future partnerships.

On November 12, Map Collection entertained three guests from the Cleveland Museum of Natural History who visited the Collection in preparation for the cooperative scanning of a complete set of 1928 Sanborn Fire Insurance Maps of Cleveland owned by the Museum. The map set will be scanned by CPL and added to the Library's Digital Image Collection in 2010. On November 20, thirty students from East Technical High School toured the Library and spent time researching their History Day projects.

An email blast was sent from Public Administration Library to all City Hall employees about the availability of the *Hannah Report* in PAL.

Harriette Parks, Social Sciences, completed the Annual Guide to Administration Resources Brochure and sent the guide to numerous branches.

#### Collections/Reference:

Business Department requested a group of titles on American wealth and corporate wealth from storage for research. Titles include multiple volumes of "Survey of American Listed Corporations," from the 1930s and 40s.

Fine Arts staff continues to weed on the 5<sup>th</sup> floor. Many books have been changed from status of REF to CIRC to boost circulation statistics.

Special Collections found a letter of provenance in a first edition of the Rubaiyat of Omar Khayyam. The book was entered on a record for a facsimile, so this was a double discovery. Its current value is \$35,000.

Foreign Literature weeding continued with staff withdrawing 589 items from the collection.

On November 20, General Reference staff members Pam Benjamin and Kelly Ross met with Science and Technology staff members

Carmen Harris and Marilyn Nichols to discuss the feasibility of transferring the Photoduplication and ILL services to the General Reference Department.

In cooperation with Fine Arts and Special Collections Department, Heather Fisher, a student in Ursuline College's Graduate Program in Historic Preservation, was interviewed as a potential intern for a joint project between History and Fine Arts. The 2010 project involves improving the arrangement, and creating a finding aid to facilitate easier access to the construction records and architectural blue prints from Rockefeller's Forest Hills subdivision owned by Special Collections and stored in Map Collection. Current owners of homes in the subdivision frequently visit the Collection for information on the construction and architecture of their houses.

History and Geography is working with Social Sciences and General Reference on a collaborative grant project to purchase from Readex the Cleveland *Plain Dealer*, from 1842 to the present, in a fully searchable electronic format. Collaborative partners in the venture include Cuyahoga County Public Library and the Michael Schwartz Library at Cleveland State University. CPL is represented by Manager Ron Burdick.

Popular end-of-year ordering focused on areas of the collection that needed to be refreshed or replaced. Orders were placed for Graphic and Urban fiction, cookbooks, decorating, and Young Adult books.

One of the Councilmen called upon PAL with a list of questions to be answered for information to be used in support of getting the Gay Olympics Games in Cleveland. We were happy to provide the requested information. The September 30, 2009 issue of the *Plain Dealer* reported that the City has been awarded the games.

"Green" resource materials have been moved to shelves designated GRC materials and new materials are coming in daily.

Mark Moore completed the final orders for the 2009 Social Sciences book budget. Special attention was paid to the sports materials collection, to books frequently stolen, and to books with a history of high circulation. Sequoia Brown processed 359 Interlibrary Loan requests in November. John Skrtic met with Rollie Welch on November 5 to learn about branch ordering procedures.

Staff/Professional Development:

Public Services Administrative Assistant Cynthia Lorber-Fienga



announced her retirement effective December 19. During her long tenure at CPL Cindy provided assistance and support for staff members throughout the library system. Her professionalism and optimistic and encouraging personality will be missed! Yarimilka Beavers, formerly with COPA, has been hired for this position and will be training with Cindy for the next several weeks.

Michael Janero, Security Administrator, spent a half-day working and learning about the Audio-Video Department.

In the Business Department, the Learning 2.0 @ CPL program finished with a finale at the Lake Shore Facility. Nine employees graduated from the program.

Two Branch Managers spent the day in BEL. Cheryl Diamond from Woodland Branch visited on November 2 and Rekiat Olayiwola from Fleet visited here on November 20.

Fine Arts staff members Bruce Biddle and Pam Eyerdam attended ARLIS/OV Meeting/Toledo. Ms. Eyerdam was a Panelist for the conference. Oksana Kraus and Pam Eyerdam attended a CLEVNET workshop, "Know Your Gadgets" at the Medina County Library. Amy Dawson and Bruce Biddle volunteered to be readers for the Maltz Museum, "Stop the Hate" contest. Lissa Waite attended four all-day Union negotiation meetings.

General Reference staff received a gracious acknowledgement for their assistance from Allan May in his recently published book *Gangland Gotham: New York's Notorious Mob Bosses*.

Pam Benjamin met with Cindy Lombardo, Ellen Leavitt, and Melissa Lattanzi from Northeast Ohio Regional Library System (NEO-RLS) on October 5 to discuss the future of the Library's Management Training Committee.

Due to staffing shortages, General Reference has ceased picking up their KnowItNow 24x7 queue from 1:00 p.m. - 2:00 p.m. Monday through Saturday. With Senior Subject Librarian Michelle Makkos on maternity leave and the retirement of Michael Sparrow in October, a number of duties have been temporarily or permanently transferred to other staff members (e.g. binding maintenance, direction of pages, daily schedule, and department statistics).

General Reference Manager Pam Benjamin visited Branch Manager Susan Martin and the West Park Branch on November 12.

Venechor Boyd, History Department, has announced her retirement. Ms. Boyd has worked for the Library for over thirty years and has worked in the Photograph Collection for twenty-five years.

Her last day will be December 31, and a reception for her has been scheduled for December 22 in the History and Geography workroom.

Lending Supervisor Daniel Oreskovic met with Susan Martin from the Cost Savings Team to discuss library applications. On November 5, Mr. Oreskovic spent the day at the Addison Branch for the branch exchange program.

Lending Clerk Summer Salem has been chosen as the recipient of the November 2009 WOW program award winner.

Social Sciences Manager John Skrtic worked with David Furies and the Cleveland City Club to correct holdings for City Club tapes and DVDs. John Skrtic attended the NEO-RLS Board of Trustees meeting in Leetonia, Ohio on November 17. Long-time staff member Sonia Young announced her retirement. February 12, 2010 will be her last day.

#### EAST TEAM SUMMARY

Mount Pleasant Branch hosted a community forum presented by the Cleveland Rape Crisis Center in response to the alleged serial rapist and killer residing in the community. Community members and activists attended the meeting in hopes of supporting residents impacted by the issue. Director Felton Thomas and Board Member Maritza Rodriguez attended the meeting to provide further support from the Cleveland Public Library.

Glenville's Children's librarian, Ms. Schmidt-Harris conducted five sessions of toddler story time (total attendance 33) and one children's evening story and craft hour ("Kids Rule"). In addition, her monthly children's program was Cloudy with a Chance of Meatballs, complete with a telling of the story, word scramble, bean bag toss activity, and spaghetti hat craft (attendance 15).

The Mount Pleasant Branch Library hosted a literacy based Thanksgiving Program for children. Mrs. Carter read *Arthur's Thanksgiving Day* by Marc Brown and the neighborhood children made a turkey craft from a child's handprints and footprints -- cut out of construction paper.

East 131 Street Branch's "One voice Per Month" young adult book club focused on *Skin I'm In* by Sharon Flake was read by Debra Ghosten's 8th grade class from Hope Academy School. Students engaged in lively discussions and a question and answer session with program facilitator, Yvette Hamilton.

#### CENTRAL TEAM SUMMARY

The renovation project at the Woodland Branch has not gone as smoothly as anticipated. Delays have been incurred and the project will take longer to complete. In the meantime, all of the Woodland Branch staff has been reassigned to work in other branches. Cheryl Diamond, Woodland Branch Manager, will serve as Interim Branch Manager of the Lorain Branch, once Richard Homzy retires in early December. Woodland Branch staff is temporarily filling vacant positions in other branch libraries.

The construction of the new Rice Branch Library is progressing on schedule. The Library is anticipating a January, 2010 grand opening. A major public celebration of the opening of the branch is currently being planned. In addition, most of the Strategic Plan money that was appropriated for new materials for the new branch has been encumbered. The new materials are being stored in the Lake Shore facility until they can be delivered to the new branch library.

Central Team Branch Highlights include:

- Janet Hutch, Manager of the Broadway Branch, has been vigorously weeding both the Juvenile and the Adult sections of the Broadway Branch Library. Ms. Hutch announced her mid-December retirement.
- Sixty-five children from the Anton Grdina School visited the Garden Valley Branch for Story Time and computer instruction.
- A major weeding project in the adult non-fiction section of the Jefferson Branch Library is underway. Cheryl Diamond, Manager of the Woodland Branch is assisting Jefferson Branch Manager Cal Zunt in the project.
- Most of the new materials for the Rice Branch Library have been ordered and many of those materials have already been received. They are being held in library storage awaiting completion of the new facility.
- An Ofrenda or El Dia de los Muertos alter was on display at the South Branch Library from October 15, 2009 until November 15, 2009. Fourteen visitors from Malone College came to see the Day of the Dead Altar on November 2, 2009.
- The Sterling Branch Library has become a testing site for the very popular U.S. Census Bureau.
- Union Branch Computer Aides, Rayshawn Hayes and Ricardo Jackson have been busy conducting computer classes for the public at the Union Branch. They are assisting with resume writing, college applications, job applications, and FASFA registration. Fifty-eight members of the community participated in the classes during the month of November.

- Cheryl Diamond, Manager of the Woodland Branch, attended the Coordinating Council for Youth Development /MyCom at the Friendly Inn, the Career Night Program at the Friendly Inn, and a Central Neighborhood Collaborative Meeting at the Friendly Inn.

#### WEST TEAM SUMMARY

Reduced staff levels continued to impact branch coverage and operations as demand for library materials and services continues to increase. Branches on the team report patrons are checking out more DVDs and are pleased with the greater variety that the floating collection has afforded. Although CDs haven't met with the same increase in circulation, a suggestion by Lorain to shelve CDs in closer proximity to DVDs seems to have the potential to attract more interest in CDs.

Many economically disadvantaged patrons have been assisted by our staff in obtaining the Safelink free cell phones. High numbers of patrons of all ages continue to maximize use of branch computers and attend one-on-one or group computer instruction.

South Brooklyn noted an increase in interlibrary loan requests since Cuyahoga County Public Library suspended that service. West Park and Lorain have served as sites for a series of testing dates by the U.S. Census Bureau for prospective census takers.

Rockport's Children's Librarian Diana DeVore partnered with Mary Torres from Foreign Literature to promote the branch's bilingual story times on YouTube. Authors such as Skip Zilla appeared at Rockport as part of The Write Stuff Literacy Campaign's National Day of Reading event, hosted by Lisa Milliron. A speaking and discussion event on autism was held at West Park as part of collaboration between the Library and The Discovery and Wellness Center for Children.

Buildings projects included painting the exterior trim at Walz; carpet cleaning and HVAC work at Lorain, and regular repair and maintenance work throughout the team. Brooklyn Branch is in need of increased lighting in the public area. The days of less sunlight make lighting inadequate for proper visibility. Patrons and staff are having difficulty with the reduced light that is available.

## TECHNICAL SERVICES

Patricia Lowrey was pleased to host a visit from representatives from the District of Columbia Public Library who came to observe a number of Technical Services operations. She met with the Cost Savings Team and submitted a list of recommendations to the Administrators. She attended the Friends of the Library Event and the Board Retreat. Ms. Lowrey spent many days in contract negotiations.

Technical Services managers attended the budget update presentations.

Collection Management: Laura Mommers continued to visit Branches on Tuesdays. Ms. Mommers has gathered feedback from Branch personnel about the popularity of the Blu-ray collection and other non-print Branch needs from Collection Management.

Rollie Welch met with two Washington District of Columbia librarians on November 12 as part of their fact finding mission to Cleveland Public Library. Mr. Welch shared examples of holds reports, weeding reports and other statistical reports generated by the Automation Department. They were especially interested in the floating collection. Mr. Welch published two reviews in the Cleveland Plain Dealer and his Street Lit column was published online by Library Journal on November 16.

High Demand: The department ordered 1,782 titles and 32,117 items. A total of 702 new titles and 18,148 items were added.

Shelf/Shipping: A total of 234 items to Main for requests. Receiving/Distribution Technicians received, sorted, and labeled 37,328 items.

Catalog: Staff cataloged 4,596 titles and added 12,651 items. Jeremy White-Zeager cataloged more video recordings than usual and helped clear up a small backlog. Ms. Delfts has been trained by Dawn Grattino on how to catalog sound recordings. Ms. Grattino cataloged a 19<sup>th</sup> century manuscript of the Baghavad Gita and a 19<sup>th</sup> century scroll of the Book of Esther for John G. White. Mike Monaco made his first correction to an established name authority record as a participant in the Name Authority Cooperative Program (NACO).

Regina Houseman attended the Northeast Ohio Technical Services Librarians (NOTSL) Fall Meeting. Jeni Delfs is participating on the United Way/Community Shares Committee, and she helped organize a bake sale to benefit United Way. Theresa Mallette attended the Know Your Gadgets workshop. Elizabeth Hegstrom has

replaced Patricia Lowrey on the Management Training Planning Committee.

Acquisitions: Alicia Naab met with two administrators from the DC Public Library and conducted demonstrations of the Sirsi Acquisitions module for them and showed them how to create and load Baker & Taylor 9XX orders. Gloria Guzi, Acquisitions Librarian - Serials, met with Michelle Makkos, General Reference Senior Subject Department Librarian, to review and compare JSTOR and Project Muse electronic journal titles with current print and microfilm titles in order to consider possible cancellations for 2011. Ms. Guzi attended another meeting of the Plain Dealer Digitization Project along with other CPL staff members and representatives from Cleveland State University and Cuyahoga County Public Library in order to review the grant proposal.

Ms. Naab attended a meeting of the Cost Savings Committee and an OLC Membership Committee Meeting in Columbus. Ginaya Willoughby, Acquisitions Assistant - Serials attended a meeting of the United Way/Community Shares Committee.

Patricia Weeden, Acquisitions Assistant, attended the Clevnet Know Your Gadgets workshop at the Lake Shore facility. Ms. Naab, Ms. Willoughby, and, Glennis Blair, Technical Services Associate, attended the CPL Learning 2.0 program closing event at the Lake Shore facility. Ms. Willoughby and Ms. Blair were participants were both participants of the program and Ms. Naab was a tech mentor for the program. Ms. Weeden and Ms. Willoughby attended several of the staff chorus rehearsals.

Acquisitions staff ordered a total of 15,807 titles and 24,265 items, received 13,930 items, and processed a total of 2,180 invoices. Serials staff added 237 items and processed 478 periodical and serial claims.

Preservation: Staff inspected runs of the historic Cleveland Central High School and East Technical High School yearbooks in preparation for scanning. Scans of the first reel of the Town Topics Microfilm were received, and Preservation staff began processing the files for History Department's digital project. Ann Olszewski attended the November 16 meeting of the Digital Projects committee, and reported on progress with new projects. A 1914 scrapbook on Children's services and correspondence with children's author/illustrator Lois Lenski were added to the Archives digital collections. Two Archives patrons requested high resolution files for publication.

Artist Jodi Kanter repaired two damaged panels from the Memorial-Nottingham children's room. The full set of four panels was reinstalled in a different window where it will be less

vulnerable to handling by the children. Photos of the Children's room mobile and "Read" panels were published in the Cleveland Textile Alliance newsletter.

Heritage Preservation requested a poster representing CPL to hang permanently in its Washington DC offices, along with posters from other award winners.

## **MARKETING & COMMUNICATIONS**

November was highlighted by a visit from author Loung Ung, who presented an inspiring story of survival and triumph to a full auditorium.

### Public Relations:

Several campaigns were underway during the month of November. Marketing, Graphics and Webware staff wrote and distributed press releases, featured events on the Library website, arranged and prepared interviews, and designed and distributed print materials to promote the following major events:

- Promoted the Friends annual fundraiser, "A Night at the Library: Characters Alive," on WKYC TV Channel 3.
- Promoted Writers and Readers author Loung Ung via WCPN 90.3, *The Plain Dealer Newspaper*, *Call and Post Newspaper*, and online community calendar postings.
- Promoted the December Andrew Venable Celebration Library Chorus in *Call and Post Newspaper*.
- Promoted Winterfest program, Cleveland School of the Arts Urban Dance Collective, in the *Cleveland Magazine* and through Downtown Cleveland Alliance.
- Featured November and December events on online community calendars, the Library website, the CPL Facebook page, Twitter and Flickr accounts.
- Distributed and followed-up on press releases for: Writers and Readers author Loung Ung, "A Christmas Carol" performance, "Our Children Can Soar" Art Exhibition and Library Board Meeting.

The activities of the month are reflected in the meetings that were held or attended by the Marketing & Communications Department Administrator:

- Met with Webware and COPA staff to coordinate procedures for use of the website to promote programming.
- Met with Carlos Latimer, Audio Video Manager, as well as various sound design companies, to initiate requests for proposals for improving the sound equipment at the Library.
- Photographed the staff chorus rehearsal for the staff newsletter.

- Met with Hyatt representatives regarding holding the 2011 Association of Bookmobile and Outreach Services annual conference in Cleveland, hosted by the Library.
- Conferenced with Constant Contact and Webware staff before purchasing software for eblasting the *Speaking Volumes* newsletter.
- Held weekly meeting with Falls Communications to determine schedule of promotions and activities.
- Met with Thomas Mulready of Cool Cleveland to recap the successful campaigns in 2009 and project a schedule for 2010.
- Attended Spectrum meeting with artistic winners of the *See Also* installation contest in the Eastman Garden.
- Attended weekly Executive Council and Administrators meetings, as well as monthly Board of Trustees and Programming meetings.
- Held several staff meetings with Marketing and Communications staff.
- Held crisis team meeting to manage the discovery of asbestos at the Woodland Branch, which included the retrieval of book bags from daycare facilities.
- Attended and photographed the Works of Wonder (WOW!) award presentation for custodian Glen Harris.
- Attended meeting Director Thomas, Janice Ridgeway, COPA Administrator, and Julius C. Dorsey, Jr., President, Dorsey & Company, Strategic Consultant.
- Participated in monthly diversity training workshop as part of the YWCA Changemakers program.
- Met with Branch Manager William Bradford of the Carnegie West Branch to tour facility and discuss the promotion of future programs.
- Attended the "Our Children Can Soar" art exhibit opening at Martin L. King, Jr. Branch.
- Conducted initial planning meetings for eighteen (18) posters to be installed at the Cleveland Hopkins Airport in December to offer a preliminary glimpse into the "Dare" campaign.
- Met with the selection team for the new website redesign, Bob Carterette, Automation Administrator, and Amy Pawlowski, Web Applications Manager.
- Attended the Friends of the Library annual fundraiser.
- Attended the Writers and Readers author series with special guest Loung Ung.
- Attended a MYCOM planning meeting with staff from A Cultural Exchange, COPA and the Director's office.
- Coordinated presentations and attended a Library Board of Trustees retreat.
- Answered questions at a Question and Answer session for the Request for Proposal for the website redesign.
- Met with Karen Martines, Public Administration Library Manager, and Cindy Lombardo, Public Services Administrator, to plan for the I Love My Librarian 2009 Award promotion.



- Met with Pamela Eyerdam, Fine Arts Manager, to begin the planning process for Exhibits.
- Attended, photographed, and posted for Facebook the Business program for "Beauty Shops" at the Harvard Lee Branch.

#### Graphics:

- Cathy Poilpré and staff designed, printed and/or produced 121 printed pieces, including slides for the lobby message display, banners, signs, cards, fliers, forms, WOW winner poster, programs, Map Collection department brochure, new brochure for OLBDP, annual report postcard, and reading lists.
- Four (4) staff newsletters were produced; retirees were photographed at Board meeting.
- Cathy Poilpré hung art show and promotional collateral for "Our Children Can Soar" exhibit at the Martin L. King, Jr. Branch.
- Cathy Poilpré attended the quarterly Public Services Managers meetings, as well as a USPS workshop; and Cathy Poilpré and Tonya Thompson completed Web 2.0 training.

#### Web:

- Amy Pawkowski and David Reynolds performed routine updates and maintenance, featured events on the Library website, posted events on the Board website, and posted press releases upon request.
- Posted new header for the CPL website, as well as all other web resources.
- Amy Pawlowski and Anastasia Diamond-Ortiz, Computer Learning Connection Librarian, completed the first Learning 2.0 Program, graduating nine staff members with training on Facebook, YouTube, Twitter, and Flickr. Graphics staff Cathy Poilpré and Tonya Thompson successfully completed the program.
- Distributed a Request for Proposal for the redesign of [www.cpl.org](http://www.cpl.org) to Cleveland-based web design firms and facilitated a Question and Answer session for all companies.

#### Other:

- The Library received coverage or references on 56 occasions in November. A complete listing and printout of all publications is available in the Marketing and Communications office.

## **BUILDINGS SERVICES**

The Buildings Office completed numerous branch inspections and continues to monitor utility bills. We have attended weekly construction meetings for Rice and Woodland to insure that the construction is proceeding according to plans and moving in a timely manner.

Maintenance mechanics continue to maintain our buildings for the safety and comfort of our patrons and staff. Work to upgrade boiler controls at Fleet Branch was completed. The batteries were serviced for the emergency lights at Fulton Branch. One of the boiler's hot water circulating pump was replaced at Harvard-Lee Branch. The pre-filters in the handling units in the Louis Stokes Wing and the Main Building have begun to be replaced. Installed power outlet for public computers at Sterling Branch. Installed outside covers on HVAC louvers for the winter at Union.

The carpenters made two (2) suggestion boxes with stands for the entrance of the Louis Stokes Wing and the Main Building. They also removed the McVey art work at the old Rice Branch and repaired the wall.

The painters are doing touch-up work at Louis Stokes Wing, the Main Building, and Glenville Branch. Also, repairing the walls in the basement at Brooklyn now that the waterproofing is completed.

The steering problem and preventative service was completed on vehicle #3. The transmission fluid, filter, and four (4) new tires were replaced on #11. The front and rear brakes rotors and drums were replaced on #17.

## **SECURITY OPERATIONS**

Director's Irregularity Report Summary: Security Operations submits a monthly report to the Director summarizing all Main Library, Louis Stokes Wing, and all Branch Library Irregularities.

Security Systems: The access system in the Main Library complex, Lake Shore, Memorial-Nottingham and Garden Valley is fully 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 Logbook and followed-up on by Security Operations Supervisors 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.

During the month of November, the Cuyahoga Valley Patrol responded to three alarms; two of those alarms were caused by staff members.

All duress buttons are tested on a monthly basis at all stations in the Main Library Building, The Louis Stokes Wing, Lake Shore, and at all branches.

Closed Circuit Television: Closed circuit television systems are monitored in the Security Operations Command Center office, and at the Louis Stokes Wing security desk, Rear Dock security office, Main Library building security desk, and the Lake Shore Facility security desk.

Identification Cards: Security Operations continues to issue photo identification cards to new staff members and to replace lost cards.

Monthly Equipment Inspections: On a monthly basis, Security Operations conducts complete equipment inspections in all branches, the Main Library, The Louis Stokes Wing, and Lake Shore. Besides safety and medical equipment, complete inspections are conducted on fire extinguishers, fire suppression systems, and fire valve systems.

3M Book Detector Alarm Systems: On a daily basis, the 3M Book detector alarms are checked in the Main and Louis Stokes Wing. The Branch Patrol Supervisors inspect the book detector systems at the branches each time they visit. All are operational at the time of this report with the exception of one faulty detector at the Union Branch and one faulty detector at the Fleet Branch. The Branch Managers were made aware of the problems at both branches.

Lost and Found: An inventory of all lost and found items is conducted on a monthly basis at the Louis Stokes Wing Security Operations Desk. During the month of November, ten items were returned to their owners.

Branch Security: To temporarily provide a higher level of security, two Tenable guards are assigned to each of the following branches: Addison, Carnegie West, and Hough. Additionally, at the request of the Public Services Administrator, an additional Tenable guard was added to Carnegie West for a two-week period. Security Operations meets with Tenable management on a regular basis to discuss issues at the

branches. Security Operations has also provided special attention at various times during November to the Addison Branch, Union Branch, Sterling Branch and the Hough Branch.

Branch Patrol: Security Operations currently operate three Branch Patrol Units. Each Branch Patrol Unit is assigned a Security Operations Supervisor and a Security Officer. Branch Patrol Units respond to all branches when called upon by staff members and regularly patrol and visit all branches several times a week.

In addition to their regular duties, Branch Patrol supervisors continuously conduct safety and security training with branch staff at all the branches.

The Branch Patrol Security Operations Supervisors investigate all Security Irregularity Reports submitted by staff members from the branches. During the month of November, the Supervisors investigated thirty-seven Security Irregularity Reports. Security Operations produces internal reports each month summarizing the branch locations of each report, the type of incident, and the time and day of the incident to ensure coverage at the branches is adequate.

### Training

Continuous training is conducted by the Assistant Chief of Security Operations or a Security Operations Supervisor at Roll Call with all officers.

## 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	- 9
June	56	63	+ 7
July	61	60	- 1
August	56	59	+ 3
September	53	53	0
October	61	70	+ 9
November	50	51	+ 1
<b>Total</b>	<b>786</b>	<b>652</b>	<b>-134</b>

### AUTOMATION SERVICES

#### CPL Projects

Policy file and other changes were made to support the extended temporary closing of Woodland.

Special reports were run for South Brooklyn, Jefferson and West Park (3).

South and West Park branches began an informal test of the new procedures for adding uncataloged items.

KnowItNow client was upgraded on approximately 70 staff workstations.

Deep Freeze version 6.5 console software, has been installed on a newer server (ntmgmt5), and public workstations are being upgraded.

Internet Explorer version 8 has been re-packaged and placed on the Altiris server for distribution for new and re-imaged workstation installations.

A site visit for to the new Rice branch was made to identify the demarc location.

Billing information for the Broadway DSL circuit has not been provided by at&t after several requests. A PUCO complaint has been initiated.

After repeated attempts, at&t corrected an over billing for long distance in the amount of \$4,000.00.

The new CPL logo was integrated in all of the existing web services, including [www.cpl.org](http://www.cpl.org), the Web catalog, the events calendar, the Staff Center, and the Board site.

The Learning 2.0 Program finished on Friday, November 6, 2009 with a luncheon event for Beverly Austin, Glennis Blair, Carol Dixon, Rhonda Fulton, Susan Mullee, Magnolia Peters, Cathy Poilpre, Tonya Thompson, and Ginaya Willoughby. The program was outlined and managed by Amy Pawlowski and Anastasia Diamond-Ortiz.

An RFP was distributed for a redesign of [www.cpl.org](http://www.cpl.org). A Q&A session was held on Monday, November 23, 2009. Bob Carterette, Tena Wilson, and Amy Pawlowski answered questions. The deadline for bidder submissions is Thursday, December 10, 2009.

A section for the United Way Campaign was added to Staff Center.

#### CLEVNET

The Software team started work with Medina and Flowan to implement Medina's Flowan HelpDesk license.

Policy file changes were made for Perry, Clyde, Sandusky and Shaker Heights.

We assisted Shaker Heights with Directors Station stats by creating a template for them to use.

We adjusted date due slip messages for Medina and Orrville libraries as requested.

We ceased creating printed overdue notices for Lorain library as requested.

Special reports were run upon request for Lorain (4) and Huron (2).

2010 calendar information for all libraries was entered.

New SIP ports were added for Twinsburg's new self check and Cassie systems.

Leviton Training in data cabling was attended by 26 technical and buildings staff from: Cleveland, Cleveland Heights-University Heights, Barberton, Ritter, Twinsburg, Willoughby-Eastlake, Wayne County, East Cleveland, Medina County, Shaker Heights, and Euclid.

Mr. Finnegan and Mr. Novak met with East Cleveland Public Library and East Cleveland Cable to discuss running video over IP; at&t at Barberton Public Library to discuss their fiber installation; and with Cleveland Heights-University Heights Library to prepare the network for moving computers across the street to the old YMCA building.

An access point and a switch were installed at Ritter Public Library in preparation for their new addition.

A video of the CLEVNET "Know Your Gadgets" workshop was posted on the Member's site. The workshop was a joint effort between the Training and Technology SIGs. Sessions were held at four different libraries: Medina, Twinsburg, Lorain, and Cleveland.

The CLEVNET Directors Panel met on November 13. Major topics discussed included shipping and delivery, debt collection, lost and paid, texting hold messages, and marketing CLEVNET.

#### KnowItNow

On November 3 we were informed that AskColorado has decided not to join the Ohio/Oregon collaboration at this time.

A "KIN24x7 Year in Review" article for the State Library of Ohio's December newsletter was submitted.

Dr. Miriam Matteson of Kent State University's School of Library & Information Science (KSU SLIS) is interested in using questions and/or transcripts in her reference services class. We are investigating ways to facilitate this.

Marketing materials were supplied to Bob Murnan, CPL Government Documents, to distribute at a class on "Accessing Government

Information". The marketing materials highlight KIN24x7 in general, and the Government Information queue specifically.

Three candidates from KSU SLIS for the KIN24x7 practicum for the Spring 2010 semester were interviewed and Layla Arnold was selected.

Cleveland Heights-University Heights Public Library is considering staffing a local queue. Euclid Public Library has decided to staff a local queue.

Two finalists (Euclid PL and CPL) were chosen for the new KnowItNow logo. A final decision will be made by Dec. 8.

### Meetings

Bob Carterette and Ann Palomo met with the Cost Saving Committee regarding shipping improvements throughout CLEVNET.

Don Boozer, Larry Finnegan, Bill Hood, George Lenzer, Ann Palomo and Amy Pawlowski attended management training on November 19.

Jim Benson and Hilary Prisbylla attended a meeting on the 2010 budget on November 20.

On November 9, Mr. Boozer participated in the second monthly online meeting of the collaborative virtual reference listserv members. Coordinators and staff from nine states and two Canadian provinces shared information.

### Visitors

Bob and Ann met with visiting librarians Chris Tonjes and Elissa Miller of the Washington D.C. Public Library to discuss configuration of Sirsi, particularly the acquisitions module.

### Statistics

	<b>November 2008</b>	<b>November 2009</b>
<b>OverDrive Downloads</b>	9,404	13,140
<b>Twitter Followers</b>	286	1,491
<b>Facebook Fans</b>	N/A	1,875



<b>Automation Services Statistics, 11/2009</b>				
	<b># Cases Opened</b>	<b># Cases Closed</b>	<b>Site Visits</b>	<b>TOTAL</b>
<b>HARDWARE</b>				
CPL Main	53	48	36	<b>137</b>
CPL Branch	93	75	50	<b>218</b>
CPL Lake Shore	29	22	13	<b>64</b>
CLEVNET	23	19	14	<b>56</b>
PUBLIC				<b>0</b>
<b>TOTAL</b>	<b>198</b>	<b>164</b>	<b>113</b>	<b>475</b>
<b>SOFTWARE</b>				
CPL Main	18	17		<b>35</b>
CPL Branch	22	20		<b>42</b>
CPL Lake Shore	12	12		<b>24</b>
CLEVNET	50	50		<b>100</b>
PUBLIC	5	4		<b>9</b>
<b>TOTAL</b>	<b>107</b>	<b>103</b>	<b>0</b>	<b>210</b>
<b>WEBWARE</b>				
CPL Main	11	11	3	<b>25</b>
CPL Branch	5	4		<b>9</b>
CPL Lake Shore	2	2		<b>4</b>
CLEVNET	7	7		<b>14</b>
PUBLIC	36	36		<b>72</b>
<b>TOTAL</b>	<b>61</b>	<b>60</b>	<b>3</b>	<b>124</b>
<b>KIN</b>				
CPL Main	17	13		<b>30</b>
CPL Branch	7	2		<b>9</b>
CLEVNET	22	12		<b>34</b>
PUBLIC				<b>0</b>
KIN Library	40	40		<b>80</b>
OHIOLink Library				<b>0</b>
After Dark	2	2		<b>4</b>
<b>KIN TOTAL</b>	<b>71</b>	<b>56</b>	<b>0</b>	<b>127</b>
<b>GRAND TOTAL</b>	<b>437</b>	<b>383</b>	<b>116</b>	<b>936</b>