

DIRECTOR'S REPORT

January 20, 2011

Monthly Statistics

Circulation for the month of December was 535,673. This is a decrease of nearly 8% from last year's December circulation of 578,877. These numbers were affected by a number of challenges to circulation. First, we have reduced our open hours by over 10% since last year. Second, the number of hours open to the public was further reduced due to a snow day, and lastly, attendance was affected by a series of winter storms that kept community members from getting to their libraries.

The number of computer sessions was down by 17%, from 81,161 in 2009 to 67,529 in 2010. Additionally, the number of hours in use for our computers increased from 45,476 in 2009 to 47,397 in 2010. This was an increase of 4%. As mentioned above, the additional closed day to the public affected these numbers, but the mixed message of the numbers may be pointing to a transition period in our new computer use procedures.

Attendance for the month of December was 246,244. This is a decrease of almost 18% from last year's December attendance of 299,308. Both the Main Library and Branches reported decreases in attendance.

Program and Outreach Highlights

On Sunday, December 5, the Martin Luther King, Jr. Branch welcomed over 400 community members to their CircleFest festivities. A Cleveland holiday tradition, CircleFest featured holiday activities by more than twenty of the University Circle institutions. Highlights of the day's festivities included performances by the Cleveland School of the Arts' choir and dance groups, while staff provided crafts for the community children.

CPL welcomed the Caldecott Medal winning illustrator David Diaz to the Louis Stokes Wing Auditorium on December 6. Mr. Diaz enthralled a capacity crowd of students and educators with his words and his illustrations. Every attendee received a copy of CPL's 2010 Celebrate with Books, an annual buying guide and that features a list of suggestions for holiday book purchases for boys and girls. Cover art and interior illustrations featured the work of Mr. Diaz as well.

CPL reached out to students with two important programs that began in December. The 2011 Winter Reading Club, entitled "Cover to Cover: Reading, Writing and the Art of the Book," promotes the importance of reading, especially during the holiday break. From December 18 through January 28, CPL will encourage the youth of Cleveland to check out books from their public libraries and read a book or portions of a book to as many people as possible - family members, neighbors, school friends, pets, and librarians - whoever will listen. The Cleveland Goes to College series is a collaboration between CPL, the City of Cleveland and the Cleveland Scholarship Program. The college prep program works with high school students to prepare them for college applications and the ACT/SAT tests.

Buildings Update

Cleveland Public Library was nominated for two awards by the Northeast Ohio Chapter of the United States Green Building Coalition at its Annual meeting. CPL was selected as the fourth "Most Improved" Green Building and the fifth "Best Green Building Downtown."

Building and contractors are continuing to complete punch lists items on the Rice and Woodland Branches.

Meetings and Activities

- I met with Councilman Tony Brancatelli and Marie Kittredge, Executive Director of the Slavic Village Development Corporation, to tour the Slavic Village community.
- I met with Dr. Jure Zmauc, Consul General of the Republic of Slovenia, to discuss the Slovenia Museum and Archives.
- I spoke before the Friends of the Cleveland Public Library's Annual Meeting.
- I served on an education panel that spoke to the 2011 Leadership Cleveland class.

CLEVNET

December's total OverDrive CLEVNET eMedia collection circulation was 27,928, sizably up from last year's total of 14,675. CPL has 2,258 total followers on Twitter and 2,815 Facebook fans.

Staff Highlights

Cindy Lombardo was named the Acting Deputy Director.

Rollie Welch had two reviews published in the *The Plain Dealer* on December 4 and 12.

PUBLIC SERVICES

MAIN LIBRARY

Programs/Exhibits:

Audio-Video Technicians provided support for the children's book illustrator, David Diaz, Cleveland Metropolitan School District Professional Development Meeting and the many other meetings and programs throughout the branches.

Michael Ruffing and Ronald Burdick met with Rhonda Harris of Gale/Cengage on December 10 to discuss programming to promote the Career Transitions database. Two possible program types were proposed: a "train the trainer" program involving training professionals who provide career services through social agencies and public "career resources" programs that would feature the database along with other resources for job and career development available at the Library.

New acrylic end-of-aisle and table-top book display racks were put into use in the Business Department, enabling staff to prepare mini topical displays throughout the department. The first two table-top displays, which are intended to be ongoing, are books on careers & jobs, located in the career reference aisle, and a display on the "best business books of all time" as rated by the book *The 100 Best Business Books of All Time* and lists such as those published by the "New York Times."

Fine Arts Librarian Michael Dalby submitted requisitions, contracts, and tax info for *Music at Main* events for January and February 2011. Fine Arts and Special Collections Manager Pam Eyerdam is assisting the coordination of the installations of the *Women of a New Tribe* exhibits at Main Library and Martin Luther King, Jr. Branch; curating the *Robert A. Little* exhibit at Main, and working with the Cleveland Adoption Network for the February 2011 exhibit called *Moving Hearts*.

On December 11, Foreign Literature Librarian Victoria Kabo hosted a Russian Book Club meeting at Memorial Nottingham Branch. Michael Jacobs, Victoria Kabo, and

Mary Torres devoted time and energy to setting up vibrant holiday book displays in Foreign Literature which showcased department assets and provided greater accessibility to patrons.

Public Administration staff member Eddie Johnson created a book list on the topic of "spiritual literacy" based on the collection of the Social Sciences department. The list was distributed as part of a December exhibit on holiday books.

On December 1, the Main Library Book Discussion group met to discuss *Twelve by Twelve* by William Powers. There were six attendees and the discussion was led by Richard Fox.

Social Sciences Librarian Harriette Parks was selected to be the on the African American Planning Committee. Mrs. Parks duties consisted of contacting various churches who could participate in African American Month programs.

December was a slow month for visits from local area schools. Youth Services Manager Sandy Nosse conducted tours for Riverside and St. Barnabas schools.

Outreach:

Pam Eyerdam presented Bibliographic Instruction at the *Virginia Marti College of Art & Design* (Lakewood) on December 21, focusing on visual arts, costume, and design materials available at CPL. Special Collections Librarian Kelly Ross created a holiday chess wreath made for Positively Cleveland. Ms. Ross is in correspondence with representatives of the *World Checker Tournament* which may be held in Cleveland in summer 2011.

December 10, Mary Torres participated in regular UVA Partnership program at Lorain Branch where she provided CPL information and displayed reading options for attendees.

Science and Technology staff members, Debbie Hajzak and Elvira Baron contributed their time, talents, and yarn to the "Warm-Up Cleveland" program. Science and Technology Manager Maureen Mullin was a reader for the Maltz Museum's "Stop the Hate" essay contest.

The Social Science Book Club discussion was held. The title discussed was *Tuesdays with Morrie*.

Collections/Reference:

Fine Arts Department received a donation of *Cleveland Orchestra programs*. The staff processed the donation. Fine Arts staff assisted the granddaughter of Ora Coltman who visited CPL (Coltman was the WPA artist who painted several murals for CPL in the 1930s). Fine Arts Librarian Amy Dawson assisted with training new librarian Stacie Brisker on Special Collections Department procedures. Pam Eyerdam shipped the *Lincoln Bank* architectural rendering by Walker & Weeks (elephant folio) and the 1879 *Theatre Comique* poster (encapsulated in mylar from the Howell & Thomas collection - elephant folio). Kelly Ross worked with Bill Chase to finish processing the *Howell & Thomas* Cleveland area architectural drawings and safely store the prints/folders in the flat files.

John Donaldson (Mechanics Institute Library and Chess Room) came to Cleveland to do research on Chess. Mr. Donaldson donated some chess periodicals that were missing from our own collection. Several other books were donated by the chess author Val Zemitis, a Latvian chess player/author who lives in California. Mr. Andy Ansel (NY) donated a chess book called *An Overview of Yugoslavian Chess Literature*.

The Mayor's Office gave the Public Administration Library PDF scans of unpublished mayoral "State of the City" addresses, many of which were scanned from PAL's collection. These scans were sent to Preservation, where copies lacking from PAL's collection were printed and bound.

Richard Fox and Sarah Moore met with Collection Management on December 29 to discuss the college browsing collections as well as details about the transition to materials for Popular Library being ordered by Collection Management in 2011.

Staff/Professional Development:

Angela Harris-Scott transferred back to the Audio Video/Lending Department in December.

Shipping Clerk Larry Hinton began employment in the Business, Economics, and Labor Department on December 6, 2010. Mr. Hinton will primarily work in the Computer Learning Connection (CLC).

Michael Ruffing interviewed five candidates for CLC librarian and selected Olivia Hoge, who was already a member of the CLC

staff, for the position. Olivia began her new responsibilities on Monday, December 20.

Michael Ruffing's last day as Business, Economics, and Labor Manager was December 30. Mr. Ruffing gave incoming department manager Aaron Mason a thorough review of the Department on December 28. Michael Ruffing and Ann Olszewski, Preservation Manager, were interviewed by Rob Byrne, as part of his research on silent movie "Coming Attraction" glass lantern slides for a chapter he is writing for an upcoming book on movie advertising.

Librarian Michael Dalby continues to work on a MLA 2011 session proposal on digital music delivery services for public libraries. Amy Dawson won the December WOW Award for coordinating the 2010 *Octavofest* program. Ms. Dawson also accepted the position of Acting Manager of the Literature Department. Librarian Stacie Brisker (from AV) was transferred to Special Collections as of December 19. Fine Arts staff member Magaly Lannum resigned her position as clerk in Special Collections in early December. Kelly Ross became an honorary member of the *Ken Whyld Association* (international association of collectors of chess literature and historians, authors, book antiquarians and librarians who bring together the information scattered worldwide to give the public access to it).

Manager Burdick conducted interviews for a Subject Department Librarian with assistance from Manager Maureen Mullin and Human Resources staff person Sharon Allen. Four individuals were interviewed and the selection of Beverly Austin was made. Subject Department Library Assistant Amy Pease retired at the end of December.

Popular Department Manager, Richard Fox was named Acting Manager of General Reference Department effective January 3, 2011. Sarah Moore was named Acting Manager of Popular Library effective January 3, 2011.

Debbie Hajzak participated in a webinar, "The Road to CIVILITY: Implementing a Choose Civility Initiative", on Friday, December 10. "Choose Civility" was featured at the 2010 American Library Association Conference. Led by Howard County Library (MD), it is designed to enhance civility, respect, empathy, consideration, and tolerance.

NEIGHBORHOOD TEAM - EAST BRANCH SUMMARY REPORT

There continued to be a great deal of emphasis on weeding during the month of December. Managers received the final weeding shelf list reports from Collection Management for 2010 and worked with branch staff to improve collection accessibility and marketability as we approach the New Year.

East Team Branch Highlights include:

- A new after-school program for kindergarten and first graders began this month with King Kennedy and CMHA at Woodland Branch.
- The after-school snack program at Rice was a great success in December increasing the number of snacks delivered per day to 25.
- Langston Hughes staff welcomed new Computer Aide, Adam Jaenke.
- The Holiday Extravaganza held at Garden Valley hosted 82 attendees.
- Memorial Nottingham manager, Joyce Bowers attended a community Kwanzaa event hosted by the African American Cultural Gardens.
- The Youthful Movie Review Program at Collinwood was successful in receiving a grant from Neighborhood Connections to continue the program.
- Children's Librarian, Donna Willingham of the Union Branch visited schools in the branch service area to leave literature for teachers to promote the Cover to Cover Winter Reading Club.
- Mt. Pleasant Branch hosted a Chess Club meeting this month.
- The annual Circle Fest program at Martin Luther Jr. was a success with over 400 in attendance.
- Anna Ford joined the Hough staff as a Library Assistant - Computer Emphasis.
- Carol Johnson, Glenville Branch Manager, conducted the Glenville Branch Adult Book Club. Councilmen Eugene Miller and Kevin Conwell attended the meeting.
- During the month of December, Branch Manager, Paula Logan-Reid spent a day working in the General Reference Department as part of the branch/main manager exchange initiative.
- Staff at Addison communicated with the Foreign Literature Department concerning deposit collections of Chinese and Spanish language materials to commence in 2011.

NEIGHBORHOOD TEAM - WEST BRANCH SUMMARY REPORT

West Team Branch Highlights include:

- The West and East Team Managers continued to meet with Public Services Administrators throughout the month of December to address on going branch issues and develop strategies to implement system wide initiatives.
- Public Services delivered evaluations for West Team managers.
- Branch Managers met at Lake Shore on December 1 and Youth Services Staff met on December 15.
- Service was interrupted at branches due to weather on December 8 and 13.
- Branch managers finished the year by completing monthly and annual reports.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

OLBPD circulated 60,207 items directly to patrons for December, including an additional 13,313 OLBPD Dimensions Newsletters which are sent out each quarter to patrons.

OLBPD hosted its annual holiday online book chats with the Ohio State School for the Blind (OSSB). The book discussions were led by OLBPD Manager Will Reed, Children's Reader Advisor Stephanie Combs, and OSSB Library Media Specialist Janell Brown. The holiday book chats included a discussion of "Horrible Harry and the Holiday" by Suzy Kline on December 3 with the younger classes, and "The True Story of Christmas" by Anne Fine on December 10 with the older classes.

OLBPD Manager Will Reed met with CPL Web Applications Manager Amy Pawloski to receive training on how to update the content of the OLBPD web pages.

In continuing efforts to increase public awareness about the OLBPD program and service, OLBPD staff member Ken Redd participated in informational programs at the Cleveland Sight Center's Vision Day on December 2, ABLE on December 3, and the Famico Bibi Retirement Center on December 7.

OLBPD's Cyber-Dialogue online book club met on Thursday, December 9 to discuss the "The Spy Who Came For Christmas" by David Morrell.

MOBILE SERVICES DEPARTMENT

STATISTICS

52 Stops
5 New library card applications
621 Persons on board
762 Reference, 453 Directional in person
116 Reference, 61 Directional via phone
Holds counts - Dec 1030 filled

SUMMARY OF ACTIVITIES

"On the Road to Reading":

- 12 Pediatric and WIC sites were visited with 87 people contacted at these sites. 72 daycare classes were visited with a total of 660 in attendance. 920 items were circulated in 40 deposit kits.
- Rhonda Fulton has worked with Merce Robinson and the Friends to purchase giveaway books for the pediatric and WIC site stops. The books have been ordered by the Borders store at Tower City.
- Rhonda will attend ALA Midwinter in San Diego in January.
- Rhonda has trained 2 new Branch Children's librarians in Every Child Ready to Read (ECRR) skills. She had them observe and participate in her demonstration of story time at a daycare sites. She also has given them a packet of suggestions for story times. In addition, she will provide refresher training in ECRR for the Youth Services meetings in January and February of 2011.

GENERAL ACTIVITIES

Weeding reports for December were cleared with items marked missing or weeded as needed.

Bookmobile stops were cancelled on December 13 due to inclement weather and also cancelled for December 31 as the Library was closed.

Drivers' Trainer Carol Thomas has been given a PO by Human Resources to provide for Julian Khan (new employee) and refresher/observation for existing drivers. Linda will work to schedule this in January.

TECHNICAL SERVICES

Patricia Lowrey provided a tour of Technical Services for several staff members of the Medina Public Library, a CLEVNET partner. She met with Amy Pawlowski to discuss a new Technical Services section in the Staff Center. Ms Lowrey and Rollie Welch, Collection Manager, met with several Main Library and Public Services managers to finalize the plan for selection of popular materials in the Popular Library, Audio-Visual Department and Youth Services Department.

The year-long spirit of cooperation in Technical Services continued through the month of December with staff helping out in other departments. On a particularly short-staffed day this month, Ms Lowrey unpacked CDs and DVDs in the Shelf Shipping Department. She attended the retirement celebration for Neighborhood Team Manager Ellen Leavitt.

Collection Management: Bonnie Bolton, Pam Pressley and Laura Mommers continued to help out in the Acquisitions and Shelf/shipping Departments by receiving new materials. The efforts of these three Collection Management staff members have been invaluable in processing of new materials and avoiding serious backlogs in Technical Services. Ms. Mommers continues to serve as a representative for the Library's Corporate Challenge committee.

Rollie Welch had a review published in the December issue of Library Journal, co-authored a column in VOYA (Voice of Youth Advocates) journal and his street lit column appeared in Booksmack, Library Journal's online newsletter. He was cited in the December issue of Library Journal for recommending top street lit novels for Library Journal's Best Genre Fiction of 2010. Mr. Welch also has two reviews published in the Cleveland Plain Dealer on December 4 and 12. Mr. Welch's professional development book for librarians, *A Core Collection for Young Adults* was published by Neal-Schuman during the last week in December.

Book Preparation: Materials Processing Technicians completed work on 25,613 items in December. Darryl Pless was promoted to Technical Services Sr. Technician in the Lake Shore Shelf/Shipping department. Mya Warner from High Demand and Karima Ward from Catalog volunteered to assist with non-book processing.

Preservation: Silent film historian Rob Bryne of San Francisco interviewed Ann Olszewski and Michael Ruffing via telephone on December 24 about the history and preservation of the W. Ward Marsh lantern slide collection, for a forthcoming book. Technical Services Senior Clerk Gloria Massey scanned the 17 selected slides at 2400 dpi to create the appropriate size image for full screen projection for a possible screening.

Four Collinwood High School Yearbooks were added to the Digital Gallery. A facsimile copy of the 1930 Cleveland City Directory was received.

Ms Olszewski collaborated with Pam Eyerdam and Ann Marie Wieland in leading a tour of New Deal murals and other art at the Main Library for a Cleveland State University art history class on December 2. Senior Preservation Technician Renee Pride and Ms Olszewski went to Special Collections on December 28 to measure five Audubon elephant folios for new boxes. Senior Preservation Technician Elizabeth Bardossy treated 9 Cleveland park plans. Preservation staff continued to assist in other departments.

Shelf/Shipping: The staff of the Shelf/Shipping department sent 548 items to the Main Library for requests. A total of 1,691 telescopes of new materials were shipped out to Main and Branches. This was a 22% increase over last December. The technicians and volunteers sent 20,783 items to the Acquisitions and High Demand departments.

Juanita Turner attended the Branch Managers' meeting at the Lake Shore Facility. Darryl Pless joined the Shelf/Shipping staff as a Technical Services Senior Technician. Antonio Williams left the department for a promotion to computer aide at the Addison branch.

Acquisitions: Acquisitions staff spent the first part of December placing the remaining orders for 2010 and all orders were placed by December 17th. Staff spent the second part of the month completing several end of the year projects to ensure that the order information for all open purchase orders would rollover into the 2011 fiscal year in Sirsi. The projects consisted of manually canceling old orders; creating new orderlines on existing purchase orders for titles with partial receipts; reviewing and editing order information; and deleting any EDI invoices from Sirsi that had not be approved for payment before the end of the year. December 27th was the last day for staff to receive materials and pay invoices in Sirsi.

Staff from other Technical Service Departments continued to volunteer in the Acquisitions Department and Serials Section.

Acquisitions staff ordered a total of 5,768 titles and 23,824 items, received 14,484 items, and processed a total of 2,940 invoices. Serials staff received 2,779 periodicals and 535 serials, added 292 items and 1,300 paperbacks, processed 67 periodical and serial claims, and modified 88 serial controls.

High Demand: High Demand staff added 571 titles and 12,798 items. Because ordering for the Branches concluded for the year in November, staff volunteered to help other departments. Anarie Lanton helped Acquisitions place orders and receive items for three full weeks. Mya Warner processed 829 items for the Book Preparation Department. Rosalyn Easley received 460 Acquisitions items and paid numerous invoices. Dale Dickerson worked in Shelf/Shipping for a total of 10 hours. Steven Best processed 354 music CDs for Book Preparation

Thanks go out to Automation for making it possible to have the call number and the class scheme inserted automatically for all mass market paperbacks received. This saves several keystrokes for every paperback added by High Demand. Over 21,000 paperbacks were added in 2010, so the labor savings will be substantial.

Carole Brachna, High Demand Manager, demonstrated the Library's combination of 9xx/EDI ordering to three Technical Services staff from the Medina County District Library. They seemed very interested in the process and intend to proceed with a similar method.

Catalog: Theresa Mallette retired from the Cleveland Public Library after 39 years of faithful service. Jeninne Delfs temporarily took over responsibility for quality control review of items and labels.

Vivian Grayson, YoLanda Lawler, Rodney Lewallen and Ms. Mallette assisted Acquisitions by searching and downloading OCLC records for orders. Karima Ward volunteered to process DVDs for Materials Processing. A total of 12,912 items were added and 5,441 titles were cataloged.

MARKETING & COMMUNICATIONS

The Library received good media coverage during December, appearing more than 70 times in print and online publications.

The full report, available in the department, shows the ad value exceeds \$35,000 with a news circulation audience of over 17 million people. Less than \$100 in advertising dollars was spent to receive this amount of coverage.

Marketing and Communications Administrator **Tena Wilson** finalized 2011 advertising contracts and budgets, as part of year-end activities. A snapshot of departmental activities is reflected in the following meetings conducted or attended:

- Regular meetings with director; Graphics and PSS managers; Board of Library Trustees and committees; PR consultants David Fitz, Michael Graham and Erika McLaughlin; administrators; webware communications team; and incoming PSS manager
- Ohio City neighborhood volunteer for Christmas Walk
- Promotional items representatives
- Falls Communications representatives to work on 2010 annual report
- Public relations representative Arlene Watson, Mobius Gray
- Freegal presentation on downloadable eMedia product
- Cleveland Councilmen Eugene Miller and Tijuan "T.J." Dow to plan 2011 "Four Men and a Book" discussion group (also includes Councilmen Terrell Pruitt and Kevin Conwell)
- Kent State University and University Circle libraries collaboration celebration at Cleveland Botanical Gardens
- Women of a New Tribe exhibit and "Soul of the Village" women's workshop planning breakfast
- Mike Bacon, public access television executive producer, planning 2011 media productions
- Media training information meeting with Dawn Hanson, The Fairmount Group
- Positive Plus Women's Support Group 25th Anniversary celebration, Yvonne Pointer
- Strategy planning meetings for 2011 marketing plan

Administrative Assistant **Michael Young** wrote or facilitated Meet the Staff articles to introduce the following staff: Damion Johnson, Bonnie Bolton, Joseph Parnell, and Amy Dawson. The system-wide calendar of events was updated and upcoming Library events were posted on community calendars.

PROGRAMMING & SCHEDULING SERVICES (PSS)

A visit from illustrator David Diaz highlighted the month and packed the Louis Stokes Wing auditorium with students from area schools. Diaz delighted the audience with interactive and

engaging onstage illustrations. The artist also gave a presentation at Artemus Ward School, a reward to the school for their outstanding participation in Summer Reading Clubs.

The Cleveland Goes to College series attracted an average of 20 students to each of the six workshops. This college-prep series represents an ideal partnership and an example of how CPL is fulfilling its role as "community deficit fighter."

During December, the collection of YRead materials circulated 220 items in December. This collection will be transferred to Youth Services beginning in January of 2011. PSS received program submissions for March-May 2011 from Public Services staff. PSS scheduled 27 meeting room reservations.

PSS Manager Aaron Mason attended meetings with the MCD and Public Services administrators, Public Service managers, Human Resources staff to plan the staff recognition reception, Youth Services staff, and incoming PSS manager Ron Antonucci.

The following programs were implemented and staffed during December by the PSS staff:

- Cover to Cover Winter Reading Club 3rd Grade Initiative at all CMSD schools
- Circlefest at Martin L. King, Jr. Branch in University Circle
- Illustrator David Diaz at CPL and Artemus Ward School
- Bark About Books at several CPL branches
- Cleveland Goes to College (six branches)

GRAPHICS

Graphics Manager Cathy Poilpre facilitated and hung the Women of a New Tribe satellite exhibit at Martin L. King, Jr. Branch. Graphics staff designed, printed and distributed 133 printed pieces in December, including graphics for the library website. Graphics manager attended regular meetings with MCD Administrator and Public Services managers.

Promotional pieces included: program guides for adults, children and teens; Friends of the Library year end appeal; redesign of all signage in the Youth Services department; the calendars, flyers and web graphics for Martin L. King, Jr.; Computer Learning Connection January/February schedule; genealogy clinics 2011 flyer and web graphics; five staff newsletters; Cleveland Playhouse bookmark for *Trip to Bountiful*; 92,000 routing slips; and 300,000 CLEVNET form #119.

WEBWARE www.cpl.org

Web Manager Amy Pawlowski reported 27,928 eMedia downloads in December, up from 14,675 in December last year; 2,258 Twitter followers, up from 1,533 one year ago; 2,815 Facebook fans, up from 1,916 last year.

During the month of December, the following events, programs and information was either edited or added to website: 2009 Annual Report, Proud Member of CLEVNET, Your Changing Cleveland, Genealogy & Family History clinics, Celebrate with Books, Cover to Cover Winter Reading Club, and the MLK Day program.

Library News on the website featured for December: Five Star Library, Cover to Cover Winter Reading Club, Martin L. King, Jr. Day Commemorative program, and the Board of Library Trustees December meeting.

Nineteen Popular Topic pages were updated with new content in December and the three seasonal reading lists were updated on the Kids webpage.

The following pages were edited, added or promoted on the Staff Center intranet webpage: Director of Email Distribution Lists, Staff Newsletter, and the Public Services Updates page.

Web Assistant David Reynolds trained Public Services Administrative Assistant Yarimilka Beavers on the procedure to add posts to the Public Services Updates page. He also resolved an issue with the Historical Plain Dealer database regarding its display on the Catalog Plus computers. Amy Pawlowski trained OLBDP Manager Will Reed on managing and editing the content on the OLBDP pages on www.cpl.org. Amy Pawlowski built a page for the Cover to Cover: Reading, Writing and the Art of the Book" to highlight event details, the program events, and suggested reading lists.

BUILDINGS SERVICES

The Buildings Office completed numerous branch inspections and continues to monitor utility bills.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. Repairs were made to the #1 boiler at Eastman. The combustion air supply ductwork was extended to the floor and repairs were made to the boilers at

Fleet. The HVAC systems were drained to winterize them and glycol was added to the cooling coils at Lakeshore. A repaired pump and motor was installed on the HVAC system at Langston Hughes. A new variable frequency drive was installed on the return fan and air handling unit #5 was winterized at LSW. Exhaust fan #22 motor starter was repaired, two fan motor were replaced in ceiling heaters in the garage area and air handling unit #25 was winterized at Main. A new backflow preventer is being installed in the boiler room at MLK. Work continues at Rice and Woodland with the contractors to complete the punch list items.

The Carpenters and Painters continue work to repair the walls in the basement stairwell to prepare them for painting at Collinwood. Wall repair and painting continues at LSW and Main.

The Garage completed service to vehicles #3, #6, #10, #12, #13, #15 and repaired West Parks snow blower. They also did snow plowing and delivered salt to the 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 all Branch Library Irregularities.

Security Systems: The access system in the Main Library complex, Lake Shore Facility 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 Log book and followed-up on by a Security Operations 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. Cuyahoga Valley Patrol responded to 6 alarms. Only 2 alarm was caused by staff.

All duress buttons are tested on a monthly basis at all stations in the Main Library Building, The Louis Stokes Wing, Lake Shore Facility, the book mobiles and all branches. Security learned that the duress button system is obsolete and unable to replace broken parts.

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 these 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 months of September a total of 2 items were returned to their owners; 5 bags of miscellaneous items were donated to Goodwill Industries.

Branch Security: To temporarily provide a higher level of security, two Tenable guards are assigned to Hough, Rice and Carnegie West and. Security Operations meets with Tenable management on a regular basis to discuss issues at the branches.

Security Operations Assistant Chief Abrams met with branch Managers and Department Managers to discuss security concerns

Branch Patrol: Security Operations currently operate two Branch Patrol Units. 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.

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 27 branch investigations.

SUMMARY OF IRREGULARITY REPORTS RECEIVED

Month	2009	2010	Change
January	63	50	-13
February	52	40	-12
March	76	63	-13
April	55	52	-03
May	50	37	-13
June	63	42	-21
July	60	26	-34
August	59	50	-09
September	53	58	+05
October	70	35	-35
November	51	36	-15
December	53	27	-26
Total	705	516	-189

AUTOMATION SERVICES

CPL Projects:

Ann Palomo met with Anastasia Diamond-Ortiz to work on resolutions for outstanding circulation procedural issues. The Fill Rate report developed for Main Library in November was also discussed. It was decided to issue the report to Planning and Research only for the next few months so the usefulness of the report can be evaluated.

Hilary Prisbylla scripted a special report for High Demand to help process and track end-of-year orders.

At the request of Acquisitions, Jim Benson modified a script identifying partially received orders from orders in the last 30 days to orders-to-date.

An updated list of the top 200 circulating titles at CPL was run for Literature Department.

The Phone system was upgraded as follows:

- Upgrade Call manager from 4.2 to 7.1

- Upgrade High Availability Unity 4.2 to 7.0

- Upgrade UCCX 4.0 to 7.0

Larry Finnegan and George McLemore met with AT&T to discuss telephony/data maintenance for CPL.

A new MUNIS server was installed and to replace existing unit. George Lenzer made changes on the firewall to allow the new server to work as expected.

Larry Finnegan filed a response with Sprint Wireless for e-rate cellular service.

During the month of December, the following events, programs, and information were either edited or added to promote on www.cpl.org: 2009 Annual Report, Proud Member of CLEVNET, Your Changing Cleveland: the Group Plan, Genealogy & Family History Clinics, Celebrate with Books, Cover to Cover Winter Reading Club, and the MLK Day program.

Library News on the www.cpl.org homepage featured the following items for December:

Five Star Library, Winter Reading Club - Cover to Cover, Martin L. King Jr. Day Commemorative program, and Cleveland Public Library Board of Trustee December Meeting.

19 Popular Topic pages were updated with new content in December and the three seasonal reading lists were updated on the Kid's site.

The following pages were edited, added, or promoted on the CPL Staff Center: Directory of E-mail Distribution Lists, Staff Newsletter (all 2011 issues added), and the Public Services Updates page.

David Reynolds trained Yarimilka Beavers on the procedure to add posts to the Public Services Updates page.

David Reynolds resolved an issue with the Historical Plain Dealer database regarding its display on the Catalog Plus computers.

Amy Pawlowski trained Will Reed, OLBDP Manager, on managing/editing the content for OLBDP pages on www.cpl.org.

Amy Pawlowski built a page for the "Cover to Cover: Reading, Writing, and the Art of the Book". The page highlights event details, all of the Cover to Cover events, and all of the suggested reading lists.

CLEVNET Projects:

Ann Palomo and Jim Benson attended the Circulation SIG meeting in Twinsburg.

Ann and Larry Finnegan met with William Rutger, director of Milan-Berlin Public Library and with Anne Hinton, outgoing director of Huron Public Library.

John Parker of Stitts, Parker and Associates met with Ann, Larry and Bob Carterette regarding a program to automatically print hold slips. The program will need to work on a wide variety of receipt printers and drivers in order to be available throughout CLEVNET.

Policy changes:

- Hold limits changed for Bellevue.
- Configured item types and associated circulation map entries for Medina.
- Overdue thresholds changed for Willoughby-Eastlake.

Special reports were done for Lorain Public Library (5), Barberton, and Twinsburg (2).

Companies Printer and Ricoh presented a test/demo for wireless printing. Automation is testing their campus solution inside the CPL network.

Madison Public Library's network infrastructure was upgraded with new switches.

A network access list was created and installed to block bit torrents on Public WiFi.

New "SVA" (Clevsval and Clevsval2) servers replaced existing units. These servers make automated calls to patrons for hold pick ups.

Assisted East Cleveland in troubleshooting problems with mandatory profiles in Windows XP.

Several issues with Comprise SAM were handled including one that caused 58,000 cards to expire simultaneously.

Special email issues were supported for CPL Foreign Literature, Twinsburg and Law Library.

On Tuesday, December 14, Amy Pawlowski presented a program on eReaders for patrons at Ritter Public Library. The event was well attended and Amy Trotter, Head of Reference at Ritter, is working with Ms. Pawlowski to set up several follow-up sessions.

Special Projects:

Bibliocommons Catalog: Beth Jefferson, founder of Bibliocommons, visited on-site for a day with Bob, Ann and Amy Pawlowski. In discussion were local set up options, a tentative implementation time line, and Bibliocommons future development. A validation release of the CLEVNET instance of the new catalog was released to Automation staff for testing at the end of the month. Automation staff began work on setting up individual instances of the catalog for each CLEVNET library

system. Two conference calls with Amanda Leclerc, the project manager, have helped direct the process. Special access to both the Sirsi production server and test server was set up for Bibliocommons support staff.

Directors' Station: A new server was installed and configured to support the next software version. The product was then upgraded to v4.9 by SirsiDynix client care staff. This process completely deleted the previous configuration and user accounts, an event anticipated by SirsiDynix but not relayed to Automation. Finding the previous configuration and user accounts and manually re-entering all data required two days off staff time. Many thanks to Hilary Prisbylla for handling this task. There are still outstanding issues with the data update to be resolved with SirsiDynix.

KnowItNow:

Don Boozer participated in a Pathfinder Editorial Committee for KIN24x7 (PECK) meeting. Highlights included new pathfinders that have been published, upcoming OLC presentation, and a possible presentation at the OLC statewide conference in October 2011.

Don also chaired a meeting of the ALA RUSA Virtual Reference Committee. Business included planning for the program sponsored by the committee at the ALA Annual Conference in June 2010 and for the meeting at ALA Midwinter in January.

Don contacted with Chris Wilkin, Webmaster of the Ohio.gov site to request corrections to KnowItNow24x7's mention on the Education web page of the site.

In the monthly call with Noah Himes and Caleb Tucker-Raymond of L-Net, Don and Brian Leszcz discussed issues related to the AfterDark service and the Mosio Text-a-Librarian service. We continued to answer questions on how this would work for the various libraries around the state and decided on keywords "knowitnow" (for KnowItNow.org) and "ohiolink" (for KnowItNow Academic).

Don and Brian, along with Andrea Adkins from Washington County Library, participated in a KIN24x7 chat using the SparkRef software. Under discussion was our partnership with Mosio's Text-a-Librarian and how Ohio's libraries could participate. Strategies on how to use SMS were also discussed. Additionally this month, the SparkRef/Openfire support contract with SourceN was finalized.

Brian also made security improvements to the KnowItNow24x7 site, made improvements on how the transcripts display to the librarians.

Wright Memorial Public Library decided to stop participating in KIN24x7 as of December 22. Portsmouth Public Library is considering ending participation. Don shared with them the reduced-price texting offer from Mosio for KIN24x7-participating libraries. As of December 30, they are considering their options, and KIN24x7 is awaiting their final decision.

This month, Brian completed his online JavaScript class from O'Reilly and has also begun preliminary planning on implementing Mosio's SMS API with Openfire.

Brian also successfully dealt with a software issue on the chat server that resulted in KIN24x7 being down for most of the day on December 28, 2010. The server was brought back up on the morning of December 29. While the service's librarians were unable to chat, the leave-a-message form was available to help several customers. Brian used Twitter, email, and postings to the KIN24x7 Provider site to keep librarians apprised of the situation and the progress to resolve the issues involved.

Statistics

	December 2009	December 2010
OverDrive Downloads	14,675	27,928
Twitter Followers	1,533	2,258
Facebook Fans	1,916	2,815

Automation Services Statistics, 12/2010				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	104	91	45	240
CPL Branch	144	149	57	350
CPL Lake Shore	47	37	15	99
CLEVNET	80	72	9	161
PUBLIC	49	49	0	98
HARDWARE TOTAL	424	398	126	948
SOFTWARE				
CPL Main	17	17		34
CPL Branch	17	17		34
CPL Lake Shore	11	11		22
CLEVNET	50	50		100
PUBLIC	2	2		4
SOFTWARE TOTAL	97	97	1	195
WEBWARE				
CPL Main	10	10	2	22
CPL Branch	3	3		6
CPL Lake Shore	1	1		2
CLEVNET	4	4		8
PUBLIC	47	47		94
WEBWARE TOTAL	65	65	2	132
KIN				
CPL Main	4	4		8
CPL Branch	9	8		17
CLEVNET	9	7		16
PUBLIC				0
KIN Library	8	8		16
OHIOLink Library	8	8		16
After Dark	1	1		2
KIN TOTAL	39	36	0	75
GRAND TOTAL				
	625	596	131	1,291