

DIRECTOR'S REPORT

February 17, 2010

Monthly Statistics

Circulation for the month of January remained stable at 559,510. This is more than a 2% increase over last year's January circulation of 546,239. These numbers are again impressive when considering the extremely cold temperatures, which may have led to fewer visits to the library and lower circulation numbers.

The number of computer sessions was down by 25%, from 98,276 in 2010 to 73,864 in 2011. Additionally, the number of hours in use for our computers decreased from 55,873 in 2010 to 51,292 in 2011. This was a decrease of 9%. While the weather may have been a factor in the reduction of computer sessions and hours in use, we feel certain that a change in our computer usage policy is the primary cause for the change.

Attendance for the month of January was 283,898. This is a decrease of almost 7% from last year's January attendance of 305,164. Both the Main Library and branches reported decreases in attendance.

Program and Outreach Highlights

CPL welcomed author and FraserNet CEO George Fraser to help us commemorate the Martin Luther King, Jr. commemorative program. The theme of the event was "Remember, Celebrate, Act! A Day On, Not A Day Off!" Over 400 people attended the celebration and no one left disappointed as the moderator Ilinda Reese kept the program moving and vocal talents Nu Covenant entertained. Mr. Fraser provided a keynote speech that examined the role of economic development for African Americans and how Dr. King would have approached community deficits today.

On January 26, Board president Thomas Corrigan and Trustees Alice Butts and John Hairston attended the Urban Libraries Council Trustee seminar. Entitled "The Role of the 21st Century Trustee Leader," trustees and directors from San Antonio Public Library and Washington District of Columbia Public Library led the discussion. The informative discussion focused on the five leadership roles for library trustees.

The Business, Economics and Labor department hosted its first small business workshop of the year. "Entrepreneurship 101" was co-presented at the Main Library and select branches. The

workshop will be followed with a series of one-on-one counseling sessions with the attendees to support the efforts of the workshop.

Two very important exhibits opened in January. At our Martin Luther King Branch, the nationwide exhibit from photographer Jerry Taliaferro is on exhibit. "Women of a New Tribe" provides a photographic study of the physical and spiritual beauty of women. A collection of photographs of women from the Cleveland area are on display at the Main Library in the Literature gallery area.

On the third floor of the Main Library, an exhibit honoring the professional work and private life of Robert A. Little is on display. Mr. Little was a local architect and visionary who created many private residences and public structures in the city of Cleveland. The exhibit will be on display through June.

Marketing and Communications

CPL had some very good media coverage in the month of May. The highlights of the month would be the article written by Steven Litt on our revitalization and consolidation plans. We also received a positive editorial that supported our consolidation plans while advising us to be patient in our endeavors.

CPL has 2,347 total followers on Twitter and 2,882 Facebook fans.

Buildings Update

Contractors are continuing to complete punch lists items on the Rice and Woodland branches.

Meetings and Activities

- I met with Councilman Joe Cimperman to discuss our consolidation plans for the Main Library.
- I attended the groundbreaking for the Medical Mart and Convention Center that was held on the historic Cleveland Mall.
- I met with Wanda Shealy, Flexible Content Expert for CMSD, to discuss further collaborative programs between CPL and the school system.

- **Sharon Tufts, Debbie Hajzak, Christine Fezkanin** and I presented hundreds of items made for our Warm Up Cleveland project to the leadership of the Lakeside Men's Shelter.

CLEVNET

January's total OverDrive CLEVNET eMedia collection circulation was 34,628, sizably up from last year's total of 17,236.

Staff Highlights

The CPL's Work of Wonder (WOW!) award winners for 2010 were **Lisa Kowalczyk, Jeanna Sauls and Susan Martin**. In addition to winning the WOW award, I will be providing a pizza lunch for Susan Martin and the West Park Branch staff.

GRANTS & DEVELOPMENT

MyCom Lead Agency Responsibilities:

The MyCom Transitions Programming RFP process was completed. A meeting was held with each of the four MyCom Transitions vendors to discuss their scope of service and define their proposals for the coming year. Letters were written to those organizations that requested explanations as to why their proposals were not accepted.

I met with the MyCom Executive Director and Program Officer to discuss and write a Lead Agency Roles and Responsibilities document. I began preparation for the MyCom program resolutions for the February Library Board Meeting.

Grants & Development:

I met with the Friends staff and Ron Antonucci, Programming and Scheduling Manager, to discuss the possibility of the Friends collaborating on the Writers & Readers Program. I held a follow-up meeting with the Public Services Administrator to discuss book sales and other Friends-related topics. I met with the Friends staff throughout the month to discuss various issues.

I edited the report for the LSTA Tech Toolbox grant. I coordinated monies from the PNC grant for *On the Road to Reading* program to purchase books given out at pediatric clinics and outreach sites. I attended the Winter Reading Club finale and began work on the final Target grant report.

Literacy:

I planned the GED/ESOL resource page for website with the assistance of Social Science Librarian Harriette Parks. I met with Web Manager, Amy Pawlowski to discuss the resource page. I wrote text for GED signage for Branches.

I met with CSU America Reads Administrator to discuss the Rice Branch Learning Center tutors. I met with CSU College of Education staff to define program for MyCom tutoring in 2011.

I attended a meeting with Neighborhood Progress Inc. staff and Buckeye area organizations to write St. Luke's grant report for Rice Branch Learning Center.

I met with Rice Learning Center Coordinator to plan activities for 2011.

PUBLIC SERVICES

Public Services started the year with renewed energy as several employees moved to new positions and began making changes that reflect the Library's strategic priorities of service, innovation, education and community responsibility. Managing with declining resources is challenging, but as the highlights in the following report show, the Library continues to refocus and transform its approach to public service.

PROGRAMS/EXHIBITS:

Business Advisors of Cleveland held the first in a series of small business workshops co-presented by the Library at Main and select branches. The first workshop was titled "Entrepreneurship 101" and was held in the Business, Economics and Labor Department on January 12. It was attended by nine people, all of whom were given the chance to sign up for additional one-on-one counseling as they move ahead with their small business plans. A January 26 workshop highlighted useful databases for entrepreneurs and small business owners.

More than thirty people attended a performance of the Chelsea Duo, an offering of the *Music at Main* series. A pod cast of the performance was posted on the Music at Main page of the CPL website (under Events and Classes).

The Main Library Book Discussion Group (led by Richard Fox, Acting Public Services Manager, General Reference) met January 5 to discuss *Everything Matters* by Ron Currie.

The first 2011 Genealogy Clinic was held January 8. Staff and volunteers from the African American Genealogical Society of Cleveland helped five patrons with their research. Fifteen Cleveland State University students participated in a demonstration of the "*Plain Dealer* Historical" database on January 16. Librarian Chris Wood led the demonstration for Dr. J. Mark Souther's Urban History class.

Amy Dawson and Ron Antonucci met with Carter Edman of the Rowfant Club and Laurie VonMehren of the Cuyahoga County Public Library to discuss the possibility of shared programming in 2011.

Several Social Sciences displays, including the Book Club exhibit, the Educational exhibit, and the United Nations exhibit, were moved to make the department more inviting and useful.

A group of second grade students from Miles Park visited the Youth Services Department for a Library tour and a story time program featuring a book from Ohio author Denise Fleming. Students also completed a writing craft that tied in with Martin Luther King, Jr. Day.

OUTREACH:

Business, Economics and Labor manager Aaron Mason met with a representative from SCORE (Service Corps of Retired Executives) to discuss future programs and to explore ideas that would increase the likelihood of SCORE clients using BEL resources and meeting room space.

Foreign Literature staff sent 13 mail and email communications to 2,768 patrons informing them of new foreign language materials and Library events.

Forty-six tenth grade students from Andrews Osborne Academy visited the History & Geography department to conduct research on topics related to their combined Literature and History class.

Map Librarian Tom Edwards hosted a committee meeting of the Northeast Ohio Archival Spatial Data Infrastructure (NEO-ASDI) at the Library on January 12. The group meets monthly to collaborate on creating a cloud space for historical geo-spatial data.

The Literature Department produced bookmarks and posters for three local productions, including, *My Name is Asher Lev* (Cleveland Play House), *Shrek the Musical* (Playhouse Square), and *South Pacific* (Playhouse Square).

Amy Dawson and Steve Capuzzo met with Web Coordinator Amy Pawlowski to discuss the design, potential features, and timeline for a new website for the Ohio Center for the Book. The new site will be accompanied by a related Facebook page and Flickr account, which have already been created. Content relating to author Denise Fleming's recent visit and the "Cover to Cover" Winter Reading Club finale held at the Morgan Conservatory January 29 were added to the Facebook and Flickr sites.

Popular Department selected 178 withdrawn books that would be of interest to the female inmates, and reinventoried them as "uncataloged materials" so that the Library could accommodate the Northeast Ohio Pre-Release Center's request for reading material.

Social Sciences Librarian Mark Moore attended a meeting of the Sustainable Cleveland 2019 water group. Preparations are being made for the World Water Day program at Stokes Schools.

COLLECTIONS/REFERENCE:

Audio Video Department staff started an Audio Books weeding project.

BEL department staff weeded approximately eight trucks of circulating materials. The department also began the decommissioning of three of the four *Disclosure/Global Access Annual Report* standalone PCs.

Fine Arts staff continued to weed music, art and architecture books including Dewey duplicate books. Two Kent State University School of Library and Information Science practicum students started in Special Collections. Katy Marcy is working on processing Persian manuscripts and Amber Repp is working on creating an index for the East India Co. collection.

Foreign Literature Department continued to weed its collection, withdrawing 1,799 items.

Michelle Makkos and Richard Fox met with Michael Ruffing to discuss reference periodicals, microfilm, newspapers, and

binding. They decided to resume binding of periodicals. Each title is reviewed to determine if it will be kept permanently or if it would likely be replaced by microfilm or electronic content. General Reference staff began assessing the newspaper collection in anticipation of consolidating the collection to make it more manageable and less space intensive.

Map Collection continued to advertise superseded United States Geological Survey (USGS) maps from its collection on the USGS's "Needs & Offers List." Only one serious inquiry has been received to date. Staff explored ways to offer the maps as a set to other institutions.

A University of Illinois student, originally from the Cleveland area, began research at PAL for her dissertation on parks and race. She was shown the subject files and was pleased to find the "Report on Inter-Cultural and Inter-Racial Activities in Recreation" dated December 9, 1949.

Popular Library worked on transforming the display of materials in the department to include a higher percentage of books displayed with their covers showing. Popular Library transferred all audiobooks to the AV dept. Non-holdable audio CDs were put in the book sale, and popular artists were changed to floating CDs. Sarah Flinn (Acting Public Services Manager, Popular Department) ordered new titles to update the Gay and Lesbian collect

Science & Technology received three inquiries on the perennially popular topic of Hough Bakery's recipes. The only resource owned by the Library is a photocopy of a book of Robert Pile's recipes that contain only some of the recipes, but not the elusive, constantly in demand, white cake recipe.

Social Sciences Department improved its collection of circulating chess books by ordering titles recommended by Dr. Davis of the Brightwood Chess Association. David Furies processed 65 High School yearbooks received from Preservation Office in conjunction the CPL Digital Gallery project.

Youth Services continued work on weeding the main floor circulating collection. Christine Feczkanin and Jen Wihebrink worked on weeding the non-fiction titles, Sandy Nosse worked on weeding the picture books and Tatiana Shneyder worked on the First Readers. Six teachers/groups borrowed 186 books from the YRead collection. Youth Services

worked with Automation to develop a "Teacher Resource" section for the CPL website.

STAFF/PROFESSIONAL DEVELOPMENT:

The following acting manager positions at Main Library became effective January 2: Darlene Ronney (Social Sciences); Aaron Mason (BEL); Michael Ruffing (Public Administration Library) and Amy Dawson (Literature); Sarah Flinn (Popular) and Richard Fox (General Reference).

Three staff training sessions were scheduled for the relatively new *Plain Dealer* Historical (1845-1991) database. Bad weather and a low number of registrants reduced the number of offered sessions to one, with nine participants.

Kelly Ross, Fine Arts and Special Collections, became an honorary member of the Ken Whyld Association, an international association of chess historians and collectors of chess literature.

Sandy Nosse and Tatiana Shneyder (Youth Services) attended the NEO-RLS New Book Look featuring both award-winning and new books.

ACTING PUBLIC SERVICES RESEARCH COLLECTIONS AND SERVICES COORDINATOR

Michael Ruffing became Acting Public Services Research Collections and Services Coordinator at the beginning of the month.

COLLECTIONS & SERVICES (MAIN LIBRARY AND BRANCHES)

Main Library Collection Development Policy

The Library's master copy of the CPL Collection Development Policy (Main Library) was scanned and distributed to Main Managers as the first step in revising the Main Library Collection Development Policy. The scanned version contained all of the proposed revisions to the policy that prepared when Joan Clark was Head of Main Library. Main Managers were asked to review the extensive collection summary reports prepared under the direction of Deputy Director Holly Carroll. Michael Ruffing met with

Ann Palomo and Jim Benson (Automation Services) to create a series of reports to illuminate aspects of Main Library's collecting practices.

Periodicals Collection

Ruffing met with Richard Fox and Michelle Makkos to begin crafting a plan to decentralize the reference periodicals collection. It was decided to develop a comprehensive report on the current state of the collection annotated with binding decisions, titles currently acquired on microfilm, and titles available in JSTOR, EBSCOhost MasterFILE™ Premier, etc.

Periodicals Bid List

Ruffing reviewed the 2010 Periodicals Bid List sent an email to area, regional and national librarians and book dealers announcing the bid list, ironed out internal problems related to the bid list process, and gathered notes for improving the bid list process.

Senator George V. Voinovich Gift Books

Ruffing developed temporary procedures and a routing slip to manage the incorporation of the Voinovich gift books into the Main Library collections. The books in this collection will receive gift plates and will be added to Main Library collections.

Gifts

Information was gathered on CPL practices related to gift materials, including the acceptance of materials, the review and processing of materials and the disposition of unwanted materials. Ruffing crafted a temporary statement to be used by Warren Reid (Shelf Division) to communicate with potential donors.

PARTNERSHIPS (MAIN LIBRARY AND BRANCHES)

Main Library Collections in CPL Branches

John Skrtic, Ann Olszewski and Michael Ruffing visited Sterling, Carnegie West, South, and Addison branches on January 26 to determine the quantity and placement of high-quality reproductions of items included in CPL's digital collections (or Main Library collections) for placement in these branches. Eventually all branches will feature reproductions from Main Library collections. All reproductions will feature descriptive captions that inform the viewer about the CPL Digital Gallery and the Main Library collections.

SPECIAL PROJECTS

Better World Books

Ruffing created internal procedures for handling discarded books that are to be sent to Better World Books, the Library's online book vendor. Work included an assessment of all storage areas for discarded materials, an assessment of loading dock areas at Main and Lake Shore Facility, and an analysis of how discarded materials were handled as of January 1, 2011.

ACTING ASSISTANT PUBLIC SERVICES ADMINISTRATOR POPULAR COLLECTIONS & SERVICES

Carlos Latimer became the Acting Assistant Public Services Administrator, Popular Collections & Services, at the beginning of the month. In addition to managing and coaching branch managers, Mr. Latimer:

- Attended meetings with Property Management to address branch security and custodian concerns. The focus of these meeting was to improve response times, reinforce security procedures, and clarify incident reporting as well as scheduling of branch custodians.
- Worked with Automation services to identify the locations of the Gates grant computers.
- Coordinated raining for branch managers who received work-issued BlackBerry smartphone devices.
- Prepared the Youth Services meeting agenda and met with a committee to create job expectations for Youth Services Librarians.
- Attended meetings with Collection Management and discussed ways to improve circulation in Popular Library and the branches.
- Visited all branches and Popular Library during the month.

NEIGHBORHOOD TEAM - WEST BRANCH SUMMARY REPORT

West Team Branch Highlights include:

- Public Services met to address the performance standards of lead workers and children's librarians.
- The West Team Public Service Manager met with PSS on January 14 to address system wide programming initiatives.
- Angela Guinther became the acting manager of Carnegie West Branch January 2. She was formerly the adult librarian at South Brooklyn Branch.

- Toledo author and illustrator Denise Fleming visited South and Sterling branches on January 25 and 26, engaging both adults and children in discussions about books, art, and life.
- West Team Branch Managers met on January 27 to address issues affecting operations and public service.
- Branches continued to work on strengthening their collections via weeding, ordering, and related collection management activities.
- Carnegie West staff said goodbye to Juanita Zeda, Branch Clerk who retired after 32 years of service.

NEIGHBORHOOD TEAM - EAST BRANCH SUMMARY REPORT

Stephanie Tyus assumed the role of Acting Public Services Manager, East on January 2. East Team Branch Highlights include:

- After-school tutors assisted students with homework via the free tutoring program at the Addison Branch.
- Students from Collinwood High School, Ginn Academy, and the Collinwood School of Fashion visited the Collinwood Branch to conduct research for upcoming projects.
- Computer Aides at East 131 facilitated a combined total of fourteen one-on-one computer classes. Participants received instruction on email, PowerPoint, and résumé building.
- Ron English (Library Assistant at Langston Hughes) visited schools in the Hughes service area to discuss the "Cover to Cover" program and the Angela Johnson "First Part Last" program.
- Toni Parker attended the Martin Luther King Jr. program and was introduced as the new MLK branch manager.
- On January 27, author and illustrator Denise Fleming gave an excellent program for the children at the Mt. Pleasant Branch. She provided background information about her books and craft ideas supporting the themes of her books.
- Rice Branch Manager Ali Boyd met with the Principal of Harvey Rice School to discuss student behavior at the branch.
- Six classes from the Elite Academy of the Arts visited the Union Branch to conduct research and check out materials.
- Kristen Schmidt and Lakeisha Winstead (Woodland Branch) completed school visits to third grade classrooms to promote the Winter Reading Club.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

OLBPD circulated 58,033 items directly to patrons in January. Of this number, 24,524 were digital talking books, representing 42% of OLBPD's total circulation. Cassettes represent 56%. This statistic will gradually shift in the coming year as newer books are made available only in the digital format.

OLBPD Manager Will Reed attended the 2011 ALA Midwinter Conference in San Diego. He presided over meetings as Chair of the "ASCLA Web Presence Committee" and the "Libraries Serving Special Populations Section Executive Committee," as well as being ASCLA's representative to the ALA Web Advisory Council.

At the ALA conference Mr. Reed joined a public interest group called the 508'ers. The mission of this group is to ensure that everyone who faces accessibility barriers due to disability, literacy or aging, regardless of economic resources, can access and use the Internet and all its information, communities, and services for education, employment, daily living, civic participation, health and safety.

Reed attended the State Library of Ohio Talking Book Program Consumer Advisory Meeting on January 13. Representatives from OLBPD's major consumer advisory organizations are planning to assemble a Friends Group for the Braille and Talking Book Service and State Library is investigating how to proceed.

Reed served on a panel for an ALA-ASCLA Virtual Convergence webinar series on January 19. Also on panel were former OLBPD Manager Barbara Mates, Dr. Katherine Schneider founder of the Schneider Family Book Award, and Barbara Klipper from Ferguson Library in Stamford, CT. The panel discussion was titled "Accessibility 101: Assure That Your Library Is Welcoming & Usable for Persons with Disabilities."

OLBPD's Cyber-Dialogue online book club met on Thursday, January 13 to discuss the *The Girl with the Dragon Tattoo* by Stieg Larsson.

Kiel Mills will start his new position as FT Shipping Clerk on February 13, replacing Larry Hinton.

MOBILE SERVICES DEPARTMENT

STATISTICS

53 Stops
13 New library card applications
704 Persons on board
871 Reference, 537 Directional in person
250 Reference, 53 Directional via phone
Holds counts - Jan 905 filled

SUMMARY OF ACTIVITIES

"On the Road to Reading:"

- Visited 11 pediatric and WIC sites with 56 contacts
- Visited 59 daycare classes with a total of 615 in attendance. Circulated 836 items via 38 deposit kits.
- Worked with Merce Robinson and the Friends to purchase giveaway books for the pediatric and WIC site stops.
- Ms. Rhonda Fleming attended ALA Midwinter in San Diego in January as a member of the Managing Children's Services Committee.

GENERAL ACTIVITIES

- Linda Sperry scheduled meetings with each existing bookmobile site coordinator to discuss site attendance and participation. During January she met with 11 sites, as well as with a potential new site. These meetings, and investigation of potential new sites, should be completed by early February at which time she will make a proposal to Administration regarding bookmobile stop changes.
- Carol Thomas began training Julian Khan, a new clerk, to drive the bookmobile. Khan has had around 10 hours of actual driving experience with the trainer. She also provided refresher training for Doris Yee and Sandra Cesarov.

TECHNICAL SERVICES

Patricia Lowrey, along with Alicia Naab from Acquisitions and Bonnie Bolton from Collection Management, joined over a dozen other CPL staff members volunteering at the Cleveland Foodbank; it was a fun Saturday morning. Ms. Lowrey also attended the Dr. Martin Luther King, Jr. program on January 17.

Ms. Lowrey served on the interview panel for the Technical Services Librarian positions in the Acquisitions Department. She attended the Digital Projects Committee meeting and she met with Michael Ruffing, the new Research Collections and Services Coordinator, to discuss improvements in the processing of gift materials.

Collection Management: Laura Mommers and Bonnie Bolton continued volunteer work of placing and receiving orders with the Acquisitions department. Rollie Welch attended the American Library Association Midwinter Conference Jan.6-10 held in San Diego, CA. Mr. Welch's served as a member of the Michael L. Printz committee. The Committee selected the best young adult book. Mr. Welch also represented Cleveland Public Library by having his monthly online street lit column published by Library Journal's Booksmack! on January 20.

High Demand: The High Demand staff showed their exemplary flexibility by volunteering to help in other departments: Steven Best processed 949 audiovisual items for the Book Preparation Department; Dale Dickerson processed 534; Rosalyn Easley processed 1,224; Anarie Lanton processed 785; Mya Warner processed 1090.

The Manager, along with Tish Lowrey and Sandy Jelar-Elwell, demonstrated our combination of 9xx/EDI ordering to Clevnet library interested in updating and streamlining their processes.

Book Preparation: Thanks go to Dale Dickerson, Steven Best, Anarie Lanton, Mya Warner, and Rosalyn Easley from High Demand for assisting in processing the non-book material backlog. In the first week of January alone, Book Preparation and High Demand completed work on 7,024 non-book items which cleared about 70% of the backlog. Staff completed work on a total of 27,524 items.

Shelf/Shipping: Juanita Turner conferred with John Skrtic and Michael Ruffing on final details for the Bid List that was posted in the Plain Dealer legal notice section this month. The department staff assisted Robin Speigner in the ongoing weeding of Government Documents material in the off-site storage area. A total of 1,467 items were pulled for request and sent to the Main Library and Memorial-Nottingham Branch. A total of 1,648 telescopes of new materials were shipped out to public service agencies. That is nearly a 55% increase in outgoing new material compared to January 2010. The 2010 CCH tax forms were sent out to the Government Documents department and

the Branches. The department's Technicians received, checked against invoices, stamped, labeled and placed on trucks a total of 17,208 items for the Acquisitions and the High Demand departments. Mrs. Turner attended the Martin Luther King Jr. Day program at the MLK branch.

Acquisitions: Acquisitions staff began placing orders, processing invoices, and receiving materials on January 11th after the editing and entering of the 2011 fiscal year budget numbers in Sirsi was completed. Staff ordered a total of 4,051 titles and 6,450 items, received 10,821 items, and processed a total of 1,444 invoices. Staff received 2,806 periodicals and 1,957 serials, added 336 items and 61 paperbacks, processed 118 periodical and serial claims, and modified 70 serial controls

Technical Services Associates, Glennis Blair and Nathaniel Infante cross-trained with one another on periodical claiming and entering supply requisitions. Staff from other Technical Service Departments continued to volunteer in the Acquisitions Department.

Sandy Jelar Elwell met with Darlene Ronney, Acting Social Sciences Manager, to familiarize her with ordering procedures. Andrea Johnson, Dawntae Jackson, Ms. Lowrey and Ms. Elwell participated on the interview panel for the Technical Services Librarian positions in the Acquisitions Department.

Preservation: A Special Collections title, *Bilder aus Mekka*, 1889, was digitized to produce facsimile prints for use in an upcoming Library exhibit. Materials for the Science and Technology digital project were collated and sent out for scanning. Digital editions of the published *Cleveland Public Library Annual Reports* for the period 1952-1998 were added to the Digital Gallery. Volume 2 of the *Ohio Architect* (July-Dec 1903), and Volume 1 of the Mears Baseball Scrapbooks (1853-1870) were also added.

Ann Olszewski attended the Digital Projects committee meeting on January 27. The committee reviewed the status of current projects, discussed new initiatives, and set a date of April 27, 2011 for a general staff workshop to demonstrate the Digital Gallery and explain the committee's proposal process.

With John Skrtic and Michael Ruffing, Ms Olszewski visited Sterling, Carnegie West, South, and Addison Branches on January 26, to assess locations for additional art works. Preservation staff continued to assist in other departments.

Catalog: Regina Houseman took over reviewing juvenile call numbers while Jeni Delfs is responsible for item and label quality control. Dawn Grattino cataloged Polish, Serbian, and Vietnamese as well as Russian books while Larisa Povitsky's leave continued. Ms. Grattino also cataloged one of the Octovofest books by Bonné de Blas. Andrea Johnson was on the interview panel for two Technical Services Librarian positions in Acquisitions. Staff cataloged 6,664 titles and added 12,073 items for CPL material.

MARKETING & COMMUNICATIONS

The Library received good media coverage during January, appearing more than 80 times in print and online publications. The full report, available in the department, shows the ad value exceeds \$54,000 with a news circulation audience of over 53 million people.

An overview of meeting conducted or attended by Marketing and Communications Administrator Tena Wilson will indicate marketing activities:

- Regular meetings with director; Graphics and PSS managers; Board of Library Trustees and committees; public relations consultants David Fitz, Michael Graham and Erika McLaughlin; administrators; quarterly Public Services managers; PSS staff; and the Webware communications team
- The women of the Women of a New Tribe photographic exhibit, planning meetings for the "Soul of the Village" women's workshop
- Ohio Display
- American Library Association (ALA) Midwinter Conference in San Diego, California: Training, Orientation and Leadership Development Committee; Library Leadership and Management Association (LLAMA) Public Relations and Marketing Section committee and Women Administrator's Discussion Group
- Urban Library Council meeting at ALA
- Presentations by Bostwick Design Partners of the Main Library Reorganization Plan
- Sports Research Center staff
- Preparations for Board Retreat presentations
- Medical Mart groundbreaking ceremony
- Martin Luther King, Jr. annual commemorative program
- Councilmen Eugene Miller, T.J. Dow and Kevin Conwell to plan "Three Men and a Book" programming and marketing for the Real Men Read campaign

- Falls Communications for 2010 annual report
- Winter Reading Club finale at Morgan Art Conservatory
- Dottie Sheetz, Radio Disney

Administrative Assistant Michael Young wrote or facilitated Meet the Staff articles to introduce the following staff: Marsha Draeger, Mona Brown, Christon "C.J." Hicks and Shannon Muhammad. The system-wide calendar of events was updated and upcoming Library events were posted on community calendars.

PROGRAMMING & SCHEDULING SERVICES (PSS)

A highlight of the month took place during the week of January 24-29, featuring children's author and illustrator Denise Fleming and the Cover to Cover Winter Reading Club finale held at the Morgan Paper Conservatory on Saturday, January 29. Ms Fleming visited schools and branches throughout the week, as well as providing a demonstration at the Youth Services meeting on January 26. The events were organized by the former PSS manager Aaron Mason and outgoing Program Coordinator Annisha Jeffries.

Well over 400 people attended the library's annual Martin Luther King Day celebration at the Martin Luther King Branch on Monday, January 17. The featured speaker was George Fraser, author and president of FraserNet. The moderator was Ilinda Reese and the program featured the vocal talents of the gospel group Nu Covenant.

Other items/events of note:

- The ongoing Cleveland Goes to College series was held at six of the branches;
- Work continued on upcoming series and programs including the Women of a New Tribe reception and workshops, the March Book Madness initiative, Writers & Readers, writing workshops co-sponsored by The Lit, events to be held by the Ohio Center for the Book, and Summer Reading Club.

Meeting rooms in the Louis Stokes Wing were scheduled, providing 29 occasions for public use of library spaces.

GRAPHICS

Graphics Manager Cathy Poilpre facilitated the hanging of Women of a New Tribe, Main Library exhibit. Graphics staff designed, printed and distributed 188 printed pieces in January, including graphics for the library website. Graphics manager attended

regular meetings with MCD Administrator and Public Services managers.

Promotional pieces included: Women of a New Tribe exhibit , Soul of the Village Women's Workshops; logo designs for Friends of the Library; instruction packets for Computer Learning Connection; Robert Little exhibit; Experience Audubon exhibit and programs; African American History Month; Music at Main-Leslie Adams, The Chelsea Duo, Holy Grove Missionary Baptist Church; OLBPD Reader's Handbook; Genealogy Resourch Guide; four staff newsletters; Cleveland Playhouse bookmarks and posters for *South Pacific*, *Shrek*, *The Musical*, *My Name is Asher Lev*; 52,000 routing slips; and 400,000 CLEVNET form #119.

WEBWARE www.cpl.org

Web Manager Amy Pawlowski reported 34,628 eMedia downloads in January, up from 17,236 in January last year; 2,347 Twitter followers, up from 1,585 one year ago; 2,882 Facebook fans, up from 1,990 last year.

During the month of January, the following events, programs, and information were either edited or added to promote on www.cpl.org: CPL Welcomes new Acting Deputy Director Cindy Lombardo; African American History Month; Genealogy & Family History Clinics; CPL Exhibits: Women of a New Tribe and Bob Little Exhibit; We are a Village Women's Workshop; MLK Day program; Cover to Cover Winter Reading Club; African American History Month Programs; Celebrate with Books; Just for Parents; Looking for a New Book - Read it!; Homework Help; Real Life Teen Health; Homework Help; KnowItNow (your librarian never sleeps); Relax (update) curl up with a good book; Seniors Connect to the Community (Resources); Annual Report 2009; and eMedia eBook collection.

Library News on the www.cpl.org homepage featured the following items for January: Cleveland Public Library Launches Downtown Destination Campaign - First Phase 'Tech Central' Gets Go Ahead; Cleveland Public Library Receives Grant From Target; Cleveland Public Library Ranked One of the Top Five Libraries in the Country; Cleveland Public Library Board of Trustees Meeting; Cleveland Public Library's Cindy Lombardo Named Acting Deputy Director; and Cleveland Public Library Presents: Soul of the Village Women's Workshop - Launch of Women of a New Tribe photographic art exhibit.

Nine Popular Topic pages were updated with new content in January and the three seasonal reading lists and four award-winner book lists were updated on the Kid's site.

Web Applications Specialist David Reynolds set up three new Teen Topics on the Teen's site: Creative Writing, Relationships, and Find a Good Book.

The following pages were edited, added, or promoted on the CPL Staff Center: Job Descriptions; New Organizational Charts; the Staff Hires, Changes, and Transfers page was removed per the request of Human Resources since this information is now being posted in the Staff Newsletter.

Amy Pawlowski worked with Merce Robinson, Grants & Development Coordinator, to create a page for GED, ESOL, and Literacy Classes offered at the library. The page also includes supporting library resources and websites selected by Harriette Parks, *Social Sciences Department Librarian*.

Amy Pawlowski worked with Marketing to create a page for the "Downtown Destination" Campaign.

Amy Pawlowski created a page to promote exhibits at the library. Currently, the page lists the Women of a New Tribe and Bob Little exhibit. This page will be kept current to reflect current library exhibits.

David Reynolds created and posted the Cleveland Play House book list, *My Name is Asher Lev*, for the Literature Department, for the Theater Popular Topic.

David Reynolds worked with Tonya Jenkins and Aaron Mason to add the Mergent/Moody Corporate Manuals database to the Research Databases page. Amy Pawlowski removed Westlaw from our databases list as the ERC decided not to renew our contract for access.

At the request of the Director, Amy Pawlowski worked with Freddie Coffey, Web Manager for Positively Cleveland, to move the Your Changing Cleveland website (www.yourchangingcleveland.com) to a CPL web server. CPL is now hosting the website and Positively Cleveland is still maintaining the content.

BUILDINGS SERVICES

The buildings office completed numerous branch inspections and continues to monitor utility bills. Thru our continued efforts to become as "Green" as possible the library has received the Northeast Ohio Chapter of USGBC 2010 Green Building Challenge award for 5th place in the greenest building starting point and 4th place in the most improved green building in the downtown area.

Maintenance mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. Repairs were made to the boiler at Broadway. A leaking hot water pump was repaired at Fleet. Fan motors were replace at both front and rear entrance heaters at Glenville. Lights and ballast were changed as needed at Lake Shore Auditorium, Langston Hughes, MLK and Sterling. Power outlets were installed in the multipurpose room for computers at Lorain. The lighting control system computer terminal was replaced and the software was upgraded for LSW and Main buildings. Sixteen plastic floor cover for power/data boxes have been changed to metal to prevent them from breaking.

The Carpenters and Painters replaced the ceiling in the meeting room closet at Woodland. Shelf units were installed on the 8th floor storage of LSW for Fine Arts department. The ceiling was repaired at MLK due to a leak. Painting was completed at Collinwood and West Park.

The Garage completed service to vehicles #2, #16, #24 and replaced the generator on the Bookmobile. Salt was delivered to all locations and snow plowing continues as the weather dictates.

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 1 alarm. Only 1 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. Duress button at Carnegie West wire was damaged by the custodian when he was cleaning the floor. The wire was repaired the next day by ADS Security.

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. CCTV cameras at some of the facility are malfunctioning; Security Operations is in the process of having those issues repaired.

Identification Cards: Security Operations continues to issue photo identification cards to new staff members and to replace lost cards. Security Operations had printed up retired and thirty plus badge for the employee ceremony conducted by Human Resource Department.

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 January a total of 11

items were returned to their owners; 2 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 has temporarily posted a CPL Officer at the Carnegie West Branch

Security Operations Assistant Chief Abrams met with the Security Committee to discuss security concerns and future safety training for staff.

Security Operations Assistant Chief Abrams and Security Supervisor Frank Nunez met with the East branch 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 50 branch investigations.

Security Operations has hired a new Security Supervisor Chris Flak who started his duties on 1/31/2011

Cleveland Public Library placed an advertisement in the Cleveland Plain Dealer for RFP for contract guard services for the branches.

Security Operations with the Deputy Director met with security vendors regarding the RFP for security services.

SUMMARY OF IRREGULARITY REPORTS RECEIVED

| MONTH | 2010 | 2011 | + / - |
|-----------|------|------|-------|
| JANUARY | 50 | 77 | 27 |
| FEBRUARY | 40 | | |
| MARCH | 63 | | |
| APRIL | 52 | | |
| MAY | 37 | | |
| JUNE | 42 | | |
| JULY | 26 | | |
| AUGUST | 50 | | |
| SEPTEMBER | 58 | | |
| OCTOBER | 35 | | |
| NOVEMBER | 36 | | |
| DECEMBER | 27 | | |
| Total | 516 | | |

AUTOMATION SERVICES

CPL Projects:

To support staffing changes throughout Public Services, about twenty programming changes were made to the voice mail system. Online telephone directory entries were also updated. Blackberry smart phones were also obtained, configured, and activated to improve communication with the Branch managers. Verizon provided training for the managers in the use of the Blackberry Smartphone.

In the past the Facilities Department supervisors communicated with their staff using pagers. Paging technology, however, is

obsolete. Automation Services has worked with Facilities to migrate to "push to talk" phones.

A variety of individual problems with the Comprise SAM PC management system was encountered at the South, Jefferson, Carnegie West, and West Park branches; each was resolved. More systemic problems, affecting at least half of the branches, resulted in documenting SAM sign-up station issues for all of the computer aides; synchronizing disparate tables in the SAM server's database; and providing scripts to ensure the SAM sign up application does not start before the PC has connected to the network. George Lenzer and Anastasia Diamond-Ortiz have been investigating alternatives to the Comprise SAM software.

Mr. Finnegan visited Carnegie West, Fulton, Walz and Fleet branches to assess positioning and access for the 2011 Gates Grant computers.

The Broadway Branch was added to the city-wide Opt-E-Man network with at 4mb fiber link.

The audio book collection in Popular was moved to the Audio-Video Department. The Software team globally updated items in the database to reflect the change.

Ann Palomo and Jim Benson met with Michael Ruffing to review recent reports developed for Main Library departments and how best to streamline and develop reports in the future.

Weeding lists were scripted for the Literature Department, and for Lorain, South Brooklyn, and Jefferson branches.

During the month of January, the following events, programs, and information were either edited or added to promote on www.cpl.org: CPL Welcomes new Acting Deputy Director Cindy Lombardo; African American History Month; Genealogy & Family History Clinics; CPL Exhibits: Women of a New Tribe and Bob Little Exhibit; We are a Village Women's Workshop; MLK Day program; Cover to Cover Winter Reading Club; African American History Month Programs; Celebrate with Books; Just for Parents; Looking for a New Book - Read it!; Homework Help; Real Life Teen Health; Homework Help; KnowItNow (your librarian never sleeps); Relax (update) curl up with a good book; Seniors Connect to the Community (Resources); Annual Report 2009; and eMedia eBook collection.

Library News on the www.cpl.org homepage featured the following items for January: Cleveland Public Library Launches Downtown Destination Campaign - First Phase 'Tech Central' Gets Go Ahead; Cleveland Public Library Receives Grant From Target; Cleveland Public Library Ranked One of the Top Five Libraries in the Country; Cleveland Public Library Board of Trustees Meeting; Cleveland Public Library's Cindy Lombardo Named Acting Deputy Director; and Cleveland Public Library Presents: Soul of the Village Women's Workshop - Launch of Women of a New Tribe photographic art exhibit.

Nine Popular Topic pages were updated with new content in January, and the three seasonal reading lists and four award-winner book lists were updated on the Kid's site.

David Reynolds set up three new Teen Topics on the Teen's site: Creative Writing, Relationships, and Find a Good Book.

The following pages were edited, added, or promoted on the CPL Staff Center: Job Descriptions; New Organizational Charts; the Staff Hires, Changes, and Transfers page was removed per the request of Human Resources since this information is now being posted in the Staff Newsletter.

The Library is now providing server hosting for the Positively Cleveland web site, "Your Changing Cleveland (<http://www.yourchangingcleveland.com>)."

CLEVNET Projects

Software staff is working through a validation checklist of the initial build of the Bibliocommons CLEVNET catalog, reporting issues as they are identified. Materials, including custom graphics, were provided to Bibliocommons for branding of each library system. A feature of the new catalog software is listings of literary awards, linked to titles in the catalog. Software worked with Public Services staff to have titles from the Anisfield-Wolf and Sugarman awards included in these listings. Hardware identified two issues with the locally installed Bibliocommons connector, one affecting the performance of the SirsiDynix server and the other resulting in a failure of the Bibliocommons software to connect with the Oracle database. Both issues were quickly resolved.

Problems continued with version 4.9 of the Director's Station software installed in December. Two patches have been installed, but other problems continue. A meeting has been

requested with the SirsiDynix Director's Station Product team to get these issues resolved. Reloading the database will probably be required.

A CLEVNET Director's meeting was held on Friday, January 28. Major topics included a subscription offer from Freegal for downloadable music files; a pilot project to include voice over IP as a CLEVNET network offering; features of the new Bibliocommons CLEVNET catalog; the status of the Director's Station upgrade; and an update on KnowItNow, emphasizing local queues and the development of a texting interface.

An internal domain name server failed on January 21. This affected email delivery and the operation of the SirsiDynix library system overnight and until about 9:00 a.m. on January 22. The servers have been reconfigured to insure redundancy and continuity of operation.

Rollovers of the Acquisitions data from fiscal year 2010 to fiscal year 2011 were completed.

Special reports were created for Cleveland Law Library, Lorain Public Library, Medina County District Library, Huron Public Library, Twinsburg Public Library, Hudson Library and Historical Society, and Barberton Public Library.

Policy file changes were made for Elyria Public Library; Cleveland Heights-University Heights Public Library; and Kirtland Public Library. The Elyria Bookmobile collection can now be used to fill hold requests, and Cleveland Heights-University Heights Public Library is experimenting with the circulation of eBook readers (Kindle, Nook, etc.).

Milan-Berlin Township Public Library added a catalog search box to their web site with the assistance of Webware.

The Hardware and Network teams provided support to Sandusky Library in replacing and upgrading their domain controller and Active Directory configuration. They also replaced a wireless access point and configured the firewall to add a new web server.

The Hardware and Network teams also assisted Elyria with an Active Directory upgrade; configured a vlan for Milan-Berlin Township Library to support printing from laptops on the public WiFi; worked with Lorain to resolve a DHCP issue at their North Ridgeville Branch; converted

the VPN connection from Cleveland State University (CPL@CSU) to use certificates; added additional SIP ports for Medina County District Library; and met with Time Warner at Willoughby Eastlake to assist in upgrading their T1's to 10mbs connections. KnowItNow

Historically the KnowItNow service used a web browser interface. As more and more communications choices have become available, the range of user interfaces has been increased. Currently the service supports web browsers, instant messaging, and emailed reference questions. Work is underway to expand the service to include texting from mobile phones (SMS). Programming to route the SMS messages from a service called Mosio to the KnowItNow server has been completed; a test server has been established for training and practice; and documentation has been created. Lane Public Library and the State Library of Ohio have already signed up to use the local queue option and accept SMS messages. The new service will be available in mid-February.

New bug reporting procedures were introduced by SourceN at a meeting with KnowItNow and LNET, Oregon's virtual reference service.

Meetings and Professional Development

Don Boozer attended the American Library Association Midwinter Meeting.

Brian Leszcz began an online class in JavaScript/AJAX to increase his technical skills.

Statistics

| | January 2010 | January 2011 |
|---------------------|--------------|--------------|
| OverDrive Downloads | 17,236 | 34,628 |
| Twitter Followers | 1,585 | 2,347 |
| Facebook Fans | 1,990 | 2,882 |

| Automation Services Statistics, 01/2011 | | | | |
|--|---------------------------|---------------------------|------------------------|--------------|
| | # Cases Opened | # Cases Closed | Site Visits | TOTAL |
| HARDWARE | | | | |
| CPL Main | 94 | 79 | 62 | 235 |
| CPL Branch | 137 | 126 | 67 | 330 |
| CPL Lake Shore | 34 | 21 | 11 | 66 |
| CLEVNET | 16 | 13 | 2 | 31 |
| PUBLIC | | | | 0 |
| TOTAL | 281 | 239 | 142 | 662 |
| SOFTWARE | | | | |
| CPL Main | 28 | 28 | | 56 |
| CPL Branch | 16 | 17 | | 33 |
| CPL Lake Shore | 12 | 12 | | 24 |
| CLEVNET | 62 | 62 | | 124 |
| PUBLIC | 8 | 8 | | 16 |
| TOTAL | 126 | 127 | 0 | 253 |
| WEBWARE | | | | |
| CPL Main | 11 | 11 | | 22 |
| CPL Branch | 7 | 7 | | 14 |
| CPL Lake Shore | 2 | 2 | | 4 |
| CLEVNET | 8 | 8 | | 16 |
| PUBLIC | 72 | 72 | | 144 |
| TOTAL | 100 | 100 | 0 | 200 |
| KIN | | | | |
| CPL Main | 7 | 5 | | 12 |
| CPL Branch | 14 | 7 | | 21 |
| CLEVNET | 9 | 5 | | 14 |
| PUBLIC | 2 | 1 | | 3 |
| KIN Library | 8 | 8 | | 16 |
| OHIOLink Library | 6 | 6 | | 12 |
| After Dark | 3 | 3 | | 6 |
| TOTAL | 49 | 35 | 0 | 84 |
| GRAND TOTAL | 556 | 501 | 142 | 1,199 |

