

DIRECTOR'S REPORT

March 15, 2011

Monthly Statistics

Circulation for the month of February was 494,347. This is a decrease of nearly 6% from last year's February circulation of 528,050. These numbers were affected by a number of challenges to circulation. First, President's Day was a scheduled furlough day. 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 24%, from 84,887 in 2010 to 64,861 in 2011. Additionally, the number of hours in use for our computers decreased from 48,915 in 2010 to 45,087 in 2011. This was a decrease of 8%. As mentioned above, the two additional closed days 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 February was 255,351. This is a decrease of almost 10% from last year's February attendance of 283,911. Both the main library and branches reported decreases in attendance.

Program and Outreach Highlights

February featured a litany of outstanding programs celebrating African-American History month. Kicking -off those programs was the reception for the Women of a New Tribe photographic art exhibit, which was sponsored by the Friends of the Cleveland Public Library and Fifth Third Bank. The program highlighted the photographs taken by Jerry Taliaferro of women from throughout the nation, and a group of twenty-five women from Cleveland. The reception which welcomed over three hundred attendees was followed two days later by a women's workshop program that featured four interactive panel discussions.

Highlighting the contributions of young people to the African-American experience, the Reverend Otis Moss III presented a lecture on notable young leaders. The speech from the noted theologian and author was well received and a spotlight was shined on a local young talent Jevaughn Bogard. Bogard, a local Cleveland School of the Arts student epitomized Moss' call to recognize the contributions of young African-Americans.

Beyond the music of Bogard, AAHM also featured two major national talents whom brought their compositions to CPL. First, the Music at Main series featured the works of Cleveland composer H. Leslie Adams. In the best attended Music at Main program yet, Adams presented various chamber works. This program was followed by our final AAHM program of the year. DBR are the initials for world-known violinist Daniel Bernard Roumain, who thanks to our partnership with the Tri-C Jazz Festival, presented a workshop to local area students.

Grants and Development

The department coordinated our application to the Institute of Museum and Library Services for the 2011 National Library Service Medal. CPL was nominated for the award by Congressman Dennis Kucinich and Senator Sherrod Brown.

The Tech Toolbox that was funded by a grant from the Ohio State Library, exhibited at the Rice, Fleet, and Harvard-Lee branches in February.

Meetings and Activities

- I taped an interview for the Golden Opportunities television show.
- **President Corrigan** and I were videotaped for the electronic version of the Annual Report.
- I met with Marcie Bergman, Executive Director of the Cleveland Arts Prize to consider possible collaboration ideas.
- I attended the Chinese Professional and Entrepreneurial Association's Lunar New Year celebration at Cleveland State University.
- I met with the County Executive's Chief of Staff, Matt Carroll to discuss ways in which CPL could assist the County Executive's efforts.

CLEVNET

February's total OverDrive CLEVNET eMedia collection circulation was 16,059 sizably up from last year's total of 5,210. CPL has 2,423 total followers on Twitter and 2,945 Facebook fans.

Staff Highlights

The WOW winners for March were **David Furyes** and **Harriette Parks** from the Social Sciences Department.

An architect from Holzman, Moss, Bottino visited the Cleveland Public Library to survey our community about their impressions of the main library 14 years after the Louis Stokes Wing was built. These impressions and the impressions from their work on other libraries will make up an ALA conference program. **Tim Diamond**, Special Assistant to the Director will serve as a panelist for this program.

OLBPD and the State Library of Ohio Talking Book Program received a best practice recognition from the National Library Service for its Ohio "Reads" poster.

I've received an invitation from the Honorable Jurek Zmauc, Consulate General of The Republic of Slovenia and the Honorable Frank G. Jackson, Mayor, City of Cleveland to join them on a trade mission to Ljubljana, Slovenia, Cleveland's Sister City, May 7th-14th, 2011. Each participant is responsible for their own expenses, and because of my intention of working with Slovenia's Maribor Library on the Open Door Project while in attendance, I will be seeking resources from the Friends of CPL to attend.

GRANTS & DEVELOPMENT

MyCom Lead Agency Responsibilities

- Attended the quarterly Joint MyCom Agencies meeting at the Cleveland Foodbank
- Wrote and presented a Board of Trustees' resolution for an Amendment to the MyCom Agreement approved last fall. The Amendment will award the Library additional funds to re-grant for MyCom Transitions programs in 2011.
- Began writing Memorandums of Understanding for the four MyCom Transition vendors
- Observed a Greater Cleveland Volunteers Experience Corps tutoring session at McKinley School. Greater Cleveland Volunteers is one of the MyCom Transitions vendors
- Participated as a panel member in the Starting Point - MyCom - Out of School Time Proposal Review Committee.

Grants & Development

- Coordinated and wrote the 2011 National Library Service Medal Application. The award is sponsored by the Institute of Museum and Library Services
- Presented a brief talk to the Ohio Grantmakers Roundtable Executive Committee of the Northeast Ohio Region that included details about the Learning Center at the Rice Branch
- Wrote a report for Neighborhood Progress Inc. annual report to the St. Luke's Foundation
- Coordinated with Planning and Research the Library's response to the Ohio State University Medical Information grant survey

Friends Liaison

- Attended the Friends Board meeting with the CPL Director to discuss the 2011 budget request
- Met with the Friends of the Library group to follow-up on a meeting about issues related to the Friends book sales

Literacy

- Along with the Director met with Suzanne Seifert, former Director of Cleveland Reads to discuss possibilities concerning the demise of Cleveland Reads and what activities the Library could assume

PUBLIC SERVICES

Programs/Exhibits:

The Business Department presented a topical book display in recognition of Black History Month. *Business Advisors of Cleveland* held their second in a series of three workshops, *How to Write a Business Plan* workshop was held on February 9.

The Computer Learning Connection (CLC) taught 22 classes, and held their first Microsoft Access 2007 class. Larry Hinton conducted training on scanning documents for the Public Administration staff.

Special Collections librarian, Kelly Ross and Kent Practicum students installed the Audubon exhibits and other items related to ornithology display in JGW Reading Room. Music by composer, H. Leslie Adams, and the Holy Grove Missionary Baptist Church

Choir concert were presented as part of the Music at Main series. Staff members Stacie Brisker, Ardella Primm and Pam Eyerdam assisted with the reception for *Women of a New Tribe*

Mr. Ruffing convened a meeting of the Exhibits Committee with Kathy and Dennis Barrie as guest participants. The Barries, who have an international reputation as high-profile museum designers, offered the committee valuable and extensive insight into what it takes to present high-caliber exhibitions.

Foreign Literature Librarian, Victoria Kabo hosted regular bi-monthly Russian Reading Club program at Memorial-Nottingham branch.

On February 23 Richard Fox led a book discussion for the Friends of Cleveland State University Library. The discussion was focused on *Little Bee* by Chris Cleave which was published in 2009.

History and Geography Manager Ron Burdick gave a tour to twenty-one sophomores from Andrews Osborne Academy on February 24.

On February 3, the Literature Department hosted the reception for the *Women of the New Tribe* exhibit. Over 300 community members attended the reception to launch the exhibit of black & white photographs by Jerry Taliaferro. The Literature Department also hosted the luncheon for the well-attended Soul of the Village program, a full day of educational workshops and lectures.

Rainbow Terrace Preschool and Gilbert Head Start made a special trip to the library for story time and mini-tour. Youth Services Manager, Sandy Nosse conducted the visits, while Christine Feczkanin read a story and did a rhyme for the Rainbow Terrace Preschool group.

Outreach:

Computer Learning Connection staff had Tech Toolbox demonstrations at Rice, Fleet, and Harvard-Lee on February 12.

A tour was given to Cleveland Botanical Garden Administrators and Trustees. The group viewed rare botany books in the Treasure Room.

Ronald Burdick presented a program at the Greater Cleveland Digital History Library Consortium meeting on February 10.

The Northeast Ohio Archival Spatial Data Infrastructure Committee (NEO-ASDI) met in Map Collection on Monday, February 28. Discussion continued about a collaborative cloud server to house historical GIS material for the public and institutions to use free of charge.

Literature Manager Amy Dawson hosted Dr. Jim Marino's Cleveland State University Shakespeare class on February 11.

Amy Dawson attended Kent Career Night on February 28, with Pam Eyerdam, Ali Boyd, and Jen Wihenbrink and spoke to Kent SLIS students about professional expectations and opportunities.

On Feb 23, Popular Manager, Sarah Flinn, Rollie Welch and Tish Lowrey visited CPL offsite collections at CSU and Case Western Reserve.

Social Sciences staff provided reference to over 60 students from Laurel School. The United Nations collection was introduced. The following subject bookmarks were updated: SAT/ACT, Grants, Senior Resources, Baseball, Religion, Student Guides, and Free Money for Teachers and Quarterly Booklist (Home School).

Collections/Reference:

The Friends of CPL were given two specific areas on the fifth floor of Main Building to place unsorted and sorted library service materials awaiting sale at Friends book sales.

Mr. Ruffing developed updated procedures for packing and labeling all discards from branches. The new system will permit materials received at Main Library to be placed immediately into one of three areas: Friends of CPL Book Sale; Better World Books; or Recycle. All books that can be sold will be sold. All books that cannot be sold will be recycled.

Mr. Ruffing submitted information requests to Main Managers regarding current collection development practices. Much research was done during the month regarding collections. The purpose of the research is to lay the groundwork for a comprehensive revision of CPL's policies and procedures as they relate to collection development.

While sorting through material in the Fine Arts work room, 40 original drawings of the Plain Dealer's James Harrison Donahey's (1875-1949) were found. Several notes & titles were added to *Building Details* which ran from 1906 to 1914. This work was a donation from the Howell and Thomas Collection.

The Travel Literature Pamphlet file has been discontinued. The out-of-date pamphlets have been recycled and the maps have been moved over to the Map Collection.

Mr. Dave Eadelis is donating, without restriction, 119 lantern slides of West Technical High School's Garden Department to the Photograph Collection.

PAL is working with James Deidrick, Consulting Engineer for Engineering and Constructing in the Office of Capital Projects, City of Cleveland, to identify and scan nearly 300 bridge plans currently in PAL's and Main Library's collections in preparation for a city bridge project.

Staff/Professional Development:

BEL Department Manager Aaron Mason has agreed to, for a period of two months, manage the PSS Department in the absence of Ronald Antonucci in addition to his duties in BEL. Aaron Mason and Anastasia Diamond-Ortiz completed the interview process for the three full-time CLC positions.

Librarian Michael Dalby presented a session entitled "*OverDrive and Freegal Music Products in Public Libraries*" at the Music Library Association National Conference in Philadelphia.

Lending Department Clerk Tammy Houghton was promoted to Subject Department Library Assistant, Popular Department. Justin Holt, Lending Department Clerk and Pat McCoy, Subject Department Clerk, AV, serve on the Harvest for Hunger committee.

The Ohio Center for the Book hosted the Octavofest Planning Committee Meeting on February 11, 2011 at the Martin Luther King Branch. In attendance were

Glenda Thornton Director of the Cleveland State University Library, Louis Adrian of the Ingalls Library at the Cleveland Museum of Art, Laura Martin, of Art Books Cleveland, Susan Kelley of the Morgan Paper Conservancy, and Linda Kaminsky of Cuyahoga County Library.

On February 24, Science and Technology Manager Maureen Mullin attended the first session of a business sustainability program

at Entrepreneurs for Sustainability (E4S).

Social Sciences staff members Mark Moore, Lisa Malone, and Annette Nettles attended the Foundation Center database training session.

Carla Bennett, former part-time Children's Library Assistant at the Broadway Branch, joined the Youth Services staff as a full-time Children's Library Assistant.

Jennifer Rowe, an architect from Holzman, Moss, Bottino, visited the Library on February 17-19 to conduct a survey on the public's and staff's impressions of the Main Library, with focus on the Louis Stokes Wing, fourteen years after its opening. Ms. Rowe works for Malcolm Holzman, the design architect of the Louis Stokes Wing.

Mr. Ruffing met with Ms. Rowe and supplied information and floor plans.

BRANCHES

- Collinwood Branch welcomed new manager Annisha Jeffries and Library Assistant, Marvin Benton who transferred to Collinwood from the Sterling Branch.
- Dyad Branch Manager Paula Logan-Reid - East 131/Mt. Pleasant attended the Mount Pleasant Community Zone meeting. Discussions were held regarding upcoming changes in Ward 2.
- Adult book club at Glenville Branch discussed *For Colored Girl Who Have Considered Suicide* by Ntozake Shange.
- Harvard-Lee, Library Assistant - Computer Emphasis, Pasha Moncrief conducted a Tech Toolbox Demo with Olivia Hoge of the CLC.
- Langston Hughes Branch celebrated their namesake's birthday with poetry readings.
- The Greater Cleveland Digital Library Consortium hosted their meeting at the Martin Luther King Jr. Branch. The meeting was conducted by Ron Burdick, Manager of CPL's History Department

- Buckeye Development Corporation hosted a meeting at the Rice Branch on February 17. Meeting was attended by manager Ali Boyd.
- Leslie Barrett joined the staff of the Union Branch as the Library Assistant Youth Emphasis. Barrett was formerly a Computer Aide at Woodland.
- The West Team Manager met with Union Representatives on February 10 to address concerns related to lead workers at dyad branches. Preliminary guidelines for addressing issues faced by lead workers.
- West Team Branches continued to work towards the strategic objectives of the Library. As such, branches continued to adjust to ongoing transitions impacting the institution.
- The West Team Public Service Manager stepped in to support branch operations at the South Brooklyn Branch in the absence of the manager. As such, Sheba Marcus-Bey and Carlos Latimer worked closely with the lead work, Luigi Russo.
- Branches celebrated African American History Month, Presidents Day, Valentines Day, and Lunar New Year with displays and programs. These themes were supported at each West Team Branch. Furthermore, GED, tutoring and ESOL classes continued at designated branches.

COMMUNITY OUTREACH SERVICES

- Chrystal Carr Jeter participated in the monthly book discussion group for seniors at the J Glen Smith Community Center. *Warriors Don't Cry* was the February discussion title and the March book is *On Her Own Ground*.
- Ms. Carr-Jeter met with Jo Clemons from the Metroparks Zoo regarding the Summer Reading Program Finale in August.
- Ms. Carr-Jeter met with Wanda Shealey, CMSD Library Media Coordinator and the Community Education Representative from WVIZ about an outreach project with Cleveland Public Library.

- Chrystal worked with Cynthia Cocarro and Mary Pat Harnegie of South Pointe Hospitals to plan a three-part health series at Harvard Lee Branch.

MOBILE SERVICES

STATISTICS

48 Stops
 53 New library card applications
 604 Persons on board
 651 Reference, 437 Directional in person
 124 Reference, 40 Directional via phone
 Holds counts - Feb 1329 filled

MEETINGS

2/3 Linda Sperry met with Tish Lowey regarding weeding, ways to increase circulation, and ways to streamline holds procedures.
 2/4 Linda Sperry met with representatives of Cityview Nursing and Rehab, Fairfax Nursing and Rehab, Arbor Park, United Cerebral Palsy stops.
 2/8 Doris Yee provided an impromptu Chinese New Year program at St. Martin de Porres.
 2/18 Linda Sperry met with representatives from Asian Services in Action and Asian Evergreen stops.
 2/22 Linda Sperry met with a representative from Spring Hill Villa stop.

SUMMARY OF ACTIVITIES

"On the Road to Reading":

STATISTICS:

- 12 Pediatric and WIC sites were visited with 103 people contacts at these sites. 65 daycare classes were visited with a total of 662 in attendance. 990 items were circulated in 40 deposit kits.

OTHER:

- Delivery was taken on giveaway books purchased from Borders with part of the PNC grant monies.
- Rhonda presented refresher information on Every Child Ready to Read at the Youth Services meeting in February.
- Rhonda attended the initial meeting for FLIP (Family Literacy Involvement Program) which includes CPL and 3 other cooperating agencies: the Cleveland Children's Museum,

Cuyahoga County Public Library, and Cleveland Heights
University Heights Library.

GENERAL ACTIVITIES

Weeding reports for February were cleared with items marked missing or weeded as needed. Linda weeded duplicates from all fiction areas and weeded dvds. Some non-fiction and Black World book titles, as well as DVDs, were transferred to Rice Branch.

Linda has been scheduling meetings with each existing bookmobile site coordinator to discuss attendance and participation at the sites. During February she met with 7 sites. She has 7 sites left to visit. These visits have been very productive. Some sites have new coordinators (a social worker or building manager on site) since her last visit. At the Cleveland Clinic Children's Hospital for Rehabilitation, the coordinator had changed.

Drivers' Trainer Carol Thomas continues to train Julian Khan, new clerk, to drive the bookmobile. Unfortunately the weather has continued to hamper these sessions.

Despite February being a short month, plus one furlough day and one snow closure day, our holds numbers increased for the month.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

OLBPD circulated 50,493 items directly to patrons in February. The State Library of Ohio Talking Book Program (SLO) coordinator announced that they have distributed digital talking book players to all patrons who want one. Some patrons have refused digital players because of their preference to listen to audio cassettes. But SLO has distributed nearly 10,500 digital players to OLBPD patrons. SLO will begin to move digital machines to the machine lending agencies throughout the State for distribution similar to the cassette player distribution practice.

OLBPD underwent a major software upgrade to our Keystone (KLAS) circulation software. Updates were made overnight to the server housed at KLAS and the software installation was completed the following morning so there was no interruption in patron book service.

OLBPD and the State Library of Ohio Talking Book Program received best practice recognition from the National Library Service for its Ohio "Reads" poster that featured two Ohio State

School for the Blind (OSSB) marching band students using the new digital talking book service. The OSSB marching band was in the 2009 Rose Bowl parade. These posters will be part of an outreach and public relations campaign to increase awareness about the OLBDP service.

Kent State University MLS student Kim Austin has been visiting OLBDP as part of her coursework and she is conducting an operations analysis of OLBDP. She chose OLBDP because it is a non-traditional specialized library that has always held her interest, especially during her time at Huron Public Library which is a machine distribution agency of the State Library of Ohio Talking Book Program.

OLBDP has ordered and received new Playaway audio books, as well as described DVD and select Blu-Ray titles as part of a discretionary grant received from the State Library of Ohio. These items are currently being inventoried and specially formatted for delivery to OLBDP patrons. These titles will be available sometime in March 2011 and announced in the next issue of the OLBDP Dimensions newsletter.

TECHNICAL SERVICES

The new Technical Services space on the Staff Center was unveiled on February 9. There are brief descriptions of all the different departments in Technical Services and there is a place for staff to recommend CDs that the Library should purchase. Thanks to Amy Pawlowski for making the space possible!

Patricia Lowrey visited the Bookmobile and discussed ways of increasing circulation with Linda Sperry, the Mobile Services Manager. Ms. Lowrey, Rollie Welch, Collection Manager, and Sarah Flinn, Popular Library Manager visited the Library's collections of books and magazines that are located in the libraries of Cleveland State University and at Case Western Reserve University. They met with staff in charge of the collections and discussed ways if increasing circulation.

Ms Lowrey and most Technical Services Managers attended the Retirement and 30-Year Recognition Reception on Friday, February 4.

High Demand: The department added 554 titles and 17,406 items in February. Staff ordered 4,214 titles and 26,774 items. (The discrepancy between titles ordered and titles added is because

each mass market paperback title is counted when ordered, but not counted as a new title when added to Sirsi.)

In preparation for a presentation at the OLC Northeast Chapter Conference, Manager Carole Brachna participated in two webinars to explore processes and products offered by a library vendor. She attended the celebration for retirees and 30-year employees on February 4.

Shelf/Shipping: The staff retrieved 624 items for requests for an 84% increase from last February. The Department shipped out 1,248 telescopes to Main Library, and the Branches for an increase of 26%. A total of 26,956 items were placed on trucks, stamped, and barcoded by the Shelf/Shipping Department Technicians. This was nearly a 2% increase of materials sent to Acquisitions and High Demand over last February.

Darlene Ronney, Social Science Manager, came out to inspect the storage area. Lynne Roderick from Planning and Research discussed updating the forms used by the Shelf/Shipping department with Juanita Turner. Darryl Pless and Mrs. Turner attended the Effective Interviewing workshops given by the Human Resources Department. Zubal Books picked up the materials they purchased from the Bid List sale. Mrs. Turner attended the African American History Month program at the Lake Shore Facility featuring the Rev. Otis Moss, III and musical performance of Levaughn Bogard.

Book Preparation: Book Preparation completed work on 26,160 items in February. Shirley Jones and Paula Stout have started processing non-book materials.

Collection Management: Branch staff were given two opportunities by Collection Management to boost circulation for their book collections. Branch Managers were allowed to select up to 100 "Circulation Booster" titles and Branch Youth Services staff were encouraged to select up to 30 copies of Dr. Seuss books.

On February 23 Rollie Welch, along with Technical Services administrator Tish Lowrey and Acting Manager of Popular Library Sarah Flinn, visited Cleveland Public Library's collections housed at Cleveland State University and Case Western Reserve University. Weeding reports for the two collections have been secured from Automation. A collaborative plan involving Ms.

Flinn and Mr. Welch is intended to increase the visibility and circulation of both college collections.

Mr. Welch also represented Cleveland Public Library by having his monthly online street lit column published by Library Journal's Booksmack! on February 17. Mr. Welch also had a review appear in the book section of the Plain Dealer on February 7.

Preservation: The final eight volumes of the Collinwood High School yearbook holdings were added to the Digital Gallery, as well as four volumes of the John Adams High School yearbook. Other Digital Gallery additions included Volume 2 of the Mears baseball scrapbooks, and four Cleveland hospital histories, a digital project for the Science and Technology Department. Two scrapbooks of chess clipping were scanned from the microfilm by Backstage Library Works and added to the digital gallery as PDF files. Microfilm copies of the historic chess clipping scrapbooks are frequently requested from chess researchers in other countries. These digital editions are a test to see if direct web access will be useful to the patrons.

Glass plate negatives from the Ketteringham photograph collection were prepared and shipped out for digitization. Technical Services senior clerk Gloria Massey scanned the pieces of a broken glass plate and performed a digital restoration of the image. Enlargements of ten images from the Digital gallery were printed for exhibition at Carnegie West branch and at South branch.

Preservation staff processed a gift collection of books from Senator Voinovich in preparation for cataloging. Renee Pride, Gloria Massey and Lyla Chilcutt worked on the project. Elizabeth Bardossy treated twenty drawings from the Cleveland Parks collection. The Intermuseum Conservation Association completed treatment of another key drawing from the collection, a plan from 1899 for the bridge in Wade Park designed by C.F. Schweinfurth.

Acquisitions: Sandy Jelar Elwell met with Lynne Roderick to review and revise the forms currently being used in the Acquisitions Department. Technical Services Associates Glennis Blair and Nathaniel Infante continued to cross-train with one another on periodical claiming and entering supply requisitions. Alicia Naab attended the Winter Meeting of the Ohio Library Council Membership Committee.

Tonya Jenkins, Subject Department Librarian in the Social Sciences Department, and Lisa Kowalczyk, Children's Librarian at the West Park Branch, were selected for the Technical Services Librarian positions and began working in the Acquisitions Department on February 28th.

Acquisitions staff ordered a total of 8,927 titles and 16,576 items, received 11,029 items, and processed a total of 1,186 invoices. Serials staff received 2,313 periodicals and 531 serials, added 218 items and 368 paperbacks, processed 159 periodical and serial claims, and modified 10 serial controls.

Catalog: Michael Monaco has begun creating authority records for corporate bodies through the Ohio NACO funnel and is working toward personal independence as a NACO participant. Cathy Jo Graves and Rodney Lewallen continued to help Acquisitions by receiving books. John Parsons began updating holdings for withdrawn periodicals. Larisa Povitsky returned from a leave of absence. A total of 7,944 items were added and 5,910 titles were cataloged.

MARKETING & COMMUNICATIONS

The Library received good media coverage during February, appearing more than 60 times in print and online publications. The full report, available in the department, shows ad value of \$40,120 with a news circulation audience of 1,874,340 people. In February, the online media outlets that featured CPL events and programs received more than 38 million page views. This is a new statistic available from Vocus, the public relations software used by the Library.

An overview of meeting conducted or attended by Marketing and Communications Administrator **Tena Wilson** will indicate marketing and programming 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; Public Services managers; PSS staff; and the Webware communications team
- 2011 National Medal for Museum and Library Service Museum nomination planning meeting
- Women of a New Tribe reception to launch the exhibit, planning and implementation
- Thirty Plus Club staff recognition reception

- Soul of the Village women's workshop planning and implementation
- Videographer Rich Dolesh for taping of annual report videos
- Photographer Jesse Kramer for photography for "Real Men Read" posters
- Octavofest 2011 planning meeting: **Amy Dawson**, Public Services Manager, Literature and program lead; **Amy Pawlowski**, Web Applications Manager; **Cathy Poilpre**, Graphics Manager; Susan Kelley, Morgan Art of Papermaking Conservatory; Linda Kaminski, Cuyahoga County Public Library; Louis Adrean, Cleveland Museum of Art; Laura Martin, Art Books Cleveland; Glenda Thornton, Cleveland State University
- Yvonne Pointer, speaker to launch CPL's "Conversations" series in neighborhood branches in April, 2011
- Amanda Dempsey, Ohio Near West Development Corporation 2012 Ohio City development planning and partnership
- Falls Communications for 2010 CPL annual report
- Exhibits consultants Dennis Barrie and Kathy Barrie
- Positively Cleveland Business Partner breakfast with David Gilbert
- Otis Moss III presentation for African American History Month program
- James Krouse for 2011 Ingenuity Festival planning and partnership
- Councilmen Eugene Miller, T.J. Dow and Kevin Conwell for men's discussion group planning, Three Men and a Book
- Sports Research Center planning meetings for soft launch on April 25, 2011

Administrative Assistant **Michael Young** wrote or facilitated Meet the Staff articles to introduce the following staff: Heather Koonce, Beverly White-Yates, and Michael Dalby. He submitted events to Downtown Cleveland Alliance and University Circle, Inc. to be published in their monthly newsletters. He also posted eleven events on fifteen community online calendars.

PROGRAMMING & SCHEDULING SERVICES (PSS)

During this African American History Month, CPL offered rich cultural programming. PSS sponsored eight programs, two of which were series that occurred at five locations throughout the system.

Local artist and historian Cliff Clay brought first-hand tales of the Black Cowboys to patrons at the Memorial-Nottingham

Branch. Reverend Otis Moss III, pastor of Trinity United Church of Christ in Chicago, brought an inspiring message of hope. The musical talents of Cleveland School of the Arts Jevaughn Bogard were featured at this event. CPL partnered with *Call and Post Newspaper* for the screening of "Off and Running," the gripping story of Avery Klein-Cloud, who attended and spoke after the showing. Music at Main offered two musical presentations: a program of new instrumental works by H. Leslie Adams and the Holy Grove Missionary Baptist Church choir. As part of the annual Tri-C Jazz Festival, CPL hosted a workshop for area students presented by world-renowned violinist, Daniel Bernard Roumain.

Planning is underway for Summer Reading Club 2011, themed "One World Many Stories." NASA Office of External Programming has agreed verbally to provide programming in neighborhood branches in the summer of 2011.

Meeting rooms in the Louis Stokes Wing were scheduled, providing 27 occasions for public use of library spaces. Meeting room fees were charged to two groups. Meeting room tours were given by PSS staff to three groups.

Age Level Specialist **Victoria Beggiani** accepted a voluntary transfer to West Park Branch to work as a Children's Librarian, Grade H.

GRAPHICS

Graphics Manager **Cathy Poilpre** attended regular meeting with MCD Administrator and Public Service managers. Graphics staff designed, printed and distributed 128 printed pieces in February, including graphics for the library website.

Promotional pieces included: March/April Computer Class Schedule; Spring Preschool Program Guide; Adult, Teen, Children's Program Guide for March/April/May; Lunar New Year; *Writers and Readers*- Robert Olmstead; Friends Used Book Sale; Friends Spring Newsletter; four staff newsletters; Real Men Read identity and Three Men and a Book collateral; March Book Madness; 150,000 of various forms.

WEBWARE www.cpl.org

Twitter Followers increased to 2,423, up from 1,644 in February of 2010. Facebook Fans increased to 2,945, up from 2,049 in February of 2010.

During the month of February, the following events, programs, and information were either edited or added to promote on the Library's website: Your Changing Cleveland; Downtown Destination; Free classes GED ESOL Citizenship; Women of a New Tribe Exhibit; Soul of the Village; Soul of the Village (conversation link); Bob Little Exhibit; Rev. Otis Moss Feb 17; March Book Madness; Lunar New Year program; Celebrate with Books; Just for Parents; Looking for a New Book - Read it!; Homework Help; Real Life Teen Health; KnowItNow (Your librarian never sleeps.); Relax (update) curl up with a good book; Seniors Connect to the Community (Resources); Interested in learning computer skills-Seniors; Annual Report 2009; Tax Preparation Assistance; Library Exhibits page; and African American History Month programs, suggested reading lists, and a section featuring patrons who shared their favorite African American author.

Library News on the www.cpl.org homepage featured the following items for February: Cleveland Public Library Celebrates Lunar New Year with Fun-filled Activities & Performances for Families; The Ohio Center for the Book presents a Women's History Month Special Event: Author Paula McLain; Cleveland Public Library Celebrates African American History Month; Cleveland Public Library Launches Downtown Destination Campaign - First Phase 'Tech Central' Gets Go Ahead ; Due to severe weather the library will be CLOSED today, Friday, February 25, 2010; Cleveland Public Library Celebrates Women's History Month; Cleveland Public Library Board of Trustees Meeting; Cleveland Public Library Welcomes Rev. Otis Moss III During African American History Month.

Fifteen (15) Popular Topic pages were updated with new content in February and the four seasonal reading lists were updated on the Kid's site. A new Teacher Resources section was added to the Kid's section of the website.

BUILDINGS SERVICES

The Buildings office completed numerous branch inspections and continues to monitor utility bills. Carter Exterminating Co. came in and gave a presentation on Bed Bugs to all of our custodians. This presentation was to give our staff the information on what to look for and what to do if we find them. Buildings attended the following meetings, Business Continuity and Emergency Preparedness Conference giving by the Red Cross, E4S kick off meeting and Ohio Building Code Updates.

Maintenance Mechanics had a new chimney installed for the two boilers at Fleet. The sink and faucet in the multi purpose room changed at Glenville. Glycol was added to the dry coolers for Automation A/C unites. A new water supply with regulators was installed for the boilers at MLK. A door bell was installed at Mobile Services.

Carpenters and painters relocated micro film cabinets on the forth floor and installed new shelving units on the eight floor of LSW. Painting is on going at LSW, Main and West Park.

Garage serviced vehicles 4, 9, 16, 20, 22 and 24. Snow blowers were repaired as needed. Snow plowing and delivery of salt continues.

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, Rice and Garden Valley is fully operational.

Automation front door reader hardware was not functioning properly and repairs were made to correct problem.

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 11 alarms. Only 2 alarms were 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.

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 February a total of 5 items were returned to their owners; 1 bag 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 temporary posted a CPL Officer at the Carnegie West and Garden Valley branch

Security Operations Assistant Chief Abrams and Security Supervisor Floyd Garrett met with the West branch Managers to discuss security concerns.

Security Operations met with the security committed and has selected five security vendors out of the eleven vendors to meet with the security committed

During the month of February Security Operations provide security services for the following library events: Women of a New Tribe, Human Resources Thirty year plus event, Soul of the Village Women's Workshop and Rev. Otis Moss Event

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 26 branch investigations.

MONTH	2010	2011	+ / -
JANUARY	50	77	+27
FEBRUARY	40	57	+17
MARCH	63		
APRIL	52		
MAY	37		
JUNE	42		
JULY	26		
AUGUST	50		
SEPTEMBER	58		
OCTOBER	35		
NOVEMBER	36		
DECEMBER	27		
Total	516	134	+44

AUTOMATION SERVICES

Cleveland Public Library Projects

To prepare for Tech Central and increasing public access to computing resources throughout the Library, Automation is developing a Personal Experience initiative for the citizens of Cleveland. Throughout the history of providing computers in public libraries, users have been locked down and locked out because the resource is shared. New developments in desktop virtualization suggest that the technology is now mature enough to support a more personal experience without affecting use by others. The Proof of Concept project underway will determine if we will be able to offer users with appropriate training a persistent, personal presence, with storage, on the Library network. We are currently working with Hewlett Packard, Citrix, and Microsoft to determine the feasibility. To this end in February we installed "Virtualization" rack and blade servers; configured the management port; installed the base operating system on the blade servers; and prepared base Windows 7 Enterprise Virtual Machine with Office 2010 for testing.

Bob Carterette participated in a review of security services proposals.

Weeding reports were done for Carnegie West, South Brooklyn, the CPL@CSU collection, the Case Western Reserve University deposit collection, and the Popular Library.

A Turkish language title list was created for Foreign Literature.

Acquisitions department requested that a report for them at the end of every year be run monthly instead. The report helps them find orders that have been received but not paid and vice versa.

An e-mail address for the Credit Union was established so that Payroll can keep messages with sensitive information on our network.

Wiring needs were assessed at Fleet and Fulton branches.

During the month of February, the following events, programs, and information were either edited or added to www.cpl.org: Your Changing Cleveland; Downtown Destination; African American History Month; Free classes GED ESOL Citizenship; Tax Preparation; Women of a New Tribe Exhibit; Soul of the Village;

Soul of the Village (conversation link); Exhibits page; Bob Little Exhibit; Rev. Otis Moss, Feb 17; March Book Madness; Lunar New Year program; Celebrate with Books; Just for Parents; Looking for a New Book - Read it!; Homework Help; Real Life Teen Health; KnowItNow (Your librarian never sleeps.); Relax (update) curl up with a good book; Seniors Connect to the Community (Resources); Interested in learning computer skills-Seniors; and the Annual Report 2009.

Library News on the www.cpl.org homepage featured the following items for February: Cleveland Public Library Celebrates Lunar New Year with Fun-filled Activities & Performances for Families; The Ohio Center for the Book presents a Women's History Month Special Event: Author Paula McLain; Cleveland Public Library Celebrates African American History Month; Cleveland Public Library Launches Downtown Destination Campaign - First Phase 'Tech Central' Gets Go Ahead ; Due to severe weather the library will be CLOSED today, Friday, February 25, 2010; Cleveland Public Library Celebrates Women's History Month; Cleveland Public Library Board of Trustees Meeting; and Cleveland Public Library Welcomes Rev. Otis Moss III During African American History Month.

Fifteen Popular Topic pages were updated with new content in February and the four seasonal reading lists were updated on the Kid's site.

The following page was added to the CPL Staff Center: Help Documents & Resources: Database Trials.

CLEVNET Projects

In early February the failure of an internal domain name server (DNS) host resulted in many problems, including standard SirsiDynix reports not running, patron access to home pages and Catalog, and several login failures the following morning. Host files were updated on the SirsiDynix production server to hard-code connection information the Oracle database server and the email server; and a backup DNS server was established.

The State Library of Ohio announced a grant program to incentivize independent libraries joining consortia. Avon Lake, Kinsman, and Bristol public libraries met with Bob Carterette to discuss the possibility of CLEVNET membership.

The Software and Webware Teams continued to work with Bibliocommons staff to create the catalog interfaces for each

CLEVNET library. Several problem cases were filed and resolved. Some of the more complex cases remained open at the end of the month.

Ann Palomo, George Lenzer and Hilary Prisbylla worked directly with the Directors' Station developers at SirsiDynix to determine why the weekend data loads are failing. SirsiDynix also provided more information on how to check log files and manipulate scheduling of Directors' Station data loads.

Policy changes were done for Medina and Madison libraries.

Special reports were done for Medina, Huron, Hudson, and the Law Library.

Ms. Prisbylla assisted Medina with the implementation of 9xx ordering.

A new SIP2 ports and logins were created for self-check units at Perry.

Amy Pawlowski provided an eReader "Hands On" session at Ritter Public Library on Tuesday, February 8.

David Reynolds supplied Wayne County Public Library with detailed OverDrive circulation statistics for 2009 and 2010.

Amy Pawlowski worked with Sylvia Williams, Collection Resources Manager at Medina County District Library, on their use and implementation of the OverDrive Advantage program.

The Network team: met with Willoughby Eastlake Public Library staff to assess wiring closets for upcoming upgrades from T1's to fiber connections at the Willowick, Willoughby and Eastlake branches; visited Cleveland Heights Noble Branch to meet with the architects and assess wiring and wireless needs for the remodeled building; and met with Shaker Heights staff and architects to review requirements for the remodeled second floor wing opening in April. A new router was installed at Euclid Public Library and the connection between closets was upgraded from 1Gbs to 2Gbs. The WiFi in the Cleveland Heights-University Heights Lee Road branch and the YMCA building across the street was tested for connectivity issues.

Burton Public Library's Active Directory schema was upgraded and a new domain controller was configured.

KnowItNow

On February 14, the statewide texting initiative for KIN24x7 went live. Local queues and routing of text messages was configured for the State Library of Ohio, OHIOlink; Lane Public Library, and the Greene County Public Library. By the end of the month about ninety texted reference requests were handled. KnowItNow providers had access to self-paced online training. The KnowItNow service now accepts questions from users of the World Wide Web, instant messaging, email, and texting.

The KnowItNow service was the victim of a distributed denial of service (DDoS) attack on February 25th. The Network team blocked the attackers' IP addresses at the firewall and the Apache web server configuration was updated to defend against DDoS attacks in the future.

Don Boozer worked with Oregon's LNET service to develop a proposal for AfterDark support during the next LSTA grant year. The proposal was sent to NEORLS for comment.

Several AfterDark librarians were scheduled on February 25 due to emergency closings in public libraries throughout north east Ohio.

Meetings and Professional Development

Software staff met with the CPL Technical Services Managers to review current issues and projects.

A Directors' Panel meeting was held on February 18. Topics included the Freegal offer to CLEVNET and issues involving service to teachers, Homebound and book clubs.

George Lenzer attended the kick-off meeting at E4S (Entrepreneurs for Sustainability).

On February 28, Don Boozer participated in the Kent State University Library Career Night at Kent, Ohio.

Amy Pawlowski attended a meeting for the IT and AV Divisions of the Ohio Library Council in Columbus on Monday, March 28, regarding the OLC "Gadget Gallery."

Statistics

	February 2010	February 2011
OverDrive Downloads	15,853	31,903
Twitter Followers	1,644	2,423
Facebook Fans	2,049	2,945

Automation Services Statistics, 02/2011				
	# Cases Opened	# Cases Closed	Site Visits	TOTAL
HARDWARE				
CPL Main	107	81	36	224
CPL Branch	151	131	59	341
CPL Lake Shore	42	29	9	80
CLEVNET	22	12	2	36
PUBLIC	2			2
HARDWARE TOTAL	324	253	106	683
SOFTWARE				
CPL Main	16	18		34
CPL Branch	6	2		8
CPL Lake Shore	6	6		12
CLEVNET	43	43		86
PUBLIC	4	4		8
SOFTWARE TOTAL	75	73	0	148
WEBWARE				
CPL Main	9	9		18
CPL Branch	2	2		4
CPL Lake Shore	2	2		4
CLEVNET	4	4		8
PUBLIC	55	55		110
WEBWARE TOTAL	72	72	0	144
KIN				
CPL Main	8	7		15
CPL Branch	10	6		16
CLEVNET	19	15		34
PUBLIC				0
KIN Library	26	26		52
OHIOLink Library	5	5		10
After Dark				0
KIN TOTAL	68	59	0	127
GRAND TOTAL	539	457	106	1102