

DIRECTOR'S REPORT

September 15, 2011

Monthly Statistics

Circulation for the month of June was 554,136. This is a decrease of almost 3% from last year's June circulation of 568,903. Circulation for the month of July was 563,870. This is a decrease of 3% from last year's July circulation of 583,401. Circulation for the month of August was 601,784. This is an increase of 6% from last year's August circulation of 566,826. Year to date, circulation is down by almost one percent.

Computer sessions for the month of June were 79,000. This is a decrease of 5% from last year's June computer sessions of 83,533. Computer sessions for the month of July were 66,938. This is a decrease of 24% from last year's July computer sessions of 88,131. Computer sessions for the month of August were 78,405. This is a decrease of 16% from last year's August computer sessions of 93,561. Year to date, the number of hours of computer use is down over 11% from 2010.

Attendance for the month of June was 307,783. This is a decrease of 3% from last year's June attendance of 318,556. Attendance for the month of July was 314,036. This is a decrease of almost 6% from last year's July attendance of 333,640. Attendance for the month of August was 356,980. This is an increase of almost 6% from last year's attendance of 338,336. Attendance is down by almost 8% from last year's attendance.

Program and Outreach Highlights

"One World, Many Stories" 2011 Summer Reading Club ended on [Saturday](#) with more than 1,500 children, families and friends at the Cleveland Metroparks Zoo. The new library mascots made their debut and danced to tunes by Radio Disney. Many zoo-goers visited the bookmobile, some saying it was their first time on a library with wheels. Our partners from "NASA in the Neighborhood" welcomed readers with Ava the Astronaut, and many children were able to have a photo taken in space.

To summarize the success of the summer program, here are some important numbers. More than 41,500 books were read by the 7,408 preschool, school age and teenagers who registered. Completing

the Summer Reading Club program were 3,008 individuals. These branches registered the most students:

Garden Valley - 723
Mt. Pleasant - 721
Carnegie West - 492
Woodland - 484
Glenville - 371

These branches had the highest number of completions from those who registered:

Carnegie West - 78%
Eastman - 63%
Woodland - 59%
Mobile Services - 58%
Union - 55% (tie)
Memorial-Nottingham - 55% (tie)

CPL joined forces again with the City of Cleveland's Department of Recreation and the Children's Hunger Alliance to serve nearly 19,000 free lunches to the children of Cleveland. In our third year of participation, all of our libraries partnered with volunteers from the Jewish Community Federation, teens employed through Youth Opportunity Unlimited and other community volunteers to deliver the service Monday-Friday.

On July 5th, CPL teamed up with the Rock and Roll Hall of Fame and Museum to introduce MyTunes to our cardholders. Program has been a rousing success with our sign-ups increasing by 10% every week. The program offers a musical experience unlike any throughout the nation. CPL cardholders can now download three MP3 digital music files every week from the entire Sony catalogue. Download songs from popular artists from every era and genre, including Rock and Roll Hall of Fame Inductees Bruce Springsteen, Bob Dylan, Michael Jackson, Pink Floyd, and Ozzy Osbourne, as well as other current popular artists.

Automation

Thanks to the hard work of Automation staff member George Lenzer, CPL was able to assist over 7,000 community members with the Cleveland Municipal Housing Authority Project lottery. One hundred twenty-seven public workstations were reconfigured throughout CPL to make the process more efficient.

As a primary member, CPL created the new web site for Octavofest at www.octavofest.org. The previous site was hosted by Cleveland State University on their website and the new site lists the fifty participating members. Octavofest is a wide-ranging series of events that will be held throughout the month of October of this year.

Meetings and Activities

- I attended the American Library Association annual meeting in Washington, D.C., along with Trustee Corrigan and from June 24th-27th. I made a presentation for the American Library Association Committee on Diversity while in attendance.
- I and John Skrtic, Public Services Administrator met with Sari Feldman, Cuyahoga County Public Library Director and Fatima Perkins, Program Manager to design a county-wide library health initiative
- I was nominated and selected as a new board member to the Cleveland Foodbank.
- I presented to the Lakewood/Rocky River Rotary Club.
- I made numerous media appearances, including "Golden Opportunities" with Armond Budish and a radio taping on Ideastream.

Staff Highlights

I would like to commend John Skrtic, Michael Ruffing, and Caroline Han for their excellent work in hosting the Chinese cultural officials and librarians as part of the China-U.S. Librarians Professional Exchange project. The Exchange project was funded by a grant from the Institute of Museum and Library Services and allowed us to introduce Cleveland culture and library services to the delegation. Beyond, the education that the Chinese librarians received, we also received a better understanding of how library services are changing in China. Two members of the delegation presented a program on the evolution of Chinese libraries to a group of librarians from libraries throughout Cuyahoga County at our Lakeshore facility.

In August, CPL hosted a delegation of eight librarians from Australia. The librarians from a variety of small and large library systems in Sweden travelled to northeast Ohio with the hope of learning more about how the great library systems in the region provide library services to their community. We saw their visit as a great opportunity to learn more about their

innovations and challenges. A special thanks again to John Skrtic and Milos Markovic for their work on coordinating their visit.

GRANTS & DEVELOPMENT

MyCom Lead Agency Responsibilities:

- Coordinated MyCom resolutions for Board
- Met with several Transitions vendors to discuss expanding their capacity
- MyCom monthly meetings and Neighborhood Teams meetings - 6/9 and 6/17
- Attended 4MyChild/MyCom workshop on 7/16
- Prepared monthly statements and reports for MyCom
- Met with Family and Children First Council on 8/22 to discuss new role For CPL in the MyCom Initiative in 2012
- Attended MyCom- MyMedia recognition program at Ideastream on 7/7

Grants & Development:

- Submitted final reports for Cuyahoga Arts and Culture. Requested extension for MyCom grant from the Cleveland Foundation
- Wrote Interim report for Cleveland Foundation
- Submitted final portion of LSTA Technology Toolbox grant
- Discussed with Director and Deputy Director possible grant applications for the future
- Attended Cuyahoga Arts and Culture grant orientation meeting, 6/21
- Attended Friends Board Meeting for web program on Foundations and Fundraising, 6/23
- Submitted each month the expense requests to Friends
- Visited PNC Foundation offices to discuss possible Financial Literacy grant, 6/14
- Wrote PNC grant with Cuyahoga County Public Library for Preschool Financial Literacy grant
- Wrote letters of support for Promise Grant and Slavic Village Sacred Spaces grants

Literacy:

- Coordinated payment of students tutors for the peer tutoring program at the Rice Branch
- Planned for fall schedule for Rice Branch

- Coordinated ABLE/GED classes for fall
- Wrote proposal to NPI/St. Luke's for 2012 funding
- Met with St. Luke's and NPI staff to plan for Rice Branch Kiosk
- Met with CSU College of Education and America Reads staff to plan for fall tutoring at branches
- Attended Tri-C ABLE/GED partnership meeting

Meetings (Community, Training):

- Attended P-16 Slavic Village meeting, 6/9,7/21 (Director Thomas spoke), and 8/18
- Attended American Library Association Annual Conference, 6/24- 6/29, submitted report
- Assisted with CMHA lottery sign-up on 8/15

PUBLIC SERVICES

Programs/Exhibits:

In the month of June, the Computer Learning Connection (CLC) taught a series of classes at the Rice Branch specifically for seniors from the East End Neighborhood House.

In the month of August, Department Manager Aaron Mason and George Lenzer of the Automation Department coordinated the CMHA online Housing Lottery; a total of 7238 applications were submitted from CPL terminals from August 16-19.

Fine Arts Librarian, Kelly Ross curated and installed the "King Me" exhibit about Checkers (assisted by Kent Practicum student Erin Valentine). Special Collections staff hosted the International Checkers Competition between Alex Moiseyev of Russia vs. Michele Borghetti of Italy - the event was held in the Treasure Room and Auditorium (open to the public) the week of August 15.

The Main Library Book Discussion Group met at Flannery's Pub on June 1 to celebrate the end of another successful year and Richard Fox's final time as leader of this group. The book discussed on this night was *Wild Nights* by Joyce Carol Oates. Over 13 years the group has read and discussed over 120 titles.

Photograph Collection: The 'Re-photographic Survey: Picturing Cleveland Then and Now' exhibit was held from March 31 - June 30.

The Ohio Center for the Book, located in the Literature Department is working with other founding partners to plan Octavofest events and have posted events on the Octavofest website.

A display on a Manned Mission to Mars has been on display in the Science and Technology Department all summer. Students from CWRU visited on June 1 and 2.

The World Wide Knit in Public Day program also acted as the unofficial launch of Warm Up Cleveland 2011. This year's effort goes system-wide, allowing both staff and patrons to donate handmade winter gear at Main Library and all Cleveland Public Library branches.

The Social Sciences Book Club held its book discussion for the month of June. The title discussed was "Into Thin Air: a Personal Account of the Mt Everest Disaster" by Jon Krakauer. Social Sciences Librarian, Harriette Parks created a booklet in correlation to the book discussion.

Social Sciences Manager, Darlene Ronney met with Professor Cuneen from Bowling Green State University to discuss future sports programming partnerships and exhibits.

The Youth Services Department Manager, Sandy Nosse and Youth Services Librarian, Jennifer Wihebrink provided a tour to 16 students in 7th grade from Michael R. White School.

There was an improvement in registration for the Summer Reading Club (SRC), with 236 registered and 66 completions. SRC programs were conducted weekly for eight weeks and each program involved stories, learning activities and a craft or activity related to the theme.

Outreach:

From June 18-23 CPL hosted a delegation of Chinese cultural officials and librarians as part of the China-U.S. Librarians Professional Exchange Project, a program sponsored by the Asia Library at the University of Illinois at Urbana-Champaign. Mr. Ruffing was the primary organizer at CPL for all of the details surrounding this visit. The Exchange Project was funded by a

grant from the Institute of Museum and Library Services (IMLS) and promotes the exchange of personnel and information between the library community in China and the United States. Acting Public Services Administrator, John Skrtic, and Senior Subject Department Librarian, Caroline Han visited the Kent State Library and Information School with the group.

As part of the recent exchange, ten groups of Chinese librarians visited ten libraries throughout the United States. The Cleveland group met with several CPL administrators, were given a tour of Main Library and Lake Shore Facility, and shown the cultural highlights of our city, including the Cleveland Museum of Art, Cleveland Botanical Garden, and the Rock & Roll Hall of Fame & Museum-- where they saw the famous Lady Gaga (freeze-dried) meat dress on display.

Photographer Robert Dawson, of San Francisco, visited the Library on Saturday, July 23 and was shown around by Mr. Ruffing before he spent two hours taking photograph of the Main Library. Mr. Dawson has been working on his American Library Project since the mid-1990s and is planning on publishing a book with Princeton Architectural Press within the next two years. CPL will be featured in the book, along with about 140 other U.S. libraries. Mr. Dawson commented that CPL was "one of the finest" libraries he had seen on his cross-country tour.

CLC staff visited a total of 23 outside organizations to promote branch computer classes.

Special Collections staff is working alongside the World Chess Hall of Fame in St. Louis. Fine Arts Manager Pamela Eyerdam hosted a tour for Charles Michener in July.

In July, Special Collections hosted a visit with representatives of the Anisfield Wolf Book Awards (Mary Louis Hahn, Coordinator of the awards for Cleveland Foundation; Patty Fracker, of Nesnadny + Schwartz, a design firm that is recreating the Anisfield Wolf website).

Special Collections hosted the International Annual Meeting of the Ken Whyld Chess Association. Members from Germany, Netherlands, Sweden, and the United States attended the week of August 15.

The Northeast Ohio Archival Spatial Data Infrastructure Committee met in each of the past three months in the Map Collection to continue discussions on the possibilities of using

cloud storage space to house historical GIS and architectural material.

Youth Services Manager Sandy Nosse visited Cleveland Community School and read stories and promoted Summer Reading Club (SRC) to 87 children in multiple classrooms.

Collections/Reference:

Move of Popular, AV, Music CDs, Circulating Magazines

Mr. Ruffing planned the move of Popular Library and Audio-Video to their temporary spaces. It was decided in July to move the Music CDs collection from Fine Arts and all of the circulating magazines (except Children's, YA and Foreign) to Popular's temporary location.

Mr. Ruffing prepared a thorough move outline document and solicited three estimates from movers who specialize in library moves: Fridrich (Cleveland), Lewis-Michael (Columbus) and Carney-McNicholas (Lorain). Each mover was given a thorough tour of the collections to be moved, the spaces involved and the constraints involved. Carney McNicholas was awarded the job. They quoted the lowest price (by far) and agreed to complete the move when the library was closed.

Mr. Ruffing worked with Sarah Flinn, Dan Oreskovic, and Warren Reid to weed, combine genres into new categories and generally prepare the collections to be moved. These supervisors and their staff completed an enormous amount of collection maintenance in a short period of time. Mr. Ruffing worked with Ms. Flinn and Mr. Oreskovic, as well as with the staff of the Fine Arts department, to lay out collections that are moving. Comprehensive labeling information was forwarded to Karen Skunta & Associates, the firm responsible for signage in the temporary areas.

Mr. Ruffing also prepared a small exhibit and text focusing on the George H. Ketteringham Collection. This exhibit will debut in the Main Building lobby on September 12. Most of the Ketteringham photographs have been digitized and a postcard will lead patrons to the Digital Gallery to see more images.

Annual Report Archives:

John Pedernales, Executive Managing Director (Mergent), Neel Gandhi, Senior Project Manager (Mergent) and Sanjay Patel (Paperless Digital Solutions), all of Charlotte, NC, traveled to Cleveland on June 28 to oversee the transportation of the

Library's historic collection of annual reports to Charlotte for digitization. The Library signed a contract with Mergent in early June in which the Library agreed to provide the annual reports in exchange for a lifetime subscription to the resulting database, which will also include access to all reports provided by other institutions as well as the reports already in the Mergent Archives database.

Digital Projects Committee:

The Digital Projects Committee approved projects that will add important content to the Digital Gallery in the coming year. Projects approved include the following:

- 40 Archives photos of closed/former CPL branches and CPL Annual reports for 1878-1900.
- 1,000 early Cleveland photos from the McMichael Collection. Subjects to include Aerial & General Views of Cleveland, Bridges, Buildings, Canals, Churches Cleveland Neighborhoods, Clubs, Public Square, Schools, especially High Schools (to complement the digitized yearbooks collection), Settlement Houses, Exposition photos.
- 300 photographs of the Gordon Square (W. 65th and Detroit) and West Shoreway area
- 200 photographs of the Tremont neighborhood.
- 60 architectural plans by Charles F. Schweinfurth, which continues a pilot project to digitize historic technical drawings donated by the City of Cleveland.
- Illuminated chess manuscript *Il diletteuole e giudizioso giuoco de scacchi: espoto dal scrittore* (With transcription of text from English translation.)
- 250 photos of Cleveland Streets dating from the Civil War to the early 20th century.
- 25 high-interest books and book-length works, primarily on Cleveland, including select Cleveland City Directories, Letters of Tom Johnson, civil war topics, and local history works already scanned or being digitized to produce facsimiles.
- 43 early Cleveland Business Documents (1816-1871), including stock certificates from the first bank in Cleveland (Commercial Bank of Lake Erie), the first train schedule in Cleveland history (Cleveland, Columbus & Cincinnati, 1851), and other treasures.

Old Erie Street Book Store:

Mr. Ruffing met with John Skrtic and Mark Stueve, owner of the Old Erie Street Book Store, to re-establish a business relationship with the bookstore, the last book store downtown

and one of the Library's neighbors. Three important sports research items were acquired for the Library:

- Cleveland Buckeyes of 1945 program (Negro Leagues)
- Panoramic photograph of the famous final game between the White Autos vs. Johnstown, PA, held Oct 5 , 1915, Brookside Park, Cleveland , Ohio
- December 27, 1964 World Championship program: Cleveland Browns vs. Baltimore Colts
- The Library also acquired what is believed to be a one-of-a-kind poster from the 1909 Cleveland Industrial Exposition. A version of the poster is known to exist elsewhere in postcard form only. The poster was originally created for a contest held in 1909 to create a poster for the exhibition

Historic Photographs at South Branch:

Mr. Ruffing selected a group of photographs to be reproduced for South Branch from a larger selection assembled by Photograph Collection staff. These photographs were expertly "mended" and cleaned up in Photoshop by Gloria Massey in Preservation and then printed on durable photo board by Merrill-David.

On August 29, the Business, Economics, and Labor Department assumed responsibility for answering all calls previously routed to the General Reference Department.

Foreign Literature Department weeding proceeded with staff withdrawing 2,560 items from the collection. In addition to weeding, staff directed 66 items to Preservation and 139 items to Book Prep for treatment.

Map Collection is working with the Buildings, and Planning and Research Department on scanning all existing structural plans for the Library's facilities assessment.

Literature Department Librarian, Steve Capouzzo created Featured Poetry list for July & August and processed new books (274 non-fictions, 201 fiction, 18 reference, and 18 serial) and POP transfers (50 fiction titles, 118 fiction volumes, 7 non-fiction) and emailed Catalog with regard to 13 corrections.

A proposal to digitize PAL's collection of Charles F. Schweinfurth architectural plans was approved by the Digital Projects Committee.

Social Sciences Manager, Darlene Ronney completed the periodical subscription list and the Collection development policy for Social Sciences.

Staff/Professional Development:

The Lending/ AV Department had movement of staff during the summer. On June 25, AV Tech Samuel Norton retired. Neletha Chambers transferred from Sterling Branch to Audio Video Department on July 3, and Justin Holt, Lending Department Clerk was promoted to Subject Department Clerk AV on July 17. Lending/AV Supervisor Daniel Oreskovic was promoted to Acting Customer Service Manager on July 3.

In the month of June Department manager, Aaron Mason attended the Project Compass economic development workshop at the Ritter Public Library. Aaron Mason also travelled to the Columbus Metropolitan Library to meet with their staff and observe their call-center operation.

Popular Manager, Sarah Flinn and Library Assistant Tammy Houghton trained branch staff on how to use bibliocommons and the Freegal music service.

Subject Department Clerk, Sabrina Miranda joined the Photograph Collection staff in June.

Science and Technology Manager, Maureen Mullin received a scholarship, supported by the Gund Foundation, to attend the *2011 Biomimicry Education Summit*, on June 27-29, sponsored by the Biomimicry Institute.

Senior Subject Department Librarian, Mark Moore attended the ULC Webinar "Trends in the Digital Library Experience".

Sandy Nosse started in the position of Youth and Family Services Manager on July 5. This new position involves management of the Youth Services Department, as well as system-wide responsibilities.

MOBILE SERVICES

STATISTICS—BOOKMOBILE—June, July, and August

39 Stops plus Parade the Circle **Bookmobile was off road for 6 days for maintenance in June

10 New library card applications

786 Persons on board

549 Reference, 631 Directional in person
134 Reference, 38 Directional via phone
June 939 holds filled

"On the Road to Reading":

- 144 persons stopped by the van at the outreach event for FLIP kits and early literacy at the Children's Museum. 250 persons in total attended the event. The event was also a 30 year celebration of the Children's Museum.
- Rhonda Fulton coordinated Mobile Services' participation in Parade the Circle including advance work such as getting supplies and preparing crafts.

Despite the bookmobile being off road for 6 days for maintenance in June, it was still a busy summer. The bookmobile was cleaned, new tires were put on and many mechanical items were repaired by Carl Stone and his crew. Mobile Services staff rehabbed many areas of the collection on the bus, adding more a-v items and changing displays and titles. The bookmobile began service to new stops: Euclid Beach (Club and Villa buildings), Mt. Sinai Apts., and Lorain Square Apts. Summer recreation stop, Halloran Park, was visited once in June.

OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

OLBPD circulated 59,600 items directly to patrons in June. The transition to integrating more new and circulating digital titles into our turnaround circulation has now produced an even ratio of cassette to digital being circulated. The number of digital titles circulated this month was 28,107 and the number of cassette titles circulated was 28,290. The overtime worked this month has helped staff process a large backlog of returned materials, and our monthly circulation reflects their efforts. BARD patrons downloaded 9,049 books and magazines, pushing our overall circulation to 68,649. Over 1,500 patrons our now registered for BARD, and our percentage of patrons using BARD (12%) falls within the national average (10 -15%).

OLBPD Manager Will Reed and CPL Board of Trustees President Thomas Corrigan attended the award ceremony to receive the National Library Service (NLS) 2010 Network Library of the Year award on June 23, at the Library of Congress. State Librarian Beverly Cain and Jim Buchman, Manager of the Talking Books Program were also there to co-receive the award.

OLBPD circulated 53,125 items directly to patrons in July. BARD patrons downloaded 8,844 books and magazines, pushing our

overall circulation to 61,969. OLBDP worked overtime on two Saturdays to help discharge a backlog of returned items. Over 5,300 books were inspected and discharged.

OLBDP has purchased upgrades to the JAWS screen reader and ZoomText screen magnification software available on adaptive PCs available at OLBDP and at select locations throughout CPL. Automation is in the process of installing the upgrades on adaptive PCs. District licensing purchased for these programs allows for 20 concurrent users at one time. OLBDP will be working with Public Services to expand access to these programs in new locations, and also work on improving signage to identify and describe the purpose of the adaptive software.

OLBDP circulated 56,449 braille and talking books directly to patrons in August. 28,777 digital books to 25,598 cassette books were circulated during the month. Analog and digital talking book circulation still remains surprisingly close, which has been the trend reported by a majority of NLS network libraries. In addition, over 12,000 copies of the OLBDP Dimensions newsletter were sent to patrons, promoting our 2010 NLS Network Library of the Year award and 2011 OLBDP Family Fun & Learning Day.

OLBDP Manager Will Reed attended the State Library of Ohio Talking Book Program Consumer Advisory Meeting on August 25, in Columbus. Jim Buchman retired as Head of the Talking Book Program. Tracy Grimm was promoted as the new Head of the Talking Book Program at the State Library. OLBDP will be working with the Columbus Radio Reading Service to recruit additional volunteer readers for the production of talking books of local interest. OLBDP also announced that it will explore using monies from the Network Library of the Year award to produce a 30 second PSA announcement about the service to be aired throughout the State of Ohio. This idea was very warmly received by the Consumer Advisory Council, and they are looking forward to any developments regarding the PSA. OLBDP will also be working with State Library of Ohio and the Clovernook Center in Cincinnati about having a Family Fun Day type program for patrons in the Columbus and Cincinnati area.

OLBDP Manager Will Reed met with CPL Bookmobile Manager Linda Sperry and CPL Homebound Manager Reba Elder to explore ways on how each service could help support the other. OLBDP will mail information about Homebound services to OLBDP patrons in the Cleveland area, as well as include information about CPL

Bookmobile and Homebound services when asked about accessibility and outreach activities available at Cleveland Public Library.

Michelle Makkos from General Reference has voluntarily elected to be transferred to OLBDP under the provisions of Article X-G3 effective September 11, 2011. Michelle will fill the vacant OLBDP Librarian position.

Chris Barone change in status from Part Time Regular to Full Time Electronic Duplication Technician effective August 28, 2011.

BRANCHES

- Carlos Latimer worked as the project coordinator for the Summer Lunch program
- The East Team Manager instituted a quarterly working group session with team managers. The first session was held on July 27 and the managers worked together on monthly schedules and also provided an opportunity for informal mentoring
- The Summer Lunch program was well received by our communities again this year. Addison, Hough and Rice Branch averaged between 30 and 40 youth daily
- Computer Classes taught by staff from the Computer Learning Connection were held at the following East Team branches this summer: Garden Valley, Martin Luther King. Langston Hughes, Mt. Pleasant, Rice, Glenville, Hough, Union, and Collinwood
- Union Branch Manager, Gail Hanks participated in the Night Out Against Crime Event 2011 at Steelyard Commons with Jaime Declet and Chrystal Carr-Jeter
- Toni Parker Martin Luther King Jr. Branch manager assisted with the Sharing the Dream: The Art of Kadir Nelson
- Summer Book sale at Memorial Nottingham raised \$950.00 for the Friends of the Library
- Mt. Pleasant Branch Manager Paula Logan-Reid hosted a forum with Case Western Reserve Medical Students
- Collinwood Branch Manager Annisha Jeffries attended the 2011 Minority Stem Forum at the Great Lakes Science Center on July 19. Jeffries along with other branch managers and department heads lead teens in a book discussion of the title, "We Beat the Streets" by Doctors Sampson Davis, Rameck Hunt and George Jenkins
- Garden Valley Branch came in first place in the Summer Reading Club with 723 children and teen registrants

- With collaborations between the King Kennedy Boys and Girls Club and the Friendly Inn, the Woodland Branch saw increased numbers from last year in summer program participation
- Patrons enjoyed a day of warm greetings and reading incentive every hour on the hour at Addison branch on Customer Appreciation Day at Addison Branch on August 24
- Will Napoli from Earthman's' Education Services gave an introduction to robotics this summer at the Union Branch
- Youth Services staff Leslie Barrett (Union Branch), Ginaya Willoughby (Mt. Pleasant), and Pasha Moncrief (Garden Valley) attended the OLC Ready to Read Workshop in Akron, Ohio on August 11
- The Family and Faith Reading Club at Harvard Lee enjoyed responses from the community with children submitting essays
- New Learning stations were delivered to the Rice Branch in July. The machines were purchased by Neighborhood Progress, Inc. with funds provided through the St. Lukes Foundation
- Girls Scouts of America conducted a six-week program on money management at the Langston Hughes Branch
- Jaime Deplet, South and Jefferson Dyad Manager attended the National Night out against Crime on August 2
- The West Park Branch offered an educational workshop by inviting speaker, Olive Gerber, a volunteer for The 103rd Ohio Volunteer Infantry Museum. She spoke on the experiences of Civil War soldiers who hailed from Lorain and Cuyahoga counties
- Senator Sherrod Brown's representative visited the Sterling Branch in [June](#) along with representatives from the Jewish Federation to show support for funding hunger issues.
- Branch staff honored the staff with Customer Appreciation Day on August 24 as such; branches participated in system-wide Customer Appreciation Day

TECHNICAL SERVICES

Patricia Lowrey and the staff of Technical Services attended Staff Development Day.

She and other Technical Services managers and staff hosted the visiting Chinese Librarians for an afternoon. Ann Olszewski, Preservation Manager, led them on a tour of the facility and

Catalog Librarian Jintao Huang discussed the Catalog Department's handling of Asian and other materials. Sandy Jelar Elwell, Acquisitions Manger attended the lunch presentation and offered them refreshments later in the afternoon.

On June 24, when Sirsi and Internet access in Technical Services was unavailable, 20 Technical Services staff members volunteered to help out in the Book Preparation Department. Among the volunteers were: : Dale Dickerson, Rosalyn Easley and Carole Brachna from High Demand; Alicia Naab, Tanya Jenkins, Leslie Pultorak, Lisa Kowalczyk, Nate Infante, and Glennis Blair from Acquisitions; YoLanda Lawler, Mike Monaco, Karima Ward, Vivian Grayson, Shirley Jones, Rodney Lewallen, Paula Stout, and Cathy Jo Graves from Catalog; Rollie Welch and Laura Mommers from Collection Management; and Pam Pressley. With their assistance, 3102 non-book items were processed in one day.

Ms. Lowrey attended the joint Technical Services-Automation Meetings in June and August. She and several Technical Services managers and Alicia Naab, Acquisitions Coordinator developed new procedures to improve cataloging and processing of non-fiction mass market paperbacks. Ms. Lowrey met with Cindy Orr, retired CPL Collection Management Manager, to plan a program of training for CPL Public Services staff.

Ms Lowrey and Mrs. Olszewski, attended the Digital Projects Committee meeting to evaluate new project proposals for the upcoming year. Ms. Lowrey and Mr. Welch attended Digipaloosa, OverDrive's eBook user group conference for over 500 librarians. Ms. Lowrey spoke to the group on selection techniques. During the conference, Ms Lowrey and Mr. Welch met with a librarian from Australia to discuss popular materials

Ms. Lowrey met with Michael Ruffing to discuss the Collection Development Policy that they are drafting as part of the Strategic Plan. Ms. Lowrey and Mr. Welch worked with John Skrtic and Carlos Latimer to develop a new process for handling Branch magazine renewals. She, Mr. Welch, and Mrs. Jelar Elwell met with Nathaniel Infante from the Acquisitions department to implement the new magazine ordering and renewals process.

Ms. Lowrey participated on interview panels for a Materials Processing Technician for the Book Preparation Department, a Technical Services Librarian to specialize in Asian language cataloging, and a Technical Services Associate for the Acquisitions Department. Ms Lowrey is serving on the Economic Re-Opener negotiating team.

Ms. Lowrey visited the South Brooklyn Branch and met with Branch Manager Susan Martin to discuss space issues resulting from floating books. She also visited the Collinwood Branch and met with Branch Manager Annisha Jeffries.

Ron Antonucci joined the Technical Services Office to work on special projects including floating collections and facilitated holds fulfillment. Ms Lowrey attended the retirement celebration for the esteemed Sandy Kuban.

Collection Management: Pam Pressly and Laura Mommers relocated thousands of surplus floating DVDs & CDs from the Popular Library, Audio-Visual department and Branches. Rollie Welch visited with Popular Library manager Sarah Flinn to discuss genres, promoting music CDs and urban fiction.

Mr. Welch conducted a thorough analysis of magazine subscriptions in the Branches which included circulation and costs data. Mr. Welch and Collection Management staff continued compiling recommended lists of popular titles and their accumulated holds in the weekly staff newsletter.

Bonnie Bolton prepared "shared" bonus lists for branch selection using a new electronic sharing process which eliminates the tedious chore of processing paper lists for each Branch. Mrs. Mommers' efforts in developing a quality music collection for Cleveland Public Library were acknowledged in an email compliment from a patron and CLEVNET librarian.

Mr. Welch continued to publish his "Street Lit" column for Library Journal's Booksmack! He also had a reviews published in the Cleveland Plain Dealer over the summer. In the June issue of VOYA (Voice of Youth Advocates), Mr. Welch co-authored a fresh installment of the column called "Man Up!" which deals with library service to teenage males.

High Demand: Over the summer, staff added 2,116 titles and 30,690 items. They ordered 8,339 titles and 42,544 items, and paid 1,775 invoices, for a total value of \$ 397,038.92.

The following staff volunteered to process items for the Materials Preparation Department and/or the Acquisitions Dept. when High Demand work was done: Steven Best, Dale Dickerson, Rosalyn Easley, Anarie Lanton, Mya Warner. They processed hundreds of invoices and many thousand items.

Carole Brachna, High Demand Manager, worked with two major vendors, Baker & Taylor and Ingram, to get the distribution notes printed on the paper invoices, to make it easier for the Shelf/Shipping staff pull the appropriate packet of routing slips. She gave Jefferson Parish Library system of Louisiana some advice on setting up 9xx/EDI. She worked with Midwest Tape to prepare for loading brief selection records to expedite the selection and ordering processes for CPL and for the other Clevnet libraries. She also worked on the process of getting full OCLC records from Midwest for all DVDs, Blu-Ray discs, music CDs and audiobooks purchased by CPL and all Clevnet libraries, to make the cataloging process more efficient.

Mrs. Brachna helped Bonnie Bolton of the Collection Management to change the set up with BWI so orders can be created and gridded automatically. Mrs. Brachna followed up on problems with Ingram mass market paperbacks orders and deliveries of OCLC records for titles ordered from Baker & Taylor.

Mrs. Brachna helped Joyce Bowers, Memorial Nottingham Branch Manager, teach crochet to some Branch patrons on June 22 during lunch time.

Shelf / Shipping: Shelf/Shipping department staff retrieved 3,429 requested items this summer. The staff packed a total of 4,673 telescopes of new materials for public service agencies. The staff unboxed 78,165 new items and sent the book trucks to Acquisitions and High Demand departments.

Shelf/Shipping department staff continues to assist with the Government Documents weeding project at the Lake Shore Facility. The department staff worked with Map Librarian Thomas Edwards with packing and shipping several map collections that were sold to other organizations. The Shelf/Shipping department assisted in the move of the Corporate Annual Reports Collection and materials for Oberlin College.

Juanita Turner attended the meeting, with staff from the Branches and Main Library, regarding organizing the hiring of pages and two new pages, Otis Howell and Tiffany Storrs were hired. Marla McConnell was a winner in one of the trivia challenges in the Public Services Weekly Update.

Book Preparation: Book Preparation worked on 87,075 items over the summer. The workflow for non-book repairs was altered slightly to distribute the increased volume of items to more staff members.

Elizabeth Hegstrom conducted interviews for a new Materials Processing Technician with assistance from Ms Lowrey and Mrs. Olszewski. She participated in the interviews for a new Asian language emphasis Cataloger.

Ms. Hegstrom also attended meetings on handling non-fiction paperbacks and FLIP kits.

Acquisitions: Sandy Jelar Elwell and Ms. Naab met with Ms. Lowrey, Mr. Welch, and Ms. Hegstrom to discuss and implement a new workflow for the processing of non-fiction mass market paperbacks. Ms. Jelar Elwell attended the Lunch and Learn for the visiting Chinese Librarians and the Slovenian Statehood Reception. Ms. Naab participated in a Midwest Tapes webinar on Reporting & Tracking Tools and a conference call with other members of the Ohio Library Council (OLC) Membership Committee.

Ms. Jelar Elwell and Nathaniel Infante, Technical Services Associate, met with Ms. Lowrey and Mr. Welch to discuss and coordinate the 2012 subscription renewals and cancellations for Branch periodicals. Ms. Jelar Elwell worked with Michael Ruffing on the 2012 subscription renewals and cancellations for Main Library periodicals and microfilm. Ms. Jelar Elwell and Mr. Infante completed and submitted the 2012 subscription renewals to the vendors.

Ms. Jelar Elwell also worked with Mr. Ruffing to change the processing and handling of periodicals by the Serials Section to coordinate with the move of Main Library Subject Department circulating periodicals to the Popular Library. Serials Staff updated the owning locations in the serial control check-in records for Main Library Subject Department circulating periodicals to the location of Popular Library

Over the summer, Acquisitions staff ordered a total of 26,061 titles and 46,689 items, received 49,825 items, and processed a total of 6,620 invoices. Serials staff received 7,102 periodicals and 1,441 serials. They added 3,374 paperbacks. They processed 413 claims and modified 226 serial controls.

Kya Hatton resigned from her position. Ms. Elwell, Ms. Lowrey, and Mr. Welch, served on the interview panel for the vacant Technical Services Associate position. Staff from other Technical Service Departments continued to volunteer in the Acquisitions Department and Serials Section on a regular basis

Catalog: A new workflow for mass-market paperbacks was presented to the staff. Michael Monaco assisted the other Catalog Librarians in setting up shortcuts to expedite bibliographic load procedures. Staff cataloged 21,004 titles and added 39,383 items for CPL over the summer.

Andrea Johnson met with Ms. Lowrey, Ms. Hegstrom, and Rhonda Fulton to finalize plans for handling the Family Literacy Involvement Program (FLIP) kits. Regina Houseman began cataloging the kits. Ms. Houseman attended the Northeast Ohio Technical Services Librarians (NOTSL) Spring Meeting. Jintao Huang attended the Chinese library professionals' presentation, and gave them an overview of Catalog Department functions during their tour. Mr. Monaco cataloged a 1912 facsimile copy of a 13th century manuscript on chess and other table games, known as the "Libro de ajedrez, dados y tablas." Dawn Grattino created original cataloging for a rare 18th century book, The Architecture of A. Palladio.

Muzhgan Nazarova joined the Department as a Technical Services Librarian. Mrs. Johnson, Mr. Monaco, and John Parsons have been providing Ms. Nazarova's training, as well as updating pertinent documentation. Ms. Johnson participated in a webinar called Maximize the Value of Your OCLC Cataloging Subscription. Mr. Monaco attended a meeting of the Ohio Library Council Technical Services Division officers to plan a technical services "retreat" conference.

Mrs. Johnson conducted interviews for a Technical Services Librarian (Asian Language Emphasis) position. Ms. Lowrey, Ms. Hegstrom, and Sharon Allen participated in the interview panel. Ms. Grattino returned from a leave of absence.

Preservation: Preservation Manager Ann Olszewski and Michael Ruffing coordinated the removal of the Corporation Files collection for scanning for a database product. In response to questions from patrons, Technical Services Senior Clerk Gloria Massey created an FAQ document to help users with image navigation and manipulation in the new CONTENTdm 6 interface.

Ms Massey processed the Allen Civil War letter collection which was added to the Digital Gallery. She edited historic images from the South Branch neighborhood which were installed at the Branch on August 16. The exhibit was created in observance of the South Branch Centennial. The photographs were also added to the Digital Gallery.

Renee Pride completed work on the Mears baseball scrapbooks and it added to the Digital Gallery, which completed a 2010-2011 project originally proposed by John Skrtic. Another 74 images from the Ketteringham collection were added to the Digital Gallery, as were 26 photos for the Hough Neighborhood Project, two 1912 Hopkins Atlas volumes, Cleveland Town Topics Volume 6, and two East High school yearbooks. The total number of yearbook pages available is now 10,199. Newly represented high schools include Jane Addams, John Hay, and West Tech.

The Digital projects committee met July 27 to review applications for the third cycle of staff proposals for the Digital Gallery. Among the approved projects are CPL Annual Reports from 1878-1900, early nineteenth-century Cleveland commercial documents, architectural plans drawn by Charles Schweinfurth, an 18th century, illuminated chess manuscript, and early Cleveland city directories. Work was started on five of new projects. Three projects will digitize a total of 1,750 Cleveland photos from the Photograph Collection, more than doubling the number of local photos in the Digital Gallery.

Elizabeth Bardossy treated four Sette of Odd Volumes prints, 17 park plans, two Carnegie West blue prints from the CPL Archives, and six Schweinfurth technical drawings from Public Administration Library. Renee Pride devised sound bindings for two fold-out art books, permitting these items to be treated as circulating books.

Special Projects: Ron Antonucci assisted Collection Management with the ongoing redistribution of floating materials. He evaluated returned DVDs, compact discs and books to determine relocation to a branch or Main department, or discarded the materials and prepared them for shipping to the Book Sale. He also paid close attention to music CDs to determine if the item was the "last copy" in the system or near-last; those selected items were transferred to Fine Arts for final consideration.

Mr. Antonucci also prepared selection suggestions for the Collection Manager and Head of Technical Services and he examined the weekly Holds Reorder Report and the Received Order Report to identify specific items for possible purchase. He assisted with the editing and preparation of the Materials Flow Chart Report. Mr. Antonucci accompanied Ms. Lowrey on a visit to the Collinwood Branch on August 29th to meet with Manager Annisha Jeffries to discuss the organization, content, and weeding of the branch's collection.

MARKETING & COMMUNICATIONS

Marketing and Communications formed a team to handle internal and external communications, public relations and advertising. The team members are Felton Thomas, Director; Tena Wilson, Marketing and Communications Administrator (until resignation September 30, 2011); Cathy Poilpre, newly-appointed Acting Assistant Administrator, Marketing and Communications; Michael Young, Administrative Assistant, Marketing and Communications; Amy Pawlowski, Webware Applications Manager; and David Fitz, library consultant, Strategic Design Partners.

The Library was featured 151 times in print and electronic media during the summer of 2011 for an ad value that exceeded \$73,340.00 to a circulation audience that exceeded 9,062,150. A complete news clipping file and all monthly ad value reports are available in the Marketing and Communications Department.

The first "Off the Shelf" electronic monthly newsletter was distributed in August to 1973 patrons. Michael Young provided Meet the Staff articles for six staff members for the weekly staff newsletter.

The first Staff Development Day under the leadership of Director Felton Thomas launched the library staff into a summer filled with transition and strategic planning. Marketing campaigns for "My Place to Dream, Create, and Grow," "Real Men Read," and "Downtown Destination" continued and gained exposure throughout the community.

Director Felton Thomas charged the Marketing staff to create a library mascot. Permission was sought and received from Tom Otterness, the artist behind the whimsical figures that adorn the Eastman Reading Garden gates and ledges, to allow the library to use the images of the little people. His goodwill gesture stipulated that the figures exist as a pair, and that he have final approval of the colors and design of the mascots. Competition from several mascot companies was narrowed to Costume Specialists of Columbus, Ohio. The mascots arrived at CPL on August 17, 2011, a date to be remembered as their "birth" day.

In the city where rock & roll was born, the library teamed up with the Rock and Roll Hall of Fame and Museum to offer CPL cardholders a completely unique musical experience with the launch of MyTunes in partnership with Freegal Music Service.

System-wide programming coordination was handled by the Marketing staff after Ron Antonucci, Acting Public Services Manager of Programming and Scheduling Services, was transferred to Technical Services. A search began for a new position that combines the responsibilities of system-wide programming, community outreach, and exhibits: Public Services Assistant Administrator, Programming and Outreach Services.

Programming and Scheduling Services

The "One World, Many Stories" Summer Reading Club theme resonated with young people, resulting in 7,408 registrations during June, July and August for the reading program. Of the total registered, 2,430 were preschool children, 4,133 were school age children, and 845 were teens. A total of 3,008 students completed the program, reading 41,526 books. The program finale was held at the Cleveland Metroparks Zoo and Rain Forest for 1,731 winners and their families and friends. The event was supported by the library bookmobile, Radio Disney and the NASA Glenn Research Center, who provided programming throughout the branches during the summer. The new library mascots made their debut, and welcomed special guest mascot from NASA, Ava the Astronaut.

The second Three Men and a Book discussion group, led by Cleveland City Councilmen Eugene Miller, T.J. Dow and Kevin Conwell, gathered 36 adults for a lunchtime discussion of three books on the topic of networking.

The second annual Customer Appreciation Day was held in all CPL libraries, offering patrons cookies and punch as an expression of gratitude for their support and use of Cleveland Public Library.

To encourage visitors to Cleveland to take advantage of the downtown treasures, CPL partnered with the Renaissance Cleveland Hotel on their Navigator Passport to Cleveland project. Every hotel guest will receive a passport of coupons offering discounts and gifts from downtown organizations. The Friends made available discounts of 10% and 25% from the gift shop.

Cleveland Public Library and Cleveland Public Art announced a new temporary art installation in the Library's Eastman Reading Garden by Cleveland artist Donald Black, Jr. The project, called *The Power of the Pieces*, was inspired by the artist's memories of playing chess with his father. *The Power of the Pieces* was comprised of six chess tables which were built to be played

standing up and include photographs of the six chess pieces that move on the boards. Black has hand-crafted 1,000 chess pieces, which were available for use in the garden. This artwork was the second installation of the annual program called *See Also*, which brings new temporary works of art to the Eastman Reading Garden each summer. More than 50 individuals attended the reception to launch the garden exhibit in July.

Community non-profit groups made use of their library by holding 198 meetings for more than 4,400 attendees in these meeting areas: Louis Stokes Wing Auditorium, Room 218 East and West, and the Lake Shore Facility.

Graphics

Graphics Department staff, under the direction of Manager Cathy Poilpre, designed, printed and distributed 60 pieces in June; 144 pieces in July; and 107 pieces in August. Thirteen staff newsletters were designed, printed and distributed this summer. Promotional pieces included: Praisefest Summer Reading Club promotional materials; new design for Friends of the Library newsletter and membership collateral; MyTunes identity and web graphics; Writers and Readers 2011-2012 season brochure; The Art of Kadir Nelson exhibit promotional pieces; no smoking signage for the Eastman Reading Garden; Friends summer newsletter; half-page ad placed in *Kaleidoscope* magazine; Ohio Library for the Blind and Physically Disabled handbook; Friends' "Night at the Library: Backstage" identity graphics; installed graphics for the Downtown Destination move; "Heaven's Rain" promotional pieces; Galileo bookmark and poster for Cleveland Play House; half-page ad for One World Day program booklet; quarter-page ad for Pandemonium program guide; Hispanic Heritage Month identity and collateral; and numerous other pieces.

Yearly maintenance agreements for the Presstek Offset Duplicator, Freedom Feeder, and Two-Color Duplicator were not renewed due to the age of the equipment, infrequency of maintenance issues that require service calls, and decreasing use of the equipment.

Website www.cpl.org

Library News on the library home page featured the following items this summer: Cleveland Public Library Presents Second "Three Men and a Book" - City Councilmen discuss books on networking; Donald Black, Jr. Shares His Love of Chess and Storytelling in the Cleveland Public Library's Eastman Reading

Garden; Cleveland Public Library and Rock and Roll Hall of Fame Launch MyTunes; Special Cleveland Public Library Board of Trustees Meeting; Cleveland Public Library Partners to Promote Month-long Celebration of the Arts and Craft of Bookmaking - Acclaimed Author Audrey Niffenegger to Speak; Cleveland Public Library's Ohio Library for the Blind and Physically Disabled Hosts Family Fun and Learning Day; CMSD Board Seeks Applicant to Fill Vacancy; and Former State Senator Brooks Douglass Brings Inspiring, Autobiographical Film to Cleveland Public Library.

Facebook fans exceed 3,300 and Twitter followers approach 3,000.

BUILDINGS SERVICES

The Buildings Office completed numerous branch inspections and continues to monitor utility bills. We are attending weekly meetings with Bostwick Design on the changes for Main and LSW. We are also working closely with Westlake Reed Leskosky with the assessment of our branches.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. The drinking fountain was replaced at Addison. The old defective boilers were removed and new boilers were installed, and a refrigerant leak in the main A/C unit was repaired at Fleet. A defective room temperature sensor and a broken valve on the air handling unit in the basement were replaced; also a temporary sump pump was installed and removed when the new pump came in at Harvard-Lee. A refrigerant charge was added to the main building A/C unit at Hough. Repairs were made on heat pumps 3#, #4 and a defective ADS lockout relay for the heat pumps was replaced at Langston Hughes. Control problems were repaired on HVAC units at Jefferson and Lorain. The water tempering valves for both hot water tanks were replaced and pre filters were changed on air handling units 1-5 in LSW. The outside air intakes for air handling unit #25 was cleaned and the exhaust fan was repaired on air handling unit #23; also pre filters were changed on air handling units 20-26 at Main. A new filter dryer was installed and leaks were repaired on the A/C unit for the multi-purpose room at Mt Pleasant. A temporary air compressor for the HVAC controls was installed until the new compressor comes in at MLK. Adult and children computers were relocated and wired for seven future computers at Rice. Several new lights were added to the second floor hallway of South Brooklyn. The old defective boilers were removed and new boilers were installed; also the condenser fan motor and blade on the north HVAC unit was

replaced at West Park. A new access panel was installed on the main air conditioning unit to facilitate condenser cleaning at Union.

The Carpenters and Painters removed book shelves from Fleet and Fulton. Two cubical work stations were installed in the Literature department at Main. Patching and painting was completed at South, South Brooklyn and Mt. Pleasant.

The Garage made major repairs on truck #12 and routine service was complete on vehicles #5, #13, #15, #24, #25 and #26. The generator on the bookmobile was replaced with the spare so that it could be serviced, and repairs were made to the riding lawn mower at Fleet and the tow motor at Lakeshore.

SECURITY OPERATIONS

Director's Irregularity Report Summary: Security Operations submits a quarterly 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.

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.

Reports are also produced by Security Operations, tallying the alarms and types for each branch for follow-up and training purposes.

Total number of alarms for June - 46 / Cuyahoga Valley Patrol responded to 22 of these alarms.

Total number of alarms for July - 28 / Cuyahoga Valley Patrol responded to 13 of these alarms.

Total number of alarms for August - 22 / Cuyahoga Valley Patrol responded to 8 of these alarms.

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

In June and July not all the buttons were tested, yet in the month of August they were all tested and all duress buttons are working properly at this time.

Closed Circuit Television: Closed circuit television systems are monitored in the Security Operations Command Center (LSW Office), system can also be monitored at Main Building security post, Rear Dock security post, and the Lake Shore Facility security post.

Identification Cards: Security Operations continues to issue photo identification cards to new staff members and to replace lost cards. Security Operations had printed Retired, and Thirty Plus badge for the employee ceremony conducted by the Human Resource Department.

Monthly Equipment Inspections: On a monthly basis, Security Operations conducts complete equipment inspections in the Main Library, The Louis Stokes Wing, Lake Shore Facility and all of the branches. Due to extreme shortages in manpower, branch inspections were completed at only a few branches in the months of June and July.

In August the Branch Patrol Officers inspected all equipment and systems at the branches, they were all found to be working order.

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 3M Book Detectors at all the branches. In June and July not all were checked, in August Branch Patrol found all of the 3M Book Detectors operational.

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.

In June a total of **21** items were returned to their owners;

In July a total of 28 items were returned to their owners;

In August a total of 19 items were returned to their owners.

For the months of June, July and August 6 bags of miscellaneous items were donated to Goodwill Industries, East 55th Street.

Branch Security: To provide a higher level of security for patrons and staff in our branches, Branch Patrol units are required to spend some additional time (**Special Attention**) to any branch that may be experiencing an increase in activity.

In the month of August, Security Operations Supervisors Peter Brennan, Chris Flak and Frank Nunez met with Cleveland Metropolitan School District (CMSD) Captain, William Morris.

Capt. Morris updated us on the 2011-2012 "CMSD School Safety Plan". The information we reviewed was forwarded, in document format, to Administrators - Myron Scruggs, Cindy Lombardo, John Skrtic, and Carlos Latimer.

In accessing each branch location, branch staff and G4S guards were given information on how to utilize the CMSD Mobile Patrol Officers, as well as CPL Branch Patrol, in disruptive situations involving juveniles.

In the months of June and July the Branch Patrol did not complete the monthly inspections, monthly staff training or testing of security systems. In August all monthly inspections, training and testing of systems were completed.

In June; Branch Patrol Officers conducted 44 branch investigations.

In July; Branch Patrol Officers conducted 46 branch investigations.

In August; Branch Patrol Officers conducted 45 branch investigations.

SUMMARY OF IRREGULARITY REPORTS RECEIVED

MONTH	2010	2011	CHANGE
January	50	77	+27
February	40	57	+17
March	63	73	+10
April	52	61	+9
May	37	43	+7
June	42	44	+2
July	26	46	+20
August	50	45	-5
September	58		
October	35		
November	36		
December	27		
Year to Date	516		

AUTOMATION SERVICES

Eleven CLEVNET libraries started using the Freegal music service on July 1, 2011: Bellevue Public Library, Cleveland Heights-University Heights Public Library, Cleveland Public Library, Euclid Public Library, Hudson Library & Historical Society, Madison Public Library, Medina County District Library, Sandusky Public Library, Twinsburg Public Library, Wickliffe and Willoughby-Eastlake. Freegal allows card holders of these libraries to download three MP3 files a week from the Sony online catalog.

Building on the Freegal project, Cleveland Public Library and the Rock and Roll Hall of Fame teamed up to offer MyTunes on July 5. MyTunes, a section of the Library's web site, gives patrons the ability to connect to the Freegal service, as well as highlighting Library materials on featured artists, Rock Hall events, and the Rock Hall's iPhone app. The first featured artist was Bruce Springsteen, followed by Michael Jackson.

CPL Projects

Automation Staff, led by George Lenzer, assisted in preparing computers for the online applications for the Cleveland Municipal Housing Project lottery. One hundred twenty-seven public workstations throughout the system were reconfigured for the lottery applications. Most of the reconfiguration was done remotely, after business hours.

The first email Newsletter "Off the Shelf" was sent out on August 17th. The new eNewsletter's design matches that of www.cpl.org and its intention is to inform recipients of events, new titles, and news from the library. The eNewsletter was sent to 1,994 people who had opted in to receive the eNewsletter. Webware worked with Archives for monthly archiving of "Off the Shelf".

A new web site for Octavofest was created by the library's web department: www.octavofest.com. In the past, the site was hosted on Cleveland State University's library site. Since the event has grown over the past several years, the library obtained a URL (www.octavofest.com and www.octavofest.org) for the event to ensure its web presence moving forward.

Automation Services is working with Financial Services, Planning and Research, and Public Services to evaluate replacements for the current leased Xerox photocopiers and multi-function devices. The goal is to identify a print management system that reduces the handling of cash, provides additional services (potentially public scanning and fax), and meets the photocopying and printing needs of the public and staff, while accommodating laptop and mobile users.

Automation Services commissioned a special program that intercepts routing slip data from the SirsiDynix client software, and reformats it to print a more usable routing slip, with the destination in larger type at the top of the slip. After successfully piloting in Literature and Lending, the program was offered to CLEVNET libraries.

Print materials were converted to floating on July 1. The Software team facilitated this by globally changing data, adding new item types, modifying the circulation, hold, and floating policy files.

A Gates Grant PC was installed at Woodland branch, for expanded public computer availability. Electrical work and furniture is

on the schedule to complete additional Gates Grant installations for 2011. The Tech Atlas inventory was collected from all the 2011 Gates Grant PCs and uploaded to the State Library to comply with BMGF Grant guidelines.

The "Accelerated Reader" software was updated or installed on all public PCs at CPL branches, so CPL could participate in this year's Accelerated Reader program with the Cleveland Municipal School District (CMSD).

To prepare for the move of Audio-Video and Popular Library, the Software staff created many special reports to help weed and reorganize the materials. A complete list of policy file changes has been made and the necessary changes scheduled.

New pages were added to the Library's web site for Book Clubs, and a new section was added to the Staff Center for Health and Safety, as part of the HR section. Photos of the "Manned Mission to Mars" project by students from Case Western Reserve University's Aerospace Engineering program were posted to our Flickr account.

"Guard Check" Software was installed on all the staff PCs at CPL branches and designated PCs in Security Operations at Main Library and Lake Shore, to enable G4S guards to check in and report time accurately.

As part of the Cleveland Public Library's participation in E4S (Entrepreneurs for Sustainability) sustainability training, George Lenzer worked with the library's sustainability committee to host an E4S meeting in the Louis Stokes Wing.

Several new databases were added to the site, the Catalog+ proxy, and the remote access authentication server. They include: SAMS Technical Publishing, College Source, Standard & Poor's NetAdvantage, Dictionary of Literary Biography, Index to Current Urban Documents, Literature Criticism Online, and Something About the Author.

CLEVNET Projects

Six of the seven libraries in Trumbull County are now joining CLEVNET. The goal is to have them online on Monday, October 3. The libraries are: Bristol Public Library, Kinsman Free Library, Girard Free Library, Hubbard Public Library, McKinley Memorial Library, and Newton Falls Public Library. The Network Team visited all six libraries to assess networking needs, and

is now working with OPLIN to have the network connections terminated in Cleveland. The Software team has met with each library to develop policy values and to determine how to map the existing data to the CLEVNET system. Data is currently being loaded on a test server, both to assess and refine the migration process and to prepare for training. Training will be done at the NEO-RLS headquarters in Warren.

A CLEVNET Director's meeting was held in July. Major topics of discussion included the public and staff acceptance of the new Bibliocommons catalog, the usage of the new Freegal service, the Trumbull County libraries now joining CLEVNET, transit slip printing, and standardization of cataloging processes. This has become particularly important with DVDs and additional volume information, as borrowers can now place volume level holds.

Several libraries were upgraded from T1 to fiber Ethernet connections: Bellevue, Burton, Clyde, Fairport Harbor, Twinsburg, Peninsula, Hudson, and Milan-Berlin. Network staff also met with Time Warner at Perry and Wickliffe to prepare for installation of fiber. Shaker Heights and Cleveland Heights-University Heights have had free use of fiber connections as part of the original cable franchise. New state laws have superseded those arrangements and we have been helping them determine the best path forward.

In an effort to improve filling holds, the pull list procedures were changed to increase the likelihood that items appearing to be on the shelf in the same building the patron designated as the pickup would be used for those holds. This should increase the speed of filling some holds and reduce the number of items in shipping.

Tim Flick, an environmental specialist from Hewlett Packard, surveyed the central site computer room, prepared a report, and met with Automation Services and CPL's Property Management to go over recommendations. The survey is part of the preparation for a technology plan. Mr. Flick's recommendations, if implemented, will provide a more consistent and energy efficient environment, while enhancing network performance and staff safety.

The core router in the computer room was upgraded to increase the speed of the backplane. The upgrade provides increased performance for CPL Main Library, Stokes Wing, all branches and CLEVNET libraries.

Routers, switches, and wireless access points were also upgraded or installed at Bellevue, Huron, Wickliffe, Euclid, and Shaker Heights. The Law Library's firewall was also upgraded to improve network performance. A survey was conducted at Sandusky to determine optimal locations for additional wireless access points and to improve cell phone access in the basement.

A local instance of Flowan Help Desk was configured for Medina. Request types, analysts and analyst coverages were set up for Technology and Facilities staff. Medina staff sent a user file which was uploaded into their Flowan database.

Ann Palomo and Amy Pawlowski trained staff from Orrville, Wayne County Public Libraries, Euclid, Wickliffe and Willoughby-Eastlake Public Libraries on the Bibliocommons catalog and using the OverDrive downloadable e-media. Ms. Palomo also provided Bibliocommons training to the Elyria Public Library.

The CLEVNET Online Resources Committee dropped subscriptions to Ancestry Library (now available through the Ohio Web Library), AllData, and Novelist. Three new resources were added: Culturegrams, Chilton's Auto Repair, and Books & Authors. Chilton's is available to home users.

Ms. Pawlowski and David Reynolds provided e-media training at the Burton Public Library.

The first annual Lost & Paid invoice report was delivered to all CLEVNET libraries on July 1.

An air conditioner pump developed a leak, resulting in water under the floor in the computer room. Property Management promptly resolved the problem.

The Hardware team has been working closely with Shaker Heights Public Library administration to reorganize their public and administrative networks following the retirement of their local network administrator. To assist in re-engineering the network configuration a temporary server to be used for machine and user account conversion was set up to help with converting their existing domains over to the new Active Directory domain, a new child domain was built and a domain controller installed so that we may provide better and more efficient remote support. A trust relationship was established between the old and new domains to facilitate migrating accounts, configurations, and data.

KnowItNow

The KnowItNow24x7 Web Services Coordinator worked with the Quality Assurance Committee to set up an automatic and more efficient system to provide random transcripts for monthly review.

Don Boozer provided KnowItNow training in Worthington, Xenia (Green County Public Library), Barberton, and Cuyahoga Community providers. The training sessions were attended by current providers and libraries considering becoming providers.

Barberton Public Library became a providing library on August 1.

Automation worked with KnowItNow to troubleshoot OS upgrade problems that resulted in an unexpected service outage for KnowItNow.

At the invitation of the Elyria Public Library director, the KnowItNow24x7 Coordinator spoke to the Elyria Kiwanis Club on August 25 about KnowItNow24x7 including Elyria Public Library's on-going participation in the service.

Meetings & Professional Development

In June a panel from SEO exploring ways to migrate to SirsiDynix Symphony met with Bob Carterette and Ann Palomo.

Mr. Carterette and Mr. Boozer met with two library administrators from China to discuss various topics including the CLEVNET consortium, the online catalog, and Ohio's virtual reference service. A demonstration of the KnowItNow24x7 software was also provided.

In July, Amy Pawlowski presented "Taking Digipalooza Homework: Turning Ideas Into Action" at OverDrive's user conference: "Digipalooza."

Mr. Boozer attended the American Library Association Annual Conference. As Co-chair of the association's Virtual Reference Services Committee, he hosted a successful program attended by 135 people and participated in various official meetings.

Mr. Carterette attended meetings of the Health Care Committee and Gallagher Group to go over insurance plan options in the face of increasing costs.

Mr. Lenzer represented the Library in the Sustainable Cleveland 2019 Summit for CPL.

Statistics

	Summer 2010	Summer 2011
OverDrive Downloads	103,514	112,916
Twitter Followers	1,982	2,895
Facebook Fans	2,385	3,405