

CLEVELAND PUBLIC LIBRARY  
 Minutes of the Regular Board Meeting  
 June 16, 2011  
 Trustees Room                      Louis Stokes Wing  
 12:00 Noon

Present: Mr. Corrigan, Ms. Rodriguez, Mr. Seifullah,  
 Mr. Werner

Absent: Ms. Butts, Mr. Hairston, Mr. Parker

Mr. Corrigan called the meeting to order at 12:13 p.m.

**Approval of the Minutes**

Mr. Werner moved approval of the minutes for the 05/19/11 Regular Board Meeting and the 05/12/11 Ad Hoc Committee on Inclusion and Community Engagement. Mr. Seifullah seconded the motion, which passed unanimously by roll call vote.

**COMMUNICATIONS**

Director Thomas acknowledged the following letters from Sunbeam School students expressing gratitude for services provided by the Mobile Unit; and Andrew Jackson, Executive Director of The Commission on Economic announcing Cleveland Public Library as a member of the "Commission 50" for ranking among the highest scores on board, senior management, workforce and supplier diversity on the Commission's most recent Employer Survey on Diversity.

**FINANCE COMMITTEE REPORT**

Ms. Rodriguez presented the following report.

Gift Report (See page 538)

Ms. Rodriguez moved approval of the Gift Report. Mr. Seifullah seconded the motion, which passed unanimously by roll call vote.

REGULAR BOARD  
 MEETING OF  
 05/19/11; AD HOC  
 COMMITTEE ON  
 INCLUSION AND  
 COMMUNITY  
 ENGAGEMENT OF  
 05/12/11  
 Approved

Resolution on Agreement with United Way of Greater Cleveland

RESOLUTION ON  
AGREEMENT WITH  
UNITED WAY OF  
GREATER  
CLEVELAND  
Approved

Ms. Rodriguez moved approval of the following resolution. Mr. Seifullah seconded the motion, which passed with three in favor and one abstention by Mr. Werner who explained that he serves as the Deputy County Administrator for Health and Human Services, of which Family and Children First Council is a part.

WHEREAS, Cleveland Public Library has entered into an agreement with the Cuyahoga County on behalf of the Family and Children First Council (FCFC) to act as a Lead Agency for Transitions for MyCom, the component of FCFC for school-age and adolescent youth; and

WHEREAS, The Library will develop services for youth in targeted areas who are in transition from one stage of education or development to the next using local service providers; and

WHEREAS, The Library will enter into a six-month agreement with United Way of Greater Cleveland for the purpose of coordinating and facilitating the call center for the MyCom Transition to Kindergarten Registration and the printing of the Youth Pages; and

WHEREAS, Cuyahoga County's FCFC will reimburse the Library in the amount of \$70,000.00 for expenses incurred by United Way of Greater Cleveland; therefore be it

RESOLVED, That the Board of Library Trustees authorizes the Director to complete negotiations of an agreement between Cleveland Public Library and United Way of Greater Cleveland necessary or appropriate to effectuate the Agreement in accordance with this Resolution.

Resolution to Expand the Agreement with Youth Opportunities Unlimited

RESOLUTION TO  
EXPAND THE  
AGREEMENT  
WITH YOUTH  
OPPORTUNITIES  
UNLIMITED  
Approved

Ms. Rodriguez moved approval of the following resolution. Mr. Seifullah seconded the motion, which passed with three in favor and one abstention by Mr. Werner who explained that he serves as the Deputy County Administrator for Health and Human Services, of which Family and Children First Council is a part.

WHEREAS, Cleveland Public Library has entered into an agreement with the Cuyahoga County on behalf of the Family and Children First Council (FCFC) to act as a Lead Agency for Transitions for MyCom, the component of FCFC for school-age and adolescent youth; and

WHEREAS, The Library will develop services for youth in targeted areas who are in transition from one stage of education or development to the next using local service providers; and

WHEREAS, The Library will enter into a six-month agreement with United Way of Greater Cleveland for the purpose of coordinating and facilitating the call center for the MyCom Transition to Kindergarten Registration and the printing of the Youth Pages; and

WHEREAS, Cuyahoga County's FCFC will reimburse the Library in the amount of \$70,000.00 for expenses incurred by United Way of Greater Cleveland; therefore be it

RESOLVED, That the Board of Library Trustees authorizes the Director to complete negotiations of an agreement between Cleveland Public Library and Youth Opportunities Unlimited necessary or appropriate to effectuate the Agreement in accordance with this Resolution.

Resolution to Expand Agreement with College Now

Ms. Rodriguez moved approval of the following resolution. Mr. Seifullah seconded the motion, which passed with three in favor and one abstention by Mr. Werner who explained that he serves as the Deputy County Administrator for Health and Human Services, of which Family and Children First Council is a part.

WHEREAS, Cleveland Public Library, has entered into an agreement with Cuyahoga County on behalf of the Family and Children First Council (FCFC) to act as a Lead Agency for Transitions for MyCom, the component of FCFC for school-age and adolescent youth; and

WHEREAS, The Library will develop services for youth in targeted areas who are in transition from one stage of education or development to the next using local service providers; and

RESOLUTION TO  
EXPAND  
AGREEMENT WITH  
COLLEGE NOW  
Approved

WHEREAS, The Library Board approved a resolution on February 17, 2011 to enter into a one-year agreement with College Now to provide services for youth in high school transitioning into adulthood; and

WHEREAS, Cuyahoga County's FCFC will reimburse the Library for an additional amount of \$15,000.00 for expenses incurred by College Now to support the delivery of 12 college preparation workshops for the fall of 2011; therefore be it

RESOLVED, That the Board of Library Trustees authorizes the Director to complete negotiations of an agreement between Cleveland Public Library and College Now necessary or appropriate to effectuate the Agreement in accordance with this Resolution.

Resolution on Agreement with Corvus Recycling

Ms. Rodriguez moved approval of the following resolution. Mr. Seifullah seconded the motion, which passed unanimously by roll call vote.

WHEREAS, Cleveland Public Library is committed to adopting sustainable practices for handling the large amount of recyclable and reusable material it generates in the course of its business operations each year; and

WHEREAS, The bulk of recyclable and reusable material is comprised of library service materials withdrawn according to the Library's policy for materials selection; and

WHEREAS, The Friends of the Cleveland Public Library, Inc., a 501 (c)(3) organization, sells the Library's withdrawn library service materials at their books sales and in their gift shop, and an outside vendor assists the Library in selling surplus books; and

WHEREAS, Cleveland Public Library wishes to continue these arrangements with the realization that a significant amount of library service materials are unsellable due to condition; outdated content or format; and

WHEREAS, Cleveland Public Library further realizes that the amount of audio-video materials withdrawn sometimes exceeds the Friends' capacity to process,

RESOLUTION ON  
AGREEMENT WITH  
CORVUS  
RECYCLING  
Approved

store and sell the materials, thus creating an ever-growing surplus that consumes much needed storage space at the Main Library; and

WHEREAS, The Library has sought the services of a vendor that could help it recycle or reuse all discarded, unsellable library service material; recycle or reuse all other material the Library wishes to recycle; and sell surplus audio-video material; and

WHEREAS, Corvus Recycling LLC is a small, Ohio for-profit recycling enterprise that works with libraries to collect, recycle and reuse a variety of discarded material in innovative ways; and

WHEREAS, One of the services offered by Corvus Recycling LLC is the refurbishment and sale of audio-video materials; now therefore be it

RESOLVED, The Board of Trustees authorizes the Director to enter into and complete negotiations of an agreement between Cleveland Public Library and Corvus Recycling LLC, subject to review and approval of the contract by library legal counsel; and be it further

RESOLVED, That the President of the Board of Library Trustees is authorized to execute any agreements, amendments, or other documents necessary or appropriate to effectuate the Agreement in accordance with this resolution.

Michael Ruffing, Research Collections and Services Coordinator, stated that the Library has been working with Corvus Recycling LLC since 2008 and this resolution formalizes the relationship to help recycle or reuse all discarded, unsellable library service materials as well as sell surplus audio-video material. Any revenue realized over expenses would come to the Library.

Resolution to Execute Design Services Agreement for Main Library Consolidation Project Phase 1: Tech Central

Ms. Rodriguez moved approval of the following resolution. Mr. Seifullah seconded the motion, which passed unanimously by roll call vote.

RESOLUTION TO EXECUTE DESIGN SERVICES AGREEMENT FOR MAIN LIBRARY CONSOLIDATION PROJECT PHASE 1: TECH CENTRAL  
Approved

WHEREAS, At its June 17, 2010 meeting the Library Board of Trustees accepted the Library Administrative Team's recommendation for the development of a reconfiguration plan for the Main Library that would reduce costs of operation, enhance public service, make the Main Library a destination experience, and strengthen the Main Library's research reputation and services; and

WHEREAS, The reconfiguration plan involves the redesign of selected floors and departments in the historic Main Library Building and the Louis Stokes Wing; and

WHEREAS, The Main Library Consolidation Project will consist of multiple phases, beginning with the creation of Tech Central; and

WHEREAS, At its January 20, 2011 meeting the Board of Trustees of the Cleveland Public Library authorized the Library director to move forward in taking the steps necessary to work with Bostwick Design Partnership to create Tech Central as the first phase of the Main Library Consolidation project; and

WHEREAS, The Library's legal counsel negotiated an agreement with Bostwick Design Partnership that outlines the process and fees to provide design services for the Cleveland Public Library Main Library Consolidation Project, Phase 1: Tech Central; now therefore be it

RESOLVED, The President of the Board of Trustees is authorized to execute the agreement with Bostwick Design Partnership to provide design services for the Cleveland Public Library (CPL) Main Library Consolidation Project Phase 1: Tech Central in the amount of \$227,700 to be charged to Building & Repair Fund Account 40190105-55300-10901.

Mr. Corrigan stated that outside legal counsel assisted in developing a master agreement and specific phase contract for Tech Central.

Rick Ortmeyer, Bostwick Design Partnerships, stated that he anticipated that Tech Central would open within the first quarter of 2012.

Director Thomas stated that in an effort to keep the Main Library Consolidation Project on schedule, a Special Board Meeting would be held in July to consider a resolution to approve design and construction budgets for Tech Central.

Resolution to Accept LSTA Grant to Administer KnowItNow

(See pages 539-553)

Ms. Rodriguez moved approval of the following resolution. Mr. Seifullah seconded the motion, which passed unanimously by roll call vote.

WHEREAS, The KnowItNow Suite of virtual services was initiated by Cleveland Public Library and the CLEVNET Consortium in 2001; and

WHEREAS, In July 2004, KnowItNow evolved into a statewide program provided by three (3) equal library partners: Cleveland Public Library, Northeast Ohio-Regional Library System (NEO-RLS) and Cuyahoga County Public Library and was funded for a period of three (3) years with LSTA federal monies awarded by the State Library of Ohio; and

WHEREAS, Pursuant to an evaluation conducted in 2006 by Kent State University School of Library and Information Science, the State Library of Ohio asked that the KnowItNow statewide virtual service be consolidated under one organization, Cleveland Public Library, rather than operating as a partnership; and

WHEREAS, For the four (4) Fiscal Years commencing July 1, 2007 through June 30, 2011 the Board of Trustees has accepted the State Library Board's award of LSTA grant to continue this statewide virtual service; and

WHEREAS, In May 2011, the State Library Board awarded a LSTA grant in the amount of \$495,215.76 to Cleveland Public Library for the continued administration of KnowItNow for the period July 1, 2011 through June 30, 2012; now therefore be it

RESOLVED, That the Cleveland Public Library Board of Trustees accept this most recent LSTA grant in the amount of \$495,215.76 from the State Library of Ohio; and be it further

RESOLUTION TO  
ACCEPT LSTA  
GRANT TO  
ADMINISTER  
KNOWITNOW  
Approved

RESOLVED, That the Cleveland Public Library Board of Trustees expresses its appreciation to the State Library of Ohio for the continued funding of KnowItNow.

Don Boozer, KnowItNow Coordinator, stated that the program is the busiest statewide service of its kind in the county with over 80,000 session per year.

Fourth Amendment to the Year 2011 Appropriation

(See pages 554-558)

Ms. Rodriguez moved approval of the following resolution. Mr. Seifullah seconded the motion, which passed unanimously by roll call vote.

WHEREAS, *Ohio Revised Code* Section 5705.40 provides for the amendment of an appropriation measure when necessary; and

WHEREAS, It is now deemed necessary to amend the Year 2011 Appropriation Measure to comply with the attached June 8, 2011 Amended Official Certificate of Estimated Resources received from the Cuyahoga County Budget Commission; and

WHEREAS, The aggregate of all appropriation classifications does not exceed the total amount authorized by the Cuyahoga County Budget Commission; therefore be it

RESOLVED, That the sums indicated on the attached Fourth Amendment to the Year 2011 Appropriation Schedule be approved.

Sandy Kuban, Finance Administrator, stated that this amendment reflects a \$200,000 increase in the General Fund for State Rollbacks and also reflects a \$200,000 increase in the General Fund Appropriation in Purchased/Contracted Services to support the G4S contract. Ms. Kuban noted a total increase in the Special Revenue Funds totaling \$707,757.76 that include \$152,284 for the Endowment for the Blind for the James A. Nelson Irrevocable Trust; \$37,988 for the Founders Fund that incorporates the St. Luke's Foundation Grant administered by Neighborhood Progress, Inc.; \$4,155 for Judd Fund and \$18,115 for Lockwood Thompson Fund as a result of the Cleveland Foundation award letter; and

FOURTH  
AMENDMENT TO  
THE YEAR 2011  
APPROPRIATION  
Approved



lastly, \$495,215.76 for KnowItNow-LSTA Grant.

Election of Fiscal Officer

Ms. Rodriguez moved approval of the following resolution. Mr. Seifullah seconded the motion, which passed unanimously by roll call vote.

BE IT RESOLVED, That upon the retirement of H. Sandra Kuban on June 30, 2011, Carolyn Krenicky, currently serving as First Deputy Fiscal Officer, relinquish that title and be elected to serve as Fiscal Officer from July 1, 2011 through the Year 2012 Organizational Meeting and that a stipend of \$ 400.00 per month be paid for the duties as Fiscal Officer.

Ms. Rodriguez thanked Ms. Kuban for her invaluable assistance during her tenure as Finance Committee Chair.

Ms. Rodriguez submitted the following reports.

Fiscal Officer's Report

(See pages 559-566)

Special Report on Income and Expenditures

(See pages 567-571)

Report on Investments

(See page 572)

Report on Conference and Travel Expenditures

(See pages 573-574)

**HUMAN RESOURCES COMMITTEE REPORT**

Mr. Seifullah presented the following report.

Regular Employee Report

(See pages 575-577)

ELECTION OF  
FISCAL OFFICER  
Elected

FISCAL OFFICER'S  
REPORT  
Submitted

SPECIAL REPORT  
ON INCOME &  
EXPENDITURES  
Submitted

REPORT ON  
INVESTMENTS  
Submitted

REPORT ON  
CONFER. &  
TRAVEL  
EXPENDITURES  
Submitted

REGULAR  
EMPLOYMENT  
REPORT  
Approved

Mr. Corrigan moved approval of the Regular Employee Report. Ms. Rodriguez seconded the motion, which passed unanimously by roll call vote.

Retirement Recognition Citation

Mr. Seifullah moved approval of the following resolution. Ms. Rodriguez seconded the motion, which passed unanimously by roll call vote.

A citation has been issued for the following staff members on the occasion of their retirement:

H. Sandra Kuban (after 10 years of service), Finance, Grade N, Finance Administrator, retires 06/30/11

Samuel Norton (after 25 years of service), AV Equipment Specialist, Grade E, Audio-Video, retires 06/25/11

BE IT RESOLVED, That the citations for the above staff members be presented by the Board of Trustees in appreciation of the loyal, faithful and dedicated service given to the Library by them be recorded in the minutes of this meeting, and

BE IT FURTHER RESOLVED, That the citation be sent to them forthwith if they are not present at this meeting of the Board of Trustees.

H. Sandy Kuban and Samuel Norton gave remarks reflecting on their years of service at Cleveland Public Library. Various Trustees, Administrators and staff expressed congratulations and well wishes to the retirees.

Mr. Seifullah submitted the following reports.

Report on Paid Sick Time Used by the Month

(See page 578)

Affirmative Action Plan Report

(See page 579)

Insurance Summary Report

(See page 580)

RETIREMENT  
RECOGNITION  
CITATION  
Approved

REPORT ON PAID  
SICK TIME  
Submitted

AFFIRMATIVE  
ACTION PLAN  
REPORT  
Submitted

INSURANCE  
SUMMARY REPORT  
Submitted

**COMMUNITY SERVICES**

Mr. Seifullah presented the following report.

Resolution to Ban Smoking in Eastman Reading Garden and  
Adopt a Revised Policy on Patron Guidelines

(See page 581-582)

Mr. Corrigan moved approval of the following resolution.  
Ms. Seifullah seconded the motion, which passed  
unanimously by roll call vote.

WHEREAS, At its regular meeting on May 19, 2011, the Board of Library Trustees passed a resolution requesting that the Library Administration study what the public's response would be if the Eastman Reading Garden were to become a non-smoking park; and

WHEREAS, Over the course of three days, the Library's Planning & Research Department interviewed 337 people who were visiting the Garden; and

WHEREAS, Of the total interviewed, 77% indicated they would be in favor of a smoking ban; 16% disagreed with the proposed ban; and 7% had no opinion either way; and

WHEREAS, The average number of people using the Garden at any one time was 39, and of that number the average number of people smoking was two; and

WHEREAS, Based on these findings and in response to the complaints the Library has received from patrons whose enjoyment of the Garden had been diminished by cigarette smoke in the air and butts left on the ground, the Library Administration recommends that the Library Trustees make the Garden a smoke-free environment; now therefore be it

RESOLVED, That the Board of Trustees of the Cleveland Public Library adopt the attached revised Policy on Patron Guidelines that includes a prohibition on smoking in the Eastman Reading Garden, subject to the same due process requirements that apply to other prohibited conduct governed by Cleveland Public Library policy, to be effective July 1, 2011.

RESOLUTION TO  
BAN SMOKING IN  
EASTMAN  
READING GARDEN  
AND ADOPT A  
REVISED POLICY  
ON PATRON  
GUIDELINES

Approved

Mr. Werner thanked the Planning and Research Department for their work on the surveys that support this resolution to ban smoking in the Eastman Reading Garden.

Mr. Corrigan stated that the public would enjoy the Eastman Reading Garden being opened earlier than the regularly scheduled 10:00 a.m. opening.

Mr. Corrigan requested information be collected and discussed about Ohio's concealed handgun licensing law and its effects on Library property and patrons.

RESOLUTION TO  
WAIVE FEE FOR  
LOST LIBRARY  
CARDS DURING  
LIBRARY CARD  
SIGN-UP MONTH  
Approved

Resolution to Waive Fee for Lost Library Cards During  
Library Card Sign-Up Month

Mr. Werner moved approval of the following resolution. Mr. Seifullah seconded the motion, which passed unanimously by roll call vote.

WHEREAS, The Fines & Fees Schedule is set by the Board of Library Trustees; and

WHEREAS, The Board, at its discretion, may suspend or waive any part of the Schedule in the interest of promoting the use of the Library; and

WHEREAS, September 2011 has been designated Library Card Sign-Up Month; and

WHEREAS, In an effort to re-engage patrons who have stopped using the Library because they have lost their library cards, Public Services staff have recommended that the \$1.00 replacement fee for a lost card be suspended during the term of the sign-up campaign; now therefore be it

RESOLVED, That the Board of Trustees of the Cleveland Public Library authorizes staff to waive the \$1.00 replacement fee for lost/stolen library cards while the 2011 Library Card Sign-Up campaign is in effect.

Mr. Werner submitted the following report.

Monthly Activity Report

(See pages 583-589)

MONTHLY  
ACTIVITY REPORT  
Submitted

Building Status Update

Timothy Murdock, Assistant Facilities Administrator, stated that punch list items for the Woodland Branch Library were in the process of being completed.

**BUILDING STATUS  
UPDATE**  
Presented

New Business

Ms. Rodriguez presented the following item of new business

Recognition of Thomas D. Corrigan's Years of Service

The Cleveland Board of Education, at its regular meeting on July 25, 1985, appointed Thomas D. Corrigan to the Board of Trustees of the Cleveland Public Library.

**RECOGNITION OF  
THOMAS D.  
CORRIGAN'S  
YEARS OF  
SERVICE**  
Approved

Nearly twenty-six years later, Board President Corrigan is now the longest serving trustee in the 142-year history of the Library, having recently surpassed the record set by Trustee Emil Joseph in 1938.

When the Board reconvenes in September, we will be able to recognize and honor President Corrigan with a formal resolution for 26 years of service.

In the meantime, we did not want this important milestone to pass without pausing to thank him for all he has done over the years for the good of the Library and the people of this community.

Tom, we thank you for your service and for your leadership. And we thank Diane and your family for sharing you with us.

Mr. Corrigan thanked the Board for this recognition and stated that it is a pleasure to serve the Cleveland Public Library.

Mr. Werner recognized Ms. Diane Downing, wife of Board President Corrigan.

Director Thomas invited attendees to a reception in Mr. Corrigan's honor in lobby immediately following the Board Meeting.

## DIRECTOR'S REPORT

Before presenting his report, Director Thomas acknowledged the Staff Development Day Committee as WOW Awardees for June 2011. The Staff Development Day Committee included Ronelle Miller-Hood, Cathy Poilpre, Anastasia Diamond-Ortiz, Sharon Allen, George Lenzer, Ginaya Willoughby, Reba Elder, Tai Thomas, Laura Giuffre, Bernadette Preston, Dwayne Jones, Christopher Masters, Donna Prude, Reginald Chapple, Lorenzo Brazzell, Richard Jenkins, William Woods, Tracy Parsons, Bonnie Bolton, Sharon Tufts, Timothy Murdock, Johnnie Session, Kevin Ray, James Southerland, Joseph Parnell, Samuel Norton, Kenyatta Abrams and Amiya Hudson. Director Thomas commended Cathy Poilpre and the Graphics Staff on their work with the Annual Congressional Art Show at Martin Luther King, Jr. Branch and Carlos Latimer for his completion of Cleveland State University's Leadership Academy.

David Fitz, Strategy Design Partnership, gave a brief presentation of MyTunes and the Library's collaboration with the Rock and Roll Hall of Fame Museum that through the cpl.org, patrons could access free weekly music downloads from the Freegal Music Service with spotlights on key artists, special materials on music history, a Rock Hall historical app, free programs. MyTunes is scheduled to launch on July 18, 2011.

### **Monthly Statistics**

There are some new additions to this month's Activity Report. For the first time, Cleveland Public Library's e-media circulation has been added to the monthly activity report. Also, the number of downloads of Ohio Braille and Audio has been provided. Circulation for the month of May was 539,156. This is a decrease of nearly 2% from last year's May circulation of 548,886. While the decrease would seem to infer a decrease in activity, a deeper analysis finds just the opposite. The average circulation per hour at the Main Library and at Branches both increased by 5% this year. CPL has 2,660 total followers on Twitter and 3,204 Facebook fans.

The number of computer sessions was down by 12%, from 86,274 in 2010 to 75,702 in 2011. However, the number of hours in use for our computers increased from 49,992 in 2010 to 51,107 in 2011. This was an increase of 2%.

Attendance for the month of May was 299,284. This is a decrease of 7% from last year's May attendance of 323,342. Both the Main Library and Branches reported decreases in attendance. Similar to the circulation numbers, a deeper analysis of the statistics finds that the average attendance per hour was up at both Main Library and at the branches.

### **Program and Outreach Highlights**

The final Writers and Readers event of the year featured author Anchee Min. Her latest novel, *Pearl of China*, fictionalizes the life of Pearl S. Buck and her years spent in China. The crowd was mesmerized by Ms. Min's discussion about her books, including the New York Times bestseller, *Red Azalea*. The discussion about her life and her efforts to make her way to America also left the crowd in awe of her courage.

On May 14, CPL partnered with Congresswoman Marcia Fudge's office to present the 29<sup>th</sup> Annual Eleventh Congressional District Art Show with a reception at the Martin Luther King, Jr. Branch. The art show features the work of high school students throughout the eleventh congressional district. Over 100 community residents were present as Congresswoman Fudge announced the winners of the art show. Graphics Manager **Cathy Poilpre** served as a judge and curator of the exhibit, and winners of the contest will have their artwork displayed at an exhibit in Washington, D.C.

In partnership with Cleveland Public Art, CPL presented the 6<sup>th</sup> Annual Lockwood Thompson Dialogues on May 26. This year, the program engaged the community in a discussion on the process of creating, producing and distributing film. An all-star panel was brought together to converse in front of a crowd of 450 people. Academy Award-nominated directors Lisa Cholodenko and Spike Jonze joined award-winning producer Ted Hope for a lively conversation that enlightened the audience to the behind the scene decisions made in the film world.

### **Meetings and Activities**

- Presented at the Early Childhood Development Center's 2<sup>nd</sup> Annual Career Day.

- Joined the Honorable Frank G. Jackson and a contingent of political and business leaders on a trade mission to Slovenia.
- Attended the Community Officials briefing on the growth of University Circle.
- Attended the Commission on Economic Inclusion's Annual Meeting.

### **CLEVNET**

May's total OverDrive CLEVNET eMedia collection circulation was 35,666 sizably up from last year's total of 18,887.

### **Staff Highlights**

**Carlos Latimer** graduated from Cleveland State University's Leadership Academy. The six month leadership academy brings senior administrators from throughout the region together to develop their leadership skills and improve their job performance. Congratulations to Carlos for representing CPL with distinction.

### **GRANTS & DEVELOPMENT**

#### MyCom Lead Agency Responsibilities

- Coordinated MyCom resolutions for Board
- Met with Transitions vendors to expand their capacity
- MyCom monthly meetings and Neighborhood Teams meetings - 5/10/ and 5/26

#### Grants & Development

- Wrote Target Grant for Beginning Readers
- Began final reports for Cuyahoga Arts and Culture, Cleveland Foundation
- Met with Third Federal and Slavic Village Development to discuss future partnerships

#### Literacy

- Coordinated Rice Branch Math tutoring final event
- Met with Rice Learning Center Coordinator to plan summer programs
- Coordinated Rice kiosk project



- Met with Literacy providers - CSU College of Education, L.E.A.D.S Inc. for adult literacy

Meetings (Community, Training)

- Attended P-16 meetings in Slavic Village
- Manager's Meeting - 5/4
- Main Library Manager's Meeting - 5/11

## **PUBLIC SERVICES**

Programs/Exhibits:

In the month of May the Computer Learning Connection taught 32 classes in the CLC and 12 classes at three branches (Carnegie-West, Woodland, and Harvard-Lee). Branch classes had an average attendance of 66%.

Special Collections Librarian, Kelly Ross is currently curating the Checker exhibit that will be in the JGW Corridor this summer with practicum student Erin Valentine.

Fine Arts Manager, Pamela Eyerdam worked with Cleveland Public Art to install the *See Also Garden* artwork called *The Power of the Pieces* (by Donald Black) - a set of chess tables with stenciled photo images of chess pieces. The 6<sup>th</sup> *Annual Lockwood Thompson Dialogue: Conversations with Filmmakers* program was held in the LSW Auditorium. Filmmaker David O. Russell could not appear because of a family emergency but had Spike Jonze come in his place. Filmmakers Ted Hope and Lisa Cholodenko also were included in the program.

The Photograph Collection had 62 visitors in to see the exhibit *Re-Photographic Survey: Picturing Cleveland Then and Now*. The exhibit runs through the end of June.

The Literature Department and the Ohio Center for the Book hosted the Letters About Literature Awards Ceremony and luncheon on May 14. Approximately 90 student winners and their families and teachers attended.

The Pride and Passion exhibit on black base ball and the Latin American baseball were on display throughout the month of May in the Social Sciences Department.

## Outreach:

Computer Aides Karmar Clifton, Sam Tripodis, Forrest Lykins, and Business, Economics, and Labor Manager, Aaron Mason traveled to 18 neighborhood organizations to promote library services and computer classes in the branches.

BEL/CLC has obtained approval of the forthcoming Re-Entry Library Card pilot project. Work has begun on project procedures and guidelines.

Michael Jacobs created a mailing list for programs for the Fine Arts Department. Special Collections staff submitted a photograph of Emanuel Lasker and Max Frankel playing chess with caption to the journal *Archival Outlook's* photo contest.

Pam Eyerdam and Friends of the Library volunteer, Edward Seeley gave a Tour for the Ohio Historical Decorative Arts Association. Pam Eyerdam gave a personal tour of Special Collections to Mr. Charles Michener, former senior editor at *The New Yorker and Newsweek*. He is writing a book about Cleveland for Knopf entitled *The Hidden City*.

Foreign Literature Librarian, Mary Torres assisted staff at Eastman Branch in preparing the annual "Cinco de Mayo" celebration. Foreign Literature Manager, Milos Markovic and Melanie McCarter attended "Global Cleveland Summit" at CSU. Senior Subject Department Librarian Caroline Han attended Cleveland City Hall's annual Asian-Pacific American Heritage Day celebration. Ms. Han was recognized and awarded, "Certificate of Recognition" from the office of Mayor Jackson.

On May 2, Tom Edwards addressed 30 members of the Cuyahoga County Genealogical Society at the city of Independence Civic Center. He talked about the map and digital collections and how they can be utilized for genealogical research.

Literature librarian Tim Phillips and Literature Manager, Amy Dawson represented the Ohio Center for the Book at the Ohioana Book Fair on May 7, at the Fort Hays Educational Center in Columbus, Ohio. Amy Dawson attended the Library of Congress Center for the Book Idea Exchange in Washington DC on May 8-9.

On May 12, Chrystal Carr-Jeter, Victoria Kabo, Michael Ruffing and Elaine Herroon distributed Cleveland Public Library information during the City of Cleveland Senior Day. Carnegie West Branch Manager Angela Guinther spent May 24 at PAL and was given a tour of PAL and City Hall by Michael Ruffing.

Science and Technology Manager, Maureen Mullin is working with the Ohio Department of Natural Resources on a project locating abandoned mines in eastern and southeastern Ohio. Nicole Ehlernger, a senior at Laurel School in Shaker Heights, spent two weeks in the department learning the routines of a large library, as her senior project.

Two groups of seniors toured the Sports Research Center. Tommy Bivins, Champion Boxer and Harry Thompson, Negro Leaguer, were part of the McGregor House visit. Dr. Cuneen from Bowling Green University spoke with Social Sciences Manager Darlene Ronney and Public Services Administrator John Skrtic about future collaborations on sports programming.

#### Collections/Reference:

Collections Coordinator Michael Ruffing expedited the preparation of a contract with Mergent to digitize the Library's collection of corporate annual reports after Mergent offered to pay for the expenses of an outside attorney.

On May 10, Michael Ruffing, Maureen Mullin and Jim Bettinger met with staff at CWRU's Kelvin Smith Library. The meeting included Sharon Gravius, Librarian, Social Sciences & Religious Studies/Collection Management and Planning Coordinator, and Brian Gray, Head of Reference/Engineering, Math & Statistics Librarian. The purpose of the meeting was to start planning for cooperative collection strategies and mutual marketing of each other's unique collection strengths in fields relating to science and engineering.

Michael Ruffing and John Skrtic attended the quarterly meeting of the Schweinfurth Committee on May 13, at which time Mr. Ruffing explained the Library's goal of reviewing and revising as necessary all aspects of the Library's Collection Development.

Mr. Ruffing arranged for John Skrtic and Mark Moore (Social Sciences) to review rare Cleveland sports items at the Old Erie Street Bookstore, a 30-year business in downtown Cleveland and the last of its kind downtown.

Robin Speigner, Government Documents Department Manager, met with Mr. Ruffing to discuss the Government Documents weeding project and to put a review process in place to insure that documents that are considered rare are not withdrawn.

Mr. Ruffing delivered twelve boxes of miscellaneous sheet music to a very appreciative Jean Hogan, director of the music program at the Phillis Wheatley Association at 4450 Cedar Avenue. The music had been donated to CPL several years ago and was not wanted for the collections.

Mary Scelsi, Executive Director of the Friends of CPL, worked with Mr. Ruffing to complete the reorganization of book sorting areas on the fifth floor of Main Building. The work was completed at the beginning of the month.

Fine Arts Librarians, William Anderson and Michael Dalby are working on a web version of the Fine Arts Department *Jazz Resource brochure*. Special Collections Librarian Stacie Brisker has spent a lot of time shelving and shifting in the LSW vault.

Tom Edwards trained Fine Arts staff on how to use the Map Plotter that was transferred from the Map Collection.

Approximately 3,000 reels of microfilm were moved from Microform Center to History and Geography. Two microform readers; one digital and one standard were also moved from Microform Center to History. These two readers, along with the one already in History and with the three already in Maps are meeting current demand.

Amy Dawson met with Dianna Price and Bill Rudman regarding the re-formatting of the Musical Carnival Collection sound recordings. Raymond Rozman, a SLIS Graduate Student from the University of Indiana at Bloomington began his practicum in the Literature Department.

City of Cleveland's Department of Finance gave PAL copies of the final Budget. A copy was sent to the Business Department. City Council supplied PAL with copies of the 2010 City Record Index.

Staff/Professional Development:

Benjie Smith, Subject Department Clerk AV, laterally transferred to Popular Department on May 22.

Mr. Latimer completed coursework and graduated from the Leadership Academy at Cleveland State University.

Collections Coordinator, Michael Ruffing attended crisis media training on May 7 and 8.

Computer Learning Connection Coordinator, Olivia Hoge attended the CollabTech 2011 conference at Case Western Reserve University.

Sabrina Miranda was selected, and has accepted, the Subject Department Clerk position for Photograph Collection.

Marilyn Utz, PT Temporary Lending Department Clerk, was promoted to FT Lending Department Clerk on May 8, 2011.

Steven Capuozzo checked to make sure the Literature Department has all Pulitzer Prize winning/runners-up that class in department and created a May and June featured Poetry list. He also attended the International Urban Book Festival on May 16. Tim Phillips created a Readers Advisory Guide for Large Print titles.

Deborah Hajzak attended two-day training on mediation sponsored by North Coast Conflict Solutions.

#### OHIO LIBRARY FOR THE BLIND AND PHYSICALLY DISABLED

OLBPD circulated 51,533 items directly to patrons in May. 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 25,761, and the number of cassette titles circulated was 24,834. As more patrons receive digital titles, the trend should shift to more digital titles being circulated daily.

Also of note is the increase in the amount of digital downloads from patrons using OHIO-BARD. Over 1,400 patrons (about 10% of active readership) are registered for OHIO-BARD. In April, patrons downloaded over 10,000 books and magazines. This is the first month that 10,000 items were downloaded.

OLBPD and the State Library of Ohio Talking Book Program were selected as the National Library Service (NLS) 2010 Network Library of the Year. OLBPD and SLO will be honored at an award reception at the Library of Congress on June 23, 2011. A formal announcement and press release from NLS will take place after the award reception.

OLBPD sent mailers informing institutions they can now acquire access to the OHIO-BARD digital download service. NLS gave network libraries permission to begin accepting institution applications. Examples of institutions served by OLBPD include schools, nursing homes, rehabilitation centers, and hospitals. OLBPD had been maintaining a waiting list of institutions interested in OHIO-BARD access as soon as it was available.

#### OUTREACH

- Chrystal Carr Jeter met with Renaissance Learning representative Gayle Philpot to finalize the Accelerated Reader site approval for the summer at CPL locations.
- CPL participated in several outreach events in May, including the Asian Festival, City of Cleveland Senior Day event, Halloran Park Community Night, Holy Rosary Montessori Family Day, Elephant Crossing Opening Week festivities at the Metroparks Zoo, Village Preparatory School PTA night, Nigerian Health Fair.
- Jeter met with Dr. Marlene Gombach, CSU, to discuss and facilitate a Stocker Foundation Grant that funds a unique Back-pack Summer Reading Program that gives free books and reading activities sheets to selected readers.

## MOBILE SERVICES DEPARTMENT

## STATISTICS

58 Stops plus Zoo event and Asian Festival  
19 New library card applications  
1193 Persons on board  
842 Reference, 652 Directional in person  
196 Reference, 35 Directional via phone  
Holds counts - May 766 filled

## MEETINGS and EVENTS

Mobile Services Manager, Linda Sperry visited Halloran Recreation Center Open House on May 13.

Reba Elder visited Euclid Beach Club on May 19, to speak to tenants about the new bookmobile stop (begins Summer 2011) and about Homebound Services.

Linda Sperry stopped at Lorain Square Apartments on May 19, to speak to 18 tenants about the new bookmobile stop.

Sperry and Elder visited Euclid Beach Villa May 25, 38 tenants discussed the new bookmobile stop (begins Summer 2011).

## SUMMARY OF ACTIVITIES

## "On the Road to Reading"

- 12 Pediatric and WIC sites were visited with 77 people contacts at these sites. 73 daycare classes were visited with a total of 913 in attendance. 959 items were circulated in 39 deposit kits
- Rhonda Fulton attended the Webinar on Every Child Ready to Read 2<sup>nd</sup> Edition
- Rhonda Fulton attended the Youth Services Metro Directors' meeting at Cuyahoga County's North Olmsted Branch. The meeting was attended by all the Youth Services coordinators and Administrators in Ohio who work at a large metropolitan library system
- Ms. Fulton assisted Chrystal Carr-Jeter with selection of Parade the Circle craft items. Ms. Fulton will be coordinating activities at the children's tent for Parade the Circle

- Ms. Fulton attended the training workshop for the Family Literacy Involvement Program (FLIP) in Houston, Texas with CPL's county and Children's Museum partners in this project. In addition, Rhonda orchestrated meetings with CPL's Technical Services Manager, Cataloging, Automation and Planning and Research to plan the smooth arrival of the FLIP kits to CPL.

#### BRANCHES

Assistant Public Services Administrator Carlos Latimer worked with Aaron Mason to implement training classes in the branches for the new Bibliocommons catalog.

Mr. Latimer met with the Collection Management, Rollie Welch on the possibility of creating title lists to improve holds in the branches.

Precinct Committee members visited the Addison branch, made introductions to staff and encouraged attendance at the ward club meetings.

The Collinwood Tutoring program with CSU ended for the summer with a celebration and certificate was presented to tutor Gabrielle Van Horn for her good attendance, service and dedication to the children of Cleveland.

State Senator Nina Turner hosted "Talks with Turner" Community Meeting". Ms. Turner used this platform to hear the issues of the community.

Pasha Moncrief, formerly a computer aide at Harvard Lee started as the new Youth Services Librarian at Garden Valley.

Woodland/Garden Valley Branch Manager Kathryn Feeley met with Sharita Mullins of Burten, Bell, Carr on May 26 to discuss plans for neighborhood health fair on Saturday, June 4.

Langston Hughes Library Assistant, Ron English, attended the Michael R. White Career Day at Cleveland School of the Arts on May 12.

West Team Managers met on May 27, at Lorain Branch. The West Team Manager Sheba Marcus-Bey attended the monthly board meeting on May 19. 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 Manager instituted one on one meeting with Cheryl Diamond, Jaime Declet, Ken Knape, Reiket Olaywiola, Kathleen Lefkowitz in addition to Angela Ginter and Cal Zunt. The meetings occur on a rotating basis (weekly to bi-weekly); and they are designed to address the specific issues facing the managers at their facilities.

West Park's 3 day book sale raised \$1769.00 for the Friends of the Cleveland Public Library.

Branch displays for May included gardening, green living, Older Americans Month, Mother's Day, Pearl Harbor Day, Memorial Day, the Royal Wedding, and grilling. Staff was informed that the CMHA Housing Lottery has been delayed and will be scheduled in August.

Cal Zunt and Kevin Ray attended a number of Marion-Sterling Partnership meetings, and met with staff of Beech Brook/PASS Parenting Class; as well, Ms. Zunt attended two community meetings regarding the Marion-Sterling Partnership.

Eastman's Children Librarian Tracey Allen participated a Career Day at Wilbert Wright Middle School.

Carnegie West's Children's Librarian Helen Zaluckyj attended the Youth Services Symposium XXII on Music, Programs, and Books for Babies and Toddlers.

### **TECHNICAL SERVICES**

Patricia Lowrey, Technical Services Administrator, along with several other Administrators and Managers received 2 days of Media Training. Ms Lowrey and Andrea Johnson, Catalog Manager, met with Rhonda Fulton to discuss cataloging kits for a grant project for an early childhood Outreach effort. Ms. Lowrey, Mrs. Johnson, Elizabeth Hegstrom, Materials Processing Manager, and Human Resources Recruiter Sharon Allen conducted interviews for a Slavic cataloger.

The staff of Technical Services had an intensive clean-up day on May 11. Hundreds of pounds of obsolete or unneeded paper were recycled and much trash was disposed of. Broken equipment and unwanted supplies were removed. The hardworking staff members were treated to a pizza lunch and a number of individuals contributed salads, side dishes and desserts. Every department looks terrific.

Ms. Lowrey attended the retirement celebration for Sharon Tufts, Human Resources Administrator. She attended the Book Expo America convention in New York City.

Collection Management: Collection Management staff compiled recommended lists of popular titles and their accumulated holds in the weekly staff newsletter. The lists "Titles to Promote to Your Patrons" are intended to increase staff awareness of upcoming and popular titles and direct patrons to them.

Laura Mommers and Collection Development staff continue to relocate floating music CDs, Books on CD and DVDS that have accumulated in several Branches and Main Library. Bonnie Bolton continued to serve on the committee that is planning Staff Development Day. Ms. Bolton's reports are detailed and very helpful and keep Technical Services staff apprised of the planning process.

Rollie Welch's most recent street lit column for *Library Journal's Booksmack!* appeared online May 19. A column also appeared in the May 15 print edition of *Library Journal*.

Shelf/Shipping: The Shelf/Shipping department staff sent 872 requested items to the Main Library. The Receiving/Distribution Technicians placed a total of 30,744 items on book trucks. A total of 1,353 telescopes were shipped to Main Library and the Branches.

Tom Edwards from the Map Collection came out to inspect maps in the off-site storage and give instructions for packing maps that were purchased by other organizations. The Shelf/Shipping department continues to work with Government Documents weeding in their off-site storage

collection. Shelf/Shipping staff enthusiastically participated in Tech Services Cleanup Day.

High Demand: Staff added 752 titles and 16,085 items. They ordered 2,657 titles and 15,435 items, and paid 604 invoices, for a total value of \$ 198,570.58.

Two staff members processed items for the Materials Prep Department when High Demand work was done. Rosalyn Easley processed 356 items and Mya Warner processed 1,063 items. Anarie Lanton and Carole Brachna helped Collection Management discard or redistribute several boxes of music CDs that had overloaded the shelves at various locations.

The Department participated in a Spring Cleaning Day and discarded many pounds of old equipment, supplies and paper. Carole Brachna met with a vendor representative to discuss some issues.

Book Preparation: Book Preparation worked on 25,247 items in May.

The entire Book Preparation staff participated in Clean-Up Day. All workstations and much of the common areas were cleaned and reorganized. Many items that were no longer needed for the processing of books or AV materials were disposed of.

Elizabeth Hegstrom participated in the interview panel for a new Slavic Languages Cataloger and she attended a "Book Repair and Preservation" workshop.

Acquisitions: Acquisitions Staff participated in the Technical Services Spring Cleaning Day. Staff discarded a total of 235.64 pounds of garbage and packed up two flatbeds full of boxes containing old letterhead, outdated forms and route slips to be recycled. Staff work areas in the Acquisitions Department were also consolidated and any furniture, shelving, and work stations that were no longer needed were removed.

Acquisitions staff began placing orders for paperbacks for the Popular Library. These paperbacks are received and added to the catalog by staff in the Acquisitions Department and then sent directly to the Popular Library.

Nathaniel Infante attended several meetings of the Health and Safety Committee in preparation for Staff Development Day.

Acquisitions staff ordered a total of 7,007 titles and 12,152 items, received 15,880 items, and processed a total of 1,821 invoices. Staff received 2,748 periodicals and 442 serials, added 421 periodical items, 225 serial items and 1,111 paperbacks, processed 162 periodical and serial claims, and modified 41 serial controls.

Catalog: Michael Monaco worked with Jeni Delfs and Regina Houseman to increase CPL's participation in NACO, the national Name Authority Cooperative Program. Dawn Grattino created a catalog record for a collection of checkers tournament bulletins, with a link to the EAD finding aid created by Special Collections. Staff cataloged 6,266 titles and added 13,614 items for CPL.

Andrea Johnson met with Patricia Lowrey and Rhonda Fulton to discuss cataloging Family Literacy Involvement Program (FLIP) kits. Ms. Johnson also conducted interviews for a Technical Services Librarian (Slavic Emphasis) position. Ms. Lowrey, Elizabeth Hegstrom, and Sharon Allen participated in the interview panel.

Preservation: The public interface of the Cleveland Public Library digital gallery was switched to CONTENTdm version 6 on May 17. The order of collections was updated, with local photographs, maps, and publications reordered to prominent positions at the top of the menu. Preservation Manager Ann Olszewski selected and loaded the images, and created recommended searches for the landing pages.

Northeast Document Conservation Center completed the digitization of 134 images from the Ketteringham collection. Most of the items digitized are glass plate negatives of Cleveland scenes taken in 1901 and 1902. Of special interest are 51 photos of the 35th National Encampment of the Grand Army of the Republic (civil war veterans) held in Cleveland in 1901. As part of the Photograph Collection Hough Neighborhood Project, 71 photographs of buildings on East 66<sup>th</sup> street were added to the Digital Gallery.

The Preservation Department hosted the annual meeting of the Northeast Ohio Alliance for Response (a regional program supported by Heritage Preservation in Washington,) on May 4. Representatives of libraries, museums and conservation service providers discussed disaster preparedness experiences of the past year. Ms Olszewski completed her term as 2010-2011 chair.

Preservation staff members Lyla Chilcutt and Renee Pride worked on a project treating damaged volumes from the Main Library folio storage area. Preservation staff participated in the Technical Services cleanup day May 11. Counters, desks, and work surfaces were cleaned, supplies were reorganized. Surplus and obsolete materials were packed for recycling or discarded as appropriate.

#### MARKETING & COMMUNICATIONS

Media coverage for the month of May included 67 print and online publications. The full report, available in the department, shows ad value of \$37,360 with a news circulation audience of 1,293,811 people. In May, the online media outlets that featured CPL events and programs received 285 million page views. Ads to promote Writers and Readers Anchee Min and the Lockwood Thompson Dialogues were placed in *The Plain Dealer* and radio spots aired on WCPN 90.3. Ads promoting "My Place to Dream, Create, Grow" were placed in *African American Lifestyle Magazine* and *Kaleidoscope Magazine*. A full page spread ad outlining all CPL locations was placed in *LIVE! Cleveland*, an insert in *Cleveland Magazine*.

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
- Dawn Hanson, President of The Fairmount Group, and Chuck Webster, Crisis Media Trainer for The Fairmount Group for media training

- Sandy Nosse, Youth Services Department Manager, and Merce Robinson, Grants and Development Coordinator, regarding Target grant for programming
- Eileen Petridis, Falls Communications, regarding 2010 annual report and advertising
- Classic Teleproductions taping with Director Thomas for City Beat TV
- Who's Who in Cleveland-Akron reception in Akron with Mayor Don Plusquellic, sponsored by the Call and Post Newspaper's Kim Fleming and Rhonda Crowder
- Mary Louis Hahn of Anisfield-Wolf Book Awards to coordinate planning for September programming

Administrative Assistant **Michael Young** wrote or facilitated Meet the Staff articles to introduce the following staff: Sharon Reed, Sarah Flinn, Tammy Houghton, and Monica Rutledge. Library events and programs were submitted to Downtown Cleveland Alliance, University Circle Inc., City Council, Cleveland Metropolitan School District, and Cool Cleveland to be published in their monthly newsletters. Branch circulation desk message displays were completed for each branch, set for delivery in June. The exhibits master schedule was maintained to reflect exhibits at Main Library and branches.

#### PROGRAMMING & SCHEDULING SERVICES (PSS)

The highlight for the month of May took place on the very first day: Anchee Min presented as the final speaker in the 2010-2011 Writers & Readers author series. The program went very well and was attended by about 110 patrons.

The month was also highlighted by two other significant programs: a multi-media presentation in the Center for the Book on Ohio author Jim Tully, presented by biographers Mark Dawidziak and Paul Bauer. The program was sponsored by the Friends of the Library and refreshments were served. About 35 people attended. The second event was the annual Lockwood Thompson Dialogues which featured filmmakers Spike Jonze, Lisa Cholodenko, and Ted Hope. They played to a standing-room-only crowd in the Louis Stokes Wing Auditorium.

Planning meetings were held with the Anisfield-Wolf Book Awards, and the Ingenuity Festival as well as with Urban Otaku. The latter meetings included Public Services

Administrator John Skrtic and Popular Library Manager Sarah Flinn and involved the expansion of Urban Otaku's series to include book discussions in Eastman Garden and films in the auditorium.

PSS and Graphics staff worked together in getting out all the Summer Reading Club postcards, books, and passports.

Librarian Michele Skrovan worked with NASA for the "NASA In Your Neighborhood" Summer Reading Club programs and the Library's participation in the STEM forum at Great Lakes Science Center.

Thirty-eight (38) meeting room reservations were made during the month.

The Rails to Trails Conservancy met here at CPL for two days, May 24 and 25, utilizing all of the library's meeting rooms (Treasure Room, Room 218E&W, and LSW Auditorium) for a large conference. Their program went over very well with over 100 attendees.

#### EXHIBITS

Exhibits at Main Library during May included: Robert A. Little, Architect and Visionary; Women of Chess; Re-Photographic Survey: Picturing Cleveland Then and Now; and Pride and Passion: The African-American Baseball Experience.

#### GRAPHICS

Graphics staff designed, printed and distributed 108 printed pieces in May, including graphics for the library website. Graphics manager **Cathy Poilpre** attended regular meetings for Public Services managers and the Staff Development Day committee. She also hung the Marcia Fudge 11<sup>th</sup> District Congressional Student Art Show and reception at Martin L. King, Jr. Branch.

Promotional pieces included: Summer Reading Club promotional materials; new letterhead and envelopes; used book sale postcard design for Friends of the Library; Staff Development Day signage and promotional materials; Playhouse Square poster and bookmarks for *Next to Normal*; Summer Schedule booklet for Mobile Services; Three Men and a Book promotional material for

June program; Letters About Literature booklet and program; printed 500,000 Clevnet form #119; Quarterly List of Education Books for Homeschoolers; Adult Program Guide; Large Print Books booklet; designed and printed new #400 and #480 staff guidelines booklet; and four staff newsletters.

WEBWARE [www.cpl.org](http://www.cpl.org)

The Marketing and Communications Department (MCD) maintains an editorial calendar that is utilized by Webware staff as a timeline for posting library promotions. Areas of the website that are provided for MCD are the rotating and stationery ads on the Home page, as well as the rotating ads on the Kids, Teens and Seniors webpages. Other areas directed by MCD include Library News, Library events and classes, FAQ - Public Distribution of Literature, Exhibits, and Writers and Readers. Webware solicits content for various webpages from MCD on a regular basis.

Twitter Followers increased to 2,660, up from 1,795 in May of 2010. Facebook fans increased to 3,204, up from 2,190 in May of 2010. Downloads of books in an electronic format (ebooks) were 35,666, up from 18,887 in May of 2010.

Library News on the [www.cpl.org](http://www.cpl.org) homepage featured the following items for May: Fun Reading Program at Cleveland Public Library This Summer; Cleveland Public Library Board of Trustees Meeting; and Cleveland Public Library Brings Award-Winning Filmmakers to Town for a Free Program on May 26, 2011.

During the month of May, the following events, programs, and information were either edited or added to promote on [www.cpl.org](http://www.cpl.org): 2010 Annual Report; and 2011 Summer Reading Club.

Twenty-seven Popular Topic pages were updated with new content in May. Two seasonal/monthly reading lists were updated on the Kid's site in the Read it! section.

The following pages were edited, added, or promoted on the CPL Staff Center: Summer Reading 2011 Information.

The 2010 Annual Report, a dynamic version including videos and Flash elements was posted to <http://www.cpl.org/2010annual>. This dynamic version of



the 2010 Annual Report, as well as the static PDF version, was posted to the Annual Reports page of the site.

The new CPL business database Kompass was added to the Research Databases page per request of the Electronic Resources Committee.

Word Press "blogs" were installed and designed for the following sites: Octavofest; Inclusion and Community Engagement Committee (ICE); and Strategic Planning.

### **BUILDINGS SERVICES**

The Buildings Office completed numerous branch inspections and continues to monitor utility bills. Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. High lights in the main reading area were repaired at Carnegie West. In preparation for the opening of the Eastman Garden the fountain and filters were cleaned, the granite was scrubbed and sealed and the landscaping was completed. The sewage and storm water tanks were cleaned out and a new pump assembly has been order to replace the broken one, also at Harvard-Lee the high lights were repaired. The rest room exhaust was repaired at Langston Hughes. A new power strip was installed in the automation server room and vacuum breakers were replaced in all rest rooms in LSW. The installation of new water make up lines for the boiler and chiller were completed and leaking drain piping between 2<sup>nd</sup> and 3<sup>rd</sup> floor was replaced at MLK. The condenser fan motor was replaced on the main rooftop unit at Mt. Pleasant. Two exterior security lights were replaced at Walz.

The Carpenters and Painters repaired and installed the iron gates on east 3<sup>rd</sup> stair well at Main. A new counter top for the staff room sink was made and installed at Union. Tuck pointing was completed at Collinwood and Fleet. Patching and painting has started at Mt. Pleasant.

The Garage serviced vehicles 1, 2, 3, 23 and 25. The muffler was changed on truck 11 and they are working on getting all vehicles aims test completed.

**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.

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 8 alarms. 3 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,

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 May a total of 1 items were returned to their owners.

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 Supervisor Floyd Garrett met with the West and East branch Managers to discuss security concerns and introduce the Managers from G4S Security Services.

Branch Patrol: Security Operations currently operate three 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 29 branch investigations.

## SUMMARY OF IRREGULARITY REPORTS RECEIVED

MONTH	2010	2011	+ / -
JANUARY	50	77	+27
FEBRUARY	40	57	+17
MARCH	63	73	+10
APRIL	52	61	+09
MAY	37	45	+08
JUNE	42		
JULY	26		
AUGUST	50		
SEPTEMBER	58		
OCTOBER	35		
NOVEMBER	36		
DECEMBER	27		
Total	516	313	+61

**AUTOMATION SERVICES**CPL Projects

Key workstations in Lending and AV were set up to use the new hold transit slip print program. Overall it seems to allow staff to work more efficiently and save a lot of time. The print program will also be set up for testing in Literature department. Software staff is gathering feedback from staff to see if the program is ready for production or if it needs any adjustments.

The Summer Reading software was configured for the 2011 program. Youth Services staff was trained on May 18th.

The 2010 Annual Report was posted on Annual Reports page of the site. Two versions are included: a dynamic, interactive version optimized for the Web, and a PDF file.

In a continuing project to increase the number of computers available to the public, Larry Finnegan worked with Public Services and Facilities to determine placement and requirements for computers in Memorial-Nottingham, Collinwood, Glenville, MLK, Harvard Lee, Mt. Pleasant, East 131 and Union branches.

Special reports were created to obtain Popular Library circulation by genre (e.g., Graphic Novels, Romance, etc.) and to provide Library patron email addresses to Marketing and Communication.

A new business database Kompass was added to the Research Databases page.

The management server ntmgmt1 used for software deployment for PCs at Cleveland Public Library was upgraded to Deployment Server version 6.9 Service Pack 5. This was done to fully support Windows 7 and to allow all previous Windows 7 clients to be moved over from a temporary test server for uniform support. The three servers that control our anti-virus solution Symantec Endpoint, were upgraded to the latest version (11.0.6300.803). This improves our ability to protect against viruses and mal-ware.

Library News on the [www.cpl.org](http://www.cpl.org) homepage featured the following items for May: Fun Reading Program at Cleveland Public Library This Summer; Cleveland Public Library Board of Trustees Meeting; and Cleveland Public Library Brings Award-Winning Filmmakers to Town for a Free Program on May 26, 2011.

Twenty-seven popular topic pages were updated with new content in May. Two seasonal/monthly reading lists were updated on the Kid's site in the Read it! section.

Word Press blogs were installed and designed for the following sites: Octavofest; Inclusion and Community Engagement Committee (ICE); and Strategic Planning.

Payphones were repaired at Carnegie West, Garden Valley, and Memorial-Nottingham branches.

CLEVNET Projects

Ann Palomo and Amy Pawlowski presented sessions on the new CLEVNET Bibliocommons catalog and on the eMedia collection at Staff Development days in Erie County on May 6 and in Lake County on May 25. The Erie county meeting included staff from Ritter Public Library, Bellevue Public Library, Sandusky Public Library, and Milan-Berlin Public Library and the Lake county meeting included staff from Madison Public Library, Fairport Harbor Public Library, Wickliffe Public Library, and Burton Public Library.

During May Software staff answered approximately 275 patron inquiries posted through the new catalog. It became evident that some staff had difficulty assisting patrons. In addition to the two training days for Erie and Lake County libraries, select Cleveland Public Library staff was trained to train branch and Main Library staff.

The Noble branch of Cleveland Heights-University Heights Public Library re-opened after several months of renovation. Software staff assisted by transiting in all new materials for the branch received in the last few months, and reinstating pull lists and the branch as a pick up library in the catalog.

Elyria Public Library's failed domain controller was forcibly (manually) removed to ensure proper active directory replication.

The Columbia branch of Lorain Public Library System sustained water damage during the month. While the collection was mostly undamaged, much of it had to be moved. Pull lists were suspended for this branch until we are notified to restart them.

Automation staff met with Shaker Heights Public Library and Neothink to review recommendations for redesigning patron and staff network services.

Custom reports were run for Hudson, Medina, and Wickliffe.

A hardware failure occurred on the CLEVNET Zimbra collaboration suite server. Service for all users continued uninterrupted while the failed hardware was replaced.

Network staff met with Elyria Public Library and Lorain Community College network staff to discuss static IP numbers for the Elyria North branch.

New networking equipment was installed at Elyria Public Library's Main branch and the Noble branch of the Cleveland Heights-University Heights Public Library.

Willoughby-Eastlake Public Library's branch data lines were upgraded to 10mbs fiber from T1 circuits.

#### Meetings and Staff Development

Ann Palomo attended a meeting with Cleveland State University staff regarding the Library's strategic plan.

George Lenzer was involved in the 2011 Staff Development Day planning committee meetings.

Amy Pawlowski and Anastasia Diamond-Ortiz held a lunch meeting on Tuesday, May 10, to share highlights from the 2011 Computers in Libraries conference.

#### KnowItNow

The State Library of Ohio Board unanimously approved the LSTA grant proposal to fund KnowItNow24x7 for July 2011 through June 2012 at their May 26 meeting. This is the eighth year of funding.

A webinar was held to provide a demonstration of KnowItNow24x7 on May 18 to staff at Stark County District Library, which is considering a return to staffing the statewide service.

KnowItNow24x7 welcomed a new volunteer intern in May who will be staffing a Monday morning shift.

#### **Statistics**

	<b>May-10</b>	<b>May-11</b>
<b>OverDrive Downloads</b>	18,887	35,666
<b>Twitter Followers</b>	1,795	2,660
<b>Facebook Fans</b>	2,190	3,204

<b>Automation Services Statistics, 05/2011</b>				
	<b># Cases Opened</b>	<b># Cases Closed</b>	<b>Site Visits</b>	<b>TOTAL</b>
<b>HARDWARE</b>				
CPL Main	60	51	27	138
CPL Branch	47	52	23	122
CPL Lake Shore	17	16	3	36
CLEVNET	25	23	3	51
PUBLIC				0
<b>HARDWARE TOTAL</b>	<b>149</b>	<b>142</b>	<b>56</b>	<b>347</b>
<b>SOFTWARE</b>				
CPL Main	15	14		<b>29</b>
CPL Branch	16	15		<b>31</b>
CPL Lake Shore	6	6		<b>12</b>
CLEVNET	47	47		<b>94</b>
PUBLIC	176	176		<b>352</b>
<b>SOFTWARE TOTAL</b>	<b>260</b>	<b>258</b>	<b>0</b>	<b>518</b>
<b>WEBWARE</b>				
CPL Main	7	7	3	<b>17</b>
CPL Branch	6	6		<b>12</b>
CPL Lake Shore	8	8		<b>16</b>
CLEVNET	5	5		<b>10</b>
PUBLIC	53	53		<b>106</b>
<b>WEBWARE TOTAL</b>	<b>79</b>	<b>79</b>	<b>3</b>	<b>161</b>
<b>KIN</b>				
CPL Main	31	30		<b>61</b>
CPL Branch	10	8		<b>18</b>
CLEVNET	21	16		<b>37</b>
PUBLIC				<b>0</b>
KIN Library	5	5		<b>10</b>
OHIOLink Library	8	8		<b>16</b>
After Dark				<b>0</b>
<b>KIN TOTAL</b>	<b>75</b>	<b>67</b>	<b>0</b>	<b>142</b>
<b>GRAND TOTAL</b>	<b>563</b>	<b>546</b>	<b>59</b>	<b>1,168</b>



Mr. Corrigan adjourned the Regular Board Meeting at 1:30  
p.m.

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Thomas D. Corrigan  
President

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Alan Seifullah  
Secretary

**CLEVELAND PUBLIC LIBRARY**

**Finance Committee**  
**June 16, 2011**

**GIFT REPORT FOR APRIL 2011****LIBRARY SERVICE MATERIALS**

DESCRIPTION	QUANTITY	
	Month	Year to date
Books	184	1,422
Periodicals	12	250
Publishers Gifts	0	0
Non-Print Materials	<u>93</u>	<u>303</u>
<b>TOTAL LIBRARY SERVICE MATERIALS</b>	<b>289</b>	<b>1,975</b>

**MONEY GIFTS**

FUND	PURPOSE	AMOUNT	
		Month	Year to date
Library Fund	Unrestricted	\$ 2,161	\$ 3,031
Library Fund	Restricted	70	3,858
Library Fund - Oral History Project	Restricted	0	0
Endowment for the Blind	Restricted	152,284	152,284
Young Fund	Restricted	0	10,661
Friends Fund	Restricted	0	4,700
Gates Fund	Restricted	0	54,600
Schweinfurth Fund	Restricted	0	40,265
Ohio Center for the Book	Restricted	0	0
Judd Fund	Restricted	0	51,039
Lockwood Thompson Fund	Restricted	79,058	79,058
MetLife - Fit for Life	Restricted	0	0
Founders Fund	Unrestricted	6,000	30,000
Founders Fund	Restricted	<u>0</u>	<u>26,389</u>
<b>TOTAL MONEY GIFTS</b>		<b>\$ 239,573</b>	<b>\$ 455,884</b>

**SUMMARY**

CATEGORY	DONORS		QUANTITY	
	Month	Year to date	Month	Year to date
Library Service Materials	11	100	289	1,975
Money Gifts	<u>12</u>	<u>81</u>	<u>12</u>	<u>81</u>
<b>TOTAL GIFTS</b>	<b>23</b>	<b>181</b>	<b>301</b>	<b>2,056</b>

**RESOLVED**, That the Gift Report for May 2011 be accepted upon the conditions connected with said gifts in accordance with Section 3375.40 (J) of the *Ohio Revised Code*.

SLO 5/26/11  
BOARD APPROVAL



**2011 – 2012  
LSTA Grant Proposal**

**Cleveland Public Library  
325 Superior Avenue  
Cleveland, Ohio 44114**

Submitted by

**Don Boozer**  
KnowItNow24x7 Statewide Coordinator  
216.623.2960  
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**Bob Carterette**  
Head of Automation  
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**KnowItNow24x7  
2011-2012  
LSTA Grant Proposal**

**- Introduction -**

Cleveland Public Library is requesting LSTA funding for July 2011 through June 2012 to administer KnowItNow24x7, Ohio's collaborative virtual reference project. Beginning solely as a statewide online chat service, KnowItNow24x7 now incorporates email, instant messaging, and texting (SMS) and offers localized chat, text, and instant messaging options for Ohio libraries. Through the use of technology, this vibrant component of the state's library services complements the State Library of Ohio's vision of "ensuring the delivery of all information and library services to all Ohio residents, anywhere, anytime" by extending hours and locations to get professional assistance for one's information needs.

Ohio can be rightly proud of the fact that KnowItNow24x7 remains one of the busiest statewide virtual reference services in the country. From July 2010 through March 2011, librarians working with KnowItNow24x7 handled a total of 59,639 sessions – an average of over 217 sessions per day. Since its inception as a statewide service, KnowItNow24x7 has received questions from residents of every Ohio county amounting to almost 700,000 sessions handled overall. Due in large part to the service's nationwide reputation, the KnowItNow24x7 Statewide Coordinator was chosen in 2010 to serve as Co-Chair of the American Library Association's Virtual Reference Services Committee.

All in all, 2010 – 2011 saw a number of positive developments and these will continue to bear fruit and lay the groundwork for more enhancements to the service in 2011 – 2012.

**- Selected Activities from 2010 – 2011 -**

***Text Messaging Comes To KnowItNow24x7***

One of the most significant changes occurring during the 2010 – 2011 grant year was the incorporation of text messaging into KnowItNow24x7. Through negotiations with Mosio (a software company based in San Francisco, CA), KnowItNow24x7 was able to provide Ohioans with the ability to send questions to the service's public and academic sides via text message.

The contract with Mosio also included an option for KnowItNow24x7-participating libraries to purchase a greatly-reduced annual subscription for local text message reference services using the statewide infrastructure. This provided an additional benefit to participating libraries and a potential incentive for non-participating libraries to join the collaborative project. Several libraries have already decided to take advantage of the local texting option including The Lane Libraries, the State Library of Ohio, Greene County Public Library, Medina County District Library, and Bowling Green State University.

The KnowItNow24x7 Web Services Coordinator worked with Mosio to integrate text messaging into the service's regular workflow. The Statewide Coordinator created a number of online

training materials and also provided the opportunity for librarians to practice with the texting before it went live. A prominent notice of the new service was added to KnowItNow.org on February 14, 2011; and, as of the end of March, there were 267 incoming text messages submitted to the statewide and local texting services. In April, Cuyahoga County Public Library included the KnowItNow24x7 text option in their new mobile application.

#### ***KnowItNow24x7 as an Ohio Educational Asset***

With a stake in the training of future librarians in general and the future of online reference specifically, KnowItNow24x7 continued to partner with Kent State University's School of Library and Information Science during the Fall 2010 semester. Dr. Miriam Matteson invited the Statewide Coordinator to work with her *Information Sources and Reference Services* class to facilitate students' participation in KnowItNow24x7 to give an authentic sense of providing reference service through online chat technology. Additionally, Dr. Matteson said "this assignment made the concepts much more real than had [the students] only completed assignments 'for my eyes only'." She is planning on offering ideas for even more improvements to the project, and the Coordinator is looking forward to working with her and future classes of students.

KnowItNow24x7 also continues to be included in INFOhio's *21 Essential Things for 21st Century Learning* for Ohio K-12 teachers and librarians. K-12 students continue to be a major population utilizing KnowItNow24x7, and they accounted for 70% of all users from July 2010 through March 2011.

Finally, KnowItNow24x7 continues to offer internship opportunities for both KSU-SLIS students as well as librarians wanting to hone their reference and online customer service skills. Through regular feedback and constructive criticism from the Statewide Coordinator, interns can immediately put what they learn into practical use.

#### ***Continuing Grassroots Empowerment and Community-Building***

Grassroots involvement by individual KnowItNow24x7 librarians continued as well in 2010 – 2011. To provide sources of authoritative information to librarians, the Pathfinder Editorial Committee for KnowItNow24x7 (PECK) went into action this grant year. The charge of this new committee, comprised of public and academic librarians, was to both create as well as edit subject guides added to the KnowItNow24x7 Provider site. So far, twenty-six "pathfinders" have been added on subjects ranging from medical information to readers advisory. The guides are freely available online to librarians as well as the public. KnowItNow24x7 librarians staffing the service are encouraged to provide their expertise in this on-going project.

Another community-building activity in 2010 – 2011 was the inauguration in August of KnowItNow24x7's Twitter account (@KIN24x7). This allowed the sharing of information with participating librarians and others interested in the work of the collaborative service. The Twitter feed has been used to provide KnowItNow24x7-related updates as well as pertinent news items and resources of interest to librarians staffing the service. @KIN24x7 got its 100th follower in March 2011.

Launched in September 2010, regular online forums hosted through the existing KnowItNow24x7 software platform provided a number of community-building benefits: facilitating information-sharing between librarians and the Coordinators, building stronger relationships among participating librarians, and providing a way for librarians to become more familiar with the features of the software platform.

### **- Proposed Enhancements for 2011 – 2012 -**

Over the course of the 2011 – 2012 grant year, Cleveland Public Library is looking forward to facilitating enhancements to KnowItNow24x7 for patrons as well as continuing to contain and share costs with other partners. Furthermore, participating libraries and frontline librarians will continue to be empowered by the sharing of information, the supplying of resources, and the exploration of ways to make KnowItNow24x7 even more locally relevant. The following is a summary of proposed initiatives for the upcoming grant cycle:

#### ***Exploration of Mobile Applications***

The prevalence of mobile applications (“apps”) for cell phones and other mobile devices will be an area of investigation and possible integration in the coming year. This is a direction in which many services (not just online reference) are headed, and patrons have expressed interest in having a KnowItNow24x7 app. The issue of multiple platforms must be addressed, and KnowItNow24x7 will investigate how to provide an even more streamlined experience for patrons from their mobile devices.

#### ***Integration of Social Media Options for Patrons***

To continue providing new options through which Ohioans can interact with KnowItNow24x7, the project plans to investigate using social media resources like Twitter and Facebook as entry points to the service for patrons in the coming year. Along with an app, this is another suggestion from patrons of the service. Various logistical and technological concerns will be explored to address the feasibility of integrating messages from social media sites into the existing KnowItNow24x7 workflow. Both the social media portal and mobile apps would allow KnowItNow24x7 to be accessed by patrons on-the-go more easily instead of requiring them to use one designated web interface.

#### ***Enhancement of Web Presence for Patrons and Librarians***

KnowItNow24x7 will be looking at a number of enhancements to both its public ([www.knowitnow.org](http://www.knowitnow.org); [academic.knowitnow.org](http://academic.knowitnow.org)) and librarian ([provider.knowitnow.org](http://provider.knowitnow.org)) web sites including streamlining the process for patrons to submit their questions, providing statistics in a user-friendly and visually-appealing format, and making it easier for librarians to search transcripts.

#### ***Initiation of Peer-to-Peer Mentoring and Individual Accountability***

In an effort to continually improve the quality of service available through KnowItNow24x7, the feasibility and logistics of a peer-to-peer mentoring arrangement among librarians will be investigated. In cooperation with the existing Quality Assurance Committee for KnowItNow24x7, this new initiative would serve to make librarians more aware of their performance and provide mutual, collegial encouragement and feedback. This project would be

facilitated by some of the proposed enhancements to KnowItNow24x7's web presence outlined above.

### **- Current Service Model: Concerns and Alternative Strategies -**

As a collaborative statewide project, KnowItNow24x7 has always relied on libraries voluntarily providing staff to assist patrons during daytime and early evening hours. Those libraries that have volunteered to serve patrons through the statewide project are to be commended, and their contribution is invaluable. However, only a little over 15% of Ohio public libraries (39 out of 251) actively participated in KnowItNow24x7 in 2010.

The patrons of libraries *not* actively contributing staff time to the service in 2010 initiated almost 45% of all live sessions on the service. All Ohioans should ideally have easy access to KnowItNow24x7; however, libraries not participating in the work of the service obtain the benefits of the collaborative endeavor without sharing in its workload. This situation puts more stress on those libraries who do volunteer to provide service, increasing the pressure on them and, in the end, making it more likely that they may discontinue their participation.

Historically, Cleveland Public Library (CPL) handled around 40% of all sessions on KnowItNow24x7. In the past few years, CPL administration expressed concern over this disparity, asked that ways be explored to alleviate the stress on its librarians, and reduced the library's hours in 2010. Additionally, some libraries staffing evening shifts left the service, and this added to the stress on libraries remaining in those times. In an effort to fill gaps in coverage and to more evenly distribute the KnowItNow24x7 workload, NEO-RLS AfterDark was asked to schedule staff during some daytime and early evening shifts, increasing their share of patrons served by approximately 10%. As a result, in 2010, NEO-RLS AfterDark staff and CPL librarians still handled, respectively, 40% and 28% of all live sessions. This continuing reliance on a paid subcontractor or single library for handling the majority of sessions is not a viable strategy for future growth of the service.

On-going attempts to significantly increase the number of libraries providing in-kind contributions of staff time have proved largely unsuccessful. Grassroots advocacy from participating library staff and administrators has been encouraged from the beginning of the service, but this has proved insufficient. Since 2008, the Statewide Coordinator has consistently raised awareness of the issue of low participation, directly contacted library directors, shared statistics and information, and offered local incentives for joining the collaborative. Even with all these efforts, there has been a 5% net loss since 2006 of public libraries actively participating in KnowItNow24x7.

The official partnership with OhioLINK (which began in April 2008) did add a number of academic libraries to the KnowItNow24x7 roster; however, these librarians only assist in handling OhioLINK students and those choosing a post-secondary grade level on the public service (approximately 16% of all sessions).



In an effort to continue to provide quality online reference service to KnowItNow24x7 patrons, the following are a sampling of possible ways to address the imbalance in library participation or to more equitably distribute the workload of the collaborative:

***Minimum Level of Reciprocal Service Requirement***

The patrons of several non-participating libraries generate a significant number of sessions on KnowItNow24x7 including Hudson Library & Historical Society (8th most active patrons for initiating sessions in 2010), Pickaway County District Public Library (10th most active), Portage County District Library (11th most active), and Stark County District Library (14th most active). Negotiation at state and local levels would be involved in requiring libraries with historically high numbers of patron-initiated sessions to contribute staff time to the collaborative project, but this would more equitably distribute the KnowItNow24x7 workload across institutions actually contributing to that workload.

***Routing Patrons from Non-Participating Libraries to their Local Library***

Those patrons initiating a chat session from a ZIP code served by a non-participating library could be re-routed to a contact form hosted by their local library. The patron would also be provided with a message stating their local library does not contribute staffing to KnowItNow24x7, the reasons why participation is important, and an invitation asking them to encourage their local library to join the collaborative effort (possibly with a form or contact information).

***Offering Email Alternative for Patrons from Non-Participating Libraries***

Those patrons initiating a chat session from a ZIP code served by a non-participating library could be offered a leave-a-message form to be answered by the KnowItNow24x7 librarians handling email. These patrons' questions would still be answered; they simply would not access librarians staffing the live service. Those librarians staffing the live service could then concentrate on patrons coming from libraries providing reciprocal service on the network.

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<b>2011 – 2012 LSTA Grant Proposal</b>			
<b>-- Budget Summary for KnowItNow24x7 --</b>			
<i>Line Item</i>	<i>Description</i>	<i>2011-2012 Expenditures</i>	<i>Contractor</i>
	<b>Platform &amp; Support</b>		
<b>1</b>	Software, Hosting, and Support	\$34,000.00	SourceN; Mosio; Cleveland Public Library (CPL)
<b>2</b>	KnowItNow24x7 Statewide Coordinator: Full-time (scheduling, training, planning, promotion, communication, etc.)	\$86,000.00	CPL
<b>3</b>	KnowItNow24x7 Web Services Coordinator: Full-time (tech support, programming, server maintenance, etc.)	\$83,500.00	CPL
<b>4</b>	Training	\$1,380.00	CPL
<b>5</b>	Marketing	\$1,000.00	CPL
<b>6</b>	Travel, Meetings, and Conferences	\$7,500.00	CPL
<b>7</b>	Equipment Program Expenses	\$1,200.00	CPL
<b>Subtotal</b>	<b>Platform &amp; Support</b>	<b>\$214,580.00</b>	
	<b>In-Kind Library Service Coverage</b>		
<b>8</b>	Daytime and Early Evening Reference Staff	In-kind	Ohio public, academic, and special libraries
	<b>After-hours Coverage</b>		
<b>9</b>	KnowItNow24x7 AfterDark coverage	\$266,212.00	Northeast Ohio Regional Library System
<b>Subtotal</b>	<b>Lines 1-10</b>	<b>\$480,792.00</b>	
	<b>Administration Costs</b>		
<b>10</b>	3% of lines 1-10	\$14,423.76	CPL
<b>TOTAL</b>	<b>2011-2012 LSTA Grant Request</b>	<b>\$495,215.76</b>	

**KnowItNow24x7**  
**2011-2012 LSTA Grant Request**  
**Budget Justifications and Details**

1. **Software, Hosting, and Support:** This line covers the statewide SMS/texting contract with Mosio, the technical support with Source(N) for the SparkRef/Openfire software platform, costs of further development of the SparkRef/Openfire platform to remain current and enhance reference service, and incidental funds to purchase selected print reference manuals on specific software and programming topics to adequately support and augment the platform. Cleveland Public Library (CPL) supplies hosting hardware (i.e., servers, etc.) as an in-kind contribution for the SparkRef/Openfire platform.
2. **KnowItNow24x7 Statewide Coordinator:** This line covers one FTE (including benefits: OPERS, health insurance, Medicare and life insurance). This position oversees information-sharing and quality control of the service; coordinates implementation of new aspects of the service; recruits additional libraries to contribute staff time to handle sessions; schedules day-time providers; acts as liaison with partners; and organizes, facilitates, and coordinates regional and local efforts to provide training and grassroots marketing efforts.
3. **KnowItNow24x7 Web Services Coordinator:** This line covers one FTE (including benefits: OPERS, health insurance, Medicare and life insurance). This position coordinates configuration and maintenance of the SparkRef/Openfire software, maintains databases and web pages, manages upgrades, provides necessary coding for reports and enhancements, and assists in coordinating daytime and early evening staffing. This person also provides day-to-day technical support for participating librarians and is also on-call after-hours.
4. **Training:** This line covers the cost of two Dimdim web conferencing software licenses (in collaboration with CPL) to enhance the ability of training new KnowItNow24x7 agents; to improve current agents' skills; to facilitate meetings of the Quality Assurance Committee, Pathfinder Committee, and other committees as they become necessary; and to share information with virtual reference stakeholders. The Dimdim software also allows the Web Services Coordinator the ability to troubleshoot software issues with remote KnowItNow24x7 providers.
5. **Marketing:** This line covers the costs of materials to promote KnowItNow24x7 to the public, educators, librarians, administrators, and other stakeholders within Ohio.
6. **Travel, Meetings, and Conferences:** This line covers the expenses of traveling to meet with local KnowItNow24x7 libraries and librarians within Ohio for training, to present and exhibit at conferences to promote KnowItNow24x7, to explore potential partnerships with regional or statewide virtual reference services, and to engage in professional meetings to maintain KnowItNow24x7's national reputation.

7. **Equipment Program Expenses:** This line covers the cost of cell phone and monthly cell phone charges for the Web Services Coordinator and the Statewide Coordinator.
8. **Reference Staff:** Ohio public, academic, and special library staff will provide reference service during open hours as an in-kind contribution to the service as part of their regular library duties.
9. **After-hours Coverage:** See Appendix for proposal submitted as quote for 2011-2012 AfterDark coverage by the Northeast Ohio Regional Library System (NEO-RLS). This year's NEO-RLS AfterDark coverage was again negotiated and agreed to by the Statewide Coordinators of Ohio's KnowItNow24x7 and Oregon's L-net services and the AfterDark Virtual Reference Service Coordinator.
10. **Administrative Costs:** 3%, Cleveland Public Library

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APPENDIX

**Proposal for  
AfterDark Virtual Reference Coverage  
submitted by  
Northeast Ohio Regional Library System**

# NEO-RLS

Northeast Ohio Regional Library System

4445 Mahoning Avenue NW  
Warren, Ohio 44483  
330.847.7744  
330.847.7704 fax  
www.neo-rls.org

## Proposal for AfterDark Virtual Reference Coverage NEO Regional Library System – Cleveland Public Library 2011-2012

### Introduction

Since 2004, The Northeast Ohio Regional Library System (henceforth NEO-RLS) has been committed to providing high quality Virtual Reference service twenty-four hours a day, seven days a week. With the 2008 partnership between KnowItNow24x7 and Oregon's L-net service, NEO-RLS's Virtual Reference commitment has grown beyond the borders of Ohio.

In these times of library budget reductions and reduced library hours, a twenty-four hour Reference Service is vital to meeting the informational needs of Ohioans. As more and more information is made available online, Virtual Reference Librarians are perfectly positioned to facilitate access and demonstrate the continuing relevance of Librarians as information specialists.

One of the strengths—and commitments—of the KnowItNow24x7 service was clearly stated in the first proposal: "It is now possible to provide direct service between librarian and citizen 24 hours a day, 7 days a week. Providing anything less would be inconsistent with the Ohio library community's reputation as a leader in the application of technology to provide library services." NEO-RLS believes that this is a commitment to which any institution that manages KnowItNow24x7 must remain firm. NEO-RLS also believes that the cost effectiveness of a statewide online reference service must be considered in conjunction with the other benefits the service has experienced being a 24x7 service:

1. **24x7 Service.** Because of NEO-RLS's AfterDark Virtual Reference Service, every library in the state of Ohio is "open" twenty-four hours a day, seven days a week. 24x7 coverage provides busy Ohioans access to high quality information whenever it fits into their schedule.
2. **AfterDark Virtual Reference Service staffed entirely by Ohio librarians.** Those who hear about the AfterDark service are impressed that AfterDark is staffed by Ohio librarians. AfterDark librarians are frequently asked "where" they are, and patrons have stated that they are pleasantly surprised that we are from Ohio, and possibly may even be their own local librarian. AfterDark's Ohio-based service also fosters buy-in among the daytime librarians. Many of them know one or more of the AfterDark librarians, and consider them a vital part of the KnowItNow24x7 team.
3. **Direct control of customer service.** The AfterDark Librarians are continuously monitored and evaluated by the Project Coordinator. The Project Coordinator works closely with KnowItNow24x7 management to ensure the highest level of customer service.



Therefore, NEO-RLS submits this proposal to provide a vital component to the KnowItNow24x7 service from July 1, 2011 through June 30, 2012. This service includes ALA accredited MLS Librarian coverage, online chat, instant messaging, text messaging, email (3am - 7am) and other text based reference coverage.

**Expenses: \$266,212**

**After Hours Reference Staff: \$196,595**

Live reference service coverage at the rate of \$20.00/hr based on the schedule outlined by the KnowItNow24x7 Coordinator. Including KnowItNow24x7/L-net shared hours (split 75.6% KnowItNow24x7 and 24.4% L-net) and KnowItNow24x7 only hours as per Cleveland Public Library's Request for Virtual Reference Librarian Coverage.

**After Hours Supervision: \$56,510**

- 24 hours a day/7 day a week management of the AfterDark service and the librarians, including evaluation, scheduling, supervising, communications, support and troubleshooting, training, collecting statistics , maintaining the Extranet website, and payroll.
- Communicating with the KnowItNow24x7 Coordinator to troubleshoot, and ensure high quality Virtual Reference and customer service.
- Providing Virtual Reference service during AfterDark shifts, as needed.
- Maintenance of the KnowItNow24x7 Wiki knowledge database.

**Material & Equipment Program Expenses: \$ 4,105**

Home Internet, Cellular Phones, Postage, Paper, Training, Contracts and Misc. Printing, Misc. Office Supplies, Hardware, Software and Equipment.

**Administrative costs: \$ 9,002**

3.5% to cover staff support from NEO-RLS Fiscal Officer, Administrative Assistants, and Technology Department. Also includes rent and cleaning for one office, electric, heat, water, phone service including long distance, use of NEO office equipment (printers, photocopier, fax, projector, computer cables), use of video equipment and sound studio, use of staff room and facilities, access to professional literature, use of meeting room and conference rooms.



## CLEVELAND PUBLIC LIBRARY

325 Superior Avenue • Cleveland, Ohio 44114 • 216.623.2800 • www.cpl.org

June 8, 2011

Mr. Bryan Dunn, Department Manager  
Cuyahoga County Budget Commission  
1219 Ontario Street/Room 121  
Cleveland, Ohio 44113

Dear Mr. Dunn:

Please issue an Amended Certificate of Estimated Resources for an increase in estimate of CAT Tax for \$200,000 to General Fund—Other Sources and \$707,757.76 to Special Revenue—Other Sources relating to the St. Lukes/NPI Grant agreement for \$37,988, the James A Nelson Irrevocable Trust for \$152,284, additional amount of \$4,155 for the Judd fund, additional amount of \$18,115 for the Lockwood Thompson fund and the award of \$495,215.76 for the KIN grant year beginning July 1, 2011:

Fund Category	Actual Unencumbered Balance as of January 1, 2011	Property Tax & PLF	Other Sources	Total Resources Available for Expenditures
General Fund	\$23,751,856.29	\$29,214,496.00 \$21,799,456.89	\$ 7,229,437.00	\$ 81,995,246.18
Special Revenue	\$10,266,313.74		\$ 2,285,993.76	\$ 12,552,307.50
Capital	\$ 9,965,917.79			\$ 9,965,917.79
Permanent	\$ 1,821,242.60		\$ 25,800.00	\$ 1,847,042.60
<b>TOTAL</b>	<b>\$45,805,330.42</b>	<b>\$51,013,952.89</b>	<b>\$ 9,541,230.76</b>	<b>\$ 106,360,514.07</b>

We certainly hope that you will be able to email or fax (216-623-2852) a copy upon its completion as we are preparing for our upcoming Board meeting on June 16, 2011. Thank you for your quick turnaround.

Very truly yours,

*H. Sandra Kuban*

H. Sandra Kuban  
Finance Administrator

**Board of Library Trustees:**

Thomas D. Corrigan, President • Mariza Rodriguez, Vice President • Alan Selfullah, Secretary  
Alice G. Butts • John M. Hairston, Jr. • Anthony T. Parker • Rick Werner  
Felton Thomas, Jr., Director

Form Prescribed by the Bureau of Inspection and Supervision of Public Offices.  
County Auditor's Form No. 139

AMENDED OFFICIAL CERTIFICATE OF ESTIMATED RESOURCES  
Based on 81.05% current collection of current levy for previous tax year.  
Revised Code 5705.36 (Library)

Office of the Budget Commission, Cuyahoga County, Ohio.

Cleveland, Ohio

June 8, 2011

To the Board of Library Trustees of the: **Cleveland Library**

The following is the amended official certificate of estimated resources for the fiscal year beginning January 1st, 2011, as revised by the Budget Commission of said County, which shall govern the total of appropriations appropriations made at any time during such fiscal year:

Fund	Unencumbered Balance Jan. 1, 2011	General Property Tax	PLF	Other Sources	Total
General Fund	23,751,856.29	29,214,496.00	21,799,456.89	7,229,437.00	81,995,246.18
Special Revenue	10,266,313.74			2,285,993.76	12,552,307.50
Capital	9,965,917.79			0.00	9,965,917.79
Permanent	1,821,242.60			25,800.00	1,847,042.60
<b>Totals/Subtotals</b>	<b>45,805,330.42</b>	<b>29,214,496.00</b>	<b>21,799,456.89</b>	<b>9,541,230.76</b>	<b>106,360,514.07</b>

<i>Wade Steen</i>	Budget	<i>Ed Fitzgerald</i>
<i>[Signature]</i>	Commission	<i>Donna Oliver</i>

**CLEVELAND PUBLIC LIBRARY  
2011 APPROPRIATION: FOURTH AMENDMENT  
JUNE 16, 2011**

<b>GENERAL FUND CERTIFIED REVENUE</b>	<b>Prior Certificate (1)</b>	<b>Increase/ Decrease</b>	<b>Amended Certificate (2)</b>
Cash January 1	23,751,856.29	0.00	23,751,856.29 (3)
Taxes - General Property	26,214,496.00	0.00	26,214,496.00
PLF	21,799,456.89	0.00	21,799,456.89
State Rollbacks	5,000,000.00	200,000.00	5,200,000.00
Federal Aid	0.00	0.00	0.00
State Aid	1,200,000.00	0.00	1,200,000.00
Fines and Fees	300,000.00	0.00	300,000.00
Earned Interest	700,000.00	0.00	700,000.00
Services	2,400,000.00	0.00	2,400,000.00
Miscellaneous	429,437.00	0.00	429,437.00
Return of Advances	0.00	0.00	0.00
<b>TOTAL RESOURCES</b>	<b>81,795,246.18</b>	<b>200,000.00</b>	<b>81,995,246.18</b>

<b>GENERAL FUND APPROPRIATION</b>	<b>Prior Appropriation</b>	<b>Increase/ Decrease</b>	<b>Amended Appropriation</b>
Salaries/Benefits	35,684,067.00	0.00	35,684,067.00
Supplies	1,046,388.00	0.00	1,046,388.00
Purchased/Contracted Services	10,134,301.00	200,000.00	10,334,301.00
Library Materials/ Information	10,344,305.00	0.00	10,344,305.00
Capital Outlay	725,513.00	0.00	725,513.00
Other Objects	108,815.00	0.00	108,815.00
<b>SUBTOTAL OPERATING</b>	<b>58,043,389.00</b>	<b>200,000.00</b>	<b>58,243,389.00</b>
Transfers/Advances		0.00	
<b>TOTAL APPROPRIATION</b>	<b>58,043,389.00</b>	<b>200,000.00</b>	<b>58,243,389.00</b>

(1) Certificate dated April 5, 2011

(2) Certificate dated June 8, 2011

(3) \$23,751,856.29 unencumbered cash carried forward (plus \$6,311,374.77 encumbered cash)

**CLEVELAND PUBLIC LIBRARY  
2011 APPROPRIATION: FOURTH AMENDMENT  
JUNE 16, 2011**

SPECIAL REVENUE FUNDS	Prior Fund Balance	Increase/ Decrease	Amended Fund Balance
Anderson	169,492.50	0.00	169,492.50
Endowment for the Blind	1,375,391.48	152,284.00	1,527,675.48
Founders	1,851,135.92	37,988.00	1,889,123.92
Kaiser	40,238.89	0.00	40,238.89
Kraley	140,583.80	0.00	140,583.80
Library	160,252.51	0.00	160,252.51
Pepke	87,619.01	0.00	87,619.01
Wickwire	998,638.86	0.00	998,638.86
Wittke	59,386.26	0.00	59,386.26
Young	2,755,399.78	0.00	2,755,399.78
Friends	22,950.00	0.00	22,950.00
Judd	200,000.00	4,155.00	204,155.00
Lockwood Thompson	297,323.06	18,115.00	315,438.06
Ohio Center for the Book	958.00	0.00	958.00
Schweinfurth	56,899.53	0.00	56,899.53
Cleveland NCA Kiosks	9,906.51	0.00	9,906.51
Bill & Melinda Gates	128,881.22	0.00	128,881.22
Harvard Kiosk	7,260.43	0.00	7,260.43
LSTA-Service to Youth	0.00	0.00	0.00
MetLife-Fit for Life	0.00	0.00	0.00
LBPH - LSTA	228,891.00	0.00	228,891.00
KnowItNow-LSTA	224,483.12	495,215.76	719,698.88
MyCom Grant	536,800.36	0.00	536,800.36
<b>TOTAL SPECIAL REVENUE</b>	<b>9,352,492.24</b>	<b>707,757.76</b>	<b>10,060,250.00</b> (4)

CAPITAL PROJECTS FUNDS	Prior Fund Balance	Increase/ Decrease	Amended Fund Balance
<b>BUILDING &amp; REPAIR</b>	<b>9,965,917.79</b>	<b>0.00</b>	<b>9,965,917.79</b> (5)

(4) \$10,266,313 unencumbered cash carried forward (plus \$607,687 encumbered cash.) \$2,285,995 additional revenue. Non-expendable principal amounts of \$2,492,057.50 in Anderson, Founders and Wickwire Funds are included in the certified fund balances but are not included in appropriated amounts.  
(\$10,266,313 + \$2,285,995 - \$2,492,058 = \$10,060,250)

(5) \$9,965,918 unencumbered cash carried forward (plus \$235,640 encumbered cash.) \$0- additional revenue.

**CLEVELAND PUBLIC LIBRARY  
2011 APPROPRIATION: FOURTH AMENDMENT  
JUNE 16, 2011**

PERMANENT FUNDS	Prior Fund Balance	Increase/ Decrease	Amended Fund Balance
Abel	150,917.69	0.00	150,917.69
Ambler	1,345.77	0.00	1,345.77
Beard	96,381.44	0.00	96,381.44
Klein	3,163.83	0.00	3,163.83
Malon/Schroeder	96,938.71	0.00	96,938.71
McDonald	117,279.08	0.00	117,279.08
Ratner	56,750.50	0.00	56,750.50
Root	20,625.23	0.00	20,625.23
Sugarman	16,591.69	0.00	16,591.69
Thompson	69,864.58	0.00	69,864.58
Weidenthal	4,056.48	0.00	4,056.48
White	1,213,127.60	0.00	1,213,127.60
<b>TOTAL PERMANENT</b>	<b>1,847,042.60</b>	<b>0.00</b>	<b>1,847,042.60</b> (6)

(6) \$2,538,278 unencumbered cash carried forward (plus \$2,800 encumbered cash.) \$25,800 additional revenue. Non-expendable principal amounts (\$717,035) are not included in either the certified fund balances or the appropriated amounts.  
 $(\$2,538,278 + \$25,800 - \$717,035 = \$1,847,043)$

**CLEVELAND PUBLIC LIBRARY  
MONTHLY FINANCIAL STATEMENT OF FISCAL OFFICER TO BOARD OF LIBRARY TRUSTEES  
FOR THE PERIOD MAY 1 - MAY 31, 2011**

*H. Sabra Kubson*

FISCAL OFFICER, BOARD OF LIBRARY TRUSTEES

**Cleveland Public Library**  
**Revenues, Expenditures and Changes in Fund Balance**  
**For the Period Ending May 31, 2011**

	<u>General Fund</u>	<u>Special Revenue</u>	<u>Capital Projects</u>	<u>Permanent</u>	<u>Total</u>
41 Taxes	14,899,450.48	0.00	0.00	0.00	14,899,450.48
42 Intergovernmental	11,780,711.26	199,448.68	0.00	0.00	11,980,159.94
43 Fines & Fees	180,244.61	0.00	0.00	0.00	180,244.61
44 Investment Earnings	202,306.37	519.44	0.00	4,877.86	207,703.67
45 Charges for Services	991,385.95	0.00	0.00	0.00	991,385.95
46 Contributions & Donations	0.00	455,884.24	0.00	0.00	455,884.24
48 Miscellaneous Revenue	20,757.14	7,693.26	0.00	0.00	28,450.40
<b>Total Revenues</b>	<b>\$ 28,074,855.81</b>	<b>\$ 663,545.62</b>	<b>\$ 0.00</b>	<b>\$ 4,877.86</b>	<b>\$ 28,743,279.29</b>
51 Salaries/Benefits	14,992,088.48	104,985.07	0.00	0.00	15,097,073.55
52 Supplies	452,063.95	18,532.25	0.00	0.00	470,596.20
53 Purchased/Contracted Services	4,360,988.94	350,957.53	0.00	0.00	4,711,946.47
54 Library Materials	3,565,632.21	40,030.99	0.00	6,679.20	3,612,342.40
55 Capital Outlay	383,743.42	67,167.17	120,263.13	0.00	571,173.72
57 Miscellaneous Expenses	49,633.26	0.00	0.00	0.00	49,633.26
<b>Total Expenditures</b>	<b>\$ 23,804,150.26</b>	<b>\$ 581,673.01</b>	<b>\$ 120,263.13</b>	<b>\$ 6,679.20</b>	<b>\$ 24,512,765.60</b>
<b>Revenue Over/(Under) Expenditures</b>	<b>\$ 4,270,705.55</b>	<b>\$ 81,872.61</b>	<b>\$(120,263.13)</b>	<b>\$(1,801.34)</b>	<b>\$ 4,230,513.69</b>
91 Sale of Capital Assets	0.00	0.00	0.00	0.00	0.00
98 Advances	0.00	0.00	0.00	0.00	0.00
99 Transfers	0.00	0.00	0.00	0.00	0.00
<b>Total Other Sources / Uses</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>
<b>Revenue &amp; Other Sources Over/(Under) Expenditures &amp; Other Uses</b>	<b>\$ 4,270,705.55</b>	<b>\$ 81,872.61</b>	<b>\$(120,263.13)</b>	<b>\$(1,801.34)</b>	<b>\$ 4,230,513.69</b>
<b>Beginning Year Cash Balance</b>	<b>\$ 30,063,231.06</b>	<b>\$ 10,874,001.06</b>	<b>\$ 10,201,558.02</b>	<b>\$ 2,541,077.54</b>	<b>\$ 53,679,867.68</b>
<b>Current Cash Balance</b>	<b>\$ 34,335,082.03</b>	<b>\$ 10,955,873.67</b>	<b>\$ 10,081,294.89</b>	<b>\$ 2,539,276.20</b>	<b>\$ 57,911,526.79</b>



Cleveland Public Library  
 Appropriation, Expenditures and Balances  
 General Fund  
 For the Period Ending May 31, 2011

	Current Year Appropriation	Total Appropriated Funds	Current Year Expenditures	Encumbered and Unpaid	Unencumbered Balance
51110 Professional Salaries	11,166,991.00	11,552,488.97	4,596,719.36	0.00	6,955,769.61
51120 Clerical Salaries	10,282,550.00	10,644,749.89	4,176,255.19	0.00	6,468,494.70
51130 Non-Clerical Salaries	1,159,770.00	1,201,088.55	501,967.05	0.00	699,121.50
51140 Buildings Salaries	3,739,466.00	3,874,639.22	1,612,460.94	0.00	2,262,178.28
51150 Other Salaries	1,298,485.00	1,344,739.26	551,037.55	0.00	793,701.71
51180 Severance Pay	0.00	81,503.11	135,299.67	0.00	(53,796.56)
51190 Non-Base Pay	0.00	1,035.58	59,113.18	0.00	(58,077.60)
51400 OPERS	3,864,245.00	4,000,841.59	1,619,427.78	0.00	2,381,413.81
51610 Health Insurance	3,218,053.00	3,351,947.41	1,338,487.09	0.00	2,013,460.32
51620 Life Insurance	46,771.00	50,465.47	19,302.03	0.00	31,163.44
51630 Workers Compensation	220,000.00	440,000.00	219,353.78	0.00	220,646.22
51640 Unemployment Compensation	47,248.00	73,183.70	27,123.80	37,322.61	8,737.29
51650 Medicare - ER	316,421.00	328,233.71	133,506.10	0.00	194,727.61
51900 Other Benefits	0.00	324,839.46	2,034.96	3,265.04	319,539.46
<b>Salaries/Benefits</b>	<b>35,360,000.00</b>	<b>\$ 37,269,755.92</b>	<b>\$ 14,992,088.48</b>	<b>\$ 40,587.65</b>	<b>\$ 22,237,079.79</b>
52110 Office Supplies	48,845.00	52,217.57	18,465.18	1,877.82	31,874.57
52120 Stationery	104,365.00	103,240.80	34,208.77	1,558.35	67,473.68
52130 Duplication Supplies	74,040.00	75,316.54	10,819.15	13,713.57	50,783.82
52140 Hand Tools	3,950.00	5,176.27	18.79	1,151.27	4,006.21
52150 Book Repair Supplies	108,875.00	113,585.06	30,129.03	34,969.85	48,486.18
52210 Janitorial Supplies	106,300.00	123,750.09	40,978.51	12,303.58	70,468.00
52220 Electrical Supplies	62,220.00	62,934.07	20,684.38	12,225.06	30,024.63
52230 Maintenance Supplies	148,275.00	272,385.41	159,000.17	40,209.01	73,176.23
52240 Uniforms	9,250.00	9,449.94	1,671.44	1,645.50	6,133.00
52300 Motor Vehicle Supplies	95,500.00	100,892.33	34,256.47	46,736.84	19,899.02
52900 Other Supplies	275,265.00	332,630.48	101,832.06	62,725.94	168,072.48
<b>Supplies</b>	<b>1,036,885.00</b>	<b>\$ 1,251,578.56</b>	<b>\$ 452,063.95</b>	<b>\$ 229,116.79</b>	<b>\$ 570,397.82</b>

Cleveland Public Library  
 Appropriation, Expenditures and Balances  
 General Fund  
 For the Period Ending May 31, 2011

	Current Year Appropriation	Total Appropriated Funds	Current Year Expenditures	Encumbered and Unpaid	Unencumbered Balance
53100	35,000.00	46,305.63	17,420.50	28,885.13	0.00
53210	613,524.00	711,553.94	236,763.07	433,093.98	41,696.89
53230	144,225.00	147,336.26	37,122.81	83,056.96	27,156.49
53240	217,923.85	305,256.97	97,574.99	70,089.76	137,592.22
53310	142,710.00	211,026.15	65,725.69	61,216.58	84,083.88
53320	36,870.00	46,715.30	11,101.57	14,649.49	20,964.24
53340	140,500.00	153,885.89	39,455.49	85,694.10	28,736.30
53350	328,386.00	447,445.47	144,682.93	53,305.93	249,456.61
53360	874,306.00	891,670.13	580,304.02	78,321.56	233,044.55
53370	23,000.00	32,040.26	18,099.87	12,793.58	1,146.81
53380	870,000.00	893,746.69	374,049.95	518,767.87	928.87
53390	20,000.00	24,852.00	17,942.00	2,058.00	4,852.00
53400	453,900.00	456,144.00	2,658.00	0.00	453,486.00
53510	116,900.00	152,862.70	38,454.26	81,959.34	32,449.10
53520	317,150.00	345,533.27	121,435.39	157,712.91	66,384.97
53610	2,239,350.00	2,367,460.82	868,759.92	1,430,804.20	67,896.70
53620	338,900.00	355,069.74	191,282.66	105,193.79	58,593.29
53630	843,200.00	1,040,037.28	283,139.15	756,157.43	740.70
53640	106,525.00	131,721.57	20,666.00	107,492.29	3,563.28
53710	1,049,596.15	1,544,821.30	408,456.13	566,371.16	569,994.01
53720	860,000.00	1,345,392.62	699,795.57	211,923.97	433,673.08
53800	254,700.00	324,161.50	78,977.72	212,022.02	33,161.76
53900	15,600.00	15,026.25	7,121.25	5,153.00	2,752.00
	<b>10,042,266.00</b>	<b>\$ 11,990,065.74</b>	<b>\$ 4,360,988.94</b>	<b>\$ 5,076,723.05</b>	<b>\$ 2,552,353.75</b>
<b>Purchased/Contracted Services</b>					
54110	3,756,443.00	4,551,106.25	1,190,490.39	907,578.84	2,453,037.02
54120	682,000.00	1,008,627.00	227,796.52	282,254.43	498,576.05
54210	1,374,955.00	1,742,747.63	90,397.79	304,189.45	1,348,160.39

**Cleveland Public Library**  
**Appropriation, Expenditures and Balances**  
**General Fund**  
**For the Period Ending May 31, 2011**

	Current Year Appropriation	Total Appropriated Funds	Current Year Expenditures	Encumbered and Unpaid	Unencumbered Balance
54220 Microforms	239,000.00	267,068.73	3,228.04	33,882.86	229,957.83
54310 Video Media	1,576,500.00	1,676,025.40	835,348.02	335,589.28	505,088.10
54320 Audio Media - Spoken	227,929.00	268,987.81	83,340.90	47,423.37	138,223.54
54325 Audio Media - Music	631,047.00	671,229.71	187,715.72	234,223.77	249,290.22
54350 Computer Media	295,950.00	382,583.80	260,597.39	53,240.71	68,745.70
54500 Database Services	1,270,538.00	1,843,610.53	629,699.44	292,908.88	921,002.21
54600 Interlibrary Loan	6,500.00	6,890.98	2,042.39	4,858.50	(9.91)
54710 Bookbinding	39,000.00	103,052.00	9,462.90	54,589.10	39,000.00
54720 Preservation Services	75,000.00	140,074.89	19,389.03	70,783.42	49,902.44
54730 Preservation Boxing	10,000.00	10,467.96	2,354.59	7,610.98	502.39
54790 Preservation Reformatting	65,000.00	94,818.38	23,769.09	25,491.90	45,557.39
54900 Other Library Materials	500.00	500.00	0.00	0.00	500.00
<b>Library Materials</b>	<b>10,250,362.00</b>	<b>\$ 12,767,791.07</b>	<b>\$ 3,565,632.21</b>	<b>\$ 2,654,625.49</b>	<b>\$ 6,547,533.37</b>
55510 Furniture	106,225.00	199,297.52	62,190.95	39,731.72	97,374.85
55520 Equipment	62,300.00	144,677.30	59,300.85	32,066.50	53,309.95
55530 Computer Hardware/Software	550,399.00	619,230.79	262,251.62	14,121.05	342,858.12
<b>Capital Outlay</b>	<b>718,924.00</b>	<b>\$ 963,205.61</b>	<b>\$ 383,743.42</b>	<b>\$ 85,919.27</b>	<b>\$ 493,542.92</b>
57100 Memberships	63,300.00	65,046.00	42,162.00	18,687.00	4,197.00
57200 Taxes	1,500.00	1,762.21	160.86	500.00	1,101.35
57500 Refunds/Reimbursements	43,027.00	45,558.66	7,310.40	13,567.22	24,681.04
<b>Miscellaneous Expenses</b>	<b>107,827.00</b>	<b>\$ 112,366.87</b>	<b>\$ 49,633.26</b>	<b>\$ 32,754.22</b>	<b>\$ 29,979.39</b>
<b>Advances</b>	<b>0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>
<b>Transfers</b>	<b>0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>	<b>\$ 0.00</b>
<b>TOTAL</b>	<b>57,516,264.00</b>	<b>\$ 64,354,763.77</b>	<b>\$ 23,804,150.26</b>	<b>\$ 8,119,726.47</b>	<b>\$ 32,430,887.04</b>

**Cleveland Public Library**  
**Revenue, Expenditures and Changes in Fund Balances**  
**For the Period Ending May 31, 2011**

	<b>Beginning Year Balance</b>	<b>Year to Date Receipts</b>	<b>Year to Date Expenditures</b>	<b>Year to Date Encumbrances</b>	<b>Unencumbered Balance</b>
101 General Fund	30,063,231.06	28,074,855.81	23,804,150.26	8,119,726.47	26,214,210.14
<b>Total General Fund</b>	<b>\$ 30,063,231.06</b>	<b>\$ 28,074,855.81</b>	<b>\$ 23,804,150.26</b>	<b>\$ 8,119,726.47</b>	<b>\$ 26,214,210.14</b>
201 Anderson	189,635.01	0.00	0.00	0.00	189,635.01
202 Endowment for the Blind	1,375,391.48	152,284.00	0.00	0.00	1,527,675.48
203 Founders	4,260,062.08	56,388.50	92,189.38	33,054.14	4,191,207.06
204 Kaiser	40,238.89	0.00	0.00	0.00	40,238.89
205 Kralley	140,583.80	0.00	0.00	0.00	140,583.80
206 Library	156,094.60	6,889.52	377.42	376.19	162,230.51
207 Pepke	87,619.01	0.00	0.00	0.00	87,619.01
208 Wickwire	999,204.65	519.44	523.03	8,320.00	990,881.06
209 Wittke	59,386.26	0.00	0.00	0.00	59,386.26
210 Young	2,720,399.78	10,660.97	0.00	0.00	2,731,060.75
225 Friends	6,850.00	4,700.00	600.00	1,145.30	9,804.70
226 Judd	7,800.74	51,038.75	55,867.66	38,692.18	(35,720.35)
228 Lockwood Thompson Memorial	394,168.37	79,057.50	19,942.45	222,478.71	230,804.71
229 Ohio Center for the Book	58.00	0.00	0.00	0.00	58.00
230 Schweinfurth	10,799.07	40,265.00	18,385.00	10,969.54	21,709.53
242 Cleveland NCA Kiosk	10,362.81	0.00	689.03	2,099.26	7,574.52
243 Gates Foundation	74,281.22	54,600.00	54,324.34	13,306.70	61,250.18
244 Harvard CS Kiosk Project	7,522.28	0.00	188.90	872.95	6,460.43
251 LSTA-Library for the Blind	4,999.00	0.00	4,999.00	0.00	0.00
252 LSTA-Know It Now	200,764.82	164,125.43	252,472.70	14,240.55	98,177.00
253 MetLife-Fit for Life II	6,677.45	0.00	6,677.45	0.00	0.00
254 MyCom	121,101.74	43,016.51	74,436.65	123,973.93	(34,292.33)
<b>Total Special Revenue Funds</b>	<b>\$ 10,874,001.06</b>	<b>\$ 663,545.62</b>	<b>\$ 581,673.01</b>	<b>\$ 469,529.45</b>	<b>\$ 10,486,344.22</b>
401 Building & Repair	10,201,558.02	0.00	120,263.13	83,914.40	9,997,380.49

**Cleveland Public Library**  
**Revenue, Expenditures and Changes in Fund Balances**  
**For the Period Ending May 31, 2011**

	<u>Beginning Year Balance</u>	<u>Year to Date Receipts</u>	<u>Year to Date Expenditures</u>	<u>Year to Date Encumbrances</u>	<u>Unencumbered Balance</u>
<b>Total Capital Project Funds</b>	<b>\$ 10,201,558.02</b>	<b>\$ 0.00</b>	<b>\$ 120,263.13</b>	<b>\$ 83,914.40</b>	<b>\$ 9,997,380.49</b>
501 Abel	160,917.69	0.00	0.00	0.00	160,917.69
502 Ambler	1,545.77	0.00	0.00	0.00	1,545.77
503 Beard	107,080.37	0.00	0.00	1,813.00	105,267.37
504 Klein	3,663.83	0.00	0.00	0.00	3,663.83
505 Maloni/Schroeder	206,938.71	0.00	0.00	0.00	206,938.71
506 McDonald	126,210.68	0.00	0.00	0.00	126,210.68
507 Ratner	61,750.50	0.00	0.00	0.00	61,750.50
508 Root	26,625.23	0.00	0.00	0.00	26,625.23
509 Sugarman	164,969.13	0.00	0.00	0.00	164,969.13
510 Thompson	113,618.33	0.00	0.00	0.00	113,618.33
511 Weidenthal	4,556.48	0.00	0.00	0.00	4,556.48
512 White	1,563,200.82	4,877.86	6,679.20	1,531.82	1,559,867.66
<b>Total Permanent Funds</b>	<b>\$ 2,541,077.54</b>	<b>\$ 4,877.86</b>	<b>\$ 6,679.20</b>	<b>\$ 3,344.82</b>	<b>\$ 2,535,931.38</b>
<b>Total All Funds</b>	<b>\$ 53,679,867.68</b>	<b>\$ 28,743,279.29</b>	<b>\$ 24,512,765.60</b>	<b>\$ 8,676,515.14</b>	<b>\$ 49,233,866.23</b>

Cleveland Public Library  
 Depository Balance Detail  
 For the Period Ending May 31, 2011

<b>Balance of All Funds</b>	<b><u>\$ 57,911,526.79</u></b>
Chase-Checking	8,631.26
PNC-Checking	0.00
KeyBank-Concentration Acct	0.00
KeyBank-Checking (ZBA)	2,710,402.61
KeyBank-MC/MISA	48,792.19
Fifth Third - Checking	571,368.98
Petty Cash	330.00
Change Fund	5,420.00
KeyBank-Payroll Account (ZBA)	0.00
KeyBank-Savings Bond Acct	0.00
<b>Cash in Library Treasury</b>	<b><u>\$ 3,344,945.04</u></b>
PNC - Money Market	10,008.96
PNC - Investments	33,965,880.55
PNC/Allegiant Money Market	115,299.75
KeyBank - Victory Fund	0.00
STAR OHIO Investment	8,169,433.80
<b>Investments</b>	<b><u>\$ 42,260,623.06</u></b>
PNC Endowment Acct	12,305,958.69
<b>Endowment Account</b>	<b><u>\$ 12,305,958.69</u></b>
<b>Cash in Banks and On Hand</b>	<b><u>\$ 57,911,526.79</u></b>

**CLEVELAND PUBLIC LIBRARY**  
**SPECIAL REPORT ON GENERAL FUND INCOME AND EXPENDITURES**  
**AND ON STRATEGIC PLAN EXPENDITURES**  
**THROUGH MAY 31, 2011**

**CLEVELAND PUBLIC LIBRARY**  
**SPECIAL REPORT ON INCOME AND EXPENDITURES**  
**For the Period Ended**  
**May 31, 2011**

<b>General Fund - Receipts</b>						
	Certified Revenue (1)	Income To Date	Balance	Percent To Date	Percent Prior Year	
PLF State Income Tax	21,799,457	9,299,600	12,499,857	43%	44%	
General Property Tax	26,214,496	14,899,450	11,315,046	57%	56%	
Rollback, Homestead, CAT	5,000,000	1,732,069	3,267,931	35%	0%	
Federal Grants	0	0	0	0%	100%	
State Aid	1,200,000	749,042	450,958	62%	94%	
Fines & Fees	300,000	180,245	119,755	60%	62%	
Investment Earnings	700,000	202,306	497,694	29%	98%	
Services to Others-Clevnet	2,400,000	991,386	1,408,614	41%	45%	
Miscellaneous	429,437	20,757	408,680	5%	9%	
Advances & Transfers	0	0	0	0%	0%	
<b>TOTALS</b>	<b>58,043,390</b>	<b>28,074,856</b>	<b>29,968,534</b>	<b>48%</b>	<b>46%</b>	

Note (1): Certificate from Cuyahoga County Budget Commission dated March 3, 2011.



**CLEVELAND PUBLIC LIBRARY**  
**SPECIAL REPORT ON INCOME AND EXPENDITURES**  
**For the Period Ended**  
**May 31, 2011**

<b>General Fund - Expenditures</b>						
	Appropriation (2)	Expended/ Encumbered	Balance	Percent To Date (3)	Percent Prior Year	
Salaries/Benefits	37,269,756	15,032,676	22,237,080	40%	43%	
Supplies	1,251,579	681,181	570,398	54%	43%	
Purchased Services	11,990,066	9,437,712	2,552,354	79%	85%	
Library Materials	12,767,791	6,220,258	6,547,533	49%	44%	
Capital Outlay	963,206	469,663	493,543	49%	31%	
Other	112,367	82,387	29,979	73%	100%	
<b>SUBTOTAL</b>	<b>64,354,764</b>	<b>31,923,877</b>	<b>32,430,887</b>	<b>50%</b>	<b>50%</b>	
Advances/Transfers	0	0	0	0%	0%	
<b>TOTALS</b>	<b>64,354,764</b>	<b>31,923,877</b>	<b>32,430,887</b>	<b>50%</b>	<b>52%</b>	

Note (2): Amended Appropriation of \$58,043,389 plus carried forward encumbrance of \$6,311,375.

Note (3): Subtotal includes 37% expended and 13% encumbered.



**CLEVELAND PUBLIC LIBRARY**  
**SPECIAL REPORT ON INCOME AND EXPENDITURES**  
**For the Period Ended**  
**May 31, 2011**

<b>Strategic Plan Capital Projects - In Dollars</b>					
	Budget	Expended Through 2010	Expended 2011	Encumbered	Balance
Branch Security Cameras	464,000	442,247	0	0	21,753
Fulton Branch Exterior	562,000	684,104	0	0	(122,104)
Collinwood Teen Center	20,000	3,588	0	0	16,412
Jefferson	134,420	113,000	0	0	21,420
Lorain	152,010	489,346	0	0	(337,336)
Woodland - Land	21,000	21,468	0	0	(468)
Woodland - Expansion/Parking	1,200,000	2,333,008	40,000	21,090	(1,194,098)
Rice	5,300,000	5,031,667	393	2,562	265,377
South Brooklyn	96,000	77,522	0	0	18,478
Garden Valley	285,000	350,019	0	2,124	(67,143)
<b>Totals</b>	<b>8,234,430</b>	<b>9,545,969</b>	<b>40,393</b>	<b>25,776</b>	<b>(1,377,708)</b>

## CLEVELAND PUBLIC LIBRARY

## Finance Committee

## REPORT ON INVESTMENTS - May 2011

## 1. INTERIM DEPOSITS

In accordance with Ohio Revised Code Section 135.14, funds that become available periodically throughout the fiscal year are invested in short term investments known as interim deposits. The investments are in securities that provide the highest interest rate consistent with the highest degree of safety. Collected active fund balances are invested in a federal money market fund at the Library's lead bank. Other balances are invested in US Treasury and Agency issues as managed by United American Capital Corporation, STAR Ohio, and a federal money market fund.

Following is a description of interim deposit earnings for the period May 1, 2011 through May 31, 2011.

Investment Period	No. of Days	Amount	Bank	Interest Rate	Investment	
					Income	Investment Form
05/01/11 - 05/31/11	31	Various	STAR Ohio	Various	380.48	Investment Pool
05/02/11 - 06/01/11	31	Various	PNC	Various	4.13	Sweep Money Market
05/03/11 - 06/02/11	31	Various	PNC	Various	0.88	Money Market
11/05/10 - 05/05/11	182	500,000	Federal Home Loan Mort Crp	3.500%	10,250.00	Federal Agency
11/16/10 - 05/16/11	182	500,000	Federal Home Loan Bank	1.375%	3,437.50	Federal Agency
03/10/11 - 05/16/11	68	1,500,000	Federal Farm Credit Bank	0.620%	2,080.00	Federal Agency
12/17/10 - 05/18/11	153	2,000,000	Federal Farm Credit Bank	0.800%	6,711.11	Federal Agency
03/28/11 - 05/18/11	52	1,500,000	Federal Home Loan Bank	0.800%	1,666.67	Federal Agency
04/18/11 - 05/18/11	31	1,000,000	Fed Natl Mort Assn	1.500%	1,550.00	Federal Agency
11/23/10 - 05/23/11	182	750,000	Fed Natl Mort Assn	1.000%	3,750.00	Federal Agency
11/23/10 - 05/23/11	182	2,000,000	Federal Home Loan Bank	0.625%	6,250.00	Federal Agency
11/23/10 - 05/23/11	182	750,000	Federal Home Loan Bank	0.625%	3,506.25	Federal Agency

Earned Interest May 2011 \$ 39,587.02  
 Earned Interest Year To Date \$ 202,306.37

**CLEVELAND PUBLIC LIBRARY****Finance Committee  
June 16, 2011****REPORT ON CONFERENCE AND TRAVEL EXPENDITURES FOR MAY 2011**

**In accordance with Board Policy adopted by resolution on November 29, 1972,  
a description of Conference and Travel Expenditures is submitted.**

<b>ITEM</b>	<b>DATE</b>	<b>TRUSTEE/STAFF MEMBER</b>	<b>AMOUNT</b>
Ohio Library Council Trustee Dinner Independence, Ohio	4/27/2011	Thomas Corrigan	35.00
Ohiana Ohiana Book Festival Columbus, Ohio	5/6/11 - 5/7/11	Amy Dawson	306.83
Ohio Library Council Northeast Chapter Conference Kent, Ohio	3/23/2011	Christine Feczkanin	125.00
Tyler Technologies Connect 2011 Annual Conference Nashville, Tennessee	4/27/11 - 4/29/11	Dawntae Jackson	1,018.92
Tyler Technologies Connect 2011 Annual Conference Nashville, Tennessee	4/26/11 - 4/29/11	Carrie Krenicky	1,059.22
Ohio Library Council Trustee Dinner Independence, Ohio	4/27/2011	Cindy Lombardo	35.00
Ohio Library Council Ethical Decision Making for Librarians Columbus, Ohio	6/2/2011	Cindy Lombardo	100.00
Tyler Technologies Connect 2011 Annual Conference Nashville, Tennessee	4/26/11 - 4/29-11	Ronelle Miller-Hood	1,162.18
Northern Ohio Minority Supplier Council Supplier Diversity Training 101 Cleveland, Ohio	4/27/11	David Swinerton	150.00

ITEM	DATE	TRUSTEE/STAFF MEMBER	AMOUNT
Ohio Library Council Trustee Dinner Independence, Ohio	4/27/2011	Felton Thomas	35.00
Office of the Mayor - City of Cleveland Cleveland-Slovenia Trade Delegation Ljubljana, Slovenia	5/6/11 - 5/13/11	Felton Thomas	1,595.89
Ohio Library Council Chapter Meeting Independence, Ohio	4/28/11	Ginaya Willoughby	80.00
<b>Total</b>			<b>\$5,703.04</b>

**SUMMARY**

FUND	MAY	YEAR TO DATE
General	\$4,107.15	\$17,420.50
Judd Fund	0.00	0.00
Lockwood Thompson	1,595.89	3,620.89
Metlife-Fit for Life	0.00	0.00
LSTA - Know it Know	0.00	2,238.84
<b>TOTAL</b>	<b>\$5,703.04</b>	<b>\$23,280.23</b>

CLEVELAND PUBLIC LIBRARY  
HUMAN RESOURCES DEPARTMENT  
LIBRARY BOARD OF TRUSTEES

EXHIBIT 10

**TERMINATION REPORT**

**Human Resources Committee Report  
June 16, 2011**

<b>NAME</b>	<b>DEPARTMENT</b>	<b>POSITION</b>	<b>DATE</b>	<b>REASON</b>
<b>RESIGNATIONS</b>				
AIKEN, ASHLEY	LANGSTON HUGHES	PAGE	05/06/2011	PERSONAL REASONS
BROWAREK, ANDREW	SHIPPING	SHIP CLRK SUB	05/13/2011	ANOTHER JOB
ELLIOTT, ALLISON	SHELF PAGES	PAGE	05/13/2011	ANOTHER JOB
JONES, BEVERLY R	SHELF PAGES	PAGE	05/16/2011	ANOTHER JOB
<b>RETIREMENTS</b>				
MAHONEY, NANCY	EASTMAN	PAGE	05/31/2011	RETIREMENT

**CLEVELAND PUBLIC LIBRARY  
SALARY CHANGES REPORT  
FROM 05/01/2011 TO 05/31/2011**

**Human Resources Committee Report  
June 16, 2011**

**EMPLOYEE:** BUENO, ANTHONY  
**JOB TITLE:** PAGE

**CURRENT GRADE:** Z **EFFECTIVE DATE** 05/17/2011  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

	<b>PREVIOUS VALUE</b>	<b>CURRENT VALUE</b>	<b>REASON FOR CHANGE</b>
<b>TYPE OF CHANGE</b>			
NEW HIRE	0.00	9.04	VACANCY

**EMPLOYEE:** JENKINS, ASHLEY  
**JOB TITLE:** PAGE

**CURRENT GRADE:** Z **EFFECTIVE DATE** 05/17/2011  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

	<b>PREVIOUS VALUE</b>	<b>CURRENT VALUE</b>	<b>REASON FOR CHANGE</b>
<b>TYPE OF CHANGE</b>			
NEW HIRE	0.00	9.04	VACANCY

**EMPLOYEE:** JACKSON, BIANCA M  
**JOB TITLE:** PAGE

**CURRENT GRADE:** Z **EFFECTIVE DATE** 05/09/2011  
**CURRENT STEP:** 2 **FOR GRADE/STEP**

	<b>PREVIOUS VALUE</b>	<b>CURRENT VALUE</b>	<b>REASON FOR CHANGE</b>
<b>TYPE OF CHANGE</b>			
REHIRE EE IN SYSTEM ALREADY	0.00	9.49	VACANCY

**EMPLOYEE:** KEMP, EARLAINA  
**JOB TITLE:** PAGE

**CURRENT GRADE:** Z **EFFECTIVE DATE** 05/09/2011  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

	<b>PREVIOUS VALUE</b>	<b>CURRENT VALUE</b>	<b>REASON FOR CHANGE</b>
<b>TYPE OF CHANGE</b>			
REHIRE EE IN SYSTEM ALREADY	0.00	9.04	VACANCY

**EMPLOYEE:** LEONARD, ASHELY  
**JOB TITLE:** PAGE

**CURRENT GRADE:** Z **EFFECTIVE DATE** 05/23/2011  
**CURRENT STEP:** 2 **FOR GRADE/STEP**

	<b>PREVIOUS VALUE</b>	<b>CURRENT VALUE</b>	<b>REASON FOR CHANGE</b>
<b>TYPE OF CHANGE</b>			
REHIREE EE IN SYSTEM ALREADY	0.00	9.49	VACANCY

**EMPLOYEE:** MONCRIEF, PASHA  
**JOB TITLE:** CHILDRENS LIBRARIAN

**CURRENT GRADE:** H **EFFECTIVE DATE** 05/22/2011  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

	<b>PREVIOUS VALUE</b>	<b>CURRENT VALUE</b>	<b>REASON FOR CHANGE</b>
<b>TYPE OF CHANGE</b>			
REHIRE EE IN SYSTEM ALREADY	23,425.90	50,998.74	PROMOTION



**CLEVELAND PUBLIC LIBRARY  
SALARY CHANGES REPORT  
FROM 05/01/2011 TO 05/31/2011**

**EMPLOYEE:** MUSSER, SAMANTHA A  
**JOB TITLE:** PAGE

**CURRENT GRADE:** Z **EFFECTIVE DATE** 05/09/2011  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

TYPE OF CHANGE	PREVIOUS VALUE	CURRENT VALUE	REASON FOR CHANGE
REHIRE EE IN SYSTEM ALREADY	0.00	9.04	VACANCY

**EMPLOYEE:** STÉELE, CARLOS D  
**JOB TITLE:** PAGE

**CURRENT GRADE:** Z **EFFECTIVE DATE** 05/02/2011  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

TYPE OF CHANGE	PREVIOUS VALUE	CURRENT VALUE	REASON FOR CHANGE
NEW HIRE	0.00	9.04	VACANCY

**EMPLOYEE:** UTZ, MARILYN  
**JOB TITLE:** LENDING DEPT CLERK

**CURRENT GRADE:** A **EFFECTIVE DATE** 05/08/2011  
**CURRENT STEP:** 1 **FOR GRADE/STEP**

TYPE OF CHANGE	PREVIOUS VALUE	CURRENT VALUE	REASON FOR CHANGE
SALARY AFFECTS BASE WAGE	14,500.72	29,057.86	TRANSFER TO FULL TIME

## CLEVELAND PUBLIC LIBRARY

REPORT E

Human Resources Committee Report  
June 16, 2011

Report on Paid Sick Time Used by the Month  
Hours Used Per Each Two Pay Periods

MONTH	2010 SICK LEAVE HOURS USED	2011 SICK LEAVE HOURS USED	2011 TOTAL HOURS
January	4,309.46	3,285.32	88,694
February	4,338.18	4,911.47	86,596
March	3,536.29	4,022.34	86,921
April	*5,606.63	*5,835.32	*130,660
May	3,667.67	4,491.99	89,222
June	2,583.52		
July	2,779.95		
August	3,179.51		
September	2,821.62		
October	*5,741.47		
November	3,646.62		
December	3,524.42		

\*Covers three pay dates

**CLEVELAND PUBLIC LIBRARY**  
**May 1, 2011- May 31, 2011 EE0-4 REPORT**  
**FULL/PART-TIME EMPLOYEES**

**REPORT F****Human Resources Committee Report**

June 16, 2011

Totals Job Category	Male						Female				
	A	B	C	D	E	F	G	H	I	J	K
Officials/Administrators	76	20	9	1			28	18			
Professionals	85	18	2		1		45	16	2	1	
Technicians	22	11	3	1			6	1			
Protective Service	20	11	7	1				1			
Para-Professionals	130	21	39		1		28	32	7	2	
Administrative Support	300	30	66	5	4		47	130	18		
Skilled Craft	11	7	2		1			1			
Service Maintenance	47	10	33				2	2			
<b>Grand Total</b>	<b>691</b>	<b>128</b>	<b>161</b>	<b>8</b>	<b>7</b>	<b>0</b>	<b>156</b>	<b>201</b>	<b>27</b>	<b>3</b>	<b>0</b>

**A= Total Column****B= White****C=Black****D=Hispanic****E=Asian/Pacific****G=White****H=Black****I=Hispanic****J=Asian/Pacific****F= American Indian/Alaskan Native****K=American Indian/Alaskan Native**

**INSURANCE REPORT  
FOR THE MONTH OF  
MAY**

Human Resources Committee Report    **2011**  
June 16, 2011

**Staff Enrollments-Health Care/Dental**

	<b>Single</b>	<b>Family</b>	<b>Total</b>
<b>Kaiser POS</b>	91	76	167
<b>Kaiser HMO</b>	214	102	316
<b>Delta Dental</b>	231	162	393

**Workers' Compensation Lost Time Report**

<i>Classification</i>	<i>Dept/Location</i>	<i>Date of Injury</i>	<i>Total days missed during report month</i>
<b>No Lost Work Day Claims for May</b>			



## CLEVELAND PUBLIC LIBRARY

# Policy on Patron Guidelines

Cleveland Public Library encourages the use of its facilities for reading, study, research, and the legitimate use of the Library's resources and services. The Library pledges to provide an atmosphere conducive to delivering library services to its patrons. To further this goal, library patrons are asked to conduct themselves in a lawful, orderly and considerate manner.

### Conduct Governed by Cleveland Public Library Policy

Any behavior that disrupts the orderly use of the Library is prohibited. This includes, without limitation, behavior that constitutes a nuisance, or presents a safety and/or security hazard or affects the ability of the library staff to provide service to its patrons. The following actions are examples of conduct not allowed on library property:

- Engaging in horseplay
- Creating excessive or disruptive noise
- Using profane or offensive language
- Violating the Library's *Policy on Internet and Computer Use*
- Leaving a child, age six or under, unsupervised or unattended, anywhere in or on library premises
- Soliciting, including, but not limited to, soliciting for money, donations, or signatures
- Entering library facilities with bare feet or without a shirt, or being otherwise attired so as to create a threat to health or safety or disrupt other patrons' use of the library facilities
- Posting or distributing material without permission
- Trespassing in non-public areas
- Monopolizing equipment, materials, or furnishings
- Furnishing false information to obtain more than one library card
- Parking vehicles on library premises for purposes other than library use
- Using personal communication devices (cell phones, pagers, etc.) or entertainment devices at a volume that disturbs other patrons or library staff
- Sleeping in or on library premises
- Using restrooms for bathing or laundry
- Littering
- Eating and drinking, except in designated areas
- Bringing large bundles into library facilities
- Using skateboards or skates on library premises
- Bringing bicycles, scooters or carts into library facilities without permission
- Moving furniture or equipment without library authorization
- Blocking aisles, exits, or entrances
- Leaving packages or any other personal items unattended
- Bringing animals into library facilities, with the exception of guide dogs, assistance dogs, and animals brought in for special programs
- Smoking in the Eastman Reading Garden

### Infractions of Library Policies

- ❖ 1<sup>st</sup> instance of infraction: Patron will receive a verbal warning by library staff or security personnel, and will be given a copy of this policy; the warning will include verbal notification of suspension for the day if behavior continues.
- ❖ 2<sup>nd</sup> instance of infraction: Patron's library privileges will be suspended for the remainder of the day.
- ❖ Repeated offenses by a minor will result in notification of the parent/guardian and will require a meeting with library staff prior to the reinstatement of library privileges.
- ❖ Repeated offenses by an adult may result in a seven-day suspension.

### Subject to Search

Bundles, packages, backpacks, briefcases, purses, and other containers may be subject to search upon entering or leaving library buildings in order to protect and preserve the safety and security of property and people using the Library.

(continued)

Pending approval by the Board of Library Trustees, June 16, 2011

## Conduct Governed by Federal, State, and Local Law

Patrons must comply with federal, state and local laws, including, without limitation, the following:

- Concealed weapon
- Threat of physical harm/menacing by stalking
- Fighting
- Selling, using or possessing alcohol or illegal drugs
- Defacing or intentionally damaging library property
- Theft and/or attempted theft of library property or the property of patrons and staff
- Threat of physical harm/menacing by stalking
- Abusive language
- Sexual conduct
- Gambling
- Being under the influence of alcohol/illegal drugs
- Smoking

### Infractions of the Law

Infractions of the law may result in immediate suspension of library privileges for the remainder of the day and/or possible prosecution or other legal action, as appropriate. Upon review of the security report, the suspension period may exceed seven days, as recommended by library security.

## Special Guidelines for Children and the Persons Responsible for Them

Children are encouraged to use the Library's resources and services, to enjoy the Library as a place of study and inquiry, and to participate in the Library's programs. The Library encourages parents, guardians, and caregivers to use the Library with their children. Children six and under must be accompanied at all times by a responsible party. Any child not able to travel alone must be picked up prior to closing. Disruptive juveniles may be asked to disperse or leave the Library at the librarian's discretion. Parents are responsible for the behavior of their children, and guardians and caregivers are responsible for the behavior of the children in their care. The Library is not responsible for the safety or security of children left unattended, or the safety or security of children utilizing the Internet or electronic mail in the Library. (See *Policy on Internet and Computer Use*.)

## Enforcement of Patron Guidelines

Patrons who violate any of these guidelines will be promptly notified of the infraction and will be given notice of this policy. A violation may result in a patron's expulsion from the Library, suspension of library privileges, or criminal prosecution, or other legal action, as appropriate.

The Board of Trustees of the Cleveland Public Library delegates to the Director and other administrators of Cleveland Public Library the authority to enforce the *Policy on Patron Guidelines*, including the authority to suspend the library privileges of patrons who violate the Guidelines.

Patrons have the right to request an administrative review of a suspension order that exceeds one day.

Patrons have the right to request administrative review of their case if they believe they are being unfairly targeted by a library manager or security officer.

Patrons have the right to request Board review of a suspension order that exceeds seven days.

Patrons have right to request Board review of their case if they believe they are being unfairly targeted with multiple one-day suspensions, or consecutive suspensions because of managerial abuse of discretion, unevenly applied enforcement, or unreasonable managerial response.

Instructions for requesting review of a suspension order and/or a claim of unfair treatment are available at every library facility and on the Library's website: [www.cpl.org](http://www.cpl.org).

**CLEVELAND PUBLIC LIBRARY  
MONTHLY ACTIVITY REPORT FOR MAY 2011**

CIRCULATION ACTIVITY	Monthly Total		Average Hourly		Year-to-Date		YTD Gain/Loss
	2011	2010	2011	2010	2011	2010	
Main Library Branches	151,659	161,440	758	718	795,635	809,344	-1.7%
Mobile Units	318,875	316,052	1,508	1,358	1,620,640	1,665,463	-2.7%
Library for the Blind	7,050	5,231			31,011	29,402	5.5%
eMedia	52,922	62,852			282,836	292,283	-3.2%
	8,650	3,311			41,372	14,507	185.2%
<b>TOTAL CIRCULATION</b>	<b>539,156</b>	<b>548,886</b>			<b>2,771,494</b>	<b>2,810,999</b>	<b>-1.4%</b>

ELECTRONIC MEDIA CIRCULATION	Monthly Total		Year-to-Date		YTD Gain/Loss
	2011	2010	2011	2010	
eBook	5,444	1,458	25,153	6,449	290.0%
eAudioBook	2,937	1,772	15,272	7,712	98.0%
eMusic	109	42	382	173	120.8%
eVideo	160	39	565	173	226.6%
<b>TOTAL eCIRCULATION</b>	<b>8,650</b>	<b>3,311</b>	<b>41,372</b>	<b>14,507</b>	<b>185.2%</b>

Included in circulation activity.

OHIO BRAILLE & AUDIO READING DOWNLOAD	Monthly Total		Year-to-Date		YTD Gain/Loss
	2011	2010	2011	2010	
Downloads	9,747	6,293	42,690	26,174	63.1%
Users	1,468	858	7,064	3,459	104.2%

Not included in circulation activity.

COMPUTER USAGE	Number of Computers	Average Session	Number of Sessions		Hours in Use		YTD Gain/Loss
			2011	2010	2011	2010	
Main Library Branches	72	43 minutes	11,154	14,499	7,892	10,675	-26.1%
	324	40 minutes	64,548	71,775	43,215	39,247	10.1%
<b>TOTAL USAGE</b>	<b>396</b>		<b>75,702</b>	<b>86,274</b>	<b>51,107</b>	<b>49,922</b>	<b>2.4%</b>

Sessions less than 5 minutes excluded. Hours in use does not include grace periods computers are held for patrons.

WALK-IN COUNT	Monthly Total		Average Hourly		Year-to-Date		YTD Gain/Loss
	2011	2010	2011	2010	2011	2010	
Main Library Branches	48,615	51,447	243	229	235,118	285,792	-17.7%
Mobile Unit	249,476	271,048	1,180	1,164	1,219,673	1,359,754	-10.3%
	1,193	847			4,033	3,643	10.7%
<b>TOTAL VISITS</b>	<b>299,284</b>	<b>323,342</b>			<b>1,458,824</b>	<b>1,649,189</b>	<b>-11.5%</b>

CLEVELAND PUBLIC LIBRARY  
BRANCH TOTAL CIRCULATION FOR MAY 2011

BRANCH	a Branch Circulation	b Sent from Other Branches	c Sent from Main	d Sent from Other CLEVNET Systems	e Total Direct Circulation (a+b+c+d)	f Sent to Other CLEVNET Systems	g Total Circulation (e+f)
Addison	10,190	1,140	809	1,268	13,407	1,001	14,408
Broadway	2,657	283	124	168	3,232	341	3,573
Brooklyn	6,188	752	465	583	7,988	690	8,678
Carnegie West	8,246	824	959	1,159	11,188	1,341	12,529
Collinwood	7,189	671	499	756	9,115	1,063	10,178
East 131st	3,546	485	323	466	4,820	487	5,307
Eastman	12,819	1,233	1,141	1,805	16,998	1,997	18,995
Fleet	9,464	757	842	978	12,041	1,381	13,422
Fulton	9,066	848	522	813	11,249	1,215	12,464
Garden Valley	2,923	213	130	115	3,381	431	3,812
Glenville	6,222	686	439	632	7,979	617	8,596
Harvard-Lee	6,250	523	499	812	8,084	917	9,001
Hough	4,747	555	377	395	6,074	549	6,623
Jefferson	6,120	798	813	979	8,710	996	9,706
Langston Hughes	5,801	549	470	583	7,403	852	8,255
Lorain	8,201	839	661	1,160	10,861	935	11,796
Martin Luther King, Jr.	5,792	469	857	867	7,985	909	8,894
Memorial-Nottingham	12,430	745	939	1,419	15,533	1,892	17,425
Mt. Pleasant	5,048	535	292	556	6,431	686	7,117
Rice	9,526	587	498	837	11,448	1,115	12,563
Rockport	15,702	1,388	1,170	1,952	20,212	2,107	22,319
South	6,748	557	457	460	8,222	813	9,035
South Brooklyn	14,406	1,296	1,488	1,756	18,946	2,591	21,537
Sterling	4,274	428	390	724	5,816	472	6,288
Union	4,364	469	241	406	5,480	625	6,105
Walz	12,497	761	1,098	1,258	15,614	1,517	17,131
West Park	14,563	1,583	2,330	2,924	21,400	2,944	24,344
Woodland	6,600	548	416	437	8,001	773	8,774
<b>TOTAL</b>	<b>221,579</b>	<b>20,522</b>	<b>19,249</b>	<b>26,268</b>	<b>287,618</b>	<b>31,257</b>	<b>318,875</b>



**CLEVELAND PUBLIC LIBRARY  
BRANCH TOTAL CIRCULATION COMPARATIVE FOR MAY 2011**

BRANCH	Monthly Total		Year-to-Date		YTD Gain/Loss	YTD %G/L
	2011	2010	2011	2010		
Addison	14,408	13,599	69,770	74,382	-4,612	-6.2%
Broadway	3,573	3,175	17,898	17,477	421	2.4%
Brooklyn	8,678	7,399	47,754	42,051	5,703	13.6%
Carnegie West	12,529	12,185	63,943	62,817	1,126	1.8%
Collinwood	10,178	9,738	50,135	57,286	-7,151	-12.5%
East 131st	5,307	4,428	26,435	23,357	3,078	13.2%
Eastman	18,995	18,907	96,285	103,244	-6,959	-6.7%
Fleet	13,422	13,881	66,462	75,490	-9,028	-12.0%
Fulton	12,464	10,582	59,928	54,455	5,473	10.1%
Garden Valley	3,812	4,732	19,477	23,680	-4,203	-17.7%
Glenville	8,596	6,292	44,008	37,789	6,219	16.5%
Harvard-Lee	9,001	9,158	48,307	50,344	-2,037	-4.0%
Hough	6,623	5,992	31,271	32,856	-1,585	-4.8%
Jefferson	9,706	10,338	50,210	57,881	-7,671	-13.3%
Langston Hughes	8,255	7,112	41,435	37,866	3,569	9.4%
Lorain	11,796	12,434	60,068	68,296	-8,228	-12.0%
Martin Luther King, Jr.	8,894	8,586	42,850	45,496	-2,646	-5.8%
Memorial-Nottingham	17,425	18,361	91,076	97,925	-6,849	-7.0%
Mt. Pleasant	7,117	6,303	32,535	34,785	-2,250	-6.5%
Rice	12,563	12,467	64,940	66,131	-1,191	-1.8%
Rockport	22,319	22,607	113,586	116,288	-2,702	-2.3%
South	9,035	9,307	45,584	49,945	-4,361	-8.7%
South Brooklyn	21,537	23,597	112,567	123,865	-11,298	-9.1%
Sterling	6,288	5,470	31,613	33,430	-1,817	-5.4%
Union	6,105	5,504	33,738	30,664	3,074	10.0%
Walz	17,131	18,029	86,705	91,073	-4,368	-4.8%
West Park	24,344	27,453	126,202	145,108	-18,906	-13.0%
Woodland*	8,774	8,416	45,858	11,482	34,376	*
<b>TOTAL</b>	<b>318,875</b>	<b>316,052</b>	<b>1,620,640</b>	<b>1,665,463</b>	<b>-44,823</b>	<b>-2.7%</b>

\*Woodland Branch closed 10/28/2009 - 04/23/2010 for ADA accessibility renovation, asbestos abatement, and roof repair.

**CLEVELAND PUBLIC LIBRARY  
BRANCH ATTENDANCE MAY 2011**

BRANCH	Monthly Total			Year-to-Date		YTD Gain/Loss	YTD %G/L
	2011	2010	2011	2010			
Addison	6,080	7,372	28,204	34,243	-6,039	-17.6%	
Broadway	1,455	1,513	6,989	8,126	-1,137	-14.0%	
Brooklyn	4,553	4,381	21,214	20,752	462	2.2%	
Carnegie West	17,846	17,925	94,713	98,887	-4,174	-4.2%	
Collinwood	6,548	7,710	33,559	42,999	-9,440	-22.0%	
East 131st	6,210	6,838	30,239	31,284	-1,045	-3.3%	
Eastman	11,285	12,963	59,002	68,398	-9,396	-13.7%	
Fleet	10,665	10,338	49,527	54,010	-4,483	-8.3%	
Fulton	7,450	7,203	34,959	35,382	-423	-1.2%	
Garden Valley	5,191	6,104	23,962	36,126	-12,164	-33.7%	
Glenville	7,356	8,748	35,767	42,614	-6,847	-16.1%	
Harvard-Lee	8,339	9,430	41,363	52,332	-10,969	-21.0%	
Hough	13,430	13,343	64,479	68,362	-3,883	-5.7%	
Jefferson	8,185	9,062	39,316	45,364	-6,048	-13.3%	
Langston Hughes	6,255	7,026	29,976	33,522	-3,546	-10.6%	
Lorain	7,111	8,027	34,408	39,267	-4,859	-12.4%	
Martin Luther King, Jr.	6,398	6,883	30,533	33,717	-3,184	-9.4%	
Memorial-Nottingham	7,962	9,780	39,678	45,155	-5,477	-12.1%	
Mt. Pleasant	6,310	8,045	30,844	44,202	-13,358	-30.2%	
Rice	14,709	16,176	71,780	77,231	-5,451	-7.1%	
Rockport	10,478	10,752	53,343	59,839	-6,496	-10.9%	
South	9,512	9,391	43,741	50,657	-6,916	-13.7%	
South Brooklyn	14,743	18,059	73,836	90,075	-16,239	-18.0%	
Sterling	14,359	12,197	63,309	59,087	4,222	7.1%	
Union	9,230	11,448	48,081	61,528	-13,447	-21.9%	
Walz	9,998	10,386	48,160	52,799	-4,639	-8.8%	
West Park	10,434	12,612	53,134	64,152	-11,018	-17.2%	
Woodland*	7,384	7,336	35,557	9,644	25,913	*	
<b>TOTAL</b>	<b>249,476</b>	<b>271,048</b>	<b>1,219,673</b>	<b>1,359,754</b>	<b>-140,081</b>	<b>-10.3%</b>	

\*See footnote p. 3

**CLEVELAND PUBLIC LIBRARY  
BRANCH RANKINGS MAY 2011**

Branch	Total Circulation	Branch	Attendance	Branch	Population*
1 West Park	24,344	1 Carnegie West	17,846	1 South Brooklyn	31,511
2 Rockport	22,319	2 South Brooklyn	14,743	2 Fleet	27,822
3 South Brooklyn	21,537	3 Rice	14,709	3 West Park	27,291
4 Eastman	18,995	4 Sterling	14,359	4 Eastman	23,686
5 Memorial-Nottingham	17,425	5 Hough	13,430	5 Rice	22,240
6 Walz	17,131	6 Eastman	11,285	6 Fulton	20,026
7 Addison	14,408	7 Fleet	10,665	7 Memorial-Nottingham	19,553
8 Fleet	13,422	8 Rockport	10,478	8 Rockport	19,404
9 Rice	12,563	9 West Park	10,434	9 Harvard-Lee	18,834
10 Carnegie West	12,529	10 Walz	9,998	10 Langston Hughes	17,982
11 Fulton	12,464	11 South	9,512	11 Glenville	17,317
12 Lorain	11,796	12 Union	9,230	12 Walz	16,558
13 Collinwood	10,178	13 Harvard-Lee	8,339	13 Collinwood	16,270
14 Jefferson	9,706	14 Jefferson	8,185	14 Addison	16,169
15 South	9,035	15 Memorial-Nottingham	7,962	15 East 131st	15,658
16 Harvard-Lee	9,001	16 Fulton	7,450	16 Martin Luther King, Jr.	15,212
17 Martin Luther King, Jr.	8,894	17 Woodland	7,384	17 Mt. Pleasant	14,724
18 Woodland	8,774	18 Glenville	7,356	18 Lorain	13,233
19 Brooklyn	8,678	19 Lorain	7,111	19 Carnegie West	10,549
20 Glenville	8,596	20 Collinwood	6,548	20 Union	10,316
21 Langston Hughes	8,255	21 Martin Luther King, Jr.	6,398	21 Sterling	8,046
22 Mt. Pleasant	7,117	22 Mt. Pleasant	6,310	22 Woodland	7,492
23 Hough	6,623	23 Langston Hughes	6,255	23 South	7,009
24 Sterling	6,288	24 East 131st	6,210	24 Hough	6,197
25 Union	6,105	25 Addison	6,080	25 Brooklyn	5,419
26 East 131st	5,307	26 Garden Valley	5,191	26 Jefferson	3,587
27 Garden Valley	3,812	27 Brooklyn	4,553	27 Garden Valley	2,857
28 Broadway	3,573	28 Broadway	1,455	28 Broadway	1,687
	318,875		249,476		416,649
					473,177

\*Prepared By: Northern Ohio Data and Information Service – NODIS,  
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University

**CLEVELAND PUBLIC LIBRARY**  
**MONTHLY ACTIVITY REPORT FOR MAY 2011**

OTHER TRANSACTIONS Loans* to:	Monthly Total		Year-to-Date		YTD Gain/Loss
	2011	2010	2011	2010	
CLEVNET	76,381	76,119	374,412	383,397	-2.3%
MORE	825	772	4,747	4,381	8.4%
Other Libraries	564	623	2,864	3,251	-11.9%
<b>TOTAL</b>	<b>77,770</b>	<b>77,514</b>	<b>382,023</b>	<b>391,029</b>	<b>-2.3%</b>

\*Totals included in Main Library and Branch circulation counts.

ANALYSIS OF MAIN LIBRARY REFERENCE QUESTION LOAD	Monthly Total		Year-to-Date		YTD Gain/Loss
	2011	2010	2011	2010	
Projected	24,119	23,568	122,280	125,695	-2.7%
KnowItNow Web Reference*	426	1,501	5,256	7,843	-33.0%
Research Correspondence	453	1,099	4,670	5,059	-7.7%
Interlibrary Loan Requests	3,494	3,400	19,443	19,418	0.1%
<b>TOTAL</b>	<b>28,492</b>	<b>29,568</b>	<b>151,649</b>	<b>158,015</b>	<b>-4.0%</b>

\*Questions taken by CPL staff only.

CHANGES IN PERMANENT COLLECTION	Monthly Total		Year-to-Date		YTD Gain/Loss
	2011	2010	2011	2010	
New Titles Added	6,989	6,432	37,197	31,943	16.4%
Total Items Added	31,007	28,775	154,420	148,264	4.2%

HOURS OPEN	Monthly Total		Year-to-Date		YTD Gain/Loss
	2011	2010	2011	2010	
Main Library	200	225	992	1,125	-11.8%
Branches	5,919	6,518	29,275	31,713	-7.7%

**CLEVELAND PUBLIC LIBRARY  
ANALYSIS OF OUTPUT MEASURES MAY 2011**

