

**THE
PUBLIC
LIBRARY**
of Cincinnati
and
Hamilton County



Highlights



2002

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HIGHLIGHTS OF ACCOMPLISHMENTS IN 2002

2002 WAS A CHALLENGING and exciting year for the Library. Exciting in that many long-term projects that move the Library into the future moved closer to reality. Major changes like the change in branch



Kimber L. Fender
Executive Director

ordering processes and the network upgrade project have a tremendous impact now but are expected to have even greater impact in future years when the full benefit of these

improvements has been realized. The network upgrade is just the first step in the massive undertaking to move to a completely different type of computer system that will provide an easy-to-use catalog, make new, efficient services available to our customers and reduce staff time spent on a variety of internal functions. Much that happened in 2002 was wonderful for our Library and for our customers: expanded services for teens and children, an array of new materials, more special programs, a larger and completely redesigned Westwood Branch Library, and creative projects resulting from dynamic

community partnerships. Unfortunately, an unexpectedly large budget shortfall and the anticipation of reduced funding for 2003 saw much of the Library's efforts directed toward slashing costs to operate within the funds available. Ultimately, this resulted in a reduction of services through reduced hours across the system, a staff reduction, a reduced budget for the purchase of new materials, cancellation or postponement of construction projects, and an increase in fines for overdue Library materials. These changes combined with extensive cost savings measures take the Library into 2003 with a budget that is within the amount of estimated funding the Library will receive. Despite the turmoil of the financial situation and hiring freeze in 2002, the staff maintained a positive attitude and outstanding commitment to providing excellent customer service, while area businesses and residents demonstrated their support with gifts and ideas for generating income and savings. Remarkably, economic woes aside, use of the Library system continued to grow with increases in circulation and program attendance leading the way. Although it is too soon to tell what effect these service reductions will have on Library usage in future years, it's clear the residents of Hamilton County care deeply about the Library. Let us hope that support will continue to bring our customers into the Library to take advantage of the multiple services and exceptional resources the Library offers.



Tara L. Khoury



Charles D. Lindberg



William J. Moran

Vision Statement Developed

AS PART OF THE LIBRARY'S PLANNING, a vision statement of what the Library should be was developed. The purpose for putting the vision of the future into words is to unite the Library's staff, set a future direction, and focus staff efforts. It is intended that all Library staff will share this vision of excellence in library service, community service, and employee satisfaction. Staff are using the direction set in this vision to develop goals and services for the future.

Mission Statement

The Public Library of Cincinnati and Hamilton County provides the communities it serves with ideas, knowledge, and information supporting research, popular interest and lifelong learning.

Vision Statement

It is our vision to be:

A leader among public libraries

- ▲ Designing innovative services
- ▲ Leading the country in circulation
- ▲ Demonstrating an expert reputation
- ▲ Leading in information provision
- ▲ Providing excellent customer service

An integral part of our community

- ▲ Addressing community needs proactively
- ▲ Developing partnerships
- ▲ Serving as a recognized community leader

The employer of choice

- ▲ Affording personally rewarding work
- ▲ Providing an inviting and challenging work environment
- ▲ Offering competitive compensation & benefits
- ▲ Presenting opportunities for growth
- ▲ Providing a culturally diverse work environment

Public Service Improvements

THE MASSIVE MULTI-YEAR PROJECT to barcode the Library's entire collection, that began in 1997 and took the combined efforts of many, was completed on October 10. Barcoding was done to speed the checkout process and to better track the collection.

Collection development procedures including the evaluation, selection, and acquisition of print materials, audiovisual materials, and electronic resources have been centralized. This will result in greater efficiencies and time savings and, ultimately, better service for our customers. Items for branch library collections are no longer selected by the individual branch manager, and Main Library and branch library copies are ordered at the same time. This change also allows the Library to fully utilize the capabilities of a new integrated library system, respond more quickly to external forces which impact the Library, and free branch managers to spend more time on management duties.

The Library's circulation increased 4% in 2002. This can be attributed to several factors, especially to emphasis on customer service. Satisfied patrons visit more often to attend programs and borrow more library materials. Other factors include increased programming and focus on better ways to display new materials. These changes have definitely had an impact on circulation.

In its first full year of operation in its new location, the Harrison Branch has seen a tremendous growth in use. Through October 2002 circulation at the new branch was up an astounding 235,791 or 157%. In 2001 Harrison ranked 21st in total circulation. At the end of October 2002, Harrison ranked 7th. Program attendance has soared with 2002 year-to-date attendance, compared to 2001 year-to-date figures, increasing 149% for a total of 12,316. As a percent of all branch program attendance this comes to nearly 6%. More patrons are getting cards at Harrison, too. Year-to-date 2002 registrations show an increase in total registrations, adult, pre-adult and juvenile, of 51%. The community has shown a willingness to get involved in the branch, contributing many volunteers to the Friends of the Public Library book sale held there in May. Use continues to grow with November and December showing similar gains. It is anticipated that demand for materials and good programs will remain high at this wonderful new facility.

Circulation statistics for the Library for the Blind & Physically Handicapped are up 39% over last year. The department now has an online catalog of their collection. Readers have been very pleased with this new service that greatly increases access to the collection. The department contracted with a commercial recording facility to have three new titles of local interest recorded in Library of Congress 4-track format: *Cincinnati Then and Now* by Iola Hessler Silberstein, *Three Is*

a *Crowd* by D.B. Borton, and *An Evolution in Service*, which is a history of the Cincinnati Library for the Blind written by department staff member Chris Smith.

In January, Institutions/Books-by-Mail Department changed its name to Outreach Services to more clearly reflect the work of their unit. A major promotional campaign was staged to raise visibility of this department, which though physically unseen by the general public is one of the Library's busiest departments. To promote their services, a 4-page handout was published, *Taking the Public Library to the Community! A Day In "Outreach Services,"* an exhibit was set up in the Atrium, and a new set of service brochures was printed with a graphic identity coordinated with that of other Main Library departments. Press kits were distributed and informational packets were distributed to potential customers of the department.

The Main Library is now using a new procedure for handling interagency loans. Carding, rubber banding, and demagnetizing of materials are now being done by the subject departments instead of by Circulation Services. The books are

also delivered directly to the dock area, so they do not have to be picked up. This simplifies and speeds up the process of getting interagency loans to the branches, which has been slowed down due to staff shortages.

A number of changes were made to statistical reporting procedures to reduce staff time needed for record keeping. In-house Use, Reference Assistance and Call Slips are no longer maintained manually on an ongoing basis, but are now extrapolated from two sampling periods (two one-week periods in February and October), to be reported on an annual basis. Online Resources replaced Reference Assistance as a new reporting category to report usage of the Library's electronic resources, including the Library's online catalog and web page.

The 3rd Annual Literacy Fair was held in the Main Library Atrium on September 28, with representatives from over 35 local literacy organizations in the community. Library employees gave information about our GED testing and special ESL programs.

Service Profile

In 2002 the Public Library of Cincinnati and Hamilton County...

- ▲ loaned 14,403,659 items
- ▲ loaned an average of 40,122 items a day
- ▲ answered 1,660,672 reference questions
- ▲ offered the community access to a collection of 10,261,257 items
- ▲ provided 15,304 periodical subscriptions and 478 newspapers subscriptions
- ▲ issued 149,742 library cards
- ▲ served 404,655 active registered borrowers
- ▲ reached 288,464 people of all ages through 13,935 free programs
- ▲ provided free in-house access to 248 electronic databases & remote access to most of these
- ▲ posted 12,663,026 computer searches conducted on the Library's online resources

- ▲ added 439,932 items to the collection
- ▲ provided 361,985 braille and recorded books to blind and handicapped readers
- ▲ distributed 870,413 income tax forms to the public
- ▲ faxed 14,711 pages of reference materials to library users
- ▲ provided meeting space for 13,474 people
- ▲ loaned 1,729,547 items in 62,635 individualized collections for use in area classrooms
- ▲ registered 1,412 people to vote
- ▲ processed 9,925 interlibrary loans to assist library users
- ▲ delivered 675,272 items as interagency loans for convenience of library users
- ▲ presented 1,495 programs to classrooms of children with special needs, to nursing homes and retirement centers, reaching 23,362 people
- ▲ monitored 376 GED practice tests

Children

ON APRIL 28, the loan period for children's nonfiction videos was changed from a 2-day loan period to a 7-day one. This conforms with the adult nonfiction borrowing period and allows branches and customers to take advantage of the Films & Recordings Department's collection through interagency request.

Among the many exciting changes in the Children's Learning Center were:

- ✓ Pop-up books, which were previously for reference only, are now available for 21-day loans.
- ✓ *Books Alive!* was retailored for the 2002-2003 school year. The focus of the programs shifted from world cultures to focus on all of the cultures represented by the citizens of the United States with themes beginning America Is..., followed by the different cultures such as America Is...Hispanic, Native American, and so on throughout the year.
- ✓ On September 5, the newest program began, called *Science Alive!*. There was a different theme each month incorporating simple science demonstrations, projects, and crafts based on that particular science concept.
- ✓ Beginning in September, two passive programs were introduced whereby a designated place in the department displayed the artwork and creative writing done by children while in the Children's Learning Center.

Teens

A MAJOR FOCUS of the Library in 2002 was to expand and enhance library service to teens. Program attendance and circulation statistics for the year indicate success in this endeavor. Attendance at teen programs rose by 63% over that of 2001 and in 2002 system-wide teen circulation was 21% higher than 2001. Several significant teen services initiatives coincide with these circulation gains, including:

- ✓ Paula Brehm-Heeger assumed her duties as the Library's first Teen Coordinator in the Library Services Office on January 7.
- ✓ A number of Branch Reference Librarians were designated as Teen Services Librarians. They visited area schools to talk about the Library's resources specifically geared for teens, planned and conducted teen programs, and promoted use of the Library for teens.
- ✓ To actively involve teens in decision making, a Teen Advisory Board was formed and meets once a month at the Main Library to help plan programs, offer input for the Library's teen web page and recommend material of interest to teens. Several branch libraries have also formed their own teen advisory boards including Harrison, Monfort Heights, and Walnut Hills.
- ✓ Materials appealing to a contemporary teen audience have been added to the collection including trade comics, graphic novels for teens, expanded magazine holdings, and greatly expanded paperback and hardback collections.
- ✓ Efforts were made to streamline the selection and ordering process for teen material to make relevant and trendy materials more readily available to meet teens' rapidly changing interests.
- ✓ Many branch libraries created areas specifically designed for teens, including Harrison, Westwood, Northside, Walnut Hills, Avondale, and West End.
- ✓ TEENSPACE <<http://teenspace.cincinnati.library.org>>, the new teen component of the Library's web page, was launched October 14. Created in collaboration with the Library's Teen Advisory Board, and tested extensively with teens at various Library locations, TEENSPACE highlights books, reading, and homework help. It offers many great features including:
 - ▲ Ability to have teens' own reviews of books published on the web page
 - ▲ Annotated booklists of award-winning and high-interest teen titles
 - ▲ Ability to reserve high-demand, new items in advance
 - ▲ Homework Help reference tools teens use for everyday



- projects—from dictionaries and thesauri to full text magazine articles
- ▲ Access to *Seven Hills Review*, a creative writing ezine where teens can submit their own works and read those written by others
- ▲ An interactive portal called "Talk to Us" for teens to provide direct feedback about the web page and the Library
- ▲ Information about Library programs and events just for teens
- ▲ Interactive quizzes, polls, games, comics as well as information on health, volunteering, colleges and more
- ▲ Virtual features regularly updated with topics of special interest to teens such as urban legends or graphic novels
- ▲ Plus, a guide to all the cool cultural happenings around town.

- ✓ After 39 years of publication, the *Seven Hills Review*, a collection of creative writing by and for teens, moved from print to a web-based "ezine" or "electronic magazine". It is now available by accessing TEENSPACE, making the *Seven Hills Review* available to teens throughout the Library's service area with no printing cost. The new format has expanded the role of the ten-member Teen Editorial Board, allowing them to have more creative input in the design and content of the publication.
- ✓ Poetry proved a popular program focus for teens with many open mics hosted at the Main Library and a number of branch libraries. In addition, local poet Obalaye Macharia emceed teen poetry nights at several branches during the month of April. His CD, entitled *Speak Easy, Speak Hard*, brings a message of positivity, encouraging teens to express themselves and increase their self-esteem.

Programs

A TOTAL OF 13,935 FREE PROGRAMS were offered in 2002. These varied from the eagerly anticipated systemwide annual programs such as the Summer Reading Club and Children's Book Week to unique one-time only programs such as *Swing into the '30s* to celebrate the arrival of the 1930 census. The rich array of programs ranged from the quirky *Captain Underpants Day* held at Green Township Branch focusing on Dav Pilky's wildly irreverent blanket-caped character to the solemn *September 11: In Our Own Words*, commemorating the terrorist attacks through poetry and prose at the Main Library. Whether serious or silly, programs offered something for everyone, regardless of age or interest.

✓ The Library's first Winter *READfest* for Adults, held January 2 through March 31, was initiated to promote library use and to encourage adults to take time for reading. Participants, 18 years of age or older, who either read or listened to a title were eligible to enter a prize drawing held at each Library location. A total of 15,046 entries were received from just over 4,500 participants. A Grand Prize drawing was held on April 5 for a \$250 bookstore gift certificate, made possible by the Friends of the Public Library. A special web page featuring testimonials about the Library and suggested reads from customers could be accessed through the Library's homepage by clicking on the *READfest* icon. A summer 2001 version of the *READfest* program was again part of the 2002 Summer Reading Club.

FOCUS ON COMMUNITY

In an effort to strengthen the community and help close the racial divide in the city, a unique partnership organized the region's first community-wide book club, *On the Same Page Cincinnati*. The Library served as a planning committee partner along with The *Cincinnati Enquirer*, WCET48, the Cincinnati's Mayor's Office, Kenton County Public Library, Boone County Public Library, Cincinnati Magazine, Joseph-Beth Booksellers, and Cincinnati Public Schools. *A Lesson Before Dying*, selected by a community selection panel, served as a centerpiece for discussions and other programming presented in April by organizations around the region to foster communication and understanding of race and diversity through thought-provoking literature. The program was launched on February 28 with a press conference and kick off party, garnering wide media coverage. A web site was devoted to the project <www.Cincinnati.com/bookclub/>. The program culminated with two appearances by the book's author, Ernest J. Gaines on April 23 at the University of Cincinnati's Shoemaker Center and at a live call-in telecast, sponsored by Procter & Gamble, held at WCET48. WCET48 also aired a special, one-hour biographical program, *Ernest J. Gaines: Louisiana Stories*, on April 21.

Cincinnatians enthusiastically embraced *On the Same Page*. At the libraries copies of the book were checked out at record rates—for the first time in recent years a fiction title's

circulation exceeded 1,000 in a month, circulating 1,761 times in March. Sales at area bookstores elevated the book to the top of the *Enquirer's* Tristate Bestsellers List for 13 weeks. Discussion groups formed in libraries, university and high school classrooms, coffeehouses, community centers, and churches. Theatre of the Mind's 'Discover America' series staged a professional play reading of *A Lesson Before Dying* on April 15 at the Ensemble Theatre of Cincinnati.

Library Services staff represented the Library and *On the Same Page* by participating in several community outreach events. Together We Can, on Fountain Square, the ADOPT employee diversity program for Procter & Gamble, and the Center for Peace and Justice Resource Fair at Cincinnati Museum Center are a few of the events that featured a table with library materials and information about our citywide book club project. This was a chance for the Library to take a leadership role in our community and increase awareness for the project. *On the Same Page* continued to resonate in the community into the fall as churches and other groups hosted book discussions using the materials that had been used for the citywide activities.

FOCUS ON POETRY

Internationally acclaimed poet Li-Young Lee inaugurated the fourth annual *Poetry in the Garden* series on April 3, in the Reading Garden at the Main Library. The four-part program featured two or three locally and nationally known poets every Wednesday in April, who read their work and answered questions. Audience members eagerly listened as Mr. Lee read poetry that chronicled the history of his family, including their involvement with Mao Tse-Tung.

To celebrate Black History Month, *LIVE! @ Your Library: Making Change* used powerful poetry to express feelings, concerns, and ideas on race and race issues. Noted African-American poet Nikki Giovanni opened the series on February 2 with a lecture and poetry reading at the Main Library Atrium that drew over 500 people. This was followed on February 17 by a character interpretation of Paul Laurence Dunbar by Herbert Woodward Martin, Poet-in-Residence at the University of Dayton and co-editor of a



new book *Paul Laurence Dunbar: The Eyes of a Poet*. The series also included two teen workshops featuring Candace Roseman, Arts & Education Director for the Arts Consortium and former features and freelance writer for *The Cincinnati Enquirer*, at the Bond Hill Branch Library on February 6 and the Main Library on February 26.

✓ The unveiling of the 1930 census after 72 years attracted more than 500 people to the *9th Annual Genealogy Fair & Family History Night* at the Main Library on April 26. All 2,202 reels of microfilm for the 1930s census from the state of Ohio were ready for use by this evening.

✓ Acquiring, processing, and shelving the 1930 census had a huge impact on not just the History & Genealogy Department where this data is housed but on the Library—from the budget and the staff to the arrangement of the stacks. To draw a lot of attention to this important resource, create a fun event, get community support, and put a human face on the census, *Swing Into the '30s* was held July 20. Over 300 people enjoyed various genealogy workshops, a swing dance program, vintage cars, and a jazz quartet. Radio personality Don Herman talked about the 1930 census and the importance of the library in helping people get genealogical information. The program was co-sponsored by the Hamilton County Genealogical Society, Cincinnati Recreation Commission, and *Cincinnati FiftyPlus Magazine*.

✓ The Government & Business Department also hosted a series of programs celebrating their 50th anniversary. Among these was *September 11, 2001: Viewpoints Toward Understanding*, featuring a discussion about what caused the events of that day. The celebration concluded on April 13 with a special program, *Strong Mayor: City Council Members' Views*, moderated by Betty Roosa from the League of Women Voters, and Council members, Pat DeWine, Jim Tarbell, and John Cranley, representing three political parties.

✓ The Science & Technology Department reached a major milestone, 100 years of service to library users. Among the events planned throughout the year to celebrate were an exhibit at the Main Library, a special publication 100 Notable Books in the Science & Technology Department, noted speakers, and the first-ever Pet Day. The centennial began on April 20 with *Astronomy Day @ the Library* featuring lectures, telescope displays, and solar viewing, sponsored by the Cincinnati Astronomical Society. On April 23, former NASA astronaut Captain Winston Scott presented *To the Stars: Achieving Your Dream* to nearly 200 excited kids and adults, who listened raptly as he shared his experiences in space, concluding with punch and a birthday cake in honor of the 100th anniversary. On May 21, popular food writers Jane and Michael Stern delighted over 250 audience members at the Jarson-Kaplan Theater with their humorous comments and signed books for over an hour afterward for their eager fans. The anniversary concluded with the first ever *Pet Day @ the Library*, held on August



17 in the Children's Reading Garden. Over 100 pet enthusiasts (along with their pets) came to meet the pet psychic, to see the therapy dogs at work, to show off their own pet's good behavior, and to win door prizes.

FOCUS ON CHILDREN

Thousands of area school students had the opportunity to attend lively presentations by a number of noted children's authors, who shared insights with eager young audiences throughout the year. Among these were Helen Lester, author of the Tacky the Penguin books (January 15–17); Jackie French Koller (May 2), author and illustrator Nancy Carlson (May 7), Christopher Paul Curtis, whose novel, *Bud, Not Buddy* won the prestigious Newbery Medal and Coretta Scott King Award (May 8), and children's mystery writer Wendelyn Van Draanen (September 28).

Children's Book Week, November 17–23, was celebrated with two prominent children's authors and a variety of book-related programs in the branches and at the Main Library. By talking about his work, author/illustrator Peter Catalanotto inspired audiences of over 1,500 children to draw and write. Local children's author Andrea Cheng also spoke about her recent Holocaust novel, *Marika*, at several branch libraries. Other Children's Book Week events included family storytimes and special book-related programs.

FOCUS ON SUMMER READING

Read Around the World Summer Reading Club for all ages of readers kicked off on May 31, with celebrations throughout the library system. The Main Library was transformed into an international festival, with crafts, activities, performers, and hotdogs on the grill. The branches celebrated by hosting multicultural parties or open houses to allow people to sign up for the program. Boosting the strong program start were lawn banners promoting the kick off, a 14-week Caught Reading series in the *Cincinnati Enquirer*, and the added bonus of the special *Reds & Reading Team Up*. Any adult and child who signed up



generosity of the Friends of the Public Library and the Anderson Library Committee.

Tibetan monks from the Drepung Gomang Monastery created a sand mandala for world peace in the Main Library Atrium from August 1–5. Over 1,000 people stopped to observe the painstaking, artistic process and to enjoy the cultural music and chanting. This rare exhibit provided people with the opportunity to explore the culture of Tibet, which complemented the Summer Reading theme.

FOCUS ON TEENS

In keeping with the theme of this year's Teen Read Week (October 13–19), *Get Graphic @Your Library*, several exciting programs for teens took place, including a computer animation demonstration and visits by comic book authors.

Other programs attracting high attendance were an Urban Legends series, anime film festivals, mystery nights, and author visits by John Fleischman, author of the critically acclaimed new book for teens, *Phineas Gage: A Gruesome But True Story about Brain Science*. Over 800 teens checking out items during Teen Read Week participated in drawings at each library location for a free pizza, donated by Papa John's Pizza.

together for the Summer Reading Club between May 31 and June 8 were eligible to win one of 75 sets of four tickets to a Cincinnati Reds Game, donated by the Cincinnati Reds.

Children who read 15 books received their choice of several paperback books and a chance in a drawing at every branch and at the Main Library for a Crayola Interactive Globe. Teens recorded their time spent reading or their time spent doing a reading-related activity for a chance to win one of several bi-weekly drawings for prizes such as movie tickets and food coupons. A teen grand prize gift certificate was given at each branch and at the Main Library. Adults could enter a drawing at each location for a bookstore gift certificate each time they read a book by filling out an entry card. There was also a grand prize drawing for a gift certificate for adults. A fabulous array of over 1,100 international programs were held between June 1 and August 15 to complement the reading initiative and to encourage people of all ages to join the reading program. Prizes and programs were made possible through the

✓ Other notable programs included German Heritage Month celebrated in October, National Chemistry Week (October 20–26) with chemists from around the city providing demonstrations on *How Chemistry Keeps Us Clean*, and a *Haunted Bus* series that attracted several thousand trick-or-treaters. Also outstanding was the moving keynote talk for the 48th Annual Veterans Day Program given on November 11, World War II Army Air Corps Veteran Thomas C. Griffin, who flew with Lt. Col. Jimmy Doolittle's bombing attack on Tokyo on April 18, 1942.

Outreach

TO SUPPORT THE LIBRARY'S VISION of being an integral part of the community, much attention was focused on outreach. Considerable efforts were expended on raising the Library's visibility by participating in community festivals and events and on reaching out to the Hispanic community, as well as to other speakers of English as a second language. Among the numerous community events Library staff participated in were the Northside Community-Police Outreach Festival, Pooch Parade in French Park, Community Outreach Festival in Laurel Park, Madeira Art Fair, Senior Expo at Old Coney Island, Ridge Days in Pleasant Ridge, Literacy Rally on Fountain Square, Blue Ash Family Fun Day, Harvest Home Parade, Westfest, Delhi Business Association 2002 Annual Christmas Parade, and both Price Hill Days at Mt. Echo Park and Price Hill Back to School Fair at Seton High School. These festivals and community events are held to bring resources and awareness to the people in our city. Library representatives were present to promote our activities and resources, as well as to encourage people to sign up for a library card.

Other notable community involvement included taking part in *Celebrate Read Across America* program at the Cinergy Children's Museum, *Meijer's KidsFest* at Sawyer Point, *4C For Children Festival*, Downtown Cincinnati Inc.'s *Sundays in the City* promotion, *Kids Fun Survival Day* in the Forest Fair Mall, and *Families Forward Festival* at the Cincinnati Zoo & Botanical Gardens.

OUTREACH TO THE HISPANIC COMMUNITY

During the last decade, Greater Cincinnati's Hispanic population increased 136%. The Library is actively seeking to serve the growing Hispanic community, a community that comes with a unique set of challenges in a number of ways:

✓ Spanish-language versions of library card applications for adults and children have been developed and were officially launched at the Hispanic Festival. These applications, the Library's first in a foreign language, are available at all Library locations; a printable version is also available on the Library's web site. A Spanish-language version of the brochure describing systemwide services is also under development.

✓ At the Hispanic Festival on September 14 and 15, the Library staffed a booth which reached an audience of more than 30,000 residents. Fifty-five new Library cards were issued and many more Library magnets, program calendars, and informational brochures were distributed over the two-day festival. A Spanish storytime was given by Elvia Tuttle, Reference Librarian at the Groesbeck Branch, who regularly presents bi-lingual programs for young audiences.

✓ The Library partnered with WCET48 to sponsor a series of workshops at the Main Library and the Price Hill Branch for Latino childcare providers, parents and grandparents. The workshops, *Las Familias de Cincinnati*, were offered in conjunction with the airing of *American Family*, the first Latino drama series to air on broadcast television. They provided experiences that help caregivers and parents provide developmentally appropriate activities and stimulation for young children. Promotional materials developed by WCET were available in both English and Spanish.

✓ In April the Films & Recordings Department added their first Spanish-language audiobook to the collection to help meet the demands of a burgeoning Hispanic clientele. Some titles are English-language titles narrated in Spanish while others are original Spanish works.

✓ This summer the Films & Recordings Department created a Spanish section featuring materials in that language.

✓ The Education & Religion Department has begun actively collecting books in Spanish and plans to create a special section of these.

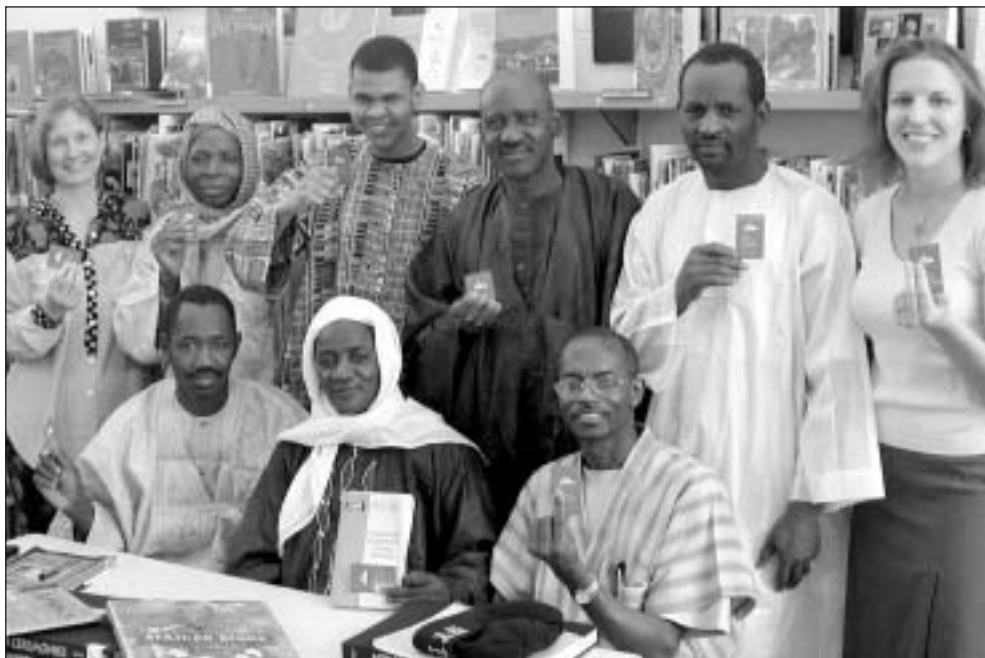
The West End Branch began hosting a weekly English as a Second Language (ESL) Conversation Group for a number of men from Africa living near the branch who speak mainly Pular and French but little English. The program was so successful that it has split into two groups: one for beginner ESL students, and one for more advanced. An ESL Conversation Group also meets regularly at the Main Library.

The Library intensified efforts to get its materials into the hands of other organizations. For example, in order to encourage their patients to read, Children's Hospital passed out several hundred children's library card applications, South Middle School in Mt. Healthy passed out copies of *Read On* bookmarks for biography, history & historical fiction and the 2001 *Coretta Scott King* bookmark at their assembly for Black History Month, and Library magnets were given to The Archdiocese of Cincinnati to be passed out to principals of 137 schools in the district, as well as information on upcoming events such as Black History Month and *In Love with Shakespeare*.

The Library continued to provide informational and instructional programming such as three sessions for the Southwest School District Teachers' In-service Day presented by Harrison Branch staff on October 18, and workshops presented by the Children's Learning Center for the Cincinnati Area School Librarians Association and the Cincinnati Public Schools teachers on library resources for school librarians and teachers.

Corryville Branch Manager Frank Dugan stepped up the campaign to garner more customers from its neighbor, the University of Cincinnati. He acquired a vendor's license from UC that entitles him to place library-related information in the mailboxes of the 250 student organizations on campus. In addition, with the help of UC employees, he hopes to place web banner "advertisements" about the Clifton and Corryville branches on the UC student web portal.

Human Resources Representatives participated in a Career Day at Purcell Marian High School for the Junior and Senior class as well as in a community program at the Drop-In Center as part of a Job Readiness Program, designed to teach participants the basic skills of getting and keeping a job.





Partnerships/Collaborations

THE CINCINNATI REDS partnered with the Library to bring literacy and baseball together during this baseball season. More than 50 Library staff members participated in the annual Reds Opening Day parade, capitalizing on one of this year's official Library Week campaigns *Get on Top of Your Game @ the Library*. Library Services Managers were encouraged to maintain a baseball presence during the season by utilizing the *Get on Top of Your Game* theme pennants, posters, and bookmarks in displays around their branches and departments.

To promote families signing up together for Summer Reading Club while encouraging early sign ups, the Library conducted a campaign whereby any adult and child team signing up together for the Summer Reading Club before June 8 was eligible to win one a set of 4 tickets to a Reds home game. The poster for this promotional campaign featured a photo of Barry Larkin reading in the Reds dugout. As part of the Reds & Reading Team Up program, Cincinnati Reds player Brady Clark read aloud a book about baseball and talked to three school classes in the Children's Learning Center on May 22. The wide media attention included news coverage on WCPO-TV9, WKRC-TV12, WLWT-TV5, WXIX-TV 19, and on Fox Sports, as well as having an announcement made during the Cincinnati Reds game, which aired during prime time. The Cincinnati Reds website also included photos of the event.

Cincinnati Reds Strength & Conditioning Coach Carlo Alvarez talked at the Price Hill Branch on July 23 about why exercise is good to a group of enthusiastic fans. As part of the continuing Reds-Library partnership, the Library set up a promotional table at Cinergy Field for the Reds game on September 9 that coincided with the Staff Association's outing.

The Library along with WCET48, Hamilton County ESC, the University of Cincinnati, and several local public and parochial schools, is partnering with the Cincinnati Art Museum to develop four interactive video lesson sets each focusing on the new museum display, *Discovering the Story: A City and Its Culture*. The project celebrates the Ohio bicentennial and includes video streaming and DVD production. The Art Museum was awarded a \$250,000 Ohio SchoolNet Telecommunity Content Development grant to support this project.

The Public Library was one of three cultural institutions in Cincinnati collaborating this fall on a celebration of the Ballet Russe de Monte Carlo. The Cincinnati Art Museum presented *The Golden Age of Costume and Set Design for the Ballet Russe de Monte Carlo: 1938 to 1944* and The Cincinnati Ballet opened its season series with a tribute to the Ballet Russe and to its leading dancer Frederic Franklin. Mr. Franklin was interviewed for a documentary on this extraordinary dance company in the Art & Music Department, where a related display of materials was on view from September 3–November 30. The exhibit was mentioned twice in the *New York Times*. Several talks and other educational offerings were held during this period, including two dance performances by the Otto Budig Academy Venture Dancers at the Main Library and Green Township Branch. An informational piece that appeared in the September issue of *Cincinnati Magazine* as a special advertising supplement was overprinted for use as an educational handout at all Library locations. Related displays at the Oakley and Mariemont branch libraries also proved quite popular.

While it was closed due to major construction, The Taft Museum of Art continued its *Artful Evening* series

throughout the year with of lectures presented at various branch libraries.

A circulation increase totaling 13,205 items resulted from a program collaboration with DreamWorks that featured *Spirit: Stallion of the Cimarron*, a G-rated animated film for families. DreamWorks offered small prizes such as bookmarks, temporary tattoos, posters, and stickers to anyone checking out five materials from the library during the week of May 5–11. The total number of participants reached 2,260. A drawing was held at each branch and Main Library for a set of four tickets to see the film before it was released.

The Library is a partner in Project GILEAD, along with the Cincinnati Recreation Commission, the Cincinnati Department of Community Development, Volunteers of America, WCIN, the Archdiocese of Cincinnati, and Deloitte & Touche LLP. The Ekklesia Development Corporation, a local non-profit organization, received a three-year grant of \$510,000 from the Technology Opportunities Program of the National Telecommunications and Information Administration of the Department of Commerce. The grant award will provide half the funding for a new community service named Project GILEAD, that will provide web-based access to information on faith-based community services in a user-friendly, convenient system.

The Corporation for Public Broadcasting has approved a grant application from WCET48 for a Leadership Grant to provide funds for a series of programs at the Library. These

funds will be used for programs dealing with issues relevant to “tweens,” (kids age 9–12), an age group the Library is also targeting, to explore issues such as ecology, design, food, and emotional, physical and consumer issues. These programs will revolve around the content of five new PBS web sites.

During the summer, Metro distributed thousands of 4-color brochures to promote use of public transportation entitled, *Playin’ Around Town on Metro: Your Guide to Summer Fun in Cincinnati*. Two of the brochure’s six panels list the 35 Library locations accessible by Metro under the heading “Expand Your Mind.” In December, the Library distributed several thousand 2003 Metro calendars at all its locations.

The Main Library participated in *Flower Power*, a community project that put in Downtown and Northern Kentucky over 200 lavishly decorated pots created by area artists and planted by dedicated gardeners. A number of planted pots that were done by area school students, including from Indian Hill Middle School and Ross High School, were placed around the Main Library.

Several groups of Children’s Librarians teamed up together this summer to present story, game, and craft programs at their own and the others’ branches. This collaborative method enabled each of the cooperating team members to get high quality, free programs at their branches in exchange for presenting a repeat of a program each had developed while having fun working together.

Web/Electronic Information Resource Enhancements

AN EMAIL NEWSLETTER, *@ the Library*, became available through the Library’s Web Site as an efficient, cost-effective way to communicate with customers. News on special programs and events, author signings, collection updates, and more is only a click away through the Library’s new customizable email newsletter, *@ the Library*. Subscribers to this free service are emailed personalized information about the Library once a week on Sunday. Important upcoming Library events, geared toward their likes and interests, as well as any service changes or enhancements to the Library’s web site are easily accessible. Those who sign up can also stay current on selected new titles added to the Library’s collections while placing ones of interest on reserve. As an added convenience, subscribers can receive weekly updates on their accounts to keep tabs on books and other items they’ve checked out, as well as stay informed about due dates, fines, and notices of when “reserves” are ready for pick-up. *@ the Library* also announces the latest issues of *LINKS*, the Library’s print newsletter, which is now available online. Subscribers choose from the following categories: Library News, Your

Library Account, Job Opportunities, New Additions to the Collection, and Library Programs & Events.

A newly designed bold, brightly colored Kidspace web site was launched on July 1. Purple circular magnets and neon green bookmarks helped to promote this totally reorganized site designed for kids up to age 12 and their parents. It replaced the space exploration design in use for the past five years, which was outdated and did not offer the flexibility needed to add additional layers of content. Many of the changes and enhancements made to Kidspace reflect the results of a survey distributed to the Children’s Librarians early in the planning process. New categories were added, others were reorganized to better reflect the content within them, and navigational elements were added to make it easier for kids to quickly locate the information they need. One of the most exciting new categories is “Write On!” which gives kids the opportunity to submit online book reviews and rate their favorite books. Two different designs were considered for the new webpage; the one selected was the overwhelming favorite with our target

audience. Studies have found that kids are drawn to dynamic, colorful websites. Fran Acree (Madeira), Erin Caskey (St. Bernard), Tess Imholt (Delhi Hills), Sherry McCoy (Children's Learning Center), Sharon Sentney (Oakley), and Janet Windsor (Graphic Production) developed the new site.

Several new databases were added to the collection of online resources including Infotrac *OneFile*. Also added is *HeritageQuest Online*, a comprehensive, Web-based genealogy resource developed specifically for beginning and professional genealogists. Resources offered by *HeritageQuest Online* include selected U.S. Federal census records, comprehensively indexed and reproduced in full image, and a digital collection of over 25,000 family and local history books. The Library receives a subscription to this resource at no charge because records from the History & Genealogy Department's collection were used to create the database. Remote access to *HeritageQuest* is not available.

ReferenceLink, the database developed by Thomson Corporation to replace *Dialog* (discontinued on May 31),

was released to the public. *ReferenceLink* is a multidisciplinary database containing business, education, medical, reference, patent/copyright, science, technical, and regulatory resources, including *Chemical Engineering and Biotechnology Abstracts*, *ERIC*, *GeoRef*, *The Federal Register*, *MEDLINE*, and *US Patents*. *ReferenceLink* also offers access to a wide range of news and current awareness services, including *AP News*, *US Newswire*, *The Boston Globe* and *USA Today*. Remote access to *ReferenceLink* is available.

A new section, *Support the Library*, was added to the web page that makes it easier for individuals, foundations, corporations, and community groups to find out about the variety of ways they can contribute to the Library. Support the Library contains information about the many ways to ensure that the Public Library of Cincinnati and Hamilton County remains a vital part of the community, including: contributing to the Annual Fund, making a donation to Fifth Third Bank's Save the Library Fund, making a planned gift, and becoming a member of the Friends of the Public Library or the Anderson Library Committee.

Computer Enhancements

THE NETWORK UPGRADE PROJECT begun in 2001 was completed in late 2002 in preparation for the implementation of a new Integrated Library System (ILS) and to provide tools to improve service to the public and staff. The Network Upgrade project included replacing all "dumb" terminals with Wyse thin client devices, thus enabling Internet access on all work stations and resulting in a increase of 122% for Internet access computers. It improved printing capabilities through implementation of a new Pay-for-Print solution at all locations. Completion of the Network Upgrade resulted in faster response time on the computers. The Library staff now has one consistent email and word processing package, office automation tools, faster printers, faster response time, virus detection software, improved security, and access to a Library-developed Intranet (internal web site). The Intranet was deployed to all staff, which improves access to information and reduces costs of both staff time and materials by reducing paper. Some of the Intranet applications implemented for staff include Graphics Job Log, Public Documents database, Label database, Advance Copy Plan, Supply Requisition, Booklist, Acquisitions Serials application, and online training application.

The Board approved the recommendation of the ILS Selection Team to purchase Sirsi's Unicorn system. Sirsi Corporation is the vendor that purchased the DRA TAOS system, which the Library had previously selected. Sirsi has incorporated many of the best features of the DRA system into their product over the past year. Members of the ILS Selection Team are Jeanne Bauer-Nilsen, Greg Edwards, Jenny Gomien, Joe Hamrick, Mary Beth Brestel, Catherine Sheanshang, Roger Miller, Sue Kober, Marie Hamm, and team chair Anne Herbert. They have been working on this project for several years and are currently analyzing reports, interfaces between the ILS and the JDE Financial System, data conversion from CINCH to Unicorn, and the contract to prepare for negotiations.

The Library began offering staff the opportunity to take advantage of web-based training. These online classes are designed to help staff become proficient with the computer tools that they now have. Online classes have been made possible through OPLIN (Ohio Public Library Information Network), which on behalf of Ohio's public libraries recently purchased web-based training and reference materials from Element K. Element K allows users to learn new skills online through a series of interactive, engaging programs. Individuals can select and complete the training they want (with supervisor approval) according to their own needs and at their own pace. The training is available 24/7 so it can be done at anytime, anywhere. Element K offers two types of courses. Some classes are online interactive: there is a teacher at the other end! The remainder is tutorial in nature: self-taught and self-paced. Participation may take as little as two weeks or as many as eight. Details of this newest training option are available on the Intranet.

The Library applied for an LSTA mini-grant for "search engine" software to be used on the Internet & Intranet.

Improvements in Technical Services

✓ The Library stopped reinforcing paperbacks in the fall of 2002. This change speeds these paperbacks to Library Services agencies, saves \$30,000-\$40,000 annually in supply costs, and frees up one staff member in the Processing Department to help expedite the processing of other materials.

✓ In February and March the Processing Department offered for the first time three Mending Workshops for branch staff. Basic mending techniques were demonstrated and each branch received a kit of basic mending tools, supplies, and an instructional booklet on mending techniques to aid Library Services staff in maintaining their collections in good condition. These hands-on workshops received such positive responses that the Processing Department may offer them annually as a refresher course for past attendees and to make the training available to new staff.

✓ On March 22 Technical Services issued a 63-question Library Services Partners Survey to each branch and Main Library subject department. This survey was used by Technical Services to assess Library Services' current satisfaction level with Technical Services' speed, accuracy, and effectiveness; focus on its customers' needs; and set a benchmark against which future developments and surveys could be compared. Results were compiled and action plans developed. On August 2, the results and action plans were posted on Technical Services' Intranet page. A number of improvements have already been implemented.

✓ The Oscar Treadwell gift of 6,226 jazz compact discs began being cataloged on September 25. To speed these

items into the collection, the titles are being cataloged using enhanced minimal level cataloging. Original cataloging will proceed in anticipation of Copy Cataloging Unit time becoming available in 2003 to complete the process and make these materials available for public use.

✓ To date, 3,515 (89%) of the collection of art exhibit catalogs donated by the Contemporary Arts Center have been cataloged and are available in the Art & Music Department.

✓ The Acquisitions Department worked with Information Systems to create a branch periodical subscription database that would facilitate systemwide ordering and reporting. Daily Powerpoint demonstrations on the use of the database were provided to Branch Managers and Children's Librarians. In fall 2002, the branches were able for the first time to add and drop their subscriptions on line. Use of this database sped the renewal process and improved communication and accuracy.

✓ After thorough examination of processes and materials, Technical Services has implemented a number of changes resulting in time and cost savings and ultimately result in improved service to Library customers. Among these changes are the use of PC Core Level cataloging for most sound recordings, use of scored phase boxes instead of custom binding to protect brittle books, reduction in the number of statistics being counted on a daily basis, elimination of selected audiovisual labels, reduction in the writing of call numbers on hub labels, and the repackaging of CD-ROMs into jewel cases rather than large containers.

Capital Projects & Facilities

THE EXPANDED AND REDESIGNED WESTWOOD BRANCH LIBRARY reopened on June 8. The nearly 7,800-square-foot 1931 building was designed in the Spanish Mission style of architecture with charming touches such as a stone fireplace, wooden balcony, and solid oak shelving and trim throughout. The new 2,000 square foot addition plus extensive renovation, completed by the design architects Moody/Nolan, preserves the integrity and spirit of the original design.

Two of the most exciting enhancements to the branch are the dramatically expanded children's area (named the Charles H. Dater Children's Room in recognition of the Foundation's major support for this project), and the new Teen Scene space for teens with interactive CD-ROM station and a large collection of graphic novels and comic books. Other improved branch amenities include separate reference and circulation desks, a much enlarged collection, cozy reading areas, five times more computers with Internet access, more parking, additional staff, and separate children, teen, and adult areas. A new entrance tower provides direct access from the parking lot to the program room on the lower level, as well as to the main floor. The tower also features a lift to make the branch handicapped accessible.

To generate pre-opening publicity, children from Westwood Elementary School participated in a "Book Cart Parade" from the Westwood Annex to the newly renovated Westwood Branch Library on May 30. Western Hills Press covered the colorful event as balloon-decorated book carts were pushed by kids sporting "Westwood Branch Book Buddy" t-shirts. The Library staff was not only invited to attend the reopening program but also to come to a sneak preview for staff only on Friday, June 7.

Planning is now underway for the expansion of the Clifton Branch into the third storefront next to the current rental spaces. This was made possible by an anonymous donor who offered a gift of up to \$100,000 for the renovation. The gift is

contingent upon the donor previewing the plans prior to construction, having the construction completed in a timely manner, and the Board's agreement to maintain the remodeled library in this building or on Ludlow Avenue for at least five years.

A new operator took over the former BonBonerie space and re-opened a beverage and food service business on January 2 under the name "Book Nook Cafe." The shop closed on November 8.

The fountain in front of the Forest Park Branch is now working for the first time in decades. Noted sculptor Robert Youngman designed the fountain, which he stated was inspired by a creek bed near Richmond, Indiana. In May 1970 the fountain received recognition as an outstanding use of architectural concrete.

Due to the Library's current financial situation, the Board has approved delaying the start of construction of the St. Bernard Branch project will be delayed for approximately one year.

Human Resources & Staff Development

THE HUMAN RESOURCES DEPARTMENT was restructured to better utilize its resources and enhance its ability to become a strategic partner with all branches and departments. The new department structure includes three Human Resources Representatives who provide service and support to branch and department managers within assigned branch regions and Main Library departments. The HR Representatives are responsible for recruiting and interviewing prospective employees and employee relations issues. One staff member is dedicated to providing service and support to system-wide management and staff for compensation and benefits issues and ADA issues. The two-person Staff Training and Development component of the department is unchanged. The restructuring allows all Library agencies to benefit from the close working relationships that can develop between the managers and their HR Representative and the clear definition of the Human Resources Department functions.

NEW MANAGERS APPOINTED

Edward (Ned) Heeger-Brehm, Groesbeck; Kathleen Bach, West End; Katherine Greifenkamp, Mt Washington; Lisa Hamrick, Children's Learning Center; Judy Inwood, Art & Music; Nadja Springer, Bond Hill; Jillian Subach, Program Coordinator; Kathy Kennedy-Brunner, Price Hill; Tina Messerschmidt, Norwood

RETIREMENTS

Joan Ahlers, Library Services Floater, Library Services

Malinda Anderson, Library Services Floater, Library Services

Gail Baer, Acquisitions Assistant, Acquisitions Department

Nettie Biesack, Processing Assistant, Processing Department

Carolyn Cornes, Security Guard/Operator, Safety and Security Services

Geraldine Correll, Library Services Assistant, Corryville Branch

George Ferguson, Main Library Evening Supervisor, Library Services

Elaine Gillespie, Library Services Assistant, Greenhills Branch

Janet Greatorex, Library Services Assistant, Symmes Township Branch

Concetta Grove, Catalog Maintenance Assistant, Catalog Department

Susan Hansel, Assistant Manager, Children's Learning Center

Anna Horton, Subject Department Manager, Art & Music Department

Laurie Jacobs, part-time Library Services Assistant, Mariemont Branch

Alfred Kleine-Kreutzmann, Reference Librarian, Literature & Languages Department

Charles Kues, PC Specialist, Information Systems

M. Linda Mahoney, Children's Librarian, Covedale Branch

Thelma Morris, Branch Manager, Avondale Branch

M. Alice Penrod, Reference Librarian, Madeira Branch

Ella Robinson, Reference Librarian, Northside Branch

Margaret Stuhldreier, Branch Manager, Groesbeck Branch

Florence Thompson, Branch Manager, Mt. Washington Branch

Elizabeth Wahle, Library Services Assistant, Films & Recordings Department

Dolores Wilkens, Accounts Payable Clerk, Financial Services

The Board approved several new and revised policies in order to ensure legal compliance and establish a retention program that enhances the Library's Mission. These policies are Job Description, Criminal Record Check, Drug & Alcohol Screening, Employment Status, Employment of Minors, Wage & Salary Administration, Drug-Free Workplace, Timekeeping Guidelines, The Breaks...Meal & Rest Policy, Bereavement Leave, Educational Assistance Plan, Library Tuition Assistance and Grants, Benefits Policy, Harassment in the Workplace, Educational Leave, and Personal Appearance and Conduct.

As a means of reducing payment of lost-time compensation, decreasing reserves, and providing an opportunity for positive impact on the Library's Worker's Compensation premium and experience rating, the Library is planning to participate in the Ohio Bureau of Worker's Compensation Transition WorkGrant\$ Program in 2003. The Program allows injured workers to

return to work through accommodation or transitional work before being 100% fit to return to their regular job duties.

The Library implemented a new health insurance plan this summer. The decision by Anthem to not renew the First Priority Plan gave the Library the opportunity to evaluate the total employee benefits package. Two plans from Anthem are now offered—the PPO and HMO plans. The Library will continue to pay 100% of the health insurance premium for full-time employees. The current dental plan has been replaced with the Anthem Blind PPO, at the current rate of 75% Library paid premium, 25% employee paid. Two additional benefits are now offered at no cost to full-time employees. These are life insurance coverage and long-term disability. Staff also have the option to add voluntary, employee-paid plans for cancer, accident, and short-term disability.

STAFF TRAINING AND DEVELOPMENT

- ✓ A Training Mission Statement and Training Philosophy was developed.
- ✓ A unified program of training offerings, entitled The Library Academy, was developed. These offerings are designed to orient and guide new employees, improve job and people skills, provide opportunities for workplace and personal growth and development, and promote a better understanding of Library policies, performance expectations, and benefits. The number of workshops offered this year increased from 48 to 64.
- ✓ Throughout this spring and fall all Library staff had the opportunity to attend a four-hour diversity class with Gail E. Dudley, owner of the consulting and training firm, Highly Recommended Int'l. The classes were intended to expand awareness of personal filters acquired through the socialization process and to develop an enhanced sensitivity to customers and co-workers with diverse cultures, customs, beliefs, or values.
- ✓ All Library management staff participated in Charting Our Course, an all-day meeting at the Sharonville Convention Center on March 6 to discuss three topics: change, communications, and the Library's future. This was the first time managers from all areas of the Library gathered together for a full-day meeting to discuss common issues. Library staff from the first two Management Academy classes developed the meeting's agenda and content. Keynote speaker Gary Strong, Executive Director of the Queens Public Library, spoke about the creative ways his staff is dealing with the challenges his library is facing.
- ✓ As a follow up to Charting Our Course, task forces were formed to look at four major areas for further development: Staff Involvement in the Community, Using Demographic Information, Use of Volunteers, and Gathering Community Input. Each task force is responsible for assessing, evaluating, and making recommendations to Administrative Council in early 2003 for implementation or follow up.

✓ On February 26, Library managers who were members of the second group attending Management Academy, a multi-dimensional management and supervisory program developed by Excelleration, Inc. for the Public Library, were initiated into the Academy after completion of the initial phases of this program. A third group of Library managers and supervisors has begun the program. Congratulations to the following initiates!

Joyce Baer, Westwood Branch
Donna Barkley, Mt. Healthy Branch
Mary Beth Brestel, Science & Technology Department
Molly DeFosse, Financial Services
Kathy Due, Hyde Park Branch
Jenny Gomien, Clifton Branch
John Graham, Public Documents & Patents Department
Katie Greifenkamp, Price Hill Branch
Joe Hamrick, College Hill Branch
Chris Holt, Monfort Heights Branch
Sue Kober, Acquisitions Department
Roger Miller, Catalog Department
Lennell Myricks, Information Systems
Ranjan Prasad, Information Systems
Dave Takach, Security & Safety
Lenora Whiston, Processing Department
Rob Witzke, Information Systems

STAFF RECOGNITION

MVPs

- ✓ Joyce Baer and Jennifer Weikert (Westwood Branch) for their work to enhance and expand the Westwood Branch service to teens through the design of a dynamic teen area featuring non-traditional material, a CD-ROM station, new TEEN labels on all of the books, and teen-friendly furniture.
- ✓ Shirley Bass (Acquisitions) for her innovative changes to the purchase order system that have been a great time and money saver and for her positive attitude and enthusiasm.
- ✓ Becky Cohn (Program Coordinator's Office) for her efforts in keeping the many programs offered by the Library running smoothly, particularly while the Program Coordinator's position was vacant for several months.
- ✓ Sang Doeum (Facilities) for the extra effort he makes to keep Delhi Township Branch Library in good condition and his willingness to help out at other Library locations.
- ✓ Viviane Hartz (Acquisitions) for her development and implementation of the Branch Periodicals Database as well as her training of Branch staff in using this database, which has made the Branch add/drop procedure much easier.
- ✓ Laura Lazaraton (Information Systems) for her outstanding work in training the Library's entire staff in the use of the new applications available on the Intranet.
- ✓ Sherry Quinones (Children's Learning Center) for her efforts in making the *Read Across America* event a great success.
- ✓ TEAM MVP—Betsy Miskell & Janice Schulz (Information Systems), for their outstanding work in developing and designing the Library's Intranet and their excellent customer service in providing training and continuing assistance in maintaining this important new tool.

Bright Ideas Awards

- ✓ **Mary Beth Brestel** (Science & Technology) for her suggestion to make the term “full text” stand out in the descriptions of research databases.
- ✓ **David Butler** (Covedale Branch) for his suggestion that an activity sheet be developed that would provide children with a fun activity which they could take home.
- ✓ **Paige Christman and Mary Ficker** (Catalog Department) for suggesting the Library create a red logo shirt for winter.
- ✓ **Barbara Cody-Banks** (Groesbeck Branch) for her suggestion to add a list of the names of employees who have a birthday each month to the Intranet.
- ✓ **Brenda Dougherty and Gwendolyn Williams** (Information Systems) for their joint suggestion that vending machines containing drinks and snacks be placed in the north building.
- ✓ **Kathy Due** (Hyde Park Branch) for her suggestion that each branch and department have a scrapbook to document their history.
- ✓ **Education & Religion Department Staff** for their suggestion that the Main Library’s hours of operation be placed on the outside doors of the entrance airlocks at the Vine and Walnut Street entrances.
- ✓ **Heather Fink** (Library Services) for suggesting that universal agency use codes be instituted with the ILS to assist with finding books for interagency loans.
- ✓ **Jenny Gomien** (Clifton Branch) for her suggestion that the Library have a standardized form sent to customers who have left their library card at the Library.
- ✓ **Katy Holm** (Deer Park Branch) for her suggestion to make customized “Welcome Packets” for new patrons to highlight events and materials relative to their location.
- ✓ **Erin Hunt** (St. Bernard Branch) for her suggestion that the Films & Recordings Department send a box of videos to interested branches every month or two in order to help stretch budgets and increase the selection for branch customers.
- ✓ **Jennifer Nunn** (Norwood Branch) for her suggestion that the branch libraries receive badges that delineate staff

positions in order for customers to easily identify them.

- ✓ **Renee Roberson** (Science & Technology) for her suggestion to make WDBZ-AM on-air book club titles available through the Library and that a Library representative attend the book club to distribute Library card applications or to have these available for distribution.
- ✓ **Darlene Ross** (Westwood Branch) for her suggestion to schedule tornado and fire drills for each library location in order to help staff know how best to handle these emergency situations.
- ✓ **Donna Schweikert** (Monfort Heights Branch) for her suggestions to redesign the Library logo magnets with a blank area for customers to write in their library card number for quick reference and for her suggestion to stop assigning a branch designation to honor books in order to save time, cut down on items in delivery, and allow branches to have a larger variety of honor books.
- ✓ **Nancy Weinberg**, (Westwood Branch) for her suggestions that a private party and tour be conducted for Library staff at all renovated or new branches and that hand sanitizers be provided for staff use to help keep the work environment healthy.

At the Fourth Staff Service Recognition, held on March 19, the second President’s Award and the second Bunny Dehner Prize of \$1,000 were given to Cherie Doherty, Librarian in the Outreach Services Department, for the creative ways she seeks to connect to children with special needs. Frank Dauterich, part-time Shelves/Page in Outreach Services, received the Rookie of the Year Award in recognition for his initiative, outstanding customer service, and positive attitude during his first year of employment with the Library.

As part of increased efforts to attract and recruit the best possible employees, the Library participated in a job fair at Indiana University on February 28. Assisting with the recruiting effort were ADA Coordinator Lisa Denham, Teen Coordinator Paula Brehm-Heeger, and Groesbeck Branch Manager Ned Heeger-Brehm.

Of Note

- ✓ The design of the 200,000 square feet 1955 Main Library building by Woodie Garber & Associates and Samuel Hannaford & Sons, Associated Architects was featured prominently at the Alice F. & Harris K. Weston Art Gallery in the Aronoff Center for the Arts in the exhibition *Cincinnati Modern: Art and Design at Mid-Century*, on view June 14 through August 31. It was showcased in a large photographic mural, four smaller photographs, and two blueprints, as well as in the published exhibit catalog.
- ✓ Twenty-five photographs from the Inland Rivers Library were used on the plaques for the “Steamboat Hall of Fame” portion of the National Steamboat Monument at the Public Landing.
- ✓ The Statistics for Top Ten Circulating Libraries show that the Library ranked fifth in circulation in the country in 2001. Unprecedented growth at two library systems, Columbus Metro, up 17.4% and King County, up 9.2% brought both ahead of Cincinnati in total circulation. The Queens and Los Angeles County public libraries remained in the number 1 and 2 positions despite slight circulation declines for both systems. In other figures, Cincinnati was third in circulation per capita at 16.3 and second in circulation per cardholder at 33.7. Of the ten systems in the comparison, Cincinnati ranked 10th for the number of registered borrowers but was 7th for percentage of population with a library card. In total holdings Cincinnati ranked 2nd behind New York (branches) and first in holdings per capita with 12.3, more than double the next closest. Cincinnati was again third lowest in cost per circulation at \$3.74.

✓ The Ohio Memory Project, a collaborative project of the Ohio Public Library Information Network (OPLIN), the Ohio Historical Society (OHS), and the Ohio Library Council (OLC), opened March 26. Through the Ohio Memory web site, www.ohiomemory.org, customers are able to search and view digitized images of important Ohio historical, artistic and cultural items such as manuscripts, photographs, and three-dimensional objects. The Library provided 20 items to be digitized for inclusion in the scrapbook.

✓ Images from the collection of primary resource materials in the Art & Music and Rare Books & Special Collections departments will be scanned and digitized for inclusion in the electronic editions of two new publications by University of Cincinnati Digital Press. Currently in production are *A.E. Mathews: the Principal Works* and *C. Szwedizicki: North American Indian Works*.

✓ Photographs of the *USS Cincinnati* presentation silver displayed at the Library will be included in a book Sherry

Langrock is writing about U.S. Naval presentation silver that will be used in conjunction with two upcoming exhibits at the Smithsonian's Renwick Gallery and the Naval Historical Center. In addition, Thomas Pickenpaugh, Loan Officer, U.S. Navy, is interested in having two pieces of the Cincinnati silver included in the Naval Historical Center's exhibit *Naval Presentation Silver*, to open in October 2004.

✓ The Library will be loaning its painting by Robert S. Duncanson, *Temple of the Sybil at Tivoli, Italy* (1870), to the Cincinnati Art Museum (CAM) for the opening of its new gallery space in May 2003. This will provide an opportunity for institutional cooperation and for museum visitors to view a rarely seen item from the Library's collection.

✓ The Metropolitan Museum of Art recently borrowed the book, *Marie Laurencin, catalogue raisonne de l'oeuvre, volume 2*, from the Art & Music Department. According to the RLIN & OCLC listings, our library is the only one in the United States to own this title.

Development Efforts

THE LIBRARY ESTABLISHED ITS FIRST DEVELOPMENT DEPARTMENT to improve the Library's financial base by securing more diversified sources of funding, including individual, corporate and foundation donors.

Serafina Williams was appointed as the Library's first Development Director effective May 26. Ms. Williams joined the Library from the Salmon P. Chase College of Law where she has been the Director of Development and Executive Director of Alumni Relations since 1999.

The Library conducted its first Annual Fund Campaign targeted to friends, patrons and staff. The prime objective of the Annual Fund was to enhance the stability of gift revenues to supplement the operating budget and to increase the number of donors who contribute to the Library. The program began in September with a six-week campaign. To encourage more gifts to the Library, for the first time the Library accepted credit cards for payment.

More than 450 friends, Library Trustees, staff, and companies made gifts to the 2002 Annual Fund, generating over \$65,000. These gifts will help enable the Library to maintain and improve its provision of outstanding materials, programs, and services.

ANNUAL FUND GIFTS OF OVER \$1,000

Mr. & Mrs. Charles W. Anness
Mary & Joseph S. Stern, Jr.
Mrs. Robert M. Bergstein
Keith Kuhn

- The Greater Cincinnati ESL Consortium (GCEC) for English-as-a second-language (ESL) instructional materials.

MAJOR GIFTS

- Anonymous gift of up to \$100,000 for Clifton Branch expansion
- \$10,000 Fifth Third Bank for the Save the Libraries Fund with substantial in-kind support from Global Cloud, Ltd.
- \$8,126 from the Hamilton County Chapter of the Ohio Genealogical Society for 1930 U.S. Census for Ohio and Enumeration Maps
- Art Academy of Cincinnati transferred a portfolio of eight color lithographic prints by Norman Rockwell (c)1940, 1968, to the Public Library originally donated by Herb Crown.
- Charles Fleischmann for a 35-volume set of *The Writings of Mark Twain*, published from 1922-25, signed "S.L. Clemens, Mark Twain" in Volume 1.

SUPPORT RECEIVED FOR THE ANNIVERSARY BOOK

Major Funding

Friends of the Public Library
Armstrong Trust Fund
The LaMacchia Family Foundation

Sponsors

American Building Maintenance
Champlin/Haupt Architects, Inc.
Donnellon McCarthy, Inc.
Fifth Third Foundation
IKON Office Solutions
Kohrs Lonnemann Heil
Messer Construction Co.
Proforma Park Place Enterprises
UNEQ, Inc.
Wm. Kramer & Son, Inc.

Library Awards/Honors

✓ The Library was awarded a Certificate of Appreciation by the United States Patent and Trademark Office on March 18 during the annual Commissioner's Reception at the Patent and Trademark Depository Library Seminar. Certificates were awarded to patent depository libraries that hosted the Patents Customer Outreach Program in 2000 or 2001.

✓ On July 29, the Library was presented with a plaque in recognition of its support for the fifth year of the *Footsteps to Freedom Travel Study Program*, that serves Southern California educators touring historic sites on the Underground Railroad.

✓ *Family Tree Magazine* announced the arrival of the 1930 census at the library to its more than 21,000 subscribers. They also selected the Library as one of the "Top Ten Public Libraries to Research Your Roots" in their special issue on libraries and archives in October. The Library ranked in the top three in nearly every criteria they used, including books, periodicals, microfilm and census/soundex holdings. The cover of the magazine featured the History & Genealogy Department's public area while the contents page used the Weinberg Book Fountain and Vine Street facade to introduce the feature story.



✓ The Library was a winner of a Cincinnati Preservation Association 2002 Preservation Award for the extensive renovation completed in 2001 of the Norwood Branch Library. These awards are given every year to the most outstanding projects that contribute to historic preservation in the Greater Cincinnati area.

✓ The Harrison Branch Library was among those recognized at the annual Cincinnati Design Awards when the building's architects, Champlin/Haupt, received an Honor Award for Built Work for this project. This year's 19 award-winning CDA entries will be showcased in a traveling exhibit that opens January 5, 2003 at the Main Library and then moves to other locations around the City.



✓ Moody/Nolan Ltd., Inc. captured a Merit Award from the National Organization of Minority Architects (NOMA) for their work as architects of the Westwood Branch Library expansion. The award recognized that the architects were able to retain the style of the original building while addressing the needs of contemporary users.

✓ The Hyde Park Branch received a framed poster commemorating the annual Hyde Park Art Show, held October 6, which was dedicated this year to the Library. Librarians were on hand at the event to issue library cards and voter registration forms, and several donations were made to the Library's Annual Fund Campaign.

✓ The book *Long Distance Genealogy* lists the Library along with four other public libraries as having one of the largest genealogy collections in the country.

✓ *CityBeat* named the History & Genealogy Department the "Best Place to Find Out About Your Rich Lost Grandpappy."

✓ The Ohio Preservation Council selected six colorful book covers from 19th century bindings in the Art & Music and Rare Books & Special Collections departments for inclusion on a poster they are planning with illustrations of 26-28 covers from throughout the state, with the result that the Library will be represented by over 25% of the images on the statewide poster.

Collection

SOME IMPORTANT GENEALOGY RESOURCES were added to the collection. Much of the 1930 census has been added and an order was placed for the remaining states. With this acquisition, the Library will return to being one of only three public libraries in the country with the entire available census population schedules. All available non-population schedules, known as the manufacturing and agricultural census, have been added. The Ohio death index is now available on microfilm for years not covered by online databases. Kentucky birth, marriage and death records have also been acquired for selected years.

✓ Almost 200 reels of microfilm from the Ohio Historical Society covering 10 community newspapers have been acquired. These generally cover the 1970s through the beginning of the 1990s and include *Eastern Hills Journal*,

Forest Hills Journal, *Harrison Press*, *Harrison Record*, *Hilltop News*, *Loveland Herald*, *Mt. Washington Press*, *Northeast Suburban Life-Press*, *Price Hill Press*, and *Western Hills Press*.

✓ One of the world's smallest books (2.9 x 2.4 mm; a mere 1/8 of an inch high) has been added to the collection. It is Josua Reichert's *The Smallest Book in the World*, a tiny leather-bound volume manufactured in Leipzig (Die Gestalten Verlag), which contains an exclusive alphabet by renowned German typographer Josua Reichert. It is on view in the Rare Books & Special Collections Department.

✓ Outreach Services has added the first videos not part of Bi-folkal kits to its collection. These are nostalgic videos on railroads, steamboats, and Burma-Shave.

Friends of the Public Library

✓ On January 18–20, the Friends held its first sale in their new warehouse, located at 8456 Vine Street in Hartwell which grossed \$33,400.

✓ The Friends provided funds to purchase two Kelmscott Press titles for the Rare Books & Special Collections Department.

✓ The Friends hosted the 4th Annual Used Book Sale at Northgate Mall, March 8–10, which grossed \$12,600.

✓ The Friends hosted its first used book sale at the new Harrison Branch Library May 3-5, which grossed \$7,000. An active group of new volunteers in the Harrison community, led by former Harrison Branch Head Sarah Shackelford and her husband Harold, recruited 35 new members for the Friends and staff the sale.

✓ Gross sales for the Friends 30th Annual Used Book & Record Sale on Fountain Square, held June 3–7, were \$45,297.

✓ The Friends hosted their first Back-to-School Warehouse Sale from August 19–22. This sale replaced the Tent Sale previously held at the Main Library during the first weekend after Labor Day. The total gross for the warehouse was \$29,500 compared with \$21,190 grossed the previous year at the Tent Sale. Holding the fall sale at the warehouse eliminated major expenses for tent rental and greatly reduced the amount of labor needed for sale set up and take down. Approximately 50 new members signed up in order to attend the preview and three people who attended the sale expressed interest in becoming book sale volunteers.

✓ The Friends gave thousands of nearly new books to the Library for addition to the collection. These gifts included new titles to the collection as well as added copies of titles of which the Library owned only reference copies and both paperback and hardback books. Of particular interest and value was a complete set of *Grove's Dictionary of Music*.

✓ The Friends of the Public Library hosted their 8th Annual Used Book Sale at the Madeira Branch Library November 15–17, which grossed \$8,800.

Anderson Library Committee

✓ On January 8, the Anderson Library Committee approved a request totaling over \$38,000 for funding for furniture purchases and creation of teen spaces for both the Anderson and Mt. Washington branch libraries.

✓ The 22nd Annual Used Book Sale sponsored by the Anderson Library Committee, held June 21-23, grossed over \$38,000. This was the second year that the sale was held at Nagel Middle School, 1500 Nagel Road.

✓ On August 28, the Anderson Library Committee made a donation of \$44,200, derived from the \$39,232 proceeds from the June Book Sale and an additional \$4,968 from their general fund. The gift will be divided to provide \$19,500 to Anderson Branch and \$16,900 to Mt. Washington Branch. An additional \$7,800 will be added to the Anderson Trust Fund.

✓ The Anderson Library Committee hosted their third annual Holiday & Nearly New Used Book Sale at the Anderson Branch Library, November 8–10, which grossed over \$7,780.

Exhibits

MAJOR EXHIBITS AT THE MAIN LIBRARY

Love Songs 1920 to 1990: Sheet Music Covers an Expression of America's Nostalgic Past, an exhibit from the Art & Music Department's sheet music collection, was displayed January through March.



An Art Teacher's Legacy: The Students of Dr. John Michael, presented in partnership with The Art League, was on display in the Atrium January 6 through February 8.

Harriet Tubman's Experience in the Underground Railroad, shown in the Children's Learning Center throughout February, featured hand-built clay works sculpted by local artist Raymond S. Lane, Jr. that depicted 19th century heroine Harriet Tubman.

Ben Rosen: Cincinnati Historic Photographer, 1929-1949 was on view in the Atrium February 11-March 8.

New Publications of Note

One Hundred Notable Books in the Science & Technology Department—booklist

Librarians' Choice 2001 Fiction—booklist

Classics: A Selection—booklist

Just Like Me: African-American Novels for Teens—booklist
English as a Second Language, Adult New Reader Materials, Newer Fiction in Spanish, and Love Poems—bookmarks to help promote the Literature & Languages collection

On the cover:

Pictured on the cover, clockwise from the upper left: Public Hearing at Mt. Healthy on August 27, St. Bernard Branch customers, The Zavon Family, author Ernest J. Gaines, Joe Weitz (Circulation Services) and Kevin Ott (Library Services) at the Hispanic Festival with two young readers, staff who spearheaded TEENSPACE web page (from the left: Internet Site Coordinator Sandy Bolek, Information Systems Programmer/Analyst Rob Ireton, Graphic Artist Dave Rohs, and Teen Services Coordinator Paula Brehm-Heeger), and Westwood Branch Children's Area.

Stop, Look and Listen: A History of Cincinnati Railroads, was on view in the Rare Books & Special Collections Department February 21 through May 19.

City Wide Art with Cincinnati Public Schools was exhibited in the Atrium March 18 through April 18.

Resistance and Rescue in Denmark Photographs by Judy Ellis Glickman, presented as part of Holocaust Awareness Weeks in the Atrium, April 4-May 24, featured contemporary photographs by Judy Ellis Glickman of Holocaust survivors and living rescuers in Denmark.

Artists' Books and *Kate Kern's Making of Clean House Clean Mind* were on view in the Art & Music Department April 9-July 7.

BookWorks III: Cincinnati Book Arts Society was displayed in the Atrium April 19-May 30.

Ballet Russe De Monte Carlo Enchants the Queen City was exhibited in the Art & Music Department September 3-November 30.

Happy Birthday Teddy—100 Years of Teddy Bears was shown in the Art & Music Department to commemorate the 100th anniversary of this beloved toy, December 5-February 28.

MAJOR BRANCH EXHIBITS

The Loveland Branch hosted its 4th annual quilt show in May with over 60 examples of work created by local fabric artists.

The Covedale Branch presented its first annual quilt show, featuring colorful coverlets and quilted pieces stitched by 17 frequent branch customers during the month of November.

Your Library in 2001—a year in review

Guide to the Outreach Services Department—new brochure

Outreach Services Department Books-by-Mail—new brochure

Outreach Services Department Services for Schools—new brochure

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