DIRECTOR'S MONTHLY REPORT
JULY 2020

ACTIVITIES

On June 29, we **reopened the branches**, with the **Main Library reopening on July 6**. Visitors in general have been thrilled to come back and supportive of our safety requirements. Branches have a capacity of 8 people at a time, and some visitors do have to wait outside temporarily for admittance. Although we've set a capacity at Main of 100 people, we have not hit that capacity.

I'm sorry to report that **Technical Services Manager Kristin Sedivy has resigned** to stay home with her twin boys. Assistant Manager Shelby Ricci (who has been managing the department very effectively these past six months) and I are working to hire a replacement under the new job title of Collection Services Manager. We hope to have someone in place before Shelby takes her well-deserved retirement in October.

At the end of the month, we had a **successful bond sale**. We accepted a highly competitive bid from Robert W. Baird, with a true interest cost of 1.6%. Instead of the predicted $606,000 annual payment, our annual payment will be closer to $570,000.

EXTERNAL MEETINGS

All meetings were conducted virtually, except where noted.

- Renovation planning meetings, 7/2, 7/9, 7/17, 7/27, 7/30 and 7/31
- Bond Issue meetings, 7/6, 7/9, 7/13, 7/23, and 7/30
- CCS Governing Board, 7/8
- "Reopening Under COVID-19" webinar, 7/8
- Rotary Club, 7/14 and 7/30
- ILA Board meeting, 7/15
- POC Board Meetings, 7/16 and 7/29
- HE Park District meeting re: NHB renovation, 7/16. Dan Eallonardo and I **met with HE Parks staff** in person at Willow Rec Center to **discuss their grant application** and its implications for our renovation.
- HE Chamber Women Engaged in Business, 7/20
- Foundation Board, 7/22

TRAINING

Staff spent much of the month training on the Polaris software for our migration to the CCS consortium in September. This month's training sessions for public services and technical services are listed below. The online asynchronous training combines videos, handouts, quizzes,

and real-time practice. Staff report the **training appeals to a variety of learning styles**. However, sessions take upwards of three hours per week, not including the one-hour drop-in office hours at the end of the week for questions. Staff with a lot of on-desk time are starting to fall behind, and we are working to find time for everyone to catch up.

Jeannie Dilger

TECHNICAL SERVICES

| Course	Week
Staff Client Basics	July 6—July 10 **Office Hours** July 10, 10:00am-11:00am
Cataloging	July 13—July 17 **Office Hours** July 17, 10:00am-11:00am
Serials	July 20—July 24 **Office Hours** July 24, 10:00am-11:00am
Acquisitions	July 27—July 31 **Office Hours** July 31, 10:00am-11:00am

PUBLIC SERVICES

Week of	Dept	Course	Estimated Completion Time	Office Hours*
July 13	All	Getting Started with Polaris: 1. Lesson 1: Introducing Polaris 2. Lesson 2: Logging in and Navigating Leap 3. Lesson 3: Introduction to Polaris Records	60-90 mins	Thur, July 16 (2:00-3:00) Fri, July 17 (2:00-3:00)

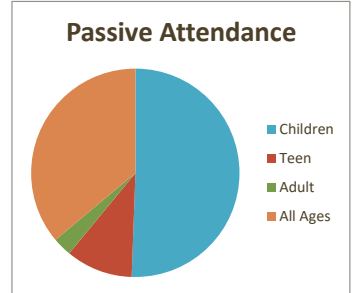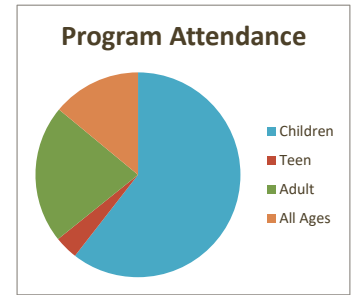| July 13	Circ	Patron Registration: 1. Lesson 1: The Patron Registration Workform 2. Lesson 2: Creating a New Record vs Updating an Existing Record 3. Lesson 3: Registering New Local Patrons 4. Lesson 4: Registering Non-CCS Reciprocal Borrowers 5. Lesson 5: Re-Registering a Patron 6. Lesson 6: Renewing Local Patrons 7. Lesson 7: Updating Patron Information	90-120 mins	Thur, July 16 (2:00-3:00) Fri, July 17 (2:00-3:00)
July 20	All	Circulation Functions 1. Lesson 1: Checking Out 2. Lesson 2: Adjusting Due Dates 3. Lesson 3: On-the-Fly Checkouts 4. Lesson 4: Bulk Check In 5. Lesson 5: Normal Check In 6. Lesson 6: Modifying Circ Status 7. Lesson 7: In House and Inventory 8. Lesson 8: Renewing Items in Leap 9. Lesson 9: Auto-Renew	90-120 mins	Thur, July 23 (2:00-3:00) Fri, July 24 (2:00-3:00)
July 20	Circ	Working with Patrons 1. Lesson 1: Adding and Paying Fines 2. Lesson 2: Transaction History and Refunds 3. Lesson 3: Lost Items 4. Lesson 4: Claims 5. Lesson 5: Damaged Items 6. Lesson 6: Blocks and Notes	90-120 mins	Thur, July 23 (2:00-3:00) Fri, July 24 (2:00-3:00)
July 27	All	LEAP Searching 1. Lesson 1: The Quick Search Box 2. Lesson 2: The Find Tool 3. Lesson 3: Using Filters 4. Lesson 4: Using Wildcards 5. Lesson 5: Power Searching	120 mins	Thur, July 30 (2:00-3:00) Fri, July 31 (2:00-3:00)

Reference Statistics
2019-20

		JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	Monthly AVG	Last YTD	% Change
ISD	Ref/RA	1400	2045	1559	1509	1650	1276	1573	1944	883	0	0	5037	**18876**	1573	20557	-8.2%
	Directional	223	246	225	208	225	228	249	270	87	0	0	0	**1961**	163	3028	-35.2%
	Email	81	77	77	80	96	68	120	59	57	135	200	265	**1315**	110	985	33.5%
	Chat	135	134	92	69	71	83	100	86	88	166	274	438	**1736**	145	395	339.5%
CIRC	Ref/RA	915	961	967	928	1182	1028	1037	821	235	0	0	0	**8074**	673	10659	-24.3%
	Directional	726	921	855	832	1069	951	1104	878	258	0	0	0	**7594**	633	9072	-16.3%
PMD	Ref/RA	5293	4476	3979	3711	3622	4107	4147	3368	1,368	119	67	203	**34460**	2872	54482	-36.7%
	Directional	155	156	127	162	130	260	148	168	45	0	0	0	**1351**	113	2116	-36.2%
TECH	Ref/RA	4482	4454	3899	4277	3370	3399	3807	3825	1703	0	0	0	**33216**	2768	53632	-38.1%
	Directional	132	115	94	169	111	92	97	123	41	0	0	0	**974**	81	1440	-32.4%
RAND	Ref/RA	347	332	308	288	355	318	391	353	250	0	0	14	**2956**	246	3834	-22.9%
	Directional	105	139	115	163	147	152	140	156	40	0	0	5	**1162**	97	1745	-33.4%
N HOFF	Ref/RA	318	348	298	323	308	281	329	338	182	0	0	56	**2781**	232	4454	-37.6%
	Directional	370	320	220	364	297	250	296	271	121	0	0	27	**2536**	211	3659	-30.7%
TOTALS																	
	Ref/RA	12755	12616	11010	11036	10487	10409	11284	10649	4621	119	67	5310	**100363**	8364	147618	-32.0%
	Directional	1711	1897	1636	1898	1979	1933	2034	1866	592	0	0	32	**15578**	1298	21060	-26.0%
	Email/Chat	81	77	77	80	96	68	120	59	57	135	200	265	**1315**	110	1380	-4.7%
GRAND TOTAL		**14547**	**14590**	**12723**	**13014**	**12562**	**12410**	**13438**	**12574**	**5270**	**254**	**267**	**5607**	**117256**	**9771**	**170058**	**-31.0%**

Total Questions 2019-20
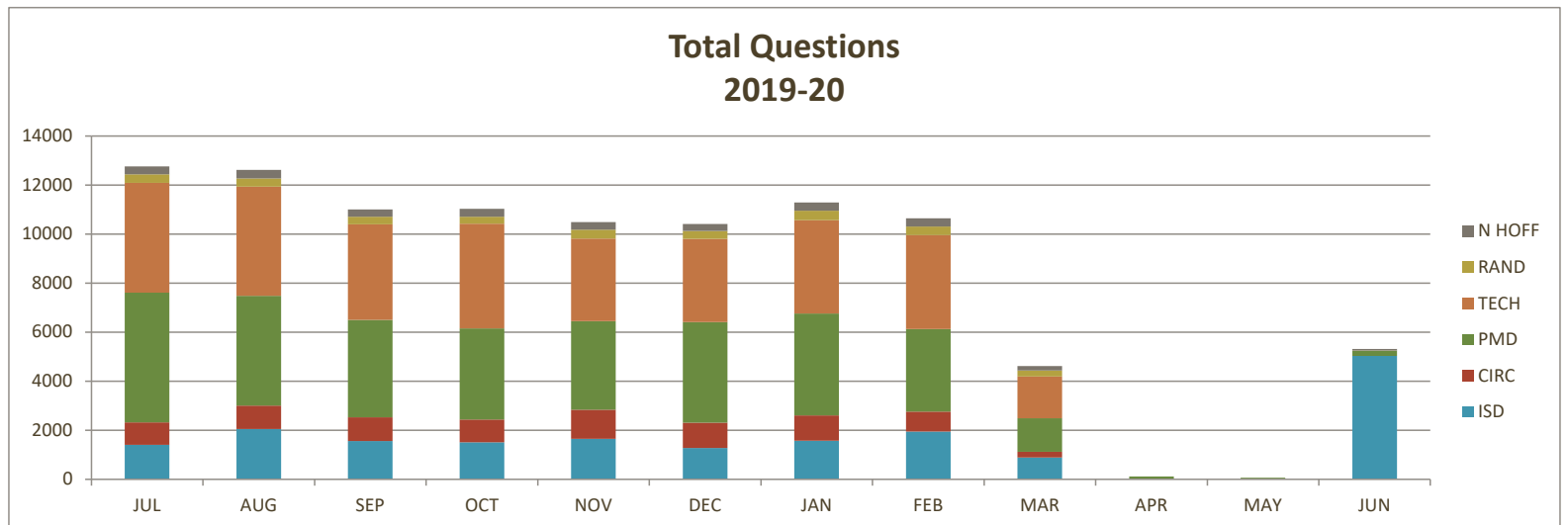
Programs 2019-20

		JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	Fiscal YTD	Last Fiscal YTD	% Change
PROGRAMS																
# Programs																
	Children	63	51	50	79	58	56	53	59	25	0	0	2	**496**	954	-48%
	Teen	5	3	4	14	7	7	4	4	3	0	0	3	**54**	61	-11%
	Adult	38	37	42	40	30	22	34	32	15	0	1	15	**306**	391	-22%
	All Ages	5	5	3	5	4	2	4	2	0	0	0	0	**30**	48	-38%
Attendance																
	Children	1,738	1,643	1,549	3,653	1,751	2,178	1,986	1,658	582	0	0	27	**16,765**	29,700	-44%
	Teen	34	36	72	333	66	240	62	65	50	0	0	61	**1,019**	1,049	-3%
	Adult	533	659	1,024	890	653	325	710	628	365	0	6	249	**6,042**	6,988	-14%
	All Ages	118	404	38	890	1,902	31	197	288	0	0	0	0	**3,868**	1,313	195%
PASSIVE PROGRAMS																
# Programs																
	Children	20	14	6	9	9	8	10	6	3	9	21	24	**139**	116	20%
	Teen	0	0	0	0	0	1	0	0	0	3	3	0	**7**	2	250%
	Adult	0	0	0	0	0	0	0	0	0	0	2	0	**2**	9	-78%
	All Ages	1	2	4	6	4	5	6	6	4	2	1	0	**41**	3	1267%
Attendance																
	Children	1,206	343	204	283	249	266	327	216	65	918	863	575	**5,515**	5,348	3%
	Teen	0	0	0	0	0	250	0	0	0	27	853	0	**1,130**	400	183%
	Adult	31	31	30	31	30	31	31	29	31	0	48	0	**323**	444	-27%
	All Ages	0	0	0	1,794	0	0	1,560	58	0	434	88	0	**3,934**	1,031	282%
TOTAL # PROGRAMS		127	112	107	149	112	101	111	109	50	14	28	44	**1,075**	1,584	-32%
TOTAL PROG ATTEND		3,660	3,116	2,917	7,874	4,651	3,321	4,873	2,942	1,093	1,379	1,858	912	**38,596**	46,273	-17%
AVERAGE ATTEND/PROG		28.8	27.8	27.3	52.8	41.5	32.9	43.9	27.0	21.9	98.5	66.4	20.7	**35.9**	29.2	23%

Program Attendance

- Children
- Teen
- Adult
- All Ages

Passive Attendance

- Children
- Teen
- Adult
- All Ages

Meeting Room Use

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	% Change Over LY
BOOKINGS														
2017-18	59	76	87	95	86	60	81	81	58	102	87	74	**946**	
2018-19	53	48	55	56	50	32	68	55	72	72	71	67	**699**	-26%
2019-20	56	47	61	65	58	35	51	51	32	0	0	0	**456**	-35%
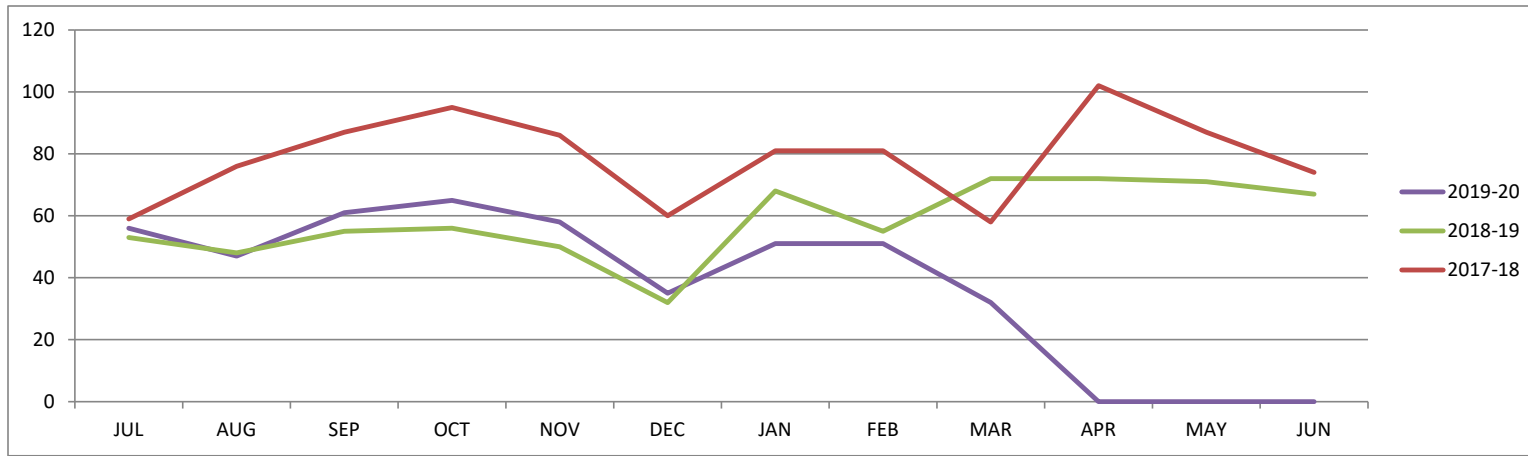
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL	% Change Over LY
ATTENDANCE														
2017-18	839	1083	1645	1800	1486	933	1774	1637	1515	1856	1308	1226	**17102**	
2018-19	1048	956	1355	1625	1245	935	1532	1368	1798	1445	1525	1720	**16552**	-3%
2019-20	1140	1129	1581	1314	1367	815	1123	1524	698	0	0	0	**10691**	-35%
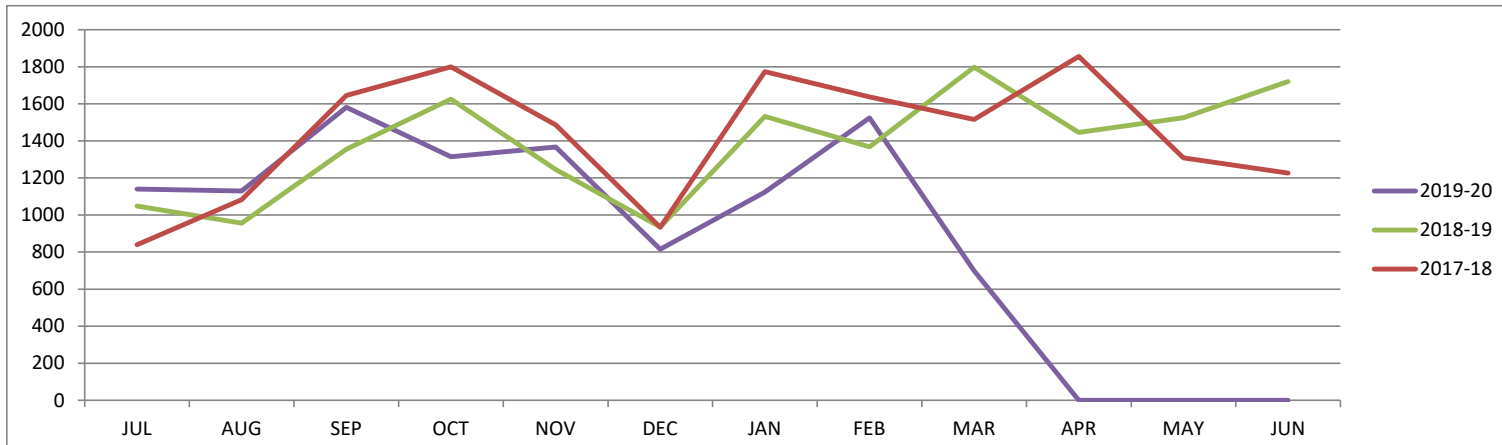
STUDY ROOM USE

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	ANNUAL TOTAL
2017-18	822	857	840	1000	943	820	933	849	1043	906	867	852	**10,732**
2018-19	817	874	797	926	856	839	902	890	896	885	882	746	**10,310**
2019-20	860	832	763	995	850	821	816	847	394	0	0	0	**7,178**
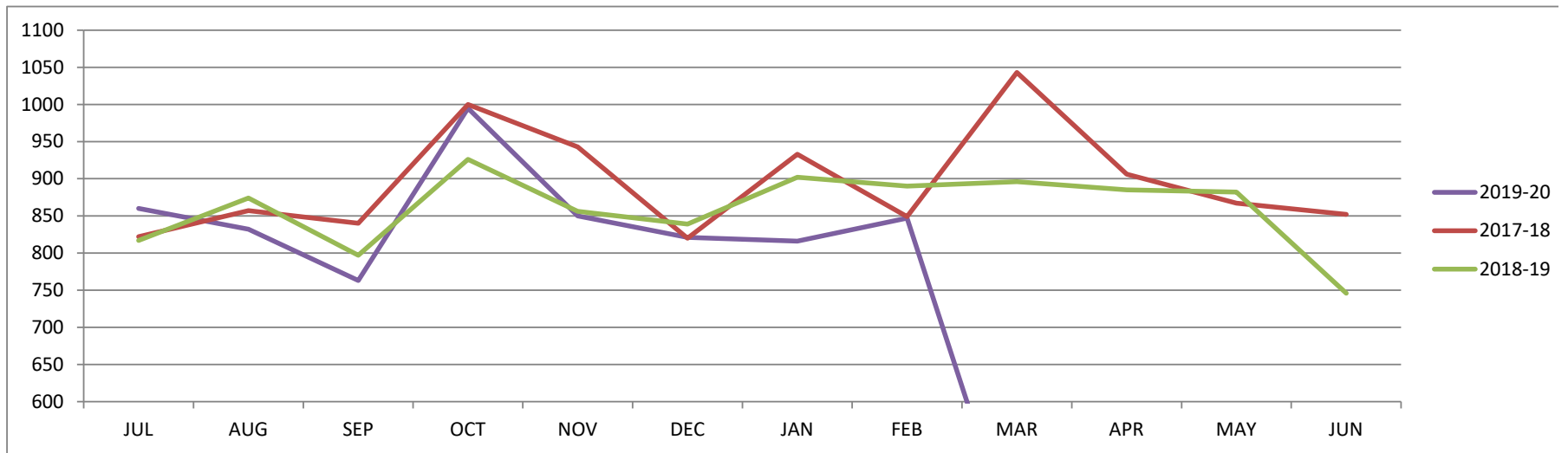
1 Experience: We strive to ensure that individuals have exceptional interactions with the library and are connected with resources and services that increase their quality of life. We exceed expectations.

1.1: The library has comfortable, flexible spaces that encourage use and connection.

- Renovation Team met via Microsoft Teams on July 2 and July 30 to review final plans and make recommend adjustments.

1.2: The library's collection is vibrant and convenient to access.

- ILS – Staff began virtual learning on CCS trainings on July 13th. Training is assigned weekly.
- ILS Team met July 28.

1.3: The library is committed to quality patron interactions.

- Branches re-opened for our members on June 29th and Main Library on July 6th, following Statewide guidelines.
- Members continue to apply for library cards or renewal of their cards online through Library Market. Staff responds within 2 or 3 days, often calling them via the telephone, prompting further discussion of how to access our resources.
- Staff continues to serve our member via curbside, 11:00 to 5:00 daily.
- Volunteers returned to our Building, after attending mandatory training on procedures for working in the building, such as temperature checks, hand washing, masks, social distancing.
- Management Team working on plans to re-introduce services such as study rooms, meeting room, our café, programs, etc.
- New Department names were introduced to staff.

2 Engagement: We work continuously with the community to increase our reach and expand our impact. We are a valued community partner.

2.1: The community has high awareness of library services and programs.

- Communicate about Changes: <u>Communicate with patrons and staff about renovation:</u> Executive Director and staff renovation committee continue to meet with Architects and update staff on renovation plans. Finalizing renovation plans for bid.
- Fall newsletter featuring updates on upcoming renovation
- Communicate about Changes: <u>Communicate with patrons and staff about migration</u>: CCS staff training began in July and continuing.
- Fall newsletter featuring updates on migration, new catalog, and consortium

2.3: The library creates and deepens meaningful partnerships with local organizations and businesses.

- Outreach: <u>Maintain & deepen current partnerships with community organizations</u>: continue meeting and working with United Palatine Coalition on sharing information and resources.
- August 5 we unveiled new story panels at third annual storywalk event with partner organization Palatine Park District and local sponsors.

3 Endurance: We strive for sustainability in our practices, human and financial resources, and facilities. We are a resilient organization.

3.1: The library is a trusted steward of resources.

- Ordinance 2021-01 was passed by the Board approving the issue of a General Obligation (Alternate Revenue Source) Bond to finance the renovation. The bonds were sold to Robert W. Baird & Company with an interest rate of 1.6%.

3.2: The library is a preferred employer that values staff development and retention.

- Staff are currently training on all aspects of the CCS software Polaris.

- Purchased additional PPE and continue to put staff and patron safety as a top priority when making decisions for reopening facilities.

3.3: The library's systems and facilities are resilient, modern, and efficient.

- Technology Services is currently replacing the firewall devices at all three Library branches. This new equipment will ensure that the Library continues to have safe and reliable network connections both internally and with the outside world. This equipment is especially important given the increase in telecommuting staff and the need for remote access.

- Technology Services has been reviewing the technological aspects of the renovation and deciding how best to utilize the exciting new spaces, equipment and resources. In addition, with this renovation comes an opportunity for the Library to revamp its existing technological infrastructure and Technology Services has been working with the Library's IT vendor to leverage new cabling and wiring work to bolster overall network efficiency and robustness.

- A scope assessment was competed in preparation for public bid for concrete repair in underground parking garage