

Gail Borden Public Library District  
Annual Report

2019-2020

## Access Services Annual Report | July 2019-June 2020

The 2019-2020 fiscal year is now a part of history and it was unlike any other year we have lived through due to the public health pandemic called COVID-19. This health emergency caused us to close our physical doors to the public for 114 days (March 13, 2020—July 6, 2020.) As I take time to reflect on how this crisis has affected the library and staff, it is evident that change is manifest and observable in the spaces we occupy in the form of social distancing and plexiglass; wearing of face coverings; occupancy limits; and, options for telework relationships.

Change will undoubtedly continue, unabated, however the commitment to serve continues as well. It is evident that the year has been quite challenging but clear that Access Services and the library district had a productive and successful year. This conclusion is drawn by looking back proudly on a year of service with us: (1) supporting the library community and staff during the library closure; (2) enriching collections with new items and formats; and, (3) enhancing staff and public facing systems and services. During our journey we said “Happy Retirement” to three employees when Betsy O’Connell, Betty Frazier, and Beth Hudson started new chapters in their lives and our Division welcomed the Customer Relations Department into the Division.

### Supporting the library community and staff during the library closure

To help lighten the burdens and support staff and the community during the unprecedented closure, we focused our energies on: (1) lowering barriers to use our online services with making online card registration easier than ever before; (2) increasing [eContent](#) collections and availability; (3) extending due dates, overdue notices and implementing a quarantine of returning items to protect stakeholders; (4) extending library card expiration dates; and, (5) communicating library closure information among diverse channels (Google Business, [BiblioCommons Catalog](#), [Material Request Form](#), etc.).

### Enriching collections with new items and formats

To make it easier for our youngest customers and their parents to find treasures:

- New categories were introduced for our puzzle collections in the Early Learning Center at the Main Library and include “Play,” “Seen on TV,” and “Toddler Time.”
- *Read-along* books are available by just pushing play on new “Wonderbook’s.” Items are a hardcover book with a pre-loaded audiobook player attached.
- 290 books were given new call numbers and relabeled in the *Beginning Reader* collection at Main Library. The new labels will make it easy for our youngest customers to find books based on their favorite characters, including: Paw Patrol; My Little Pony; Nick Jr.; Pokemon; and, Teenage Mutant Ninja Turtles.
- *Steam Kits* were added to the collection. The backpacks are for students in grades K-8 and include a book, an activity, and a toy/object to help facilitate STEAM learning at home or a fun activity to encourage parents and children to learn and play together.
- *Resiliency Kits* were added to the collection. Item(s) contain material(s) in different formats and organized by theme (Addiction, Bullying, Divorce, Emotions, and Grief and Loss). The primary goal of the kits is to help children and families develop skills while also working through difficult emotions related to traumatic or upsetting situations.

For movie lovers and fans of self-published eBooks

- The new *Binge Box* collection is now available at Main Library and you can choose a themed movie collection like *80's imagination movies* or *Get busy livin' or get busy dyin'*. Titles are packaged in one convenient DVD case for you to take home for 14-days.
- The new "[Indie Author Collection](#)" debuted in cloudLibrary in April 2020. The collection consists of 350 indie eBooks and are circulated sustainably in an unlimited, simultaneous use model.

#### Enhancing staff and public facing systems and services

- After swift approval from the Library Board of Trustees at the April 14, 2020 meeting, staff implemented [Fines Free](#) for most materials. Joining all eContent in the *Fines Free* category are books, recorded books, music CDs, audiobooks, and all DVD and Blu-Ray not in a media dispenser. Items that will continue to incur fines are all items in a media dispenser, Library of Things, video games, board games, eReaders, toys, kits, and art prints. All items subject to fines will see the fine reduced from 50 cents per day to 25 cents per day.
- The new system for managing library events and room bookings powered by *Communico* went live in October 2019. The new service replaced Evanced that was in use from 2007-2019. The project required deep partnership between multiple library departments to review and define system settings; develop procedures; and, redefine workflows.
- The new and improved version of the [online form](#) for the *Favorite Authors Now (F.A.N.) Club* launched in August 2019. The new form allows users to register for the program and start the service. Users can return to the form at any time to manage their authors and formats selections. For staff, a new utility for placing holds speeds up hold entry and much improved over the previous *one-at-a-time* approach used by the previous system.
- Received and coordinated the installation of Windows 10 upgrade kits for eleven self-check stations located at library facilities.
- Developed and deployed a new homepage layout for the online catalog PCs powered by *Public Web Browser*, a browser designed for kiosk applications. The new utility replaced *CybraryN* that was in use from 2001-2020.
- Collaborated with the Information Technology Department to manage the library moving Internet Service Provider (ISP) from Illinois Century Network (ICN) to AT&T. To help manage the change staff worked with support staff from Sierra, BiblioCommons, bibliotheca, MediaBank, MediaBox, and Lyngsoe to be sure the proper changes were made to keep the library humming.
- To better prevent our emails sent to customers from our catalog (courtesy notices, hold notices, overdue notices and bills) from being blacklisted by other mail providers (AT&T; Comcast; Verizon; etc.) staff launched a new partnership with Amazon *Simple Email Service (SES)* in June 2020.

*-Respectively submitted, Robert Moffett, Division Chief of Access Services*

## Community Services & Program Development (CSPD) Division Fiscal Year 2019-2020 Annual Report

This fiscal year marks expansive growth, 21<sup>st</sup> century services, innovative programs, grants, awards and talented staff members by the Community Services and Program Development Division (CSPD). From humble beginnings in 2010, CSPD recognized its 10th anniversary in January. CSPD's guiding principles are founded on the Institute of Museum and Library Services 21<sup>st</sup> Century Literacies and Skills, Asset Based Community Development, Gallup Strength Finder, staff empowerment, robust collaboration with partners, leadership development, the library's strategic plan and response to the needs of the community wherever they are.

Today, the CSPD Division is comprised of the several teams who work together, support each other and flow between the Main Library, Rakow Branch, South Elgin Branch, the ReaderShip, the Bookmobile, the Book Bike and community events. Seven librarians, ten full-time staff, 18 part-time staff, five substitute/temporary staff and one animatronic cat comprise Fiscal Year 19-20 CSPD staffing in Community Engagement (Elementary Education, Home Services/Home Delivery, Life Enrichment, Community Collaboration/Civic Engagement), Hispanic Services, Neighborhood Services (Rakow Branch, South Elgin Branch, Bookmobile, Book Bike), Public Programs (Coordination, Meeting Room Administration) and one division chief.

“This virus has caused painful, cascading consequences for everyone in Illinois” (State of Illinois Coronavirus Response website). While CSPD staff have proven themselves as innovators year after year, the COVID-19 pandemic was an acid test. On March 9, Illinois Governor Pritzker issued a Disaster Proclamation. On March 11, visitors, including library staff and volunteers, were restricted from entering the library district's 23 senior and vulnerable adult living facilities. On March 13, the library buildings closed to the public; meeting room rentals at Main ceased, at least 300 preplanned in-person programs were canceled. On March 17, teachers and students in schools moved to remote learning shutting down school classroom visits and the ReaderShip to preschools and daycare centers. On March 21, a Stay at Home order was issued by the Governor, and staff worked from home. The Rakow Branch drive-up window opened on May 4, serving 1,625 customers in the first three weeks. The manager cleverly devised team schedules to avoid unnecessary staff COVID-19 exposure. Cleaning, sanitizing, wearing face coverings and gloves, quarantining materials became the daily workflow. In June the Rakow drive-up window served 2,115 cars and disbursed 157 “Grab and Go” preschool craft kits. Home Delivery, an improvisation to Home Services, without a disability, began in May. The Bookmobile and South Elgin Branch provided curbside pick-up service in June.

How do you serve the community when you can't be in the community? In March, this nasal swab of the brain challenged staff to swiftly develop new and meaningful ways to reach our community virtually, drop-off programs for activity directors, pick up kits for children. Soon resilience overcame shock and there was no question about continuing to serve our public who needed library services more than ever. Staff conducted science cooking classes from their kitchens and storytimes from their living rooms.

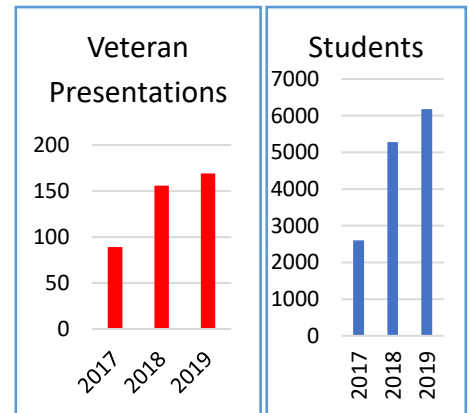
By the end of June, CSPD staff were serving customers with vigor, providing books alongside food pantry or diaper distribution, enhancing Census events, bringing books and DVDs to the door of customers who cannot drive to one of buildings or the bookmobile, providing much needed digital literacy classes in Spanish, facilitating community dialogue to address social justice and racial issues, hosting Zoom meetings and creating a wide variety of virtual programs.

Quality of life during a pandemic cannot be measured easily but testimonials reinforce how happy customers were to see us. In **total, CSPD services and programs provided a value of \$2,446,383** to the community according to the I Love Libraries Calculator <http://www.ilovelibraries.org/what-libraries-do/calculator> and Independent Sector for volunteer monetary equivalency <https://independentsector.org/value-of-volunteer-time-2020/>. There is something special about Elgin which appears when adding the hours volunteers give to the library. This year, 6,173 hours were given generously of their time and talent by 315 volunteers, equal to \$46,370. Indeed, some who have moved away still donate by mailing craft projects for seniors, or stay on from adjacent suburbs. They like what we are doing; we need their help to do it.

## Community Engagement

Manager Tish Calhamer says “The Community Engagement Team connects our library and community for the education, edification, and enrichment of everyone we serve.” Tish highlights major accomplishments:

- **2019 Summer Reading Gold Star Partners:** Julia Langlois reported a total of 3,379 summer reading finishers through the partnered program, which sets a new record. Gold Star Partners brings summer reading to where people are.
- **Veterans Voices 2019 educated area students about service to our country:** 35 Veterans Voices volunteers served 6,127 students in 29 schools from Nov. 1-15, 2019. This was the 3<sup>rd</sup> annual program with 6,127 students, a value of \$42,889 and 165 classroom visits; 3 assemblies with speaker panels involved 350 volunteer hours, a value of \$8,900 to our community.
- **Family Service Association (FSA)** established a regular schedule of office hours for therapists, counselors, and mentors to meet their clients in the welcoming and safe space of the library.
- **Glenna Godinsky, “Triple Crown” winner:** Library Journal 2020 Movers & Shakers for Community Builders, Illinois Library Association’s Alexander J. Skrzypek Award and Association of Bookmobile and Outreach Services Rising Stars Award.
- **Home Delivery Service:** The expansion of Home Services to deliver to people who felt uncomfortable or unable to come to the library’s drive-up windows was launched on May 20<sup>th</sup>. One of our first customers was a woman who asked if we could bring her food, so we gave her a list of food pantries and other resources. This service is responding to some of the most vulnerable people affected by the pandemic. Laura O’Neill and Phyllis Seyller are assisting Sarah Vetter with deliveries. Home Services Associate Sarah Vetter went full-time on July 1<sup>st</sup>, 2019.



## Hispanic Services

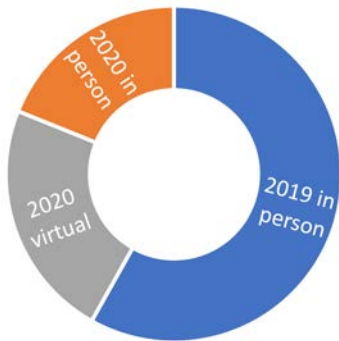
Tina Viglucci, Director of Hispanic Services, reports “From storytimes to computer classes and English pronunciation courses, our team of three full-time and one part-time staff coordinated, facilitated and, between March and June 2020, recorded a great number of innovative programs, including small group classes and large special events in Spanish, English and bilingually.”

- **Preschoolers:** Wherever young children were known to be, the **ReaderShip** was there, developing critical early learning skills with **stories at preschools, Stories Under the Hickory Tree at Lord’s Park Zoo, Panera’s Milk and Cookies** and a sparkling new venue, **Stories at the Laundromat.**
- **Young adults and parents:** The ReaderShip placed 4,613 books in the hands of families at Food for Greater Elgin, the Mobile Food Pantry and at community events. In total, 96 ReaderShip programs reached 9,647 prior to March 13, 2020. Young adults and parents explored ways to contribute to our community and strengthen families. We welcomed and engaged readers of Latin American literature at Café Latino; the ReaderShip forged connections with teen parents at the Dream Academy, and parents connected at monthly Two Rivers Head Start and Bilingual Parents Advisory Council meetings that focused on supporting development of socio-emotional skills.
- **Adults and seniors:** Adult learners came closer to realizing vital personal and career goals: at Comcast-grant sponsored *Aprende @ tu Biblioteca* classes they navigated software and devices, at Sounds of English they gained confidence with spoken English, at conversation groups they acquired second languages and immigrants studied for citizenship. New offerings, *Club de Mujeres con Propósito*, International Women’s Day and Stress Busters for Caregivers, empowered women and seniors to prioritize their wellbeing.
- **Enriching Families Lives:** We continued to acknowledge and honor traditions, cultures and diverse experiences with the 10<sup>th</sup> anniversary of the Hispanic Heritage Month Celebration, Christmas Posada,

Three Kings Day, *Dia de los Niños* and Day of the Dead special events. In total 377 Hispanic Services programs reached 19,692 people of all ages with bilingual Spanish/English programs.

- **A village of volunteers** 163 talented volunteers supported learning and enrichment activities by assisting peers at tech and ELL classes, delivering books, creating crafts, inventorying materials, translating and much more amounting to 665 hours, a value of \$18,088.
- **Connecting with ELL resources** The website *Hello English, Hello Elgin* (<https://helloenglish.org/>) helped non-native speakers find English learning opportunities and trusted websites online with 1,260 visits of which 50.4% were desktop users and 49.6% mobile device users.

Attendance by Year and Type



- **A year of change:** Fueled as always by the desire to serve and engage with our community and uphold the high standards of the Library, the Hispanic Services team adapted and adopted new technologies to engage 2,267 participants in online programs and created 33 videos and screencasts. *Please see chart on left.*
- **A year of growth:** Our bilingual staff translated 84 hours of story times, publicity materials, signage, scripts and more into Spanish and English to help create greater access to resources and opportunities. **Madeleine Villalobos** is on track to obtain her MLS, partnered extensively to engage preschoolers and their parents across the district, collected and distributed books to families, and created and delivered engaging storytimes in person and virtually with volunteers and colleagues. **Nohora Chacon** facilitated Spanish

Cafes, communicated with program participants and volunteers, became a certified Stress Busters for Caregivers facilitator, partnered to provide financial information in Spanish during the pandemic and staffed outreach events. **Flor Chavez** joined the team in October and brought her creativity and cultural knowledge to the fore with new programs including Activa-T, International Women’s Day, Club de Mujeres con Propósito and the Mexican Independence Day Celebration. **Tina Viglucchi** continues to be on the forefront of innovative bilingual services and programs. She is a frequently requested speaker as well as a board member of various local organizations.

### Neighborhood Services

**Director of Neighborhood Services Ana Devine** reports, “We continue to serve and reach our customers where they are most comfortable and engaged – in their neighborhood and close to home. Due to COVID-19 pandemic, most services were suspended for a couple of months, but staff didn’t slow down and continued to work from home creating digital content and to grow through professional development. Ultimately, we slowly reopened our branches and bookmobile by carefully proceeding with mostly contactless and socially distanced services. Drive-up window and curbside pick-up services became the busiest points of customer engagement.” See chart right for Neighborhood Services statistics.

- The **Bookmobile** completed its first full year of service with exceptional growth, adding a variety of new responsive services, including customer holds, publicly available WiFi, passive programming, and the addition of several new stops. Staff also contributed to programs through collaboration with various library departments.
- Our **Book Bike** attended 29 community events reaching 1,480 customers through our human-powered mobile library. This environmentally friendly service is provided through cross-departmental staffing and volunteers.
- **Rakow Branch** celebrated its 10<sup>th</sup> Anniversary on August 10 with an event featuring the best of the Branch – our outstanding staff who showcased their talents. Its butterfly garden, seasonal vegetable garden and native landscape attract visitors. Stacy Rausch was hired as the Manager of Rakow Branch.



The drive-up window was staffed and open in May 2020 although the building remained closed. The Computer Café opened in June, with the building reopening on July 6.

- **South Elgin Branch** celebrated its 3<sup>rd</sup> anniversary with a Touch-a-Truck event. Manager Angela Bouque and team focused efforts on involvement with the Village of South Elgin and partnered with the Public Works, the Police Department, the Village President and Supervisor, including South Elgin's National Night Out, River Fest and 4<sup>th</sup> of July Parade. October 2019 marked the first of many *Coffee with the Mayor* events to encourage community dialog. Curbside delivery began in late spring 2020 in response to the pandemic and continues with the building reopening on July 6.
- **Early Literacy and Elementary Services Focus** - Stephanie Muro was hired as Early Literacy Coordinator and Jennifer Gunn was hired as Elementary Library Associate. A new series of Children and Adult Sign Language Clubs with an interpreter began. Read to Rover was reinstated with Trucker the dog. Library Associates presented many programs for young customers including Creativity Corner, STEAM, Preschool Explore and special events like Teddy Bear Slumber Party, Cupid's Workshop, Chinese New Year Celebration, Holiday Sing-a-Long, and Happy Noon Year Party.
- **Adult programs** featured guest historians, educational entertainers, musicians and artists. The Rakow Readers Book Club met monthly.
- **Virtual Programming** – Due to the pandemic all in-library programs were suspended mid-March which resulted in the creation of virtual program offerings. Our staff quickly adjusted and began creating, filming, and presenting all programs online through Facebook and Zoom.

**Danny Rice, Manager of the Bookmobile** reports, “This was a year of exceptional growth for the Bookmobile Services Department and its staff, which offered many challenges, rewards, and opportunities for creative problem-solving. We said “goodbye for now” to Pedro Aranda, who stayed on as a substitute, and welcomed Elenid Hansen to our team in September 2019.

“The Bookmobile was fortunate enough to take part in a variety of community-focused events, from the 2019 4<sup>th</sup> of July parade to Project Backpack and National Night Out. April 2020 saw our service's 1<sup>st</sup> Anniversary, which coincided nicely with our bus being invited to participate in Elgin Police Department's series of “Socially distanced light parades.”

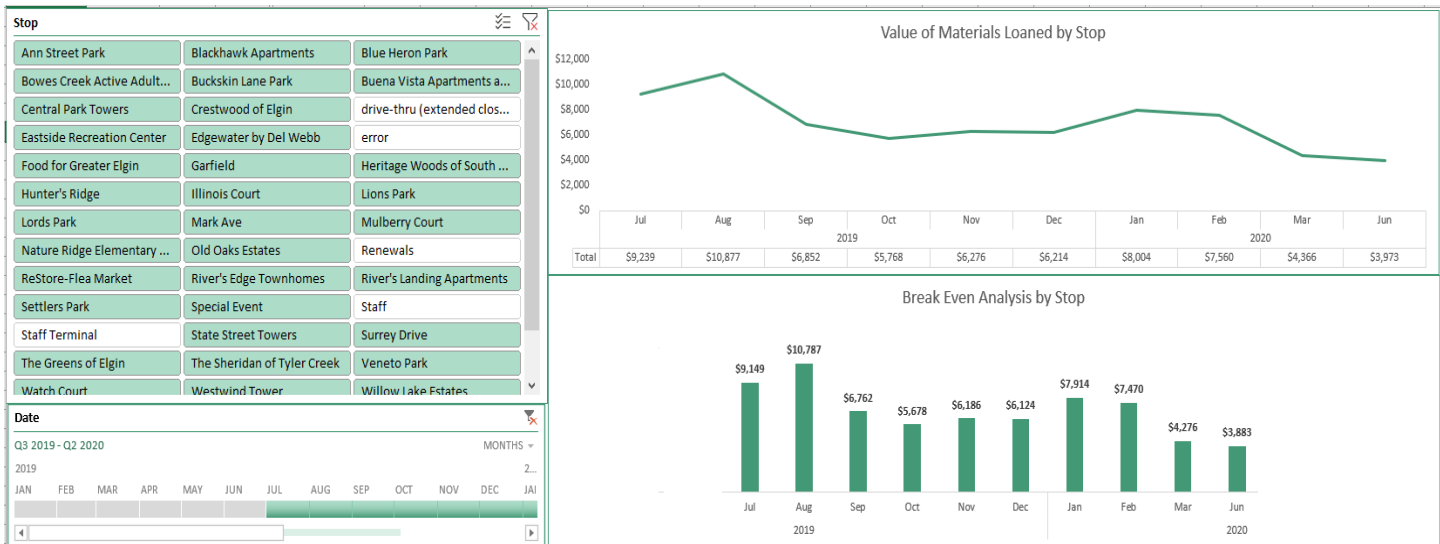
The Bookmobile added a variety of new services for our customers, including:

- Holds: customers can now place and pickup holds at their preferred stop
- Publicly available WiFi
- Passive programs: iPad, take-home crafts, LEGO table, activities for kids while they wait
- Seasonal display and decorations: Shannon's skills are unparalleled
- A “Black Friday” event, wherein customers have reduced fines; this event saw \$151.99 in transactions (we accepted \$75.99 and forgave \$76.00).
- Several new stops: Edgewater by Del Webb, Veneto Park and Buckskin Lane Park in Streamwood, Mulberry Court, Surrey Drive, Elgin Flea Market, and Garfield Elementary
- Shannon Loreda collaborated with KidSpace to systematize added supplemental Youth and Spanish materials on the Bookmobile.
- Bookmobile Services staff members also began contributing to Gail Borden's programs this year, starting with the Haunted BOOkmobile.

“March 2020 saw the spread of COVID-19, and a subsequent suspension of Bookmobile services. Bookmobile staff worked from home to create digital content, grow through professional development, and ultimately revise our services to become contactless, socially distanced, and safe for all. In June 2020 the Bookmobile resumed its schedule, assisting customers outside of the bus or through the windows. Staff members wore protective gear and sanitized the bus regularly,” Danny Rice reports.

*A Break-even Analysis graph of Bookmobile Services shows a positive value returned to our community as "profit" over operating costs although growing a community of readers is priceless.*

General Statistics	Bookmobile
Items Checked Out	8,220
Stops Visited	469
Events	28
Library Cards	66
Volunteer Hours	162:15
Reference Questions	449
Gate Count	3,719
ROI (circulation)	\$115,351
ROI (volunteers)	\$4,360.24
ROI (total)	\$119,711.24



## Public Programs

At the Main Library, Public Programs Coordinator Sadia Ahmed reports:

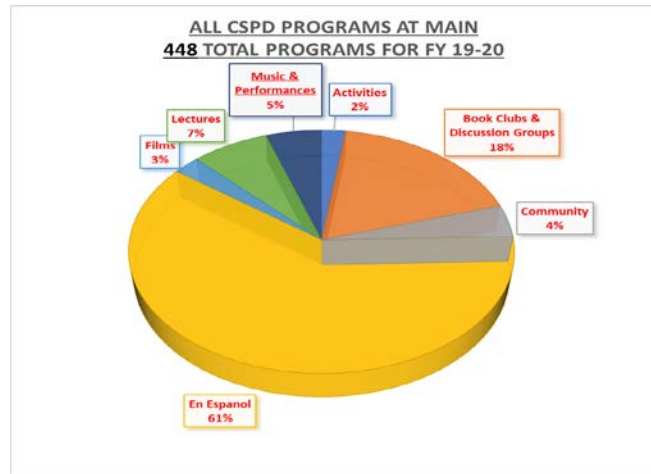
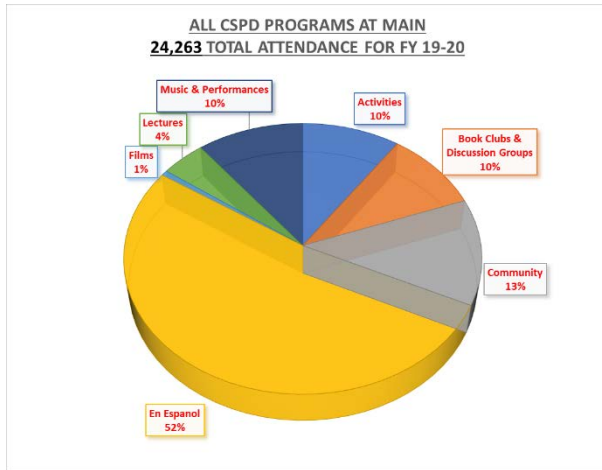
- Attendance for the 126 programs held between July 1, 2019 through March 12, 2020 attracted 3,312 people, which provided a value to the community of \$49,680.
- The Global Neighbors Program Series, which debuted last fiscal year, was featured on the ALA/PLA Programming Librarian website this year.
- Sixty-four programs were offered by volunteer facilitators and 39 were provided by pro bono presenters; 62% of our programs were facilitated by the generosity of our community.
- A total of 65 volunteers assisted with programs, a value of \$5,459.
- Unfortunately, nearly 200 planned programs were canceled due to the pandemic from March-June.
- Every Tuesday & Thursday volunteer pianists performed 130 pop-up performances in the lobby. In January 2020, another volunteer played the piano every other Monday. The value of volunteer pianists equaled \$4,585.

“The pandemic did not shut us down, however, but inspired us to learn alternative ways to bring programs to our community. Zoom has been a great way to continue library programs,” Sadia says. After watching many tutorials and having discussions with other library programmers, Sadia scheduled 22 programs via Zoom, with 619 in attendance through June 2020.

Ninety-five outside bookings in the nine months the library was open to the public this fiscal year served approximately 2,011 people, Phyllis Seyller reports. However, given the pandemic, public room reservations and rentals ceased on March 13, 2020.



## All CSPD Adult Programs held at the Main Branch for FY 2019-2020



**In conclusion**, fiscal year 2019-2020 has been historic. The unexpected coronavirus has changed the way we work, how we interact with our public safely for all, it has stretched our imaginations to be responsive and relevant during a pandemic. Flexibility, innovation, resilience and partnerships are the mainstays.

The CSPD staff and volunteers are grateful for the trust that Gail Borden Public Library Board of Trustees, CEO Carole Medal and resident taxpayers place in us every day. Here are a few customer testimonials to show it matters:

Home Services customer recovering from surgery: *“Your volunteers are doing this [home delivery] for free? I can’t believe it, it boggles the mind. When I get better, I’ll do whatever I can to help you.”*

English Language Learner: *“I am so grateful to the Library for offering this class.”*

Another English Language Learner presented Hispanic Services staff with a Thanksgiving card which said in Spanish, *“Thank you Gail Borden for opening the door (lit., making it possible) for everyone to learn.”*

Respectfully submitted by Miriam Anderson Lytle, CSPD Division Chief

## **2019-2020 FISCAL YEAR ANNUAL BOARD REPORT**

### **FACILITIES AND BUILDING OPERATIONS**

#### **FACILITIES AND MAINTENANCE:**

(Input by Terry Gordon – Director of Maintenance)

- Performed carpet spot cleaning on several areas at all three locations, as well as complete carpet cleaning in the Book Mobile
- All our HVAC equipment performed well in this summer's long heatwave and got us through the acute summer heat; but at the end, we recently had to rebuild one of our largest boiler hot water circulating pumps and replace belts on air handler 2-North
- Replaced the main board for the power supply to our Chexit delayed-egress Fire/Security doors. The board in question supplied power to all the South exit doors
- Traveler's Insurance inspected our main building and produced a very fine report for us. We had a few very minor violations which were cleared up immediately. Due to the age of our facility, a recommendation was made to have all our electric panels thermally imaged to look for poor connections causing hot spots. We have already contacted two local imaging companies. Overall the inspection report showed that the buildings are well maintained with good preventative maintenance programs already in place
- In conjunction with those repairs, Prestige Grout is rehabilitating all the grout joints, floor to ceiling in all the washrooms of the Main Facility
- Trane Service was in to provide major preventative maintenance to our chillers, including new valves, fan motors, and new wiring looms for controls
- Mechanical also replaced a failed three-way valve which controls the heated sidewalks to the Front and Staff entrances. The failure occurred on Halloween and was the cause of all sorts of problems related to the need to spread salt right up to our doors, which was then tracked well into the building interior. That salt, which is Calcium Chloride, is harmful to our carpets, terrazzo, and can even create its own slick spots. Because of the excess salt spread so close to the building, special workers were called in to remove it from the outside entrances using hot-water pressure washers
- December 6<sup>th</sup>, we had an incident where a woman was trapped in our West Passenger elevator. All our maintenance staff reacted with incredible speed and competence, and we had the woman released in less than 5 minutes. All Maintenance staff are now trained on internal procedures and have made some physical changes to the way the emergency keys are to be ready for immediate use
- Due to the flooding we experienced last year, Maintenance developed an improved system to monitor and ensure all spigots are maintained properly. All outdoor spigots have been shut off for the season
- We completed a major in-house refurbishing of the Meadows Meeting Rooms where we replaced all the ceiling tiles and re-lamped and cleaned all of the light fixtures. The result was spectacular and brightened up everything. At that time, we also had Modern Fold Inc. come out and do maintenance on the 3 moveable partition walls. Bearings replaced, tracks leveled, and hardware adjusted within each panel.
- Shutting down a large building like this is not as simple as turning out the lights and locking the door. So many things needed to be rescheduled. Building Automation systems needed to be adjusted, daily deliveries although somewhat reduced still needed to be made to Rakow and South Elgin branches, those buildings, though much smaller, also needed to be brought down and left to operate mostly alone, and at safe levels. For the first week or so truck deliveries continued at the normal rapid pace, though are much reduced now. Our regular contractors needed to be contacted and their schedules changed to meet our new hours. Some special contracts needed to continue at the agreed upon schedules, this was especially true of our new monument signs, the Sally Lee and computer rooms, and normal seasonal maintenance of the grounds.
- The entire exterior structure of the Main Facility and the Rakow Branch was professionally cleaned by National Soft Wash Inc. National Soft Wash is a company that specializes in cleaning and disinfecting commercial and residential structures and uses a solution that is approved by the CDC and the World Health Organization
- A lot of work was completed by Maintenance during the shutdown period from March to July

## **SECURITY:**

(Input by John Johnson – Director of Security)

- Put effective systems in place to ensure that all our public and staff restrooms will be cleaned and detailed on a regular basis once we reopen
- Ordered a large supply of protective masks for our staff members and our customers
- Thoroughly cleaned and disinfected all computers and phones in the staff / public areas
- All carpeted areas at all three facilities have been professionally cleaned
- All tile floors, terrazzo floors and rubber flooring have been professionally cleaned and polished
- All chairs and tables at all three facilities have been thoroughly cleaned and disinfected
- All ceiling light fixtures, supply & exhaust vents have been cleaned and disinfected
- Worked with KCTCU on when to call and what language to use when working with or observing a suspicious person in their area
- Coordinated with Blue Point representative Mike Falese and Elgin Police LT. Jensen to gain a better explanation of Blue Point Security. Working on several enhancements with them, one of them being the addition of a phone number in the dispatch center to provide text message notifications when a BP device is activated. This will be an additional feature, and not alter any existing notifications
- Tuesday February 11<sup>th</sup> – Scheduled Cintas to deep clean, disinfect and wipe down walls in the first-floor public bathrooms. This is a once a month service to supplement the library nightly cleaning by Complete Cleaning. Thanks to COO, Dave Considine for negotiating a favorable price to the library allowing us to continue this extra layer of service
- Security Johnson continues to work with our cleaning contractor Complete Cleaning and Cintas to make sure the library common areas will be deep cleaned and sanitized before we open to the public. Security Johnson is working with IT Division Chief, Brian Hoeg regarding details of a possible security camera enhancement project
- During the month of April, Security Services working in junction with the overnight cleaning service “Complete Cleaning” along with members of the afternoon and weekend Maintenance crew have been performing a detail cleaning and disinfecting of the main library, Rakow and South Egin Branch
- Security and Maintenance cleaned vents and ceiling tiles throughout the library. Replaced or painted ones that required it. This project was spearheaded by Tim Pierce
- Worked with Complete Cleaning for detailed cleaning throughout the library
- Security Director John Johnson and Maintenance Director Terry Gordon worked collaboratively to identify, purchase and stock janitorial carts. The carts will be used Maintenance and Security at the three library locations for bathroom cleaning and general housekeeping throughout the facilities
- Established standing procedures for hourly/daily checkoff of cleaning and disinfecting of the public bathrooms. Sign off sheets are posted in all the public bathrooms.
- Instituted weekly buffing of the terrazzo and tile floors. While easy to maintain during closure of the library to the public - the goal is to maintain the floors in a nice condition once the library open
- Security Johnson under the Guidance of COO Considine negotiated for very favorable terms with our secondary cleaning service Cintas to have them to detail scrub, sanitize and disinfect all bathrooms monthly at the main facility and both branch locations. Cintas was currently providing us with service at the main facility public washrooms. After observing, inspecting and being very pleased with their work and meeting with their sales rep it was decided to move forward with expanding the service

## **INFORMATION TECHNOLOGY:**

(Input from Matt Lutzow – IT Operations Manager and Jim Chambers – IT Project Specialist)

- Upgraded all library-wide computers to Windows 10, including vendor system workstations
- Modified all public workstations for using Office 2019, and all staff workstations for Office 365

- Completed all technology additions and changes for the Fall 2020 re-resign of the Computer Center, Computer Training Room and the Sally Lee Program Rooms
- Successfully migrated off Rackspace Host Exchange to Microsoft Office 365 / Exchange / Outlook. All email was maintained, and we have been able to save money by not paying extra for Hosted Exchange; Exchange / Outlook is part of our Office 365 subscription
- Changed our security software suite from Kaspersky to Carbon Black – enhanced protection for all servers and workstations against malware and viruses
- Replaced all legacy systems running older versions of Windows Server to Server 2019. Also replaced outdated physical servers to new hardware
- Deployed or re-imaged over 250+ workstations during the Windows 10 upgrade project. Rolled out and maintained over 40 new iPads, over 15 server upgrades and 5 new network switches
- In March 2020, IT needed to make a concentrated effort to switch from supporting staff in the library to supporting many staff members working remotely. This involved imaging and deploying over 40 laptops for staff members, establishing VPN connectivity and Remote Desktop (RDP) and maximizing remote tools such as Office 365 (Teams) and Zoom
- Re-configured the Computer Center, Training Room and Business Center (Main Library) to allow staff to work while social distancing and staying safe
- Enabled two-factor authentication for critical staff members working from home
- The phone system required extensive programming changes for while the library was closed for the COVID-19 shelter-in-place. Established ways for staff to answer patron calls remotely
- Offered and added Dashlane password manager for staff desiring a password management program
- In May 2020, we transitioned from Illinois Century Network (ICN) to AT&T. This enabled us to more than double the network bandwidth for the same money per month

<b>DESCRIPTION</b>	<b>2018-2019</b>	<b>2019-2020 *</b>
Total Number of Servers	51	50
Total Number of Workstations	392	357
Total Number of Help Desk Tickets Closed	2,527	2,440
Total Number of Maintenance Tickets Closed	-	3,171
Number of Computers Replaced (New or Upgraded)	217	244
Server and Network Availability (During Open Hours)	99.94%	98.7%
Internet Availability (Illinois Century Network)	99.57%	97.5%
Internet Availability (Comcast)	99.7%	93.2%
MediaBank and MediaBox Availability	94.2%	97.3%
Number of Wireless Sessions	2,354,455	1,691,311
Wireless Availability	99.3%	99.8%
Zoom Meetings	-	748
Zoom Meeting Participants	-	7001
Zoom Meeting Minutes	-	354,797
Total Computer Sessions	113,158	69,144
Total Computer Session Hours	101,661	58,175

\* COVID-19 impacted statistics this year

Respectfully Submitted: Brian P. Hoeg

## **Public Relations & Development 2020 Annual Report**

This was a year like no other. A referendum, a pandemic and a Census campaign happening at the same time brought out the best of our team! The pandemic that closed the library, schools and businesses brought unprecedented challenges to the PRAD team. The myriad obstacles COVID created did not get in the way of the team's efforts to bring the library's message to the community. Instead it brought dynamic opportunities for the team to develop new talent and leadership skills. Already a cohesive unit, team members rallied together to provide quick responses to keep the community informed. The team's ingenuity and willingness to take on new challenges brought success to two significant campaigns—a library referendum and the community's 2020 Census effort.

### **Referendum 2020**

The library district planned a “swap” referendum for funding essential projects including major infrastructure repairs and technical upgrades. Voters were asked to approve the library using previous bond service funds for operating costs. As the wording of the referendum question was very complicated, educating voters about the ballot question was imperative. After gathering information, we created a plan to use print, virtual and in-person resources for maximum impact.

In-person messaging was done at town hall meetings while simple messaging with graphics that would resonate was used in newsletters, postcards, posters and flyers. Video, our e-newsletter, Facebook and a web page helped make the complex ballot question easy to understand. Our efforts brought a “yes” vote (approximately 62% in Kane County and 59% in Cook County), resulting in approximately \$2.6 million in additional annual operating funds.

### **Virtual Programming**

Schools closing with the pandemic portended a detrimental effect on student learning in our community where only 15% of incoming kindergartners are kindergarten-ready and less than 30% of School District U-46 students read at grade level. Since the library's in-person children's programming had to be cancelled, the team initiated virtual literacy programming to fill the void. Our team transformed itself into a virtual programming operation overnight. Working with other departments to support and create quality content, we conducted video production, content management and data analysis. With an attitude of “just tell us how we can help,” team members became video analysts, social media share experts and YouTube uploaders.

**Your Library at Home** was created with Facebook live presentations and pre-recorded videos that feature storytimes, book reviews, craft demos and presentations about library services. Daily virtual programming done primarily through Facebook brought results. During the first two weeks of the Stay-at-Home order, 3,400 people engaged in video programs (a 1502% increase from previous two weeks) and there were 53,000 video views (a 1487% increase from previous two weeks). From March 16 to July 30, nearly 19,000 people engaged in video programming (a 1145% increase from previous period), videos were viewed 312,000 times (a 949% increase from previous period) and 1,437,031 people were reached.

### **Census**

The marketing team was asked to lead the community's **2020 Census campaign**. With each person counted representing \$15,000 in funding to the community over the next ten years, it was important to obtain an accurate count. Fear in the community, later the pandemic and ever-changing timelines were just two challenges to overcome. The new Census Roam tool was useful in pinpointing areas challenged economically and by English language proficiency. We used the tool to craft a grant application that earned the Elgin CCC \$184,490 from Forefront and the Illinois Secretary of State.

Because trust was essential to our messaging, we partnered with many organizations including Elgin School Dist. U-46, Centro de Información, Elgin Partnership for Early Learning and clergy of many faiths. Two bilingual representatives were hired, one working out of Centro de Información, the other out of the library. Materials in different languages, a community Census web site and videos featuring trusted individuals were created. Throughout the pandemic, we continued with social media campaigns and moved to where people were—parks and food giveaway events. The results were significant as Elgin's response rate, 74.3%, surpassed the 2010 rate, guaranteeing millions of dollars of funding over the next ten years for the community.

### **Fundraise More Than \$400,000**

In addition to the referendum and fundraising for the 2020 Census, fundraising during the pandemic drew attention to the library. The EFS Foundation donated an unsolicited \$160,000. We also received another unsolicited donation of \$75,000 from an estate. Also, we received significant donations from the Montiegel Trust, Comcast Internet Essentials, Taos Community Foundation, KCT and got robot? We are gratified that organizations and people have confidence in the GBPL Foundation/Library's positive impact on the community.

### **Other PRAD 2020 Accomplishments**

- Continual pandemic messaging about up-to-date information about library services was an affirmation on teamwork.
- To celebrate the 100<sup>th</sup> anniversary of the 19<sup>th</sup> Amendment, we partnered with Jane Addams Hull-House Museum, RAILS, Arlington Heights Memorial Library and Schaumburg Township District Library to showcase two virtual exhibits and programs to honor the women who fought for equality.
- During the pandemic, the team continued to engage the community virtually by offering activities such as a National Library Week campaign with Zoom-view multiple-staff messages to Library customers and online games highlighting library services.
- The team put Hometown Superheroes in the spotlight by posting photos of real frontline workers in businesses as part of Library Card Sign-Up Month.
- Keeping the community up-to-date in myriad ways during the library closing and re-opening, including posting videos of what the branches would look like at re-opening and creating a special issue of the print newsletter to highlight virtual services, to prepare and reassure library customers of the measures taken to keep everyone safe.

The library's mission statement—*The Gail Borden Public Library District is fueled by the power of community*—inspires this talented team to help the library serve its community every day.

Respectfully submitted, Denise Raleigh, Division Chief

## PUBLIC SERVICES ANNUAL REPORT FY19/20

In reviewing this historic year, one may categorize our public service offerings as pre-Covid 19 and post-Covid 19. While at times the library looked drastically different post-Covid 19, some constants remained: above all, we recognize the staff's hard work, flexibility and dedication, as well as the community's love for this library. Additionally, among the national outcry for racial justice, the Public Service Division stands by the library's mission for equity and access to information for all. Public Services believes that stories can create empathy and shared several booklists and created displays highlighting and uplifting under-represented voices. We have been performing diversity audits of our collections and our Information Services department has been ardently preserving these historic times through our microfilm and digitization processes. Below are a few highlights from this year, separated by Pre- and Post-Covid 19 workflows.

### **Pre-Covid-19 Operating Highlights:**

- Our passport photo service debuted in Sept., adding to our already robust passport acceptance services.
- In Sept., a temporary computer space upstairs was created as we began to remodel the Computer Center. This remodel would refresh the CC and create needed Youth programming rooms. The temporary computer center became more permanent post-Covid, as we needed to socially distance computer users. We plan to keep this area and develop it into a business center.
- We held a Community Job Fair with 376 in attendance. In November, we welcomed a new Career Services Librarian, which was fortuitous timing as the need for career assistance and job hunting boomed in the post-Covid 19 world. We celebrated our 2 Career Online High School graduates this year.
- After two years of work, GBPL's local newspaper index is now available online through the internationally recognized genealogy website: *Family Search*.
- We continued to offer classes under the *Comcast Internet Essentials Grant* which was worth **\$15,000.00**. In June 2020 we also received a **\$2000.00** *Google Libraries Lead with Digital Skills Grant*. We received a donation of **\$1,750** worth of Robotis Kits in exchange for teaching robotics classes to the public. KidSpace received a **\$1000.00** donation from KCT to create a new baby-focused space, and we received a **\$2,500** donation thanks to Got Robot and GE to add more materials to our STEAM kit collection.
- In December we filmed Kane County Sheriff Ron Hain for a video about job hunting and library resources to be shown to recently released inmates.
- The Studio focused on volunteer projects, our *Elgin Teen Life Series* with the Elgin Police Department, and school and camp visits. We extended this partnership with the EPD to participate in *National Night Out*. We moved our monthly *Open Mic Night* outside to participate in a block party hosted by Officer Farrell.
- In October, we celebrated the 5th anniversary of the Digital Media Lab. The DML saw an uptick in Podcasting this year. The ESO, the Elgin Township Supervisor & the Chief of Staff for IL State Senator Cristina Castro recorded podcasts here.



- In partnership with U46 and Alignment, three Public Services Librarians attended training on the impact of Adverse Childhood Experiences. Our Librarians are now certified through *ACE Interface* and able to share training throughout the community about Trauma Informed Care.
- In March, the Studio hosted a *Career & Technical School Fair*.
- All were pleased in March to learn that the Zero Tax-Increase Referendum passed. However, very soon after we would close the building due to the Covid-19 related state shutdown.

**Post Covid 19 Operating Highlights:**

- Before leaving the building completely, our talented youth presenters Katie and Grisel pulled together Storytimes on-the-fly which were filmed by PRAD. By that night, their videos had over 7000 views. Little did we know how this would shape our programming offerings over the next many months as our programs moved online. All departments learned new technologies for Virtual Programs. Several contributed to the newly branded “*Your Library @ Home*” programming slate which included Zoom presentations, Facebook Live as well as pre-recorded videos.
- While shutdown in March, Info Services Librarians answered phone calls and online reference questions from their own homes. Staff filmed themselves and went Facebook Live for ongoing programs. In April, we served on the Reopening Task force, determining how to return to work safely with measures in place such as wearing face masks, social distancing, sitting behind plexiglass at public service desks and cleaning non-stop!
- IS Librarians and Digital Services were some of the first to serve customers within the building as we opened the Computer Center on an appointment-only basis on June 15<sup>th</sup>, even before the rest of the building was fully open to visitors. The 2<sup>nd</sup> floor business center opened a week later to provide more appointments. We knew people would need access to technology assistance in this economy and we served 357 customers from June 15-June 30<sup>th</sup>!
- We safely found ways to open: limiting toy checkout, shutting down the Digital Media Lab, closing the Early Learning Center, removing chairs for social distancing, quarantining magazines in closed stacks and closed all Study Rooms. We set room capacity limits, reminded the public to wear their masks properly all while supporting students who are Virtual Learning here on laptops while their school buildings were closed.

-Respectfully Submitted, Margaret Peebles, Division Chief of Public Services

## KidSpace July 1, 2019- June 30, 2020

### Partnerships

- KidSpace received a **\$1000.00** donation from KCT to create a new baby-focused space, and we received a **\$2,500** donation thanks to Got Robot! and General Electric to add more materials to our STEAM kit collection. The YWCA of Elgin donated a large collection of Imagination Playground “Blue Blocks.” Greater Elgin Family Care Center donated *Welcome Baby* tote bags for new parents.
- In partnership with School District U-46 and Alignment, three Public Services librarians attended training on the impact of Adverse Childhood Experiences. KidSpace librarians Katie and Elizabeth earned certification through *ACE Interface* and started to share training throughout the community about Trauma Informed Care.
- Because many more libraries transitioned to online tracking in the Spring of 2020, the Beanstack webinar featuring Tabatha and Margaret had many more views. Consequently, Tabatha received inquiries about best practices from librarians from across the country.
- We partnered with School District U-46 to host the Summer Reading Challenge Camps. Throughout the summer of 2019, we hosted over 500 students each week—giving them tours, helping with readers’ advisory questions, and introducing them to library services. And with the help of Customer Relations, we signed each of them up for temporary library cards; 703 cards were created between Main and Rakow.
- Using funds from our Comcast Grant, our new Lulzbot Workhorse 3D printer arrived in July 2019. This larger unit will offer class participants the opportunity to design larger scale objects.

### Programs

- Along with our usual robust slate of storytimes, special events and new programming ideas, we focused on STEAM and welcomed a new STEAM Librarian, Niki, to supercharge this important focus.
- At the end of 2019’s Summer Reading Challenge, we were pleased that more families than ever completed the summer reading program entirely online. This knowledge helped us as we moved our 2020 summer reading program *Reading Takes You Everywhere* completely online due to COVID-19. KidSpace received part of the OMG First Book Grant via EPEL that allowed us to purchase hundreds of discounted books for our Summer Reading program.
- Our signature events remained popular for all ages. The 4<sup>th</sup> annual *1000 Books Before Kindergarten* ceremony saw 57 participants. *Comic Book Mania* in August was a blast with strolling characters and a visit from the Batmobile. In October, the *Battle of the Books* kicked off its 45<sup>th</sup> year with 43 teams.
- In the spring, the KidSpace team met the virtual programming challenges with enthusiasm and ingenuity. Several contributed to the newly branded “*Your Library @ Home*” programming slate which included

Zoom classes, Facebook Live storytimes and concerts by performers, as well as pre-recorded videos. A Kids' Spanish Conversation class was added to support dual language learners.

- Starting with Summer 2020 programs, we offered program supply kits via the Main Library's drive-up and inside the KidSpace department.
- Staff learned a new online event calendar program, Communico. This new platform allowed us to share passive programs with downloadable components to a wide audience.
- The Winter Session (Jan-Feb 2020) of Early Literacy programming featured a new line-up. Librarian Julie Anne hosted Sensory Fun for Every Little One; Elizabeth hosted Baby Rhyme Time; Grisel hosted Walkers, Wigglers and Crawlers; and Tina hosted 1,2,3, Go!. The preschool classes were themed and planned by a variety of staff to allow staff to try something new; Aron, Niki, Jennifer B. and Jen F. joined Katie for these. Materials for these themed classes were shared with Branch staff to make best use of planning time.
- The new Sally Lee Programming Rooms were built, and the abbreviated *Battle of the Books Final Event* was the first program held in the space on March 12, 2020.

### **Services and Collections**

- KidSpace staff hosted an increased number of Spanish language class visits for preschool-3<sup>rd</sup> grade groups.
- In order to support Kane County's Initiative of Becoming Trauma Informed, Elizabeth Forkan initiated the development of a new circulating collection of Resiliency Kits. These backpacks include materials for adults, as well as children.
- STEAM kits debuted in the fall, with an event planned by Tabatha, Jen F., and Niki. Some kits were purchased with bilingual materials and others were translated in-house.
- Katie trained Eilis, Paula, Judy, Tanya, Jessica and Rachel to conduct a diversity audit of the Early Learning Center picture book collection.
- The Zone's gaming options expanded by the addition of an Xbox One S. The area was refreshed by the addition of clear acrylic hardware boxes.

### **Leadership**

- Katie won the *2020 Davis Cup* for excellence in serving children. From the Illinois Library Association's Press Release: "*Katie Clausen is a talented, enthusiastic advocate for providing children with the best books, materials, and programs that get them ready for life. She has shared her knowledge across many mediums: publications, presentations and webinars. All in all, Katie embodies the Marion Davis spirit of resourcefulness, professionalism and caring!*"
- Tabatha was appointed to serve on the LACONI Governing board to represent the LACONI YSS section.

---Jennifer Bueche, Director of KidSpace

# Public Services Statistics FY 19/20

## FY 19-20: Total Passport Profit

Collected Fees	\$84,235.00
Postage + Adttl. Expenses	\$3,925.24
<b>Profit</b>	<b>\$80,309.76</b>

*Note: Passport Acceptance stopped in March, re-opened to appointments on July 27<sup>th</sup>. Study Rooms stayed closed from March past end of the fiscal year.*

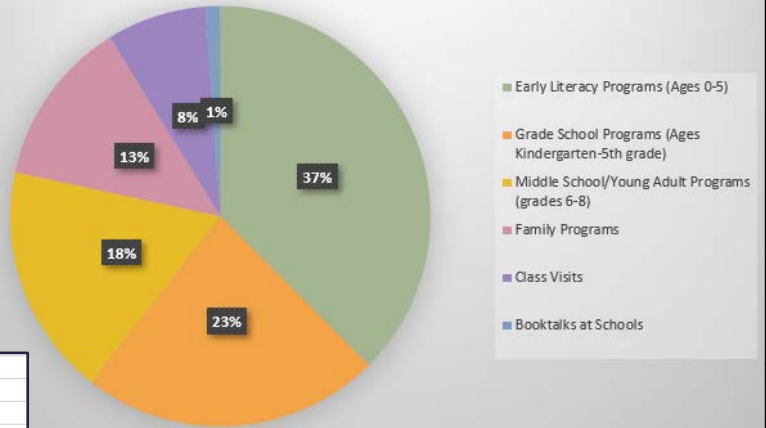
Information Desk Transactions by Topic	FY 19-20 Totals
<b>Fiscal Year 2019-2020</b>	<b>Totals</b>
Computer Appointments	350
Copy/FAX/Scan/Print/ViewScan	2,454
Directional/Directions	3,716
Early Voting/Election/Voting	107
Exhibit Questions	0
Hold Pull - 2nd Floor	221
Hold Pull - Marketplace/Movies	238
Newspapers (MANUAL COUNT FROM SLIPS)	3,071
Passport Photos	886
Passport Processing	2,107
Passport Questions	2,351
Puzzle (Passive Program Count)	425
Ready Reference	8,962
Reference / Bibliographic Instruction	3,237
Study Room	12,576
Summer Reading	23
Tax Forms + Tax Prep	282
Technology - Device / Computer	1,775
Technology - Preservation Station	93
<b>Total Transactions:</b>	<b>42,449</b>
<b>Transactions by Location</b>	<b>Totals</b>
GBPL email	447
Marketplace/Movies	105
Mosio	547
Phone	5,967
Phone/Email: Librarian Off-Desk	496
Roving	929
Info Desk	33,958
<b>Time spent over 15 min. (in minutes)</b>	<b>21,186</b>
<b>(in hours)</b>	<b>353</b>
<b>Reference Total:</b>	<b>38,733</b>
<b>IPLAR Total:</b>	<b>23,703</b>
<b>Study Room Total 2019-2020</b>	<b>12,576</b>
<b>Percent of Total Transactions that were Reference:</b>	<b>91%</b>

## FY 2019-2020: Accepted Passport Applications by Month

Month Year	Routine	Expedited	Hand-Carry	Total	% of Total
July 2019	177	37	2	216	10%
August 2019	152	53	1	206	10%
September 2019	155	38	1	194	9%
October 2019	186	51	2	239	11%
November 2019	116	87	0	203	10%
December 2019	150	36	0	186	9%
January 2020	297	55	0	352	17%
February 2020	285	63	3	351	17%
March 2020	137	22	1	160	8%
April 2020	---	---	---	---	---
May 2020	---	---	---	---	---
June 2020	---	---	---	---	---
<b>Totals</b>	<b>1655</b>	<b>442</b>	<b>10</b>	<b>2107</b>	
<b>% of Total</b>	<b>79%</b>	<b>21%</b>	<b>0%</b>		

	Number of Programs offered
Early Literacy Programs (Ages 0-5)	328
Grade School Programs (Ages Kindergarten-5th grade)	201
Middle School/Young Adult Programs (grades 6-8)	156
Family Programs	112
Class Visits	67
Booktalks at Schools	10

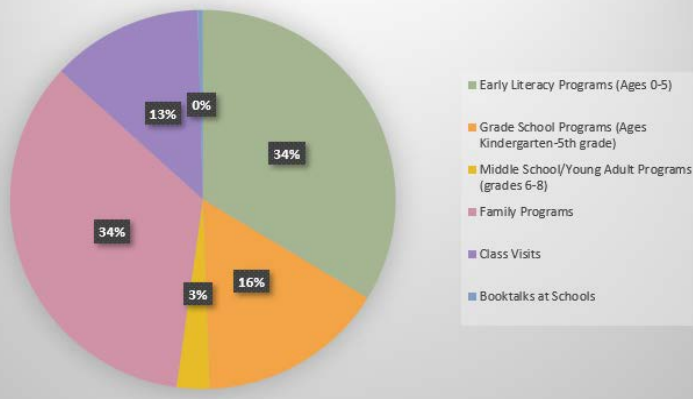
## KidSpace: Number of Programs offered July 2019-June 2020



## Attendance

Early Literacy Programs (Ages 0-5)	8889
Grade School Programs (Ages Kindergarten-5th grade)	4142
Middle School/Young Adult Programs (grades 6-8)	733
Family Programs	9132
Class Visits	3358
Booktalks at Schools	115

## KidSpace: Program Attendance July 2019-June 2020



## KS Year End Totals (2019-2020)

Clickers from Help Desks:	Behavior	Directional	Everything Else	TOTAL
Youth A	478	270	5341	
Youth B	102	33	3358	
Youth C	72	30	1274	
ELC-middle computer	929	238	3090	
ELC-computer near play area	261	61	1485	
<b>Totals:</b>	<b>1842</b>	<b>632</b>	<b>14548</b>	<b>17022</b>

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2020

**General Fund:**

Receipts for the Year:

Property Taxes	\$	10,270,737	
State Income Taxes (Personal Property Replacement Tax)		164,216	
Earnings on Investments and Savings		85,792	
Fines and fees		70,067	
Computer, fax and meeting rooms		3,665	
Laminating		999	
Copy Machines		39,448	
Reader Printer		-	
Books Lost and Paid		12,099	
Miscellaneous		5,130	
Public Phones		2,021	
Passports		84,714	
E-Rate Program		60,781	
Grants Received		220,746	
Developer Fees		62,675	
Insurance claim revenue		8,309	
Transfer from Working Cash		-	
Loan income		-	
Rental income		<u>38,141</u>	
Total Receipts for the Year			11,129,540

Disbursements for the Year

Salaries		7,066,741
Maintenance Salaries		357,176
Main		
Books		258,173
Periodicals		21,920
Audio Visual Material		108,414
Micro Film		3,708
Electronic Media		488,257
Natural Gas		53,792
Electricity		228,569
Telephone		62,785
Computer		665,293
Interest Expense		24,240
Branch		
Books		39,702
Periodicals		3,419
Audio Visual Material		43,567
Electricity		31,892
Telephone		-
Computer		-
Natural Gas		2,854
Water and Sewer		5,511
Other Branch		32,885

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2020

**General Fund (Cont.)**

Disbursements for the year (Cont.)

Binding	-	
Capital Improvements	-	
Cleaning and Janitorial Supplies	247,434	
Conferences	6,969	
Consulting and Professional Expense	59,807	
Contingency	15,489	
Continuing Education	22,002	
Copier Leases and Maintenance	55,746	
Dues and Membership	17,818	
Equipment and Equipment Maintenance	52,099	
Fuel	4,956	
Grant Expenditures	-	
Insurance	830,384	
Legal Publications	2,220	
Material Processing Supplies	112,742	
Library Office Supplies and Services	73,438	
Other	47,011	
Payroll Processing	35,077	
Postage and Express	6,848	
Printing	2,061	
Public Programming	71,520	
Public Relations	96,642	
Vehicle Maintenance	9,650	
Volunteers	1,824	
Water	18,007	
Real Estate Taxes	-	
Transfer	-	
Loan expense (principal)	110,000	
Total Disbursements for the Year	11,398,642	11,398,642
Excess (Deficit) of Receipts Over Disbursements		(269,102)
 Change in Accruals for year		 205,032
 Cash Balance		
June 30, 2019 (Banking Checking and Savings [\$45,133,705]; Petty Cash [\$4,334] Investments [(\$40,874,532)])		4,263,508
 Cash Balance		
June 30, 2020 (Banking Checking and Savings [\$49,695,402]; Petty Cash [\$6,934] Investments [(\$45,502,903)])	\$ 4,199,438	4,199,438

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2020

**Illinois Municipal Retirement Fund:**

Receipts for the Year:		
Property Taxes	\$ 763,191	
State Income Taxes (Personal Property Replacement Tax)	5,833	
Transfer from General Fund	-	
Total Receipts for the Year	-	769,024
Disbursements for the Year:		
Library's Contribution to I.M.R.F.	763,286	
Total Disbursements for the Year	763,286	763,286
Excess (Deficit) of Receipts over Disbursements		5,738
Change in Accruals for year		31
Cash Balance, June 30, 2019		(29,177)
Cash Balance, June 30, 2020	\$	(23,408)

**Liability Insurance Fund:**

Receipts for the Year:		
Property Taxes	\$ 184,868	
Total Receipts for the Year	184,868	184,868
Disbursements for the Year:		
General Insurance	88,541	
Unemployment Compensation	8,466	
Risk Management	47,798	
Workmen's Compensation	31,150	
Total Disbursements for the Year	175,955	175,955
Excess (Deficit) of Receipts Over Disbursements		8,913
Change in Accrual for year		(15,598)
Cash Balance, June 30, 2019		998
Cash Balance, June 30, 2020	\$	(5,687)

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
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**Building and Equipment Fund:**

Receipts for the Year:

Property Taxes	\$ 435,706	
Transfer from General Fund	-	
Total Receipts for the Year	-	435,706

Disbursements for the Year:

Main		
Building, Ground Repairs and Maintenance	275,066	
Maintenance Supplies	-	
Maintenance and Other Equipment	4,033	
Furniture and Fixtures	-	
General Cleaning Services	-	
Janitorial Supplies	-	
Chemical/Water Treatment	1,184	
Contingency	30,089	
Miscellaneous	2,047	
Equipment Repair and Maintenance	66,059	
Branch		
Building, Ground Repairs and Maintenance	68,504	
Maintenance Supplies	-	
General Cleaning Services	-	
Janitorial Supplies	-	
Equipment Repair and Maintenance	24,320	
Total Disbursements for the Year	471,302	471,302

Excess (Deficit) of Receipts Over Disbursements (35,596)

Change in Accruals for year 18,686

Cash Balance, June 30, 2019 80,279

Cash Balance, June 30, 2020 \$ 63,369

**Audit Fund:**

Receipts for the year:

Property taxes	\$ 17,704	
Total receipts for the year	17,704	17,704

Disbursements for the year:

Audit services	16,850	
Total disbursements for the year	16,850	16,850

Excess (Deficit) of Receipts Over Disbursements 854

Cash Balance, June 30, 2019 (1,622)

Cash Balance, June 30, 2020 \$ (768)



Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2020

**Social Security Fund:**

Receipts for the year:		
Property taxes	\$ 573,429	
Total receipts for the year		573,429
Disbursements for the year:		
Social security contribution	550,281	
Total disbursements for the year		550,281
Excess (Deficit) of Receipts Over Disbursements		<u>23,148</u>
Change in Accruals for year		9,689
Cash Balance, June 30, 2019		(39,799)
Cash Balance, June 30, 2020	\$	<u><u>(6,962)</u></u>

**Gift Fund**

Receipts for the Year:		
Gifts Received	\$ 151,397	
Interest Income	-	
Total Receipts for the Year		151,397
Disbursements for the Year:		
Program Expenditures	117,661	
Total Disbursements for the Year		117,661
Excess (Deficit) of Receipts Over Disbursements		<u>33,736</u>
Change in Accrual for year		-
Cash Balance, June 30, 2019		20,593
Cash Balance, June 30, 2020	\$	<u><u>54,329</u></u>

**Building Reserve Fund**

Receipts for the Year:		
Transfer in	\$ -	
Investment Income/(Loss)	41,278	
Debt Proceeds	-	
Total Receipts for the Year		41,278
Disbursements for the Year:		
Investment Fees	3,446	
Capital Expenditures	598,074	
Debt Issuance Fees	-	
Total Disbursements for the Year		601,520
Excess (Deficit) of Receipts Over Disbursements		<u>(560,242)</u>
Change in Accrual for year		691
Cash Balance, June 30, 2019		1,943,717
Cash Balance, June 30, 2020	\$	<u><u>1,384,166</u></u>

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2020

**Bond & Interest Fund:**

Receipts for the Year:

Property Taxes	\$	2,629,704	
Bond Proceeds		-	
Miscellaneous Revenue		-	
Total Receipts for the Year		2,629,704	2,629,704

Disbursements for the Year:

Bond Principal Paid		2,395,000	
Bond Interest Paid		182,246	
Bond Expenses		-	
Total Disbursements for the Year		2,577,246	2,577,246

Excess (Deficit) of Receipts Over Disbursements		52,458	52,458
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Change in Accrual for year		-	-
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Cash Balance, June 30, 2019		806,970	
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Cash Balance, June 30, 2020	\$	859,428	
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**Circulation Statistics  
Annual Report 2019-2020**

**MATERIAL USAGE COMPARISONS**

	2018-2019	2019-2020
Adult Materials		
Book	399,813	274,329
Non-Book	720,770	647,038
Total Adult Materials	1,065,923	921,367
Youth & Children's Materials		
Book	399,813	307,994
Non-Book	159,089	128,108
Total Youth & Children's Materials	558,902	436,102
GRAND TOTAL	1,624,825	1,357,469

**NON-BOOK MATERIAL COMPARISONS**

	2018-2019	2019-2020
Art Prints	528	441
Art Print Bags	384	328
AV Equipment	5,695	3,168
Compact Discs	43,167	24,606
DVDs	525,197	415,619
E music	30,217	94,255
E Movies	8,770	11,567
E Music Videos	64	38
E TV	1,530	6,514
Movies (Roku)	475	**
Kits - Cassette/Book	3,251	1,641
Library of Things	0	894
Periodicals	5,744	4,499
Puzzles	2,053	1,581
Recorded Books	22,280	14,991
Toys and Games	2,261	2,651
Video tapes	300	158
Video Games	9,454	6,127
ebooks	82,017	99,567
eaudiobooks	54,530	68,344
Digital Magazines	17,013	18,157

**Circulation Statistics, cont.  
Annual Report 2019-2020**

**RAILS RECIPROCAL BORROWING**

	2018-2019	2019-2020
Algonquin	981	497
Antioch	143	35
Arlington Heights	10	5
Barrington	40	12
Cary	204	93
Cook Memorial	0	0
Crystal Lake	345	380
Deerfield	0	0
DesPlaines	7	2
Dundee	12,399	6,952
Ela (Lake Zurich)	14	9
Elk Grove Village	3	17
Evanston	0	0
Fox Lake	40	11
Fox River Grove	97	5
Freemont (Mundelein)	57	10
Glencoe	0	0
Glenview	0	0
Grayslake	11	12
Highland Park	34	17
Highwood	0	0
Huntley	653	533
Indian Trails (Wheeling)	77	63
Lake Bluff	0	0
Lake Forest	0	0
Lake Villa	0	0
Lincolnwood	0	0
McHenry	22	7
River East	0	0
Morton Grove	0	0
Mt. Prospect	178	79
Niles	4	0
North Chicago	0	0
Northbrook	0	0
Palatine	27	24
Park Ridge	2	0
Prospect Heights	0	0
Rolling Meadows	292	102
Round Lake	0	0
Schaumburg	877	418
Skokie	0	1
Vernon Hills	88	14
Warren-Newport	2	0
Wauconda	0	8
Waukegan	0	0
Wilmette	0	0
Winnetka	0	0
Zion	0	0
Total Borrowings	16,607	9,306

**Circulation Statistics, cont.  
Annual Report 2019-2020**

**REGISTRATION**

	2018-2019	2019-2020
In District	92,797	88,854
Unincorporated Cook County		
Unincorporated Kane County		
Elgin - East Side 60120		
Elgin - West Side 60123/60124		
South Elgin		
Out of District		
Contract Cards	29	14
Reciprocal Borrowers	8,182	7,268
Total	101,008	96,136
Summer Camp (temporary)	740	741

**RESERVES PLACED**

	2018-2019	2019-2020
Total Reserves Placed	145,824	140,018

\* Due to changes in Sierra to the PCode 3 table we are no longer able to provide this breakdown.

\*\* Rokus are now included in Library of Things.