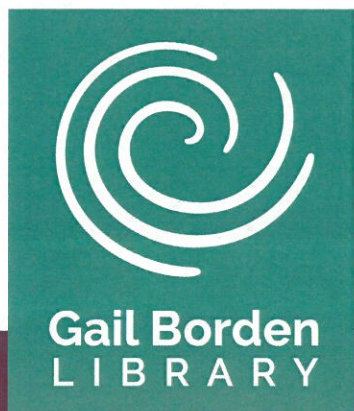




Gail Borden Public Library District



Annual Report

2016-2017



<http://www.trbimg.com/img-580c4273/turbine/ct-cubs-world-series-reality-haugh-spt-1023-20161022>

Throughout this championship season and beyond Russell emphasizes two things that Maddon and each of the Cubs players have been talking about all season: preparation and teamwork.

Russell drives at the fact that there's no one player that the Cubs rely on all the time. Rather, putting in consistent efforts and relying on each other to step up and support each other all of the time is what made it work for the organization's on-field staff.

Addison Russell on Being Chicago Cubs' World Series Spark. Rolling Stone. November 18, 2016.

Customer-focused, data-driven and responsive to community issues, we would like to think that our strategic approach has some very Cubs-like elements that enabled the library and the community to create positive impact.

Gail Borden is Wowed by Cubs World Series Win

November 3, 2016

Finally, after 108 years, to celebrate the Cubs World Series Win November 2, staff and library customers posed in a "W" formation the next day for a photo to be posted on social media. The photo appeared on the Channel 7 news website among other places.



Gail Borden Public Library District
www.gailborden.info

Chicago Cubs Trophy Tour Event at Gail Borden Library a Home Run

February 12, 2017

The Gail Borden Team transformed the Library into the Friendly Confines when the Chicago Cubs organization brought the Chicago Cubs 2016 World Series Trophy to the Library. The Library announced the upcoming trophy visit via Facebook, reaching more than 20,000 people. Excited fans responded with 194 reactions, 209 shares and 69 comments.

With only one week to prepare, Library staff worked with the Elgin Police Department to deliver a winning event complete with Cubs-related games, entertainment, photo ops, trivia contests and more.

Fans of all ages wanted to get a picture with the trophy including a few families who camped out overnight to be first in line and 99-year-old Ruth Matthias, whose late husband, Melburn, was scouted by the Cubs in the 1930's.

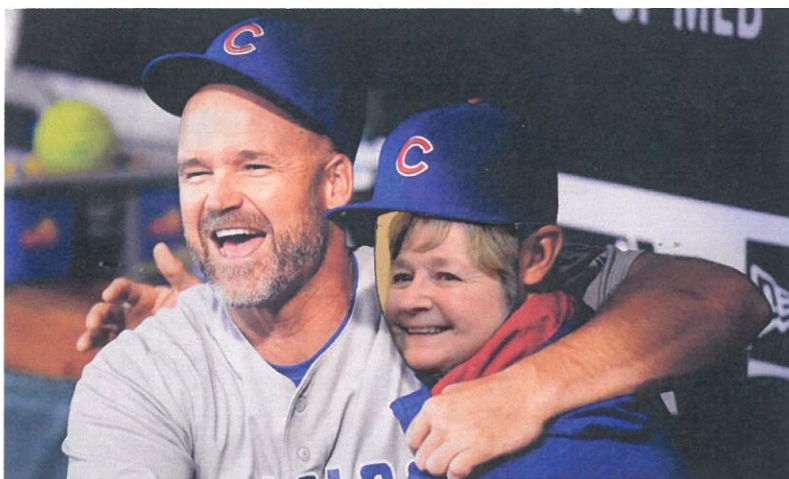
This event truly exemplified "playing together" as staff members from every department pitched in along with volunteers to bring this once-in-a-lifetime experience to the community.



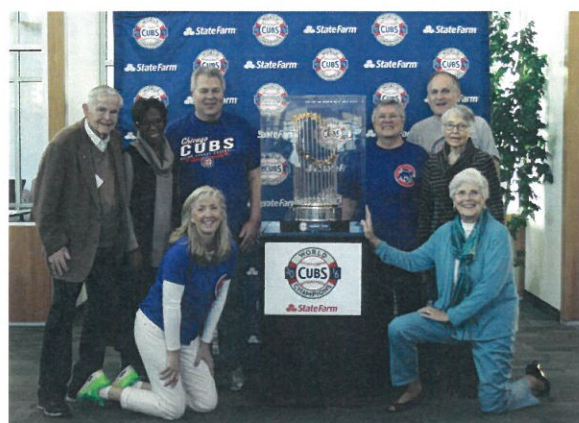
1,600
photos

2,649
visitors

4
hours



Watch on YouTube bit.ly/trophyGBPL



South Elgin Branch a Hit Right off the Bat

No one sat on the bench in the year leading up to the opening of the new South Elgin Branch.

Members of Facilities and Building Operations were on site everyday during the construction process coordinating subcontractors. IT stepped up to the plate to install alarm systems, camera equipment, door counters, signage, cable and phones as well as assist with the installation of the laptop-dispensing machine. All other departments including Collection Services, Library Applications and Material Handling went the distance to make the new branch a reality.

With support of the Hoffer Foundation and other sponsors, the Village of South Elgin welcomed its own public library for the first time on opening day with 1,200 fans attending. The 4,300-square-foot branch brings library services along with a convenient laptop dispenser, MediaBox dispenser, two study rooms, a children's area and the Hoffer Meeting Room.

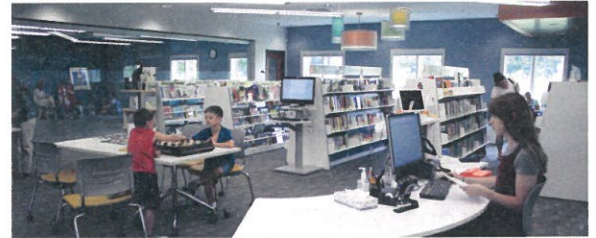
First-Year Stats:

46,203
customer visits

48,542
items checked out

246
programs

4,766
program attendance



Watch on YouTube

bit.ly/sebOPEN



Gail Borden Public Library District

www.gailborden.info

Rakow Branch Continues to be an All-Star

126,110
customer visits

168,584
items checked out

385
programs

7,661
program attendance



Bike Walk Move Week at the Rakow Branch from June 18 to 24, 2017 featured a variety of bike-themed programs. Top female junior race walker Anali Cisneros discussed her race walking accomplishments and her goal of making the 2020 U.S. Olympic team. She was joined by Mary Lou Anderson, an 80-year-old woman who still competes in race walking contests.



New Talent Joins the Front Office

Amanda Garcia and Tiffany Henderson were appointed to the Gail Borden Public Library Board of Trustees.

Garcia and Henderson join Gail Borden Public Library Board President Jean Bednar, Vice -President Beth Kruger, Secretary Patricia Harkin , Treasurer Sue Moylan, and Trustee Herb Gross on the Gail Borden Public Library Board of Trustees.



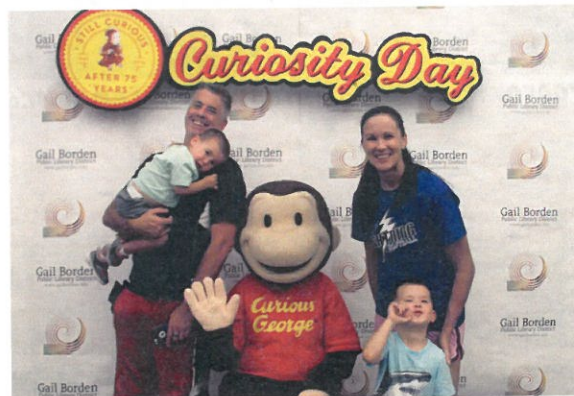
KidSpace: Ready for the Majors

The 7th Annual Comic Book Mania Convention on July 16, 2016 hosted the Star Wars 501st Legion and 1,200 visitors.

The family picnic that allowed kids to climb in a police car, fire engine and much more on August 8, 2016 attracted 700.

The 75th Anniversary of Curious George made for a great Curiosity Day with over 400 people attending on September 17, 2016.

1,000 Books Before Kindergarten is a self-paced early literacy program that encourages families to read 1,000 books to their children before kindergarten. There were 51 graduates in August, 2016 and many more have signed up for the program in 2017.



New Summer Reading Prize is a Closer

The Library's first *Summer Reading Family Overnight Adventure Grand Prize* was awarded to Elgin resident Patrice Delaney and daughter Eden, 5. This new grand prize tripled the amount of adult finishers.

Summer Reading 2016 came to an official close with 4,568 finishers between birth and eighth grade. Highland Elementary School won for having the highest percentage of enrollment finish a summer reading program while Sycamore Trails Elementary School had the best improved number of finishers compared to 2015.

4,568
summer reading finishers
between birth and 8th grade



The Robot Zoo Exhibit Grandstands at Gail Borden

It was a team effort among Library staff and Evergreen Exhibitions staff to set up The Robot Zoo—even running tubes from the robot animals through the ceiling to the compressor. This exhibit inspired kids to learn about robotics and inspired Library staff to pitch some new programs:

- At the Robot Zoo Ice Cream social and LEGO Robot Showcase, children talked about their LEGO projects. The Blue Box Bots FIRST Tech Challenge Team demonstrated their robot.
- Gail Borden Library sponsored a FIRST LEGO League Jr. Team composed of six students ages 8 to 11 who built a LEGO model that included a simple machine and motor.

Said one grandfather who brought his grandchildren to see The Robot Zoo,

“You know, it used to be that, at the Museum of Science & Industry, you couldn’t touch anything. Now they’ve changed it so you can. Just like here at this exhibit—you learn more with tactile touching.”

8
giant robot animals

10
foot-long chameleon

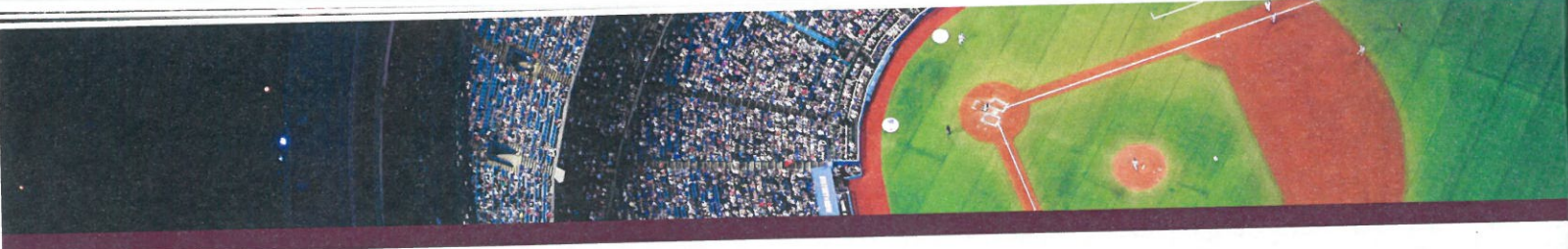
15
hands-on activities

130,778
exhibit visitors

11.8%
increase in attendance for November compared to previous year



Watch on YouTube bit.ly/GB-robots



Library on the Go Traveling to Away Games

Library on the Go brought new programming and resources to residents at many independent and assisted living facilities. A total of 284 residents and customers in 15 facilities experienced an assistive/adaptive devices "petting zoo" program, virtual dinosaur tour and summer reading introduction.



23,314
students who learned about educational programs and library services

5,500
items delivered

12,838
children and families who enjoyed Readership storytimes

Tales & Travel Memories!

770 seniors took imaginary visits to Australia, Greece, India, or Poland through the Tales & Travel programs at 12 assisted living facilities.





Hispanic Services Hits it Out of the Park

More than 3,000 were engaged by Hispanic Heritage Month's CelebrArte, which brought together artists including the National Museum of Mexican Art in Chicago and Ballet Folklórico Huehucotl.

12%

increase in programs

9,416

participants

9,416

reached by 275 Spanish or bilingual programs

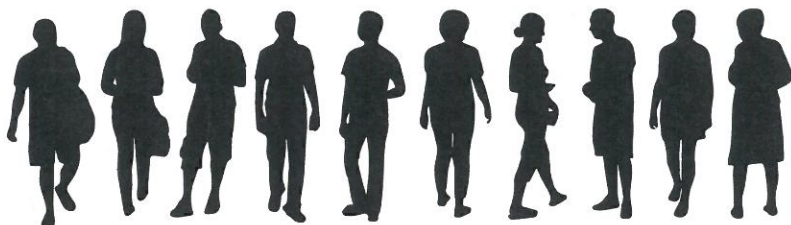


Watch on YouTube

bit.ly/vidHHM16

Career Online High School is Up to Bat

Ten adults were selected to earn an accredited high school diploma and career-training certification via this program offered through the Library in partnership with the regional library system (RAILS), and Gale, part of Cengage Learning.





Rooting for the Home Team: Manufacture Your Future

Co-sponsored with the Elgin Area Chamber and focused on robotics, MYF impacted grade school and high school students seeking information about manufacturing careers and job opportunities. The starting lineup included new participants Matrix Design and ZeroEdge Aquariums, as well as ACME Design, Fabric Images, Hoffer Plastics and more.

Michelle Chambers of Hoffer Plastics remarked afterward,

“Thank you for inviting Hoffer Plastics. This event was a great opportunity to meet many like situated companies and promote our business. We are having great success at our job fair today in large part due to your support and promotion efforts.”

3
hours

1,203
attendees



Watch on YouTube

bit.ly/myf2016

Library Card Sign-Up Month Batting a Thousand

September, 2016

More than 25 local businesses and organizations helped promote LCSU. More than 2,200 people checked out the discounted deals at participating businesses.



695

New library card sign-ups



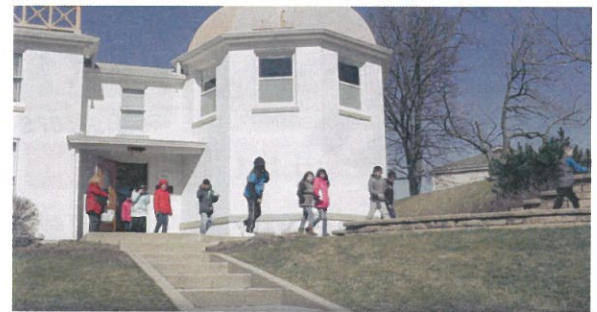
Gail Borden
LIBRARY

Gail Borden Public Library District

www.gailborden.info



- About 2,211 visited the 12th annual Black History Family Festival February 4, 2017. The festival celebrated African American Educators and featured keynote speaker Dr. Vincent Gaddis, Professor of History and Director of Global Studies at Benedictine University.
- Studio 270 organized a Teen Job Fair April 12, 2017 with 18 local businesses and 201 attendees.
- The Library hosted the kickoff to a month-long series of healthy programs sponsored by Activate Elgin. The March into Health kickoff March 1, 2017 attracted 350 visitors who enjoyed a Ninja warriors demo and fresh fruit giveaway.
- Library staff worked with the Enhancing Elgin committee and many other organizations to create this first-time Elgin event in which public buildings were open for tours. The Rakow Branch played ball when it showed off its environmental features to visitors.



Watch on YouTube bit.ly/OpenElginvol

Rookie Items at the Library

- Mobile Beacon Hot Spots
- PlayAway Launchpads—preloaded children’s learning tablet great for car trips
- Early Literacy Kits—books, puppets, games and more in one kit
- Umbrellas—for that rainy day
- Oculus Rift—virtual reality with dinosaurs, art galleries and more



Watch on YouTube bit.ly/gb-or-vid

Discover Space Exhibit Ends in Overtime

The *Discover Space: A Cosmic Journey* Exhibit ended July 5 with 151,259 visitors to the Main Library during the exhibit. On June 30, the Library hosted a live video chat with International Space Station Astronaut Jeff Williams and NASA Lead CapCom Hal Getzelman in Houston in which 30 local students asked questions.



151,259
Visitors

Participant Brigid Kehoe's mother wrote to the Library months later to tell Library staff how the ISS talk influenced her daughter:

The experience of talking with an astronaut made a real impression on my daughter Brigid. She is a math and science girl and the ISS video chat reinforced that passion. When she spent the month of July in Mexico with her grandmother, she was always wearing her purple GBPL shirt from the space talk event.

Looking forward to seeing you again at our library. Thank you for everything.

Sincerely, Maureen Kehoe

Grandmothers Hit a Grand Slam

February 14 to April 30, 2017

Grandmother Power: A Global Phenomenon Exhibit put the spotlight on activist grandmothers around the world who were tackling issues such as AIDS and world hunger. Library visitors told us about their grandmothers from all over the world. The video posted of the *Grandmother Power* exhibit got nearly 5,000 views.



Gail Borden
LIBRARY

Gail Borden Public Library District
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Pitching Creative Programming

The Library partnered with the Elgin Garden Club to celebrate its 100th anniversary. Richard Deverell, Director of Royal Botanic Gardens, Kew, spoke to a crowd of 210, with 35 more watching the live-stream upstairs.

Wisconsin resident Jarrod Roll brought his exhibit of 100 Star Wars action figures, 19 vehicles and 13 playsets from 1978 to 1985 to the Library and presented a vintage toy talk about collecting toys.

The Rakow Branch hosted Wisconsin author Clark Kidder, who gave a presentation about his grandmother, Emily Kidder, who as a child journeyed from New York City to the Midwest on an orphan train.

The Library's monthly Writers on the Fox group published their first book! *The Writers on the Fox: A Short Collection of the Musings, Memoirs and Mysteries of a Magical Group* is now available for check-out.

The Sunday Afternoon Concert Series continued to offer performances by acclaimed artists such as the Liang-He Piano Duo, ESO Violinist Isabella Lippi and Soprano Diane Bolden-Taylor, who performed Art Songs of Black Composers.

WGN Radio Legends Steve King & Johnnie Putman spoke on December 3 about their friendship with jazz great Les Paul.

The Rakow Branch continued to offer environment-focused programs and raised Painted Ladies and Monarch butterflies then released them into the butterfly garden.



Watch on YouTube bit.ly/SWNAvideo





Dinosaurs Come out of the Dugout and onto the Field

Dinosaur Giants: An Exhibit from the Sereno Fossil Lab was on display at the Library to accompany the Reading is Gigantic! Summer Reading Challenge. Visitors went back in time to a prehistoric world more than 100 million years old to see life-size replica dinosaur giants. The dinosaur skeleton replicas are based on actual fossils discovered by the team of world famous University of Chicago paleontologist Dr. Paul Sereno.

One grandmother brought three grandchildren and told a staffmember

"I'm so grateful for you and this library! I had wanted to go to the Jurassic Park exhibit downtown Chicago, but it's a 3 hour wait and about \$55 per child with the total cost of the special exhibit! My friend told me to come to Gail Borden instead, and I'm so glad I did! Thank you so much!"

Fourteen-year-old Peter Graf was a toddler when he visited the library in 2005, when GIANTS was on display for the first time and became enamored of dinosaurs and the discoveries of Paul Sereno. When only nine years old, he worked on a dig in Utah. Peter is now attending the Webb Schools in Claremont, California, the only high school in the United States with a paleontology program. Peter's mom, Alma-Marie Graf, told us

"The librarians here have catered to Peter's needs. They have not tried to limit him. The Library has been instrumental in helping Peter develop his interest in dinosaurs and learning."

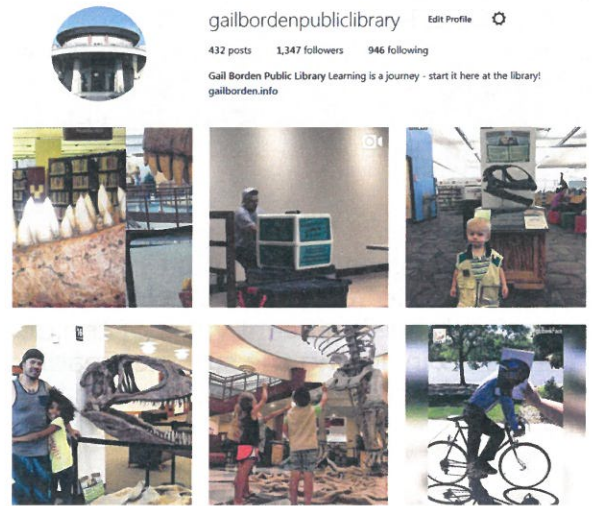


33
two-story foot-tall
Jobaria Skeleton



Social Media Covering all the Bases

- The video of the Cubs Trophy Tour line was viewed more than 3,000 times within a couple of days and garnered 130 likes and 25 shares.
- Authors like Laura Numeroff, James Patterson, Jeffrey Deaver, Anna McQuinn and Rainbow Rowell, as well as the Chicago Cubs and Svengoolie have favorited, commented on and/or retweeted Library Twitter posts.
- The Library established an Instagram channel, which has more than 1,300 followers.



Double Header Food for Fines

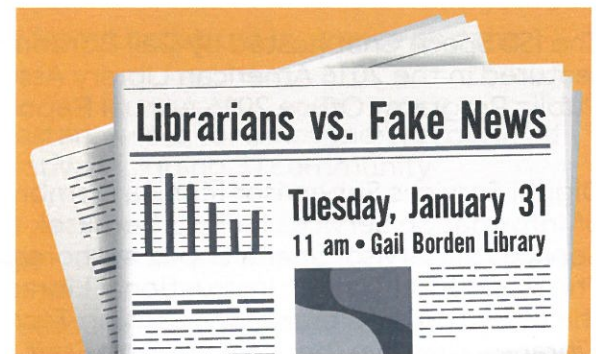
Two food for fines programs, one in July the other in April, received a great response from the community.



15,875
Food for Fines items collected

Playing Hardball with Misinformation: Librarians vs. Fake News

The Library hosted this team of MVP information specialists to coach those seeking legitimate news. The program was created in partnership with the Illinois Library Association, Reaching Across Illinois Library System and the Illinois Advocacy Committee.



Watch on YouTube bit.ly/gbfakenews

1,700
Views of video on YouTube

Accolades

Digital Services Director Monica Dombrowski was recognized as a 2017 Library Journal Mover & Shaker for creating Gail's Toolkit, an online portal that provides technology teaching materials for all public libraries. Monica was featured in the March 15, 2017 issue of Library Journal.

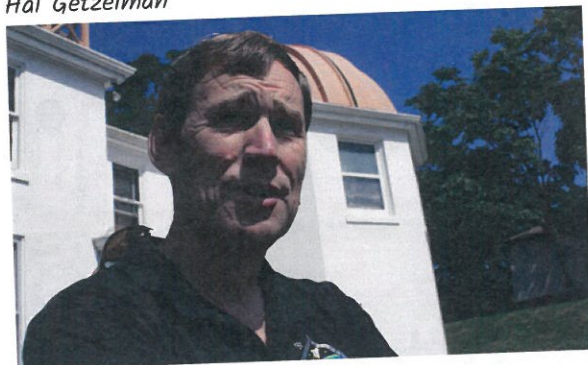
Monica Dombrowski



Read Online bit.ly/LJ-monica

The Library was named School District U-46's 2016-17 "Business of the Year." U-46 CEO Tony Sanders recognized the significant value of the district-library partnership, including the summer reading challenge, summer school at the library, creating booklists with typically underrepresented heroes and more.

Hal Getzelman



Former NASA CapCom and Elgin native Hal Getzelman received an Elgin Image Award from the City of Elgin in the individual/professional category for his assistance with the 2016 ISS Space Chat and Space exhibit and programs.

Library Board Member Patricia Harkin was honored at the 2016 Elgin Area Chamber's Community Thanksgiving Luncheon for her volunteer work at the Library, contributing more than 660 hours of work in the Gail's Sales book room.

National Library Legislative Day Video

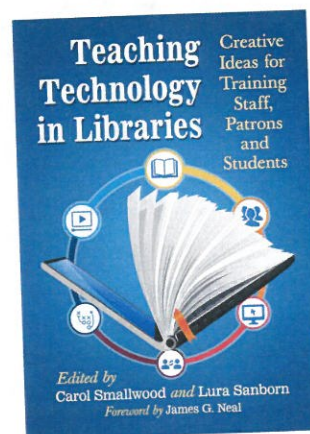


Watch on YouTube bit.ly/gb-WLFM

Gail Borden Library won first place in the Public Library Association National Library Legislative Day Video Contest in which libraries were invited to create a 60-second video about the importance of library funding, access to information and research, and/or privacy.

The ISS Space Chat hosted by Gail Borden Library was featured in the 2016 American Library Association's Public Programs Office 2016 Annual Report.

Digital Services Supervisor Monica Dombrowski, Director of Information Services Melissa Bernasek and Digital Services Supervisor Shana Lopez authored a chapter, The Accidental Trainer: Instructional Librarianship in the Modern-Day Library, for *Teaching Technology in Libraries: Creative Ideas for Training Staff, Patrons and Students*, 2017.



Community Engagement Liaison Danielle Henson received the 2017 Betty Brown Award for Racial Justice at the YWCA Leader Luncheon.

Danielle Henson and Tish Calhamer



Readers Services & Civic Engagement Librarian Tish Calhamer and Danielle Henson received a Distinguished Service Award for Community Partnership from the Elgin Police Department. Gail Borden Public Library received the award as an organization.

Grants

\$73,150

\$43,600

Summer Reading/Exhibit Grants/Donations: \$43,600. We thank generous donors the EFS Foundation, Elgin State Bank, Seigle Family, Palmer Foundation, KCT Credit Union, the Kane County Riverboat Grant along with another anonymous donor, as their funds were added to the Gail Borden Public Library Foundation support for this significant program and exhibit.

\$10,000

Comcast Internet Essentials grant for technology classes.

\$6,000

The Florence B. and Cornelia A. Palmer Foundation funded La Flor de Roca bilingual children's theater production.

\$5,000

The American Dream Grant awarded by the American Library Association for a mobile website and new technology to reach English Language Learners, called Hello Elgin, Hello English.

\$2,200

Sponsorship of Career Online High School from Lundstrom Insurance and the Rotary Club of Elgin.

\$2,000

The Public Library Association's Demco Upstart Award for Innovation recognized Gold Star Partners, a summer reading initiative including 31 community partnerships that reached 2,413 children.

\$2,000

Rotary Club of Elgin for South Elgin Branch

\$1,350

Elgin Community College partnership for Hispanic Heritage Celebration/Black History Fest/Asian Pacific Fest

\$1,000

ECCO funds supported Jr. Naturalist Camp at Rakow Branch and a presentation from Midwest Museum of Natural History at South Elgin Branch.

Foundation

Gail Borden Public Library District

The opening of the South Elgin Branch Library in July of 2017 was reflective of the importance of development to the Library district. The branch could not have opened at this time without significant fundraising. Approximately half of the cost of opening the South Elgin Branch was paid for by organizations' and individuals' beliefs in library impact.

Due to the generosity of the Hoffer Family Foundation, Jack and Marlene Shales and many others, more than 1,000 people came out on one of the hottest days of the year to celebrate the grand opening of the South Elgin Branch on July 24, 2016.

The Hoffer Foundation Plaque states
In 1953 Bob and Helen Hoffer had a vision for their company, Hoffer Plastics Corporation. It was to build a company culture embodying the values of Family, Integrity, Service, and Trust, while being a responsible, meaningful contributor and neighbor in the South Elgin Community.

Now more than ever, the South Elgin Branch Library serves as a vital resource in the community, providing educational, professional and social service that can change and enrich people's lives. We are proud to support this dedicated Library space and to continue our ongoing commitment to make a difference in the lives of the people of South Elgin.

Foundation funds were instrumental in enabling the Library to bring engaging educational exhibits to the community. The interactive Robot Zoo was funded entirely by the Foundation. The selling of books and other fundraising events and the additional commitment of the EFS Foundation, Elgin State Bank, the KCT Credit Union, the Palmer Foundation, the Seigle Family Foundation and the Kane County Riverboat Fund enabled the library to bring the towering Giants in for the summer reading program time period.

Foundation members appeared at the 4th of July Parade, the Annual Ask and the Annual Book Sale and Art Show.

The Gail Borden Public Library Trustees - President Libby Hoefl, Vice-President Sue Moylan, Secretary Jerry Turnquist, Treasurer Paul Larson, Director Jo Ann Armenta, Director Jean Bednar, Director Harry Blizzard, Director Maria Iride Cardoba, Director Larry Jones, Director Leo Nelson, Director Toya Randall, Director Karen Schock, Director Jack Shales, Director Marlene Shales and Director Clarence Wittenstrom, Jr.



Newspaper Clips

THE COURIER-NEWS

FRIDAY, JUNE 11, 2010

RAUNER SIGNS STOPGAP BUDGET

Republican agreement on spending plan will keep schools open

By Fran Thomas
Alders in the House of Representatives have agreed on a stopgap spending bill that will keep schools open and pay the salaries of federal employees through the end of the fiscal year.

Astronaut chats live with Elgin audience

Jeffrey Williams talks about life on space station during Q&A at library

By Gail Borden
Jeffrey Williams, the first African American to travel to the International Space Station, spoke with an Elgin audience during a Q&A session at the Gail Borden Public Library.



THE COURIER-NEWS

THURSDAY, JUNE 10, 2010

Russell seeks second term

Mayor challenges incumbent on the race to lead

By Gail Borden
Elgin Mayor Russell is seeking a second term in the upcoming election, challenging incumbent Mayor...

COMING TO LIFE

The robot man at Elgin Library has given children and adults a chance to experience and learn with actual models in person. The robot man highlights the science and technology in living systems, and diversity and adaptations of organisms, receptors, pages 1.



THE COURIER-NEWS

FRIDAY, JUNE 11, 2010

Smooth Fox has big plans in Elgin

Owner of downtown venue plans eclectic menu to its offerings

By Justin Weaver
When the Elgin Herald first reported on the plans of Smooth Fox, the downtown Elgin venue, it was clear that the owner had big plans for the venue.

A new branch of knowledge

Gail Borden Library opens South Elgin location

By Justin Weaver
The Gail Borden Library has opened a new branch in South Elgin, providing a new location for the community to borrow books and enjoy programs.



Read Online bit.ly/cn-gb-robot

Read Online trib.in/2aEgVbC

Read Online bit.ly/cn-gb-chat

THE COURIER-NEWS

MONDAY, FEBRUARY 22, 2017

City reveals plan for coyotes

Animal services in area because food waste attracts them

By Gail Borden
The City of Elgin has revealed a plan to deal with the growing problem of coyotes in the area, which are attracted to food waste in the city's parks and public areas.

A LONG WAIT

Cubs fans line up at library for opportunity to see fourth World Series trophy

By Gail Borden
Cubs fans lined up at the Gail Borden Public Library to see the fourth World Series trophy, which is being displayed in the library's atrium.



THE COURIER-NEWS

THURSDAY, MAY 26, 2017

Official: Inmate at Delnor ate sandal

Probe continues into housing situation at Geneva hospital

By Howard Stone
An official at the Geneva Hospital has confirmed that an inmate at the Delnor Correctional Center ate a sandal while in custody.

FOSSIL FUELING SUMMER READING

Dinosaur Giants exhibit opens at Elgin library

By Fran Thomas
The Dinosaur Giants exhibit has opened at the Gail Borden Public Library, featuring a collection of dinosaur fossils and artifacts.



THE COURIER-NEWS

THURSDAY, FEBRUARY 22, 2017

Kane Co. borrowing plan could change

Moves to raise funds, restructure debt, change in council

By Gail Borden
The Kane County Board of Supervisors has announced a plan to raise funds and restructure debt, which could change the county's borrowing strategy.

A future to build on

Elgin manufacturers showcase innovation, changes in industry

By Fran Thomas
Elgin manufacturers showcased their innovation and changes in the industry at a recent event, highlighting the city's role as a manufacturing hub.



Read Online bit.ly/cn-gb-trophy

THE COURIER-NEWS

FRIDAY, FEBRUARY 23, 2017

'Black history is American history'

Druckman, others will host discussion during Black History Month

By Gail Borden
A discussion titled "Black history is American history" will be held at the Gail Borden Public Library during Black History Month, featuring speakers and a panel discussion.

FOSSIL FUELING SUMMER READING

Dinosaur Giants exhibit opens at Elgin library

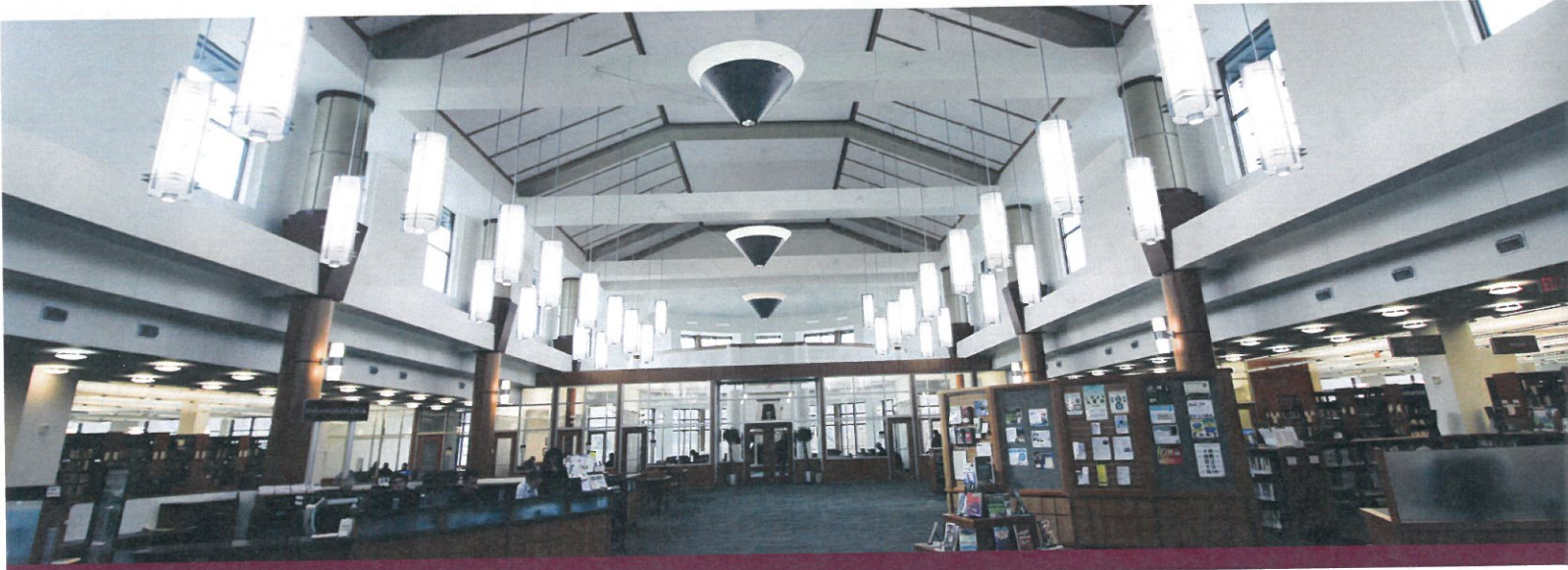
By Fran Thomas
The Dinosaur Giants exhibit has opened at the Gail Borden Public Library, featuring a collection of dinosaur fossils and artifacts.



Read Online bit.ly/cn-gb-myf

Read Online bit.ly/cn-gb-fossil

Read Online bit.ly/cn-gb-bhff



Main Library
270 N. Grove Ave.
Elgin, IL 60120
847-742-2411










Rakow Branch
2751 W. Bowes Rd.
Elgin, IL 60124
847-531-7271



South Elgin Branch
127 S. McLean Blvd.
South Elgin, IL 60177
847-931-2090



Strategic Priorities

						
21 st Century Literacies	Community Table	Enrich & Inspire	Robust & Responsive	Technology	Internal Communication	Leadership Development

Access Services Annual Report 2016-2017

Wow, what a year we had in Access Services! With our new strategic plan in hand, we continued down the road of progress and completed projects to enrich our collections and the services we offer to our community.

Quick Stats

Total Borrowed	
OCLC ILL	1,863
LINKin	15,559

Total sent	
OCLC ILL	1,841
LINKin	12,238

1,252,691 items checked in by Material Handling Staff – 5,687 Material Request Forms completed

Collection Services & Technical Services



eContent enrichment initiatives

- To expand the catalog of eContent offered for checkout, a new *Bibliotheca* cloudLibrary PPU (Pay Per Use) plan launched in late February 2017. The plan supplements titles we currently purchase and under the program, customers gained access to 19,000 eAudiobooks (with more added every week) and the library only pays for content that is used. The PPU plan will expand and include eBooks and will launch in late 2017.
- Also with cloudLibrary, the library is a member of a *CloudLink* with Arlington Heights Memorial Library, Indian Trails Library District, Oak Park Public Library, and as of July 2017, Vernon Area Public Library. Through the partnership, library cardholders from other libraries can checkout titles from other members (for free) seamlessly through the cloudLibrary App.
- Midwest Tapes, the owner of Hoopla, expanded their agreement with HarperCollins, which added more than 15,000 eBooks. The deal adds the deep backlist works of bestselling authors Neil Gaiman, Louise Erdrich and Dennis Lehane to their catalog of more than 600,000 movies, TV show, music albums, eBooks, audiobooks and comics.

- In addition to purchasing new titles for the print collection, we also purchase bestsellers and preload them on Kindle eReaders. To supercharge our efforts, beginning in May 2017, staff purchase bestselling titles weekly instead of quarterly.

New collections and enhancements

- Digital Public Library of America (DPLA)
The library has been a leader in digitizing Elgin's rich cultural heritage for many years and in January 2017, our years of effort gained a much larger audience with the launch of Illinois as a hub of the DPLA.
- English Language Learners (ELL)
To maximize the ability to find useful and relevant books, retooling of the ELL collection is underway. The collection is near Spanish materials on the second floor of the main library and includes books and adult board games.
- Early Learning Center (ELC)
To make it easy for our youngest customers and their parents to choose books in our Early Learning Center, new picture book collections debuted: Community Helpers; I like Animals; School Stories; Growing & Changing; New Experiences; and Toddler Time.

Early Literacy Kits debuted in January 2017 in the ELC and are very popular. Each kit contains a combination of books, audio CDs, puppets, puzzles, and/or games.
- Elgin Area Collection
A renewed focus on items with a local emphasis debuted this year in our *Elgin Area Collection*. Items included in the area: nonfiction items related to local history with a focus on Elgin, South Elgin, and Kane County; titles from the locked case, such as High School Yearbooks; and a circulating collection as well.
- Mobile Beacon Hot Spots
Our collection of circulating hotspots are a hot commodity! Thirty-four devices circulated 698 times this year!
- PlayAway Launchpads
The first-ever secure, pre-loaded children's learning tablet began circulating at all library locations and was an immediate hit with customers. Devices have a simple one-touch reset feature that erases previous user data to protect privacy, requires no staff maintenance, with content spanning subject areas from math and science to critical thinking and creativity.
- Umbrellas
It has been wetter than normal in Elgin this year and to help, umbrellas are now available for checkout at all library locations.

- Videogames

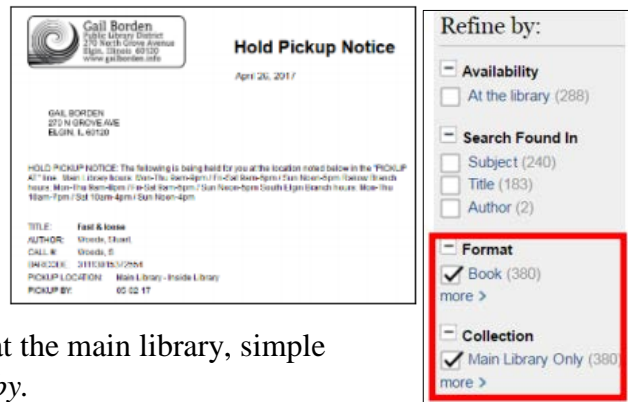
Xbox One videogames are now available at the library! The new format debuted in April 2017 and the library now offers seven different formats of games for checkout. Game on!

Library Applications

Undertakings this year focused on updates to our mission critical library system that permits checkouts, Sierra and our online catalog, Encore; web design and development; and enhancing software and systems to support library customers.

Sierra and Encore Updates

- System notices were updated with a consistent *look and feel* and now all include library logo and to make it easier on customers, a clear label indicating the type of notice i.e., Hold Pickup Notice, etc.



- To make *refining* your searches a little easier in the online catalog, Encore, *checkboxes* are now available. If you're searching for a book but only want to see titles at the main library, simple select the *checkboxes* next to the selections under *Refine by*.
- To ensure https secure connections, a new *wildcard SSL* certificate is live on the Classic Catalog, Encore, library website, and MediaBank reservation web sites.

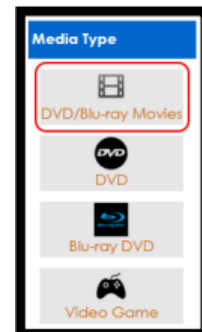
Web Design and Development

- After several months of planning and coordination, the library's new library website premiered in autumn 2016. A central principle of the new site focused on building a mobile friendly web page that allows pages to shrink or grow in response to the size of a screen one is using.
- To improve the visibility of pages in Spanish a new *Información en Español* button appears on the library website.
- Over the course of the year, several *vanity URLs* were configured: 2017 Summer Reading Challenge: gailborden.info/read2017; Volunteer Opportunities at the library: gailborden.info/volunteer; 24/7 eLibrary web page: gailborden.info/elibrary; 2016 World Series Chicago Cubs Trophy Tour: gailborden.info/cubstrophy; and Get a Library Card webpage: gailborden.info/get-card.



Enhancing software and systems to support library customers

- Due to new credit card technology requirements, twelve new terminals launched at Bibliotheca self-check stations at all three branches. These new terminals support chip cards and contactless payments like Apple Pay in addition to cards with magnetic stripes.
- To improve the usability of customer facing self-service technologies:
 - Disc Dispensers
 - MediaBank (Main and Rakow Branch)
 - *Website reservations* modules now allow simultaneous searching for movies in DVD and Blu-ray formats.
 - MediaBox (South Elgin Branch)
 - Staff played a key role in the development and rollout of holds management functionality for staff and customers in the web interface.
 - D-Tech Laptop dispenser
 - Customers can type their library barcode or scan their barcode from a smartphone to checkout a laptop.
 - Bibliotheca Self-Check kiosks
 - In an effort to make the self-check experience seamless across the different units we have deployed, all machines are now using the same interface (*quickConnect*).



Closing thoughts

It is very difficult to convey the tremendous amount of work the talented staff of Access Services complete each year; this report is simply a snapshot. The talented staff of our Division are an incredible asset to the Gail Borden Public Library District.

We helped Norine Lester (38 years of service), Laura Wapole (20 years of service), and Linda Klinnert (7 years of service) celebrate their retirements. With staff beginning new journeys, we welcomed newcomers Scott Beckman, Susan Depner, and Stephanie Nielsen. Kristina Johnston and Allison Kampf joined our talented team of librarians.

Together we helped the library provide great service to our community and I'm grateful I'm a part of the Access Services team.

–Respectfully Submitted, Robert Moffett, Division Chief of Access Services

Branch Services FY 16-17

Annual Report



South Elgin Branch Grand Opening
July 24, 2016

A NEW Branch Opens

South Elgin Branch Library opened on July 24, 2016. Over 1,200 people stopped by to celebrate the Grand Opening and Ribbon Cutting event. The beautiful new Branch features a convenient laptop dispenser, MediaBox dispenser, two study rooms, a children's area, and the Hoffer Meeting Room. Creative use of the Hoffer Meeting Room has served as a conference room, lecture hall, creativity lab, movie theater, sewing corner, science exploration lab, teen drop-in, story nook, technology training classroom, and more. Almost 48,000 visitors enjoyed coming to the Branch in the first year.

Serving Families

Last year we offered classes and special events for the entire family. Almost 2,000 people attended 74 family programs. Summer Family Picnics with live entertainment, Pumpkin Celebration, Lucky Leprechauns, Star Wars Read Day, and Dave DiNaso's World of Reptiles were some of the highest attended programs of the year.

Music in the Stacks

A diversity of musical styles was featured in our Music in the Stacks series. In November, jazz duo Jeremy Glazer and Tom Kirkland took us on an exciting tour of the history of The American Songbook. The Festive Singers, an *a cappella* quartet, filled the Rakow Branch with the holiday spirit. In January, Wendy & DB brought an interactive concert to South Elgin Branch with dancing, singing, jumping, and various instruments to encourage children to use their imaginations and voices. Then in February Matt & Cynthia Gruel performed love and marriage songs from Broadway.

Full STEAM Ahead

Science, Technology, Engineering, Arts, and Math played center stage in programming this year. Rakow Branch hosted the U-46 STEM Expo Kick-off; Sylvan Learning Center presented Robotics classes; Discovery Center Museum sparked children's curiosity by pairing favorite story books with engaging science activities; and kids participated in Bricks4Kidz Lego building programs. Monthly STEAMologist classes, moon gazing, and other programs presented by our own staff at both branches were filled with interested young scientists.

Kids say YES to Camp

Over 250 enthusiastic children attended educational and fun camps on a variety of topics:

- Baton Twirling
- Butterfly Camp
- Story Theater Camp
- Junior Naturalist Camp
- Robotics Camp
- Camouflage Critters Art Camp



History Comes Alive at the Branches

President Abraham Lincoln (David Becker) visited children on Presidents Day and told them about his love of humor. Leslie Goddard, actress and scholar, gave brilliant portrayals of Rachel Carson and the Hamilton Women to captivated audiences.

Crafting and DIY for Adults

Crafting and DIY offerings had a strong following. Whether it's wire-work jewelry making or fondant cake decorating, customers enjoyed all the hands-on classes. Library Associate Devi Turner provided excellent instruction and often had to add sessions due to the high demand. A new partnership with Sewing4Fun resulted in a sewing series at South Elgin Branch and the University of Illinois Extension Master Gardeners presented a variety of gardening classes.



Bike Walk Move

An entire week was dedicated to encourage healthy and active lifestyles. Top female junior race walker and ambassador for the sport, Anali Cisneros, discussed her race walking accomplishments and her goal of making the 2020 U.S. Olympic team. Parker Thompson of Elgin Bike Hub shared tips on safe family biking and Greg Anderson of Spin Doctor presented simple bike maintenance advice. ZUMBA instructor, Elizabeth Sotelo, led two classes and we closed out the week with a bike collection to Working Bikes of Chicago.



Anali Cisneros visited Rakow Branch

U.S. Olympic Team 2020

Passive Programming Translates into Active Visitors

Jigsaw puzzles, table games, community art, and coloring really caught on at the Branches. Customers sit for a few minutes or sometimes hours to collectively work on puzzles or to relax and color. Due to high participation, a Puzzle Club was launched at South Elgin Branch in May.

Nature and Sustainability at Rakow Branch

The beautiful setting of Rakow Branch provides a natural backdrop for science, nature, and environmental programs. Painted Ladies and Monarch butterflies were raised in our indoor habitat and later released in our very own butterfly garden. National Park Ranger Andy Sprutta visited Junior Naturalist Camp and gave an inspirational talk on his unique job. On Earth Day Friends of the Fox River showed the effects of pollution on rivers and lakes using an Enviroscape. As a gold LEED certified building, Rakow was featured in the inaugural Open Elgin Architectural Tour for its cutting edge design of sustainability and efficiency. Tours were conducted of the geo-thermal system and other environmentally friendly characteristics.



Building Partnerships through Community Engagement

We hosted four U-46 elementary schools for weekly library visits as part of the U-46 summer enrichment program. First American Bank and Elgin State Bank presented vital financial literacy classes. We were thrilled to have educational providers Sylvan Learning Center and Bricks4Kids work with us to bring ACT testing, technology, and robotics programs. We partnered with Socks for Souls in Sock-tober by collecting socks for the homeless. Rakow Branch was a featured destination on Open Elgin Day. We also worked with YMCA STEPS Academy, the American Red Cross, Rainbow Hospice, Family Paws Photography, Local Brownie Troop 1448, the Literacy Connection, and Friends of the Fox Valley to provide many other enrichment and community engagement opportunities.

New Tools for Improved Customer Service

Desk Tracker software was installed on all public service computers giving us a powerful tool to track customer interactions resulting in improved staff scheduling and data-driven decision making. Blue Point security system is now in place at both Branches and all staff trained in appropriate use of the devices. Our old cash register was replaced by a new square register and we now accept credit card payment at the Help Desks. New chip reader credit card machines were also installed. A new wooden round book display at Rakow provides the perfect space for marketing materials and upcoming programs.

Creative and Knowledgeable Staff

We have a highly cross-trained, creative, and talented staff. Angela Bouque, Branch Services Assistant Manager, became the new manager of South Elgin Branch. Kim Osko was transferred from Rakow to South Elgin and new Branch Clerks Fernando Chang, Eduardo Jaramillo, and Amelia Domrowski were hired and trained for South Elgin Branch by opening day. An additional clerk, Rebekah Saffle, joined the Branch team in February. We congratulated Glenna Godinsky as she accepted the position of Life Enrichment Liaison with Library on the Go in April. Hailey Wallin was hired to replace Glenna as Library Associate.

Volunteers

Forty-three committed volunteers served 875.5 hours. Our volunteers shelved books, assisted in special programming, maintained our community gardens, and so much more. Their service adds up to a value of \$22,467.19.



Statistics

	Rakow Branch	South Elgin Branch	Total
Customer Visits	126,110	46,203	172,313
Program Attendance	7,661	4,766	12,427
Programs/classed offered	385	246	631
Customer Interactions	27,000	9,734	36,734
Book Circulation	118,897	34,375	153,272
AV Circulation	49,687	14,167	63,865
Volunteer Hours	609	266	875

Respectfully submitted by Ana Devine, Director of Branch Services

COMMUNITY SERVICES & PROGRAM DEVELOPMENT (CSPD) Annual Report Fiscal Year 2016-2017

CSPD sums up this year in a single word - **Community**. This is 21st century library work; how information is packaged is less important than reaching people and making a difference in real lives. It manifests as collaborating, planning, acting, and evaluating impact. It appears as new and renewed partnerships for programs and services that are caring, teaching, connecting, educating, delighting. It means CSPD staff are listening, speaking, giving, and graciously receiving. It results in civic engagement, innovative literacy services, new initiatives with veterans, parenting cafes, multicultural festivals, top-notch Sunday concerts and more. CSPD staff were proactively writing grants and awards, inviting new partners and volunteers, tackling tough topics, stimulating creativity and the arts, thanking sponsors, opening neighborhood doors and the hearts and minds of thousands of individuals.

Within the District, Elgin is the largest portion with 44.5% Hispanic, 41.2% Non-Hispanic White, 6.3% Black and 6.2% Asian. (U.S. Census Bureau, 2011-15 American Community Survey.) In Elgin, 14.4% are living below the poverty level. That number climbs to 18.1% for Latinos and 30% for Asians; 60% preschool-age children are not ready for kindergarten (U-46 ACE). Almost 25% of the City's population speaks English "less than very well," with 87% speaking Spanish, followed by speakers of Tagalog, Laotian, Vietnamese, Urdu and Chinese. (U.S. Census, 2010-14 American Community Survey.) As the Library responds to its **Community**, multicultural and socio-economic understanding are key for creating impact. Literacy in its many forms – technology, writing, reading, job skills, critical thinking, self-expression in the arts– are national Institute of Museum and Library Services standards.



This year the FY16-17 Strategic Plan allowed us to benchmark how GBPLD's staff manifests the library's mission, values, strategic priorities and objectives. The CSPD Division alone provided GBPLD residents **more than \$5 million in value** again this year, according to ALA's *What's Your Library Worth* (<http://www.ilovelibraries.org/what-libraries-do/calculator>), Independent Sector (https://www.independentsector.org/volunteer_time), and <https://www.taprootfoundation.org/do-probono/pro-bono-valuation> that provide monetary values for libraries services, programs, in-kind contributions and volunteers. The GBPPL CSPD Division is often at the heart of our **Community** working and playing together. No monetary value accounts for the synergy that occurs, however. What Library staff do every day is simply priceless.

CSPD saw a **12% increase over last year's program attendance**; 74,230 people attended CSPD hosted programs within our three buildings and within the district. An **all-time partner high, 590 organizations and individuals** assisted in programs, with 174 individuals presenting 400 hours *pro bono* for our community. Supplementing CSPD's operating budget, we received **\$23,350 in grants, awards, sponsorships and cash donations, and the asset of 377 volunteers giving more than 4,121 hours** of service, an hourly equivalent of more than two full-time staff positions.

The CSPD Division staff, an energetic, creative, organized and skilled team, is comprised of 12 full-time and 20 part-time staff. In addition, representatives from KidSpace and Information Services join meetings and projects as auxiliary CSPD staff members as they work outside of the buildings regularly. Yet none of CSPD's achievements could be accomplished without the collaborative teamwork of every

GBPLD Division: Access, Administration, Facilities, PRAD, Public Services, and especially Carole Medal, the Board and Foundation's Karen Maki Fund. We thank them!

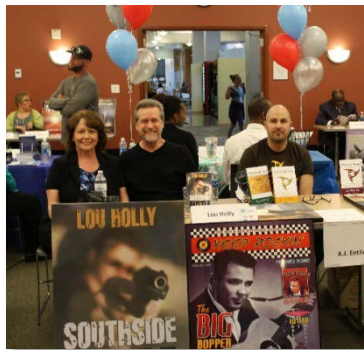
This annual report is organized by CSPD teams: 1) Branch Services (attached), 2) Civic & Community Engagement, 3) Hispanic Services, 4) Library on the Go, 5) Public Programs, 6) CSPD auxiliary members from other divisions who reach beyond library walls and submitted CSPD reports.

- 1) **Branch Services FY 16-17 by Ana Devine, Director of Branch Services (attached)**
- 2) **Civic and Community Engagement by Tatiana "Tish" Calhamer, Civic Engagement Librarian and 21st Century Readers Advisor, and Danielle Henson, Community Engagement Liaison**

Wearing her Civics hat, Tish reports that 1,578 people attended **40 civic engagement programs** valued at \$23,670 (average around \$591/program); 22 partners provided 32 presenter hours (21 separate presenters) which would have cost the library \$2,950 in speakers' fees. An additional \$1,100 was provided by these partners in-kind, Highlights included: Voterpolooza, our first-ever voter registration event; Civic Engagement Expo and Candidates' Forums presented by the League of Women Voters where several people commented that they were grateful the library provided opportunities for citizens to engage with local candidates; coordinating Early Voting and Election Day (the last day of Early Voting saw over 600 people lining up during the last few hours!) with Erin Donlan.

Stacy Rausch and Miriam were grateful for Tish's Masters in Musicology as well as her Masters in Library Science during the Elgin Symphony Orchestra (ESO) partnership, "Passport To Russia: Russian Tea at Elgin Historical Society and introducing relevant Library resources at the ESO's monthly Listeners Club. This year Tish graduated from the Elgin Area Leadership Academy, Class of 2017 (photo), received Competent Communicator Award in Toastmasters International Listen, Learn, Lead, presented at Illinois Library Association conference, and the ALA PLA Preconference, received and has well used Illinois Humanities Council facilitation training and Restorative Justice and Implicit Bias training.

Wearing Readers Advisory glasses, Tish proffered many booktalks, solved readers' questions and, with Stacy Rausch, coordinated the successful 2nd Annual Authors Fair (photo below).



Danielle Henson and Tish work closely together and appropriately, both were honored by the Elgin Police Department with the Distinguished Community Service Award for partnering with the EPD on the Not In Our Town film series, Coffee With A Cop, and other programs. They also were on the MLK Prayer Breakfast & Public Program with members of the Elgin Human Relations Commission, Elgin City of Peace, ECC, U46, and other community leaders. Tish facilitated the Roundtable on Public Education and 2 other Illinois Humanities Council public discussions—the Roundtable featured U46 CEO Tony Sanders and 10 other professionals as panelists. Were we to pay these prominent speakers, this program would have cost \$3,300.

Community Engagement driven by Danielle Henson coordinated 43 partners supported 49 events with 5860 attendees. Estimated value of public programs on and off-site brought \$ 87,900 value to our community. Tish wrote, "Celebrating Elgin's cultural groups, coordinating voting, leading book discussions and booktalks, and joining community members to plan and support their events were great

experiences. Best of all, working closely with Danielle Henson on so many projects, and alongside Stacy Rausch to present several programs, allowed me to learn even more about CSPD teamwork.”



Danielle spent much of 2016/17 maintaining and building partnerships for all programs, projects and trainings for staff and the community. We brought the Library to many established community planning tables and established 8 new partnerships were made that provided real dollars, training or programming for GBPLD. We provided new cultural and educational programming for our community through existing and new partnerships. Activate Elgin March into Health, Create, Innovate, IGNITE!, Asian Pacific Heritage Festival and Black History Family Festival have all gained

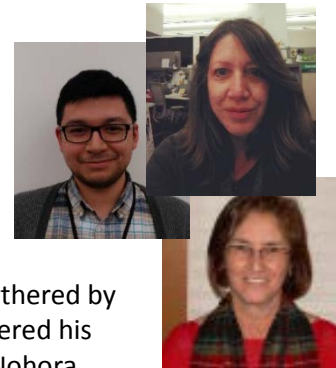
new partnerships and presenters within the community, building stronger programs by extending our reach into the community to include more voices and creating shared visions. We were able to host an international peace artist via CII and welcomed mental health programming that brought several key organizations to the library for future. Forty DVD’s of the “Each One, Reach One” program series were created and sponsored in part by AAUW, LWV & Studio66. GBPLD and ECC Black Student Association will both feature the film in the fall of 2017.



Danielle was the MLK Humanitarian Nominee (nominated by Dr. Mae Hicks-Jones) and YWCA Leader nominee for Community Volunteer Service by Alan Thavasouk, and the Betty Brown Racial Justice Award winner, nominated by Tish Calhamer. Together Tish and Danielle represent the Library in many ways and many places, including on the air in this EPD radio interview, Friday With The Fuzz/WRMN radio Commander Ana Lalley and Eric Echevarria (photo).

3) **Hispanic Services: Christina “Tina” Viglucci, Hispanic Services Manager, with Roberto Adame and Nohora Chachon, Hispanic Assistants**

We Are Growing! Between July 2016 and June 2017, we extended 275 Spanish-language and bilingual programs, in the Library and around the community, which were attended by a total of 9,416 participants. This is a **12% growth** in our programs, with 797 more participants than in Fiscal Year 2015/16, and an increased value to our community of \$10,065.

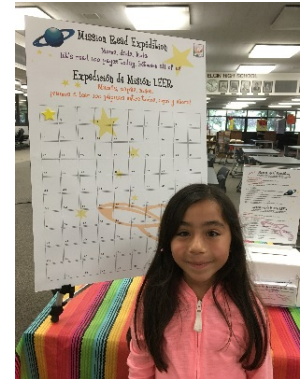


Our capacity to extend services was furthered by two bilingual staff: Roberto Adame entered his third year with us in March 2017, and Nohora Chacon joined the team 2 ½ months into the start of the fiscal year. Both are talented, hard-working, culturally proficient and committed to our customers’ personal development and enrichment. Key partnerships also allowed us to provide added services. Partners’ expertise in important service areas – citizenship, English Language Learning (ELL), health, finance and the arts—and *gratis* presentations, participation at fairs, and staffing of information tables at a total of 126 programs, netted us a savings of

\$13,952 in programming expenses. Our partners contributed to our capacity to enrich, inspire and help build 21st century literacies and skills for our community’s Hispanic population.

An influx of **\$12,000 in grant awards, and \$7,725 in in-kind donations, cash donations and sponsorships** for Hispanic Services allowed us to create a new English Language Learning (ELL) website, pay for computer class instructors, buy materials in Spanish, hire a director and coaches to put on a children’s play in Spanish, and support cultural programming including Three Kings, posada and Hispanic Heritage Month. Growth would not have been possible without our dedicated Spanish-speaking volunteers. Their 472 hours of service to our department jumped up from 189 hours in the previous year. ¡Muchas gracias! (Photos below: *La Flora de Roca* bilingual children’s theater funded by the Palmer Foundation.)

We Are Learning! To Measure Outcomes - In May 2017, we surveyed participants in our language learning groups to measure key outcomes through PLA’s Project Outcome. Of 37 completed surveys: 36 felt they learned useful skills, 36 felt more confident about their learning, and 37 would apply what they learned. They wrote: *“Every week I got something new...;” “Meeting new people with whom I can practice ...;” “I learn something from all of my fellow participants...;” “Practice, learn and get along and spend time with different people;” “Helps me to understand better Spanish people...;” “understanding pronunciation;” “learning more about other cultures...;” “Opportunity to speak and listen in an accepting environment...”*



Clases de Computación Gratis **ien español @ tu Biblioteca!**
¡Trae tu dispositivo o usa una computadora en el salón!



To Come Together to Meet Diverse Needs - We successfully turned outward to refine and enhance services. We surveyed Spanish-language computer class participants and

invited non-users to focus groups. Then we invited leaders of the Hispanic community to an advisory committee, *Tecnología 2017*, to create an inventory of services in the community that require technology use and identify best practices to promote continued engagement and participation. As Roberto noted, we are *“proud of the turnaround... these classes are benefiting our community in ways in which attendance statistics cannot translate.”* We came together across departments in library-wide committees for “Path to Citizenship” and “ELL” services. Joining forces with community partners, we are consolidating ELL services. We wrote for and obtained two grants through ALA and RAILS. (Unfortunately, we did accept the RAILS grant, which came with lessons.)

To Strengthen our Ability to Create Impact
 Key professional development activities included: strategic planning training; United States Citizenship and Immigration Services (USCIS); Project Outcome and grant writing webinars; strengths testing; mind mapping workshop; Illinois Coalition for Immigrant and Refugee Rights workshop; ILA and ALA.



4) **Library on the Go: Bringing the Library to the Community by Ben Bahl, Manager with Elementary Education Librarian Julia Langlois, Home Services Associate Sarah Vetter, Life Enrichment Liaison Glenna Godinsky, and Readership Associate Madeleine Villalobos** (Photo: Gabby, Madeleine, Ben at Food for Greater Elgin, an initiative called Books at the Pantry)



Staffing Overview - FY2016-2017 was a year of change for Library on the Go. Ben interviewed, hired and trained for two positions. In August 2016, Home Services Associate Sarah Vetter joined the team at 25 hours/week. Library on the Go added Life Enrichment Liaison Glenna Godinsky in April 2017. Glenna was previously interim Life Enrichment Liaison from December 2016 through April 2017 following Tracey Degnan’s departure. An 18-hour bilingual ReaderShip Assistant, Gabriella Pacheco, joined in March 2017 to support Madeleine’s 25-hour position for much needed bilingual community early literacy.

Workflow, Programs & Volunteers - Library on the Go added new partners, including the Elgin Housing Authority, Elgin History Museum, Elgin Public Museum. “Stories at Lords Park Zoo” expanded to include “Stories at the Museum,” with ReaderShip programs delivered at both. Home Services developed methods to accurately and efficiently track customers, deliveries, volunteers, routes, and schedules. This new system has enabled Sarah to spend more time selecting materials and allowed her to represent the library at locations like Elgin Harvest Market, the Elgin History Museum, and assisted living facilities. (Photo: Madeline, Glenna, Sarah and Gabby at ALA 2017).

Early Literacy – The ReaderShip expanded by 56%! In the community 5,711 more preschoolers and families this year than the previous year interacted with The ReaderShip as they participated in 177 programs with an attendance of 12,838, which provided our community a value of \$\$125,082. The ReaderShip visited **31 preschools** reaching 4,032 children via a 30-minute storytimes, adding St. Thomas



More, Stepping Stone and Summit Early Learning Preschool. Families came together for early literacy, with 4,404 children and 4,402 adults participating in storytimes delivered at Panera Bread, Stories at Lords Park Zoo (photos right), Stories at the Museums (photo left), Roving Storytellers at



the Zoo, Elgin Summer Harvest and community events such as Love Elgin Day, South Elgin’s River Fest, iFest, Rivers Landing Apartments, Voterpoolooza.



Readership assistance was much needed. Bottom line: We need to get books into kids’ hands to stimulate young minds. In a pilot with a new partner, Food for Greater Elgin, 300 gently used donated and weeded English and Spanish books, magazines and puzzles were delivered to “Books at the Pantry.” In addition, 490 books were delivered to at-risk preschools and centers.

Madeleine started sending Constant Contact newsletters with enrichment resources to ReaderShip preschool teachers. ReaderShip grew from **1 to 7** volunteers who graciously shared their talents and skills for a total of 118.5 hours delivering to the library community a volunteer value of \$3,022; four of these volunteers were storytellers at the Lords Park Zoo, some were even musicians. The ReaderShip also grew its community partners from 32 to 91 organizations that is a **35% increase**. New partners include: New Life Covenant, Care for the Underserved network that puts Madeleine in touch with 72 partner agencies, and VNA Clinic Greater Family Care Center to name a few.



(Photo left: The Readership was featured at the Aurora Santori Library's Bookmobile Round Up. Pictured are: Gabby, Madeleine, Tina V., Glenna and Julia.)



School Age Children – Elementary
Education Librarian Julia Langlois led Gold

Star Partners. Created by Ana Devine in 2013 as a new community service, **Gold Star Partners supported 48% (2,423 readers) GBPLD initiative to increase the library participation in Mission: Read Summer Reading Challenge in 2016.** Library-On-The-Go provides a unique range of services designed for 30 different facilities, including families, children, babies, and special education students during the summer months. With Gold Star partners, we extended our services to new partners that included senior residents, Elgin Community College and a new multicultural camp. *Without the generous support of very caring Gold Star partners our community mission could not have expanded our reading goals for the summer.* **The Public Library Association Upstart Innovation Award and \$2,000 in prize money from Demco for Gold Star Partners** has since funded 7 Chromebooks and a Tech Tub 2 storage case. This new collection will allow Library on the Go and CSPD to deliver computer-based programming to community centers and other locations in the library district which may not have access to technology. Julia also rolled out a new library GB program: *Barbershop and Books Well-groomed Well-read* to inspire reading.



Julia educates both children and teachers on available resources and sends Constant Contact monthly newsletters for educators and school librarians. Julia provided **121 children educational programs** in database training and research for Elgin Community college, elementary staff, students and families of all ages. She planned non-fiction story time for K-2 and research for K-6 as well as homework help, story time, crafts and books. "Embracing Dyslexia" was one of two continuing education institute days for teachers in the Kane County area using the sponsorship of Kane County Regional Office of Education. Mostly from U-46, 120 teachers learned why many children cannot or struggle to read, and what they can do to informally accommodate dyslexic children.

2016-17 Yearly Report Library on the Go to Elementary Schools from Julia Langlois

Program Attendees	Program \$ Value	Partner #	In-kind Value	Volunteer #	Volunteer Hrs	Volunteer \$ Value	Material Circ'd #	Circ \$ Value
17,149	\$205,788	341	\$19,375	14	55	\$1,393.62	1,200	\$20,400

Serving Special Residents: Persons with Limited Mobility, Older Adults and Caregivers - From July through November during fiscal year 2016-2017, Tracey Degnan served as Life Enrichment Liaison. In meeting the strategic plan goal to Enrich & Inspire Seniors, Tracey and her volunteers provided 39 programs at nursing/assisted living facilities in our district. Tracey hosted partnered programs at the Library with the Alzheimer's Association, Elgin Police Department and Journey Care Hospice. Tracey consulted with Sacramento Public Library to assist their start-up of Tales & Travel, and assembled Tales & Travel Kits that began circulation. The kits were funded by previous award monies.

From December through April, Glenna Godinsky served as Interim Life Enrichment Liaison, working both at Main and Rakow Branch. During these months, the strategic goal to Enrich & Inspire Seniors was met through 24 Tales & Travel programs provided across 12 nursing/assisted living facilities by Glenna and 5 volunteers to 282 participants. Seven Tales & Travel Memories volunteers donated 210.25 hours of time for a value of \$5,395.

Glenna designed and provided 11 Tune Time programs with themes of "Take Me Out to the Ball Game" and "Visit the National Parks." Adult Story Time was designed for the Association for Individual Development in South Elgin, as well. Glenna earned full-time as the Life Enrichment Liaison. After hearing about the Talking Book program available through the Illinois Outreach Center, 68 customers expressed interest. Glenna assisted them in the process. She implemented the Summer Reading Kick Off program in conjunction with Sarah Vetter; 17 nursing/assisted living facilities received visits. A total of 284 participants engaged in singing summer songs, and were invited to participate in summer reading by hearing about the summer reading kick off with the dinosaur exhibit at the Main Library. (Photo above left). With photos taken by Glenna of the dinosaurs, they enjoyed Glenna and Sarah give the docent tour descriptions.



Home Services for Older Adults - Working with 22 volunteers throughout the year together, Sarah Vetter processed and **delivered over 5,500 books, CDs, audiobooks and magazines to nearly 90 Home Services customers** living within the GBPL district, for a of \$83,000 (not including *pro bono* mileage). **Volunteers** donated **692** hours —a contribution worth **\$17,740**. Sarah and Glenna Godinsky teamed up in June to deliver programs to promote library services and sign assisted living center residents up for summer reading through the Library. Sarah and Ben created a new Home Services brochure to update information with our three library branches and district boundaries map.



Library on the Go Staff Development and Sharing Success

Glenna was part of a panel at Reaching Forward 2017, titled “Serving Patrons with Dementia.” Her program was very successful and received a lot of positive feedback. Ben also presented as part of panel at Reaching Forward; his panel discussed “Outreach Outside the Box” and featured outreach librarians from several suburban library systems (all part of the Bookmobile and Library Outreach Networking Group—BLONG). Ben also spoke at Illinois Library Association’s annual conference in 2016 and at ALA in 2017; ALA featured another presentation of “Outreach Outside the Box” and drew 200 attendees. Over the course of FY2016-2017, Library on the Go received **1,336.75** hours of donated time from **64 volunteers**, yielding a value of **\$34,272**. We could not do all that we do without our volunteers. (Photo: Sarah, Glenna, Erin).



5) Public Programs by Stacy Rausch, Public Programs Coordinator and Phyllis Seyller, Public Programs and Meeting Room Administrator

We partnered with the Elgin Garden Club to celebrate their 100th anniversary. Richard Deverell, Director of Royal Botanic Gardens, Kew, spoke to a crowd of 210, with 35 more watching the live-stream upstairs. We had piano performances by



volunteers take place every Thursday in the Lobby – 133 performances in all.

1,357 people attended the Sunday Afternoon Concert series. We kicked off the season with two pianos and the Liang-He Piano Duo (photo). The final concert featured Soprano Dr. Diane Bolden-Taylor (photo).



Stacy presented at the ILA Conference with Tracey Degnan, Rick Grimm, and Jake Zimmerman on “Your Library & Embracing Your Veteran Community.” Tish and Stacy presented to 120 at the Project Outcome Pre-Conference of ALA, about our experiences, challenges, and strategies using Project Outcome.



WGN Radio Legends Steve King & Johnnie Putman spoke on December 3 to over 50 people about their friendship with Les Paul (photo).

Our monthly Writers on the Fox group has published their first book! *The Writers on the Fox: A Short Collection of the Musings, Memoirs and Mysteries of a Magical Group* is now available for check-out. Stacy wrote and submitted the final report to ALA for the Carnegie-Whitney awarded Gail’s Toolkit. The grant period ran from April 2015 – March 2017. We released 65 technology classes and had 4,672 website visitors. The Toolkit will be assimilated into PLA’s DigitalLearn.org website.

Phyllis Seyller booked 141 room reservations for outside groups, an average of 12 per month; 1,806 people attended the meetings. GBPL provided a value of \$5,106 in meeting room space to the community, while the library collected \$1,415 in fees. The value for the people attending these events totaled \$27,090. Including Library programs, **Phyllis processed 3,114 room booking forms this year**. Some highlights of the year: University of Illinois College of ACES used our spaces to interview scholarship candidates, and Advocate Sherman Hospital was our #1 group for reservations made.

In FY 16-17, Public Programming held **242 programs with an attendance of 8,110, which provided a value to the community of \$121,650.** The real costs to us from the library budget was \$16,457. One hundred seventy-four of those programs were offered by volunteer facilitators and were no cost to us. This provided programs that over 4,600 people attended. That's over **71% of our programs – planned and facilitated by the generosity of our community.** This year, we had 112 volunteers serve 1,185 hours. This provided a value of \$30,418.

6) Middle School Services by Catherine Blair, Middle School Services Librarian

Total attendance at Library-on-the-Go events staffed by Catherine numbered **3,918 participants** at Kimball Career Fair (staffed together with Nohora C.), Ellis lunchtime monthly book clubs during the school year, 67 booktalking presentations at 6 middle schools and 1 elementary school (6th graders), 2 days' worth of booktalking presentations at South Elgin High School (with Melissa Lane). These presentations included information about library programs and services as well as read-alouds and promotion of new books of interest to teens. Fine-forgiveness coupons were also distributed at these visits to help middle-schoolers keep their library cards in good standing.



Six teens participated in the Best Fiction for Young Adults teen feedback session at ALA Annual. Catherine partnered with **1 school librarian**, Stacey Jones of Ellis Middle School, to facilitate the teens' participation, and **1 parent** came to the conference and viewed part of the feedback session. The teens' feedback reached an audience of more than 50 listeners (not included in attendance total above). After the session, one teen wrote, "Thanks again for this awesome opportunity to rub shoulders with interesting authors. It has inspired me to continue writing in college and beyond." Another wrote that the experience "helps kids practice public speaking skills and formulate constructive feedback and criticisms, and while that all sounds dry and arduous and uninteresting when phrased like that, it's just a fact that they are important skills."

Getting books into the community - Catherine also distributed **712 books** (library discards mixed with some advance reading copies) to middle-schoolers and their families.

Making a difference: Outcomes - "A mum of a Creekside 6th grader came in this afternoon asking for a book that you had booktalked recently at the school. She was unsure of the title. Due to your great diligence with our website, I was able to find the book quickly in the catalog and show her how to access your booktalk list on her own computer. She was thrilled at this information and commented that whenever you visit, her daughter always comes home wanting to check out something off your list." (April e-mail from Paula B.)



Book club students filled out exit surveys about their experience. Asked about the most rewarding part of book club, many responded that they liked getting free books. One participant wrote, "I actually read more than expected." Another responded, "It made me learn new books." When asked what they wished the library knew about their book club experience, responses included "I liked being able to talk about my books to other people," "It

gives really good recommendations on books we should read,” and “It was a great experience. Best believe that I’m going to join next year!”

I Love Libraries value calculation for Middle School on the Go

Program attendance of 3810 (booktalks + book clubs)	= \$45,720.
Books distributed (712 children’s and YA books and ARCs)	= \$8,544.
Estimated monetary value of services received by BFYA participants*	= \$2,000.
<i>*Includes conference registration, transportation, autographed books and ARCs, pizza lunch with authors</i>	
Total value	= \$56,264.

Pictures: Teens @ ALA

CSPD DIVISION IN CONCLUSION

Literacy in the 21st century extends far beyond reading and writing, rather it begets a wholeness of living, an awareness and the ability of an individual to interpret one’s surroundings, to create what is unique, to think critically with accurate facts, to engage with others in a healthy environment, and be together with a happy disposition. Elgin has been designated the 27th most diverse city in the nation surpassing even Washington DC (WalletHub Analysis), with 98 languages spoken at home (U-46 statistic). GBPLD reaches beyond to 65+square urban to suburban to rural landscapes, in person and using technology. This is why CSPD Division staff focus on **Community**. From the youngest baby (Welcome Baby!) to the pre-reading child to school-age students and life-long learning adults to older adults with memory loss, our goal is to serve our residents where they are both physically and mentally, with compassion and the professionalism of library and information science specialists.



It is an honor to lead these energetic and talented teams in achieving positive impacts for our community. Each year, CSPD staff create a logic model for precision of honing their statement of purpose, resources needed, activities, outputs, outcomes, impacts and external factors (logic models are available on request). The work we perform would not be possible without the support of Carole Medal, our executive director, our board of trustees, our taxpayers, our partners, and the State and Federal laws that fund and protect public libraries. We are grateful for this support. This is why we calculate and quantify the monetary return on investment to our community. We are delighted to see amazing results year after year, from inspiring personal stories with CSPD staff’s responsible financial stewardship.

Respectfully submitted,

Miriam A. Lytle

CSPD Division Chief

**Gail Borden Public Library District
Facilities and Building Operations
Annual Report 2016-2017**



Maintaining high standards to ensure a clean, safe environment, and effective use of space.

Throughout the 2016-2017 Fiscal Year, Facilities and Building Operations (**Maintenance Department, Security Services and the Information Technology Department**) have demonstrated initiative, dedication, and a sense of ownership in their many roles supporting the Gail Borden Public Library District. I would like to personally thank all supervisors and staff members for all of their hard work that they performed throughout the year. Thank you very much!!!!

Facilities and Building Operations goals & objectives were achieved, and were in alignment with the 2016-2017 FY Operating Budget. As we move forward into the 2017-2018 FY, we are quite confident that we will be able to provide the same level of exceptional customer service to staff & customers, while continuing to effectively maintain, and manage all three facilities of the Gail Borden Public Library District.

Members of Facilities and Building Operations have continued to represent the Gail Borden Public Library District well in the community which we serve. Over the past few years, Facilities and Building Operations have been actively involved in community organizations such as, Rotary Club Elgin, South Elgin Economic Development (SEED), Elgin Community College Safety Advisory Board, and Literacy Connection.

2016-2017 FY was certainly a very busy and rewarding year for the members of the Facilities and Building Operations TEAM. Aside from the core responsibilities that are necessary to get all three facilities up and running for business each day, I would like to take this opportunity to highlight some of the accomplishments, events, and projects that took place over the course of the past year.

Grand Opening Ceremony- South Elgin Branch:

On 24 July 2016, large crowds gathered on a HOT summer day who anxiously awaited an opportunity to get a quick tour of the newly built South Elgin Branch. This event was a huge success with many people from the community touring the facility while listening to live musical entertainment, eating ice cream and entertained by clowns, and jugglers. Members of Facilities and Building Operations were on site daily during the construction process. Facilities and Building Operations participated in daily construction meetings, and also were actively involved in all of the low voltage pulls for speaker systems, internet connections, lap top dispensers, media box etc..



Power Outage – Elgin Area:

On 28 July 2016m, at approximately 4:30 pm, the SE Branch, Rakow Branch and the Main Facility encountered an interruption of power because of lightning strikes in the Elgin area. Unfortunately, this interruption of power caused moderate to severe damage to the following pieces of equipment; **Lighting Controls**-Severe Damage (Main Facility), **Media Bank**-Minor Damage (Rakow Branch), **Lyngsoe Sorting Machine**-Minor (Main Facility), **Hot Water Heater** –Minor Damage (Main Facility). Immediately following this event, the IT Department and the Maintenance Department worked diligently to get systems up and running so business was not affected.

Maintenance Department Work Tickets Statistics:

The Maintenance Department closed out approximately **2100 Work Tickets** from 01 July 2016 - 01 July 2017. Since the inception of the Work Ticket System, the Maintenance Department has closed out over **20,000 Work Tickets**.

Office Furniture Reconfiguration-Main Facility:

On 08 August 2016, members of Facilities and Building Operations worked collaboratively with Henricksen Furniture to reconfigure existing workstations to accommodate a couple of staff and office changes.

Electrical Raceway Installation-South Elgin Branch:

On 12 August 2016, members of the Maintenance Department (Terry Gordon and Kevin Ferrell) worked collaboratively with Associated Electric Inc. to install new electrical raceways at the South Elgin Branch to accommodate the need for additional power. The “flat wire” electrical raceway system used in this particular application was designed specifically for under carpet use to eliminate costly concrete cutting and coring.

Robot Exhibit Installation- Main Facility:

During the Month of September 2017, Members of the Maintenance Department worked in a collaborative effort to provide the necessary support to unload, stage, and install the Robot Exhibit. Thank you Terry Gordon and Randy Spesard!



Hispanic Heritage Event:

On 10 Sept. 2016, members of Facilities and Building Operations (Maintenance Dept., Security and the IT Department) put effective systems in place to ensure that this year's event went off without a hitch once again.

South Elgin Economic Development Council (SEED):

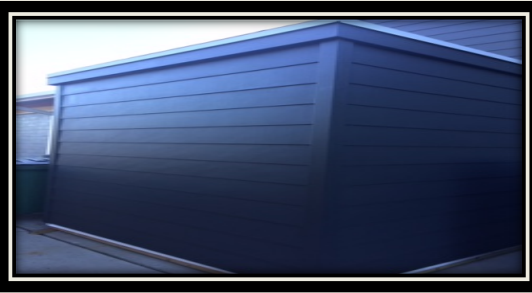
Over the course of the past 2 years, I have had the honor and privilege of being a Board Member for the South Elgin Economic Development Council (SEED). SEED's mission is to provide proactive leadership in establishing and maintaining an economic development plan for the community of South Elgin. SEED seeks to recognize needs and pursue solutions related to the long-term success of the business community and the Village. On 20 October 2016, I had the opportunity to attend the annual SEED breakfast event. This event took place at the newly constructed public works building that is located on 1000 Bowes Road. Guest Speakers for this event were Anna Moeller, Illinois Representative 43 District and Michael Frerichs, Illinois State Treasurer.

Electrical Projects-Main Facility:

During the month of October 2016, the Maintenance Department and the IT Department worked collaboratively to install new electrical raceways to provide power for the new credit card machines located at the Main Facility. Maintenance Manager, Terry Gordon along with other staff members from the IT Department performed this project. Thank you Terry Gordon, Matt Lutzow and Jim Chambers for a job well done.

Carpentry Projects- Main Facility, Rakow Branch and South Elgin Brach:

During the months of September and October, the Maintenance Department performed multiple carpentry related projects throughout the Main Facility, SE Branch and the Rakow Branch. A large portion of the carpentry work that was performed during the month consisted of making precision cuts for the Robot Exhibit, repairing damaged countertops, repairing broken wood chairs & tables, adjusting doors, removing and replacing doorstops, and removing and replacing damaged door hardware. In addition, Kevin also found the time to design and build a custom-built storage shed for the Rakow Branch. This new tool shed replicates the profile of the Rakow Branch and ties in perfectly. Thank you Kevin for all of your hard work and dedication to duty!



Bollard Lighting Project-Rakow Branch:

During the month of November 2016, the Maintenance Department worked collaboratively with Kellenberger Electric Inc. to remove and replace damaged walkway bollards located at the Rakow Branch. These new bollards are specifically designed to save energy by utilizing LED technology that produces a high quality lighting and reduces light pollution.



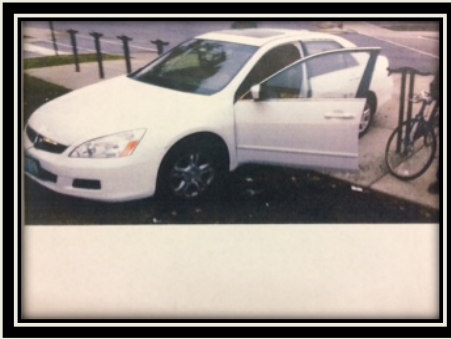
Parking Lot Preventative Maintenance- Rakow Branch:

On 16 November 2016, Parking Lot Preventative Maintenance was performed at the Rakow Branch by Rose Paving. Approximately 420 Sq. Ft. of failing asphalt pavement was removed and replaced. In addition, fading directional arrows were repainted to ensure proper traffic pattern flow.



Traffic Accident-Main Facility:

On 02 December 2016 at approximately 4:15pm, an elderly driver lost control of her vehicle and crashed into the bike racks located at the Main Facility. The accident resulted in severe damage to one bicycle, two bicycle racks and minor damage to the vehicle that was involved in the accident. Fortunately, no injuries were reported. The Elgin Police Dept. arrived on the scene a short period of time after the crash to conduct a full investigation. Thanks to Maintenance Department employee, Kevin Ferrell, the two bicycle racks were immediately repaired and put back in place.



December 2016 Winter Snowstorm:

Last year was a very mild winter with below average snow accumulation; however members of Facilities & Building Operations along with our snowplow subcontractors, Tovar Snow Professionals did have to handle one significant snowstorm during the month of December. Members of Facilities and Building Operations worked collaboratively to address the Snow and Ice Management responsibilities for the Main Facility, Rakow Branch and the new South Elgin Branch. I would like recognize the following members of the Maintenance Department, Kevin Ferrell, Randy Spesard, Jeff Speiss and Tim Sneed, for working long hours to ensure that all three facilities were safe for customers and staff. NICE JOB!!!



Power Outage # 2 -Elgin Area:

The second power outage in in eight months occurred on on 08 March 2017, at approximately 12:00 pm. Thousands of customers in the Elgin area lost power due to high winds that knocked down power lines & utility poles belonging to Comed. Because of the loss of power, the GBPLD Main Facility was forced to close a few hours early that day, while the GBPLD South Elgin and Rakow Branches remained opened. The Security Services Dept. assisted customers that were inside the building, and assisted the Elgin Fire Dept. in relocating a customer that was not able to get down from the second floor. The Maintenance Department reacted quickly and effectively by making the proper and immediate notifications to Comed; providing our Comed Commercial Account Rep. with pertinent information in attempt to reroute electrical power from another grid. Once power was finally restored, members of the IT Department went into action to ensure that all IT related systems were back online so that we could open for business the following day without a hitch. Thank you Facilities and Building Operations (Security, Maintenance Department, and IT) for handling this power outage situation so professionally!

Public Washroom Refresh Project-Main Facility:

During the month of January 2017, the Maintenance Department worked collaboratively with subcontractors who were involved with the second floor public washroom “Refresh” project. This public washroom “Refresh” project consisted of the following work:

- Performed preventative maintenance on all hand-dryers
- Performed preventative maintenance on all faucets
- Removed / “ground out” old masonry grout and replaced with epoxy grout that is impervious to water and stains
- Removed all toilets from walls and performed a visual and physical inspection of all wall plumbing, and pipe connections
- Removed worn out gaskets and “O” Rings and replaced with new
- Removed old toilet seats and replaced with new
- Thoroughly cleaned all partitions, mirrors, handrails, walls and floors



Recessed Aluminum Floor Dust Grills- Main Facility:

The Maintenance Department removed and repaired damaged dust grills located just inside the main entrance. The dust grill anchoring system failed, and as a result, created a trip hazard while walking into the building. Thanks to Maintenance Technician, Kevin Ferrell, the grid system was immediately repaired, cleaned and reinstalled.



South Elgin Real Estate Closing:

On 23 January 2017, the GBPLD closed on a real estate transaction that allowed us to capture the remaining 8000 sq. ft. of additional space located at 127 S. McLean, South Elgin. A portion of this space (1500 Sq. Ft) is considered rental space, and was previously rented out to FICO Investments Inc. FICO Investments Inc. lease recently expired on 01 June 2017 and we are currently in the process of looking for a new tenant to occupy the space.

Cubs Trophy Tour:

Members of Facilities and Building Operations put effective systems in place to address the massive crowds that lined up many hours in advance up to get a chance to view and or take a photo with the Cubs World Series Trophy. Security worked collaboratively with the Elgin Police Department days in advance to ensure that this event was orderly, safe and fun from a security perspective. I would like to thank all members of the Security Team, Maintenance Department and the IT Department for their dedication to duty. In addition, I would like to recognize the Elgin Police Department, Sgt. Kevin Senny and his Team who were just great to work with as well. Oh, I almost forgot, special thanks to the **Elgin Police Department Explorers** who also assisted with crowd control. It is sure nice to see young adults expressing an interest in law enforcement and willingness to provide assistance when needed; we could have not pulled it off without them.



South Elgin Branch-Rental Space:

Facilitated meetings with Patrice Marks, Senior Director and Executive VP of Keller Williams Commercial Real Estate Company and Beth Johnson, Executive Vice President of Keller Williams Commercial Real Estate Company to review the current Market Analysis Report for commercial properties, and discussed and negotiated commission structure for the rental property located at the South Elgin Branch

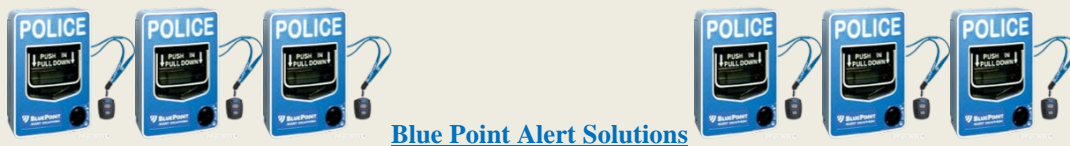
Concrete Repair Project:

Rose Paving Inc. performed the below listed concrete repair work on 06 April 2017:
Removed and replaced 35 Lineal Feet of concrete curb.
Removed and replaced 275 Sq. Ft. of concrete sidewalk adjacent to the bicycle racks



Blue Point Alert Solutions:

The final touches on the Installation of the Blue Point Alert Solution took place at the Rakow Branch and the South Elgin Branch during the month of April 2017. Blue Point Alert Solution is a Rapid Notification System that automatically contacts law enforcement with minimal human action, communicates a threat situation throughout the building(s) while informing customers, staff and intruder(s) that law enforcement is responding.



Rakow Branch- Sewer Line:

On 11 April 2017, the Maintenance Dept. received urgent calls from staff members of the Rakow Branch regarding a black sludge-like material leaching up through the floor drains inside the Mechanical Room, Delivery Room Area and the Public Restrooms. With this information, the Maintenance Dept. immediately dispatched Skirmont Mechanical Inc. who arrived on the scene immediately and attempted to clear the sewer blockage. Unfortunately, Skirmont Mechanical only could clear out the section of the sewer line to the point where it intersects with the main sewer line that belongs to the City of Elgin. The City of Elgin Sewer and Utilities Division was contacted who then arrived a short period later to clear the blockage utilizing highly pressurized water jetting system. After the main sewer line was cleared, the GBPLD Maintenance Department performed emergency cleaning to the areas that were negatively impacted by the sewer back-up.



Kinetic Energy Art Sculpture Repair Work:

In May of 2016, the Elgin Garden Club donated a custom kinetic energy art sculpture to the GBPLD to commemorate the Elgin Garden Club 100th anniversary. Over the course of the past year, this kinetic Energy Sculpture has endured some harsh weather conditions that eventually started to “wear down” the sculptures moving parts. With this being said, Maintenance Department employee Kevin Ferrell performed emergency repair work to keep the kinetic energy sculpture moving. Thank you Kevin Ferrell.

Emergency Chiller Repairs-Main Facility:

On Friday 23 June 2017, our BAS alerted the Maintenance Dept. that the chiller operation failed. Within two hours, Trane Inc. technicians arrived on site and performed emergency repair work to get the chillers back on line. Train Inc. technicians removed and replaced damaged wiring harness and, and also removed and replace temperature sensors. All emergency repair work was completed within a few hours of the chillers going down. Thank you Trane Inc. for the great customer service!

Parking Lot Preventative Maintenance –Main Facility & Rakow Branch:

Facilities and Building Operations worked collaboratively with Rose Paving Company & R.G. Asphalt and Concrete Inc. to ensure that the Parking Lot Preventative Maintenance Project for the Main Facility and the Rakow Branch was successful. The 1st phase of the project consisted of utilizing new infrared pavement re-heating technology to “re-heat” the existing asphalt in specific areas for immediately repair of failed asphalt pavement. The final phase of the Parking Lot Preventative Maintenance Project took place over the Memorial Day weekend. This project consisted of crack filling approximately 4000 linear feet of cracked pavement with a “Hot Rubberized Joint Filler”, seal coating approximately 170,000 sq. ft. of asphalt pavement, and re-striping all parking stalls and directional arrows in both parking lots with a Heavy Duty Roadway product.



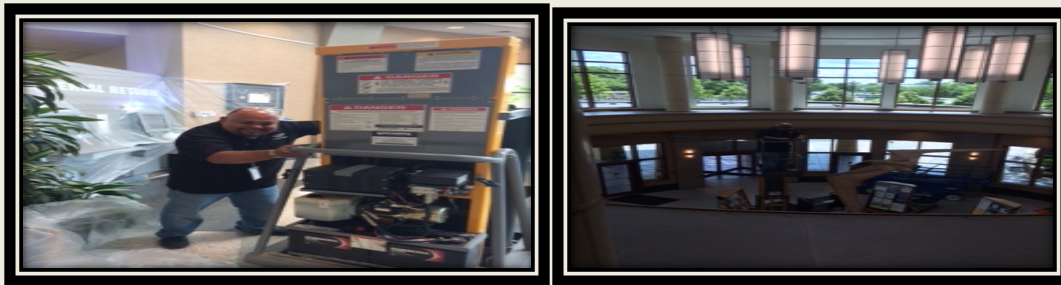
Concrete Cleaning & Sealing Project-Main Facility, Rakow Branch & South Elgin Branch:

During the month of May, approximately 14,500 SF of decorative concrete was thoroughly cleaned & re-sealed at the Main Facility & Rakow Branch. In addition, approximately 500 SF of white concrete located at the South Elgin Branch entrance and walkways was power- washed. This concrete cleaning & restoration project not only has enhanced the overall appearance of the decorative concrete; but, will also provide protection from adverse weather conditions.



Interior Lighting - Main Facility:

Members of the Maintenance Department removed and replaced all bad ballasts and light bulbs throughout the 1st and 2nd floor of the Main Facility. Thank you Carlos Berrios and Terry Gordon for a job well done!



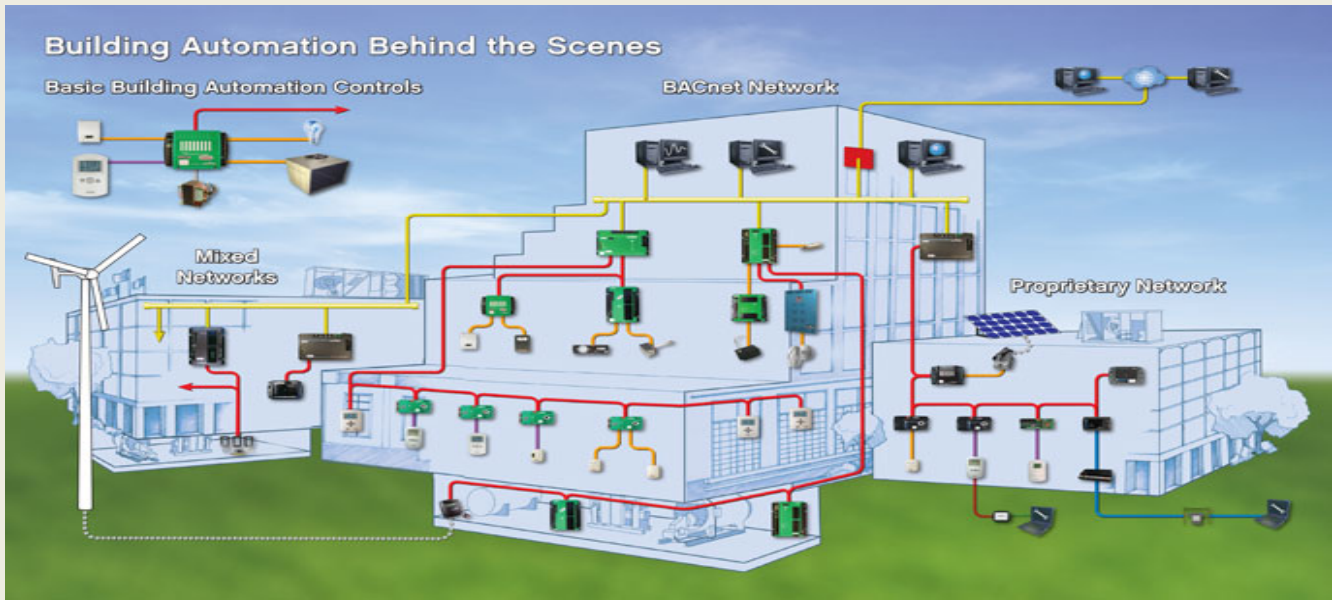
Interior Painting Project-Main Facility:

The Maintenance Dept. worked collaboratively with Nedrow Painting Inc. to patch damaged walls, install Fiberglass Reinforced Panels (FRP) (mitigate wall damage), fabricated & installed custom made steel corner guards throughout, prepped & painted the entire Café, Main Rotunda (high elevation work), and Meeting Rooms ABC. Thank you Kevin Ferrell for overseeing this Painting Project!



BAS Building Automation System Upgrade:

During the 2016-2017 FY, one of the larger scale projects that Facilities and Building Operations embarked on was the installation of a new Building Automation System (BAS). This new BAS system now controls and monitors the Main Facility and the Rakow Branch under one platform with the ability to add other buildings rather easily. Adding the South Elgin Branch to the BAS is in our plan for the 2017-2018 FY. Members of Facilities and Building Operations worked collaboratively with Mechanical Inc. by providing electrical, and mechanical drawings and assisting with low voltage cable pulls. We also provided many hours of input on how the end user platform should appear on the screen. We felt this new system needed to be user friendly, intuitive; but, also should be able to be used as an educational tool for others in the department. If you are not familiar with BAS, it is essentially computer based control system installed in buildings that allow the end user to control monitor equipment such as boilers, chillers, pumps, snow melt system, lighting etc. from remote locations.



Landscaping and Plant Health Care & Beautification Project:

Davey Tree Expert Company performed Deep Root Fertilization applications to all trees and shrubs located at the Main Facility and the Rakow Branch. They also provided a soil treatment application designed for Japanese beetles and other insects, and in addition, performed tree pruning on all low hanging tree branches to remove all dead, dying and diseased limbs. Frank and Sons Landscaping Inc. continued with their landscaping maintenance contract work at Rakow Branch and the Main facility and in addition, they installed additional decorative gravel and edging at the Main Facility to create a cleaner appearance.



Roof Top Garden-Deck Cleaning Project:

During the month of June, the Maintenance Department power-washed the deck located on the 2nd floor Roof Top Garden. Thanks to Kevin Ferrell's hard work and dedication to duty, the deck now looks brand new. Thank you Kevin!



Dave Considine
Division Chief
Facilities and Building Operations

2016 – 2017 ANNUAL BOARD REPORT

INFORMATION TECHNOLOGY (IT) DEPARTMENT

The Information Technology Department was fully engaged in many projects during this past year, as well as maintaining a wide variety of hardware and software for staff and patrons. We also supported a growing number of library programs with audio visual equipment and technical assistance. Gail Borden Public Library IT Department consistently strives to deliver the highest level of technical support to our staff and patrons, and was able to – once again – deliver a high level of uptime and availability for the numerous hardware and systems we support. Gail Borden Public Library Information Technology Department consists of Brian Hoeg (IT Director), Matt Lutzow (IT Operations Manager), Jim Chambers (Technology Project Specialist), Jim Wire (Operations Support Technician), Brad Widder (Operations Support Technician) and Larry Pepper (Operations Support Technician). Thank you to the Library Board of Trustees for your tremendous support of the IT Department.

SECTION 1: PROJECTS

SOUTH ELGIN BRANCH (APRIL – JULY 2016):

Starting in April 2016, IT completed all technology work at the South Elgin Branch prior to the Grand Opening Ceremony on July 24th. Work completed in July 2017 included:

- Final installation and configuration of the burglar and alarm systems, as well as all camera equipment.
- Walker Wireless (CompuCount) door counters were installed and programmed on both building entrances.
- Digital signage PC Player and LCD was installed and configured in CommandCenterHD (Industry Weapon) system.
- Assisted D-Tech with the installation of the Laptop Dispensing machine, and finalized configuration of laptops for checkout.
- Additional low-voltage cable needed to be ran from server cabinet to second self-check machine.
- ShoreTel 930D cordless phone was configured and installed.
- Collaborative LCD display configured with Blu-ray player and additional inputs.

PAGING SYSTEM UPGRADE (FEBRUARY 2017):

New speakers, amplifiers and paging relays were installed at the Rakow and South Elgin branches. This was completed to add paging capabilities at these locations, as well as preparing for the Blue Point Security project completion. Automated messages for opening, closing and weather announcements were added at both locations.

MEDIABANK:

Once again, the MediaBank systems required a great deal of staff time and intervention. In July 2016, Jim Chambers, Matt Lutzow and Brian Hoeg worked with MediaBank Italy to identify and resolve issues with the Rakow MediaBank. Persistent issues were occurring with the unit dispensing incorrect disks, media not able to be returned, and unable to remove old materials. IT leveled the MediaBank cabinet, replaced the robot grabber, and horizontal motor. A complete inventory of the machine was performed, we then calibrated the entire machine with the assistance of MediaBank Italy, and it was put back into operation.

The MediaBank system at Rakow experienced extensive downtime in April 2016 due to mechanical issues. IT worked diligently with MediaBank Italy to resolve the problems, but was unable to keep the system operational. MediaBank Italy scheduled an emergency trip to the States to rebuild the Rakow MediaBank, and upgraded the two machines at Main to newer hardware. The Rakow unit was completely rebuilt with new parts, tuned and calibrated, and has been working within normal parameters. The two units at Main were also upgraded with new hardware, tuned and calibrated.

SECURITY MONITOR UPGRADE (APRIL 2017):

Four (4) new LCD monitors were installed in the Security Office at Main to monitor the security cameras at Main, Rakow and South Elgin. The new displays allow security to have an overall greater overall view of the areas under surveillance, and allows them to manipulate the cameras to concentrate on any specific area or section of the buildings.



MICROPHONE SYSTEM INSTALLATION (JUNE 2017):

Worked with AVI/SPL on the installation of the Beyerdynamic conference microphone system in the Elgin and Grove rooms. The system design allows for quick and easy integration with the equipment in the audio-visual closet on the second floor, while also allowing the system to be moved to other locations. There are eight wireless gooseneck microphones and one wireless handheld microphone, which can be used in either the Elgin or Grove rooms. Two additional speakers were also installed

in the Grove Room, which will help project sound to the rear of the room. This enhanced equipment will be used for the first time during the July Library Board Meeting.

SECTION 2: TECH BYTES

July

- Completed firmware and software upgrade to the ShoreTel phone system.
- Matt Lutzow completed the configuration of the new Storage Area Network (SAN) and we started data migration to the new hardware. All data should be moved by the end of August 2016.

August

- Completed the first phase of the SYN-APPS implementation of the paging system. All announcements have been recorded, and the first automated announcement was made “live” on August 24th. All additional announcements will be phased in over the next several weeks. We will continue to research and determine other ways to use this system in increasing communication throughout the library.
- Brian Hoeg attended the Lunch & Learn Seminar “Next Generation IT Infrastructure” presented by Illinois Century Network. This seminar covered offsite cloud infrastructure and developing a robust

offsite disaster recovery and contingency plan. Our current plans are being reviewed by the Technology Committee.

- Worked with AVI/SPL to install and configure a new high-end projector in the South Elgin Room. The previous projector failed in July, and needed to be replaced.
- Installed remote management capability on the South Elgin MediaBox and Laptop Dispenser, as well as on the new Bibliotecha self-check machines at the Main Library. This will allow library staff to provide enhanced support of these systems.
- Provided support for Administration Department moves, including moving the computers and configuring network and phone connections.

September

- Over the Labor Day Weekend, Matt Lutzow and Jim Chambers completed the migration of over 3.5TB of data from our old Storage Area Network (SAN) to new hardware. Migration was completed with no downtime, and minimal impact to the staff.
- Following the stands being refinished by Facilities, Jim Chambers completed the installation of the OPAC computers at the South Elgin Branch. This was the final piece of technology to be installed as part of the original plan.
- We have moved completely off the old (legacy) system for automated announcements, and are fully using the SA-ANNOUNCE system. All recorded announcements for opening / closing are live, as well as pre-recorded message for tornado watches and tornado warnings. Other possibilities for this system will be investigated via the Technology Committee.
- Worked closely with eNorman Security Systems to upgrade firmware on cameras and DVR / NVR recorders at the Main Library and the Rakow Branch. This corrected some issues we had been experiencing with the hardware.
- Larry Pepper worked with MediaBank Italy to replace and calibrate a new touchscreen monitor on one of the systems at the Main Library.

October

- A great deal of time was spent working on the Gail Borden Technology Plan, which will be presented to the Board at a later date. The Technology Plan is in support of our Strategic Plan, and contains a great deal of information pertaining to current technologies and a detailed inventory of technical equipment. Input has been received from many of the other departments for inclusion into the plan.
- Due to a problem with our Deep Freeze software, many of the OPAC and KidSpace computers needed to be rebuilt or reconfigured at the end of October. This created some problems with usage in these areas, but all problems have been resolved.
- Brian and Matt Lutzow built and configured a high-end custom workstation for use with our donated Oculus Rift hardware. Parts were purchased through local sources, and the computer was built for a fraction of the cost of buying a pre-configured system.
- At the request of one of our Library Board members, IT prepared an initial working configuration of microphones for the Library Board Meetings. The first test of the microphones was at the October Board Meeting, and demonstrated that using microphones was received in a generally positive manner by Board Members, library staff and the audience. There is still work to be done to get a much better solution, so some options will be presented to the Board at a later date.

November

- Completed initial draft of the 2016-2018 Technology Plan. The Technology Plan incorporates current technologies at Gail Borden, including staff / patron hardware and software. The plan will be

reviewed and updated by the Technology Committee to include new systems, processes and procedures.

- Attended the 2016 National Facilities Management & Technology conference and exhibition with Dave Considine. This event showcases the latest technologies in Facilities Management, and highlights the integration with information technologies in the workplace. Attended many informational sessions, including “Essential Facilities Management Technologies”, “Demystifying the Internet of Things”, “Data, Data Everywhere” and “Digitization of Building Automation”. Dave and I networked with conference participants, viewed new products on the expo floor and will discuss implementing new technologies here at GBPL. As a big takeaway, we learned that GBPL is already ahead of many organizations our size in terms of technologies and integration between departments.
- Jim Chambers worked with Michele (MediaBank, Italy) to implement new hardware for the MediaBank at Rakow. New hardware includes a new robot grabber that can inventory the machine.
- Worked with Illinois Century Network to reduce the number of external IP addresses used, saving \$50.00 per month in charges.

December

- Completed PCI Compliance questionnaire for FY 2016-2017, and met PCI compliance on our firewall for semi-annual testing.
- Assisted Library Applications Group with the Sierra upgrade project by configuring MyPC to work independently of the ILS during the scheduled upgrade. Library users were able to use workstations in the Computer Center and Youth without having to authenticate to the ILS; they were not impacted while Sierra was down. Also assisted with the hardware replacement of the drives in the server.
- Rolled out ShoreTel instant messaging client to all users of ShoreTel Communicator. This instant messaging client replaces the Spark open-source client the library has been using. Usage of the ShoreTel IM Client is covered under our Acceptable Computer Usage Policy.
- Along with Security and Building Operations, met with eNorman Security to discuss roadmap and planning for replacing cameras and recording equipment for the remainder of FY 2016-2017.
- Upgraded SYN-APPS (SA-ANNOUNCE) which is our paging and alerting system for the Main Library. New version provides enhancements and stability improvements over the previous version.

January

- Brought in audio-visual vendor AVI/SPI to identify potential microphone conferencing equipment for use with the Library Board. Tested several options, including BeyerDynamic, which was demonstrated to several GBPL Staff Members. Following that demonstration, we determined the equipment would be “live” tested during the February 2017 Board Meeting. Once we determine if the equipment will meet our needs, pricing and options will be discussed.
- Worked closely with Facilities and Security to identify infrastructure requirements for BluePoint Alert Solutions. Also identified necessary equipment to be integrated with our existing SYN-APPS Paging System for Elgin and South Elgin locations. Work will be completed by IT, Kellenberger Technologies and Call One.
- January 2017 brought the first opportunity to provide training at the South Elgin Branch. IT worked with Digital Services to provide the right equipment and adjust system settings to allow after-hours training using the South Elgin laptops.
- Procured ten (10) new Dell workstations in January 2017, which will be configured and deployed over the next several weeks. Second group of ten (10) computers is also on order.

- IT configured the 4-display LCD displays in the Main Library lobby to view the Presidential Inauguration for our patrons and staff.

February

- IT staff assisted with two large events during February – Black History Family Festival and the World Series Trophy Event.
- Installed Burlington English on all Computer Center computers.
- Provided a custom configuration iPad for running the lighting controls application for the Meadows Community Rooms. This will allow staff to control lights in those rooms from within the media-support closet.
- To enhance security, and remove all potential user information, IT made a system change in the Computer Center to reboot all computers at the end of each session. This will help protect our users, and well as the library.
- Identified an issue with IOS devices (iPhone, iPads) dropping connections on the GBPL wireless networks. Worked with SinglePath to make changes to our wireless infrastructure, which correct the problem.

March

- Completed a laptop for use with the KidSpace 3D printer. Worked with staff to identify a workflow which includes a way to maximize saving and storage of files for the printer.
- Deployed 10 new computers to library staff, using the cascaded computers to also upgrade another 10 staff members.
- Successfully completed and renewed PCI Site Certification Compliance.
- Configured new laptop computer for PRAD Department, which will allow staff to remotely complete work via VPN.
- Configured printing in the Computer Training Room, which will allow patrons to print documents while using the lab for quiet time.
- Started testing Internet of Things (IoT) devices for monitoring and tracking statistics for several critical endpoints throughout the library. Implemented Monnit temperature and humidity sensors in the Main Library Server Room, which allows tracking and notification. Monnit was one of the vendors we visited at the 2016 NFMT Conference. We are hoping to implement more of these devices over the next several months.

April

- 2017 Illinois Library Association Conference (Update) – Dave and Brian's program proposal for Modern Libraries – The Convergence of Physical and Digital Security, Smart Building and Facilities Management has been accepted. They will be presenting at the conference in October. This is the first library presentation by either Dave or Brian.
- Deployed eight new computers to library staff, using the cascaded computers to also upgrade eight staff members. Working on deployment of Windows 10 image for Technology Committee testing in May.
- IT worked with Kellen Technologies and BluePoint Security Systems to finish the technical implementation of the BluePoint System at Rakow and South Elgin. The system is tied into the building paging system, and the ShoreTel phone system to provide the greatest coverage for those facilities. Training will commence in May.

- Five (5) Monnit wireless devices have been installed at the Main Library to monitor building conditions for temperature, humidity and water detection. Additional sensors are to be installed in the server areas at Rakow and South Elgin. IT and Facilities will continue to seek additional ways that automation can be used to enhance the ability to monitor our buildings.

Type	Sensor Name	Data	Last Check In	Signal	Battery
	3rd Floor Pump Water - 199088	No Water Present	5/3/2017 10:22 AM		
	Plano Humidity - 199091	28.03% @ 70.2° F	5/3/2017 10:46 AM		
	Server Room Temperature / Humidity - 190006	25.51% @ 72.8° F	5/3/2017 10:04 AM		
	Server Room Water - 199089	No Water Present	5/3/2017 9:54 AM		
	Sorter Induction Temperature - 190887	73.9° F	5/3/2017 11:06 AM		

- Upgraded the Wireless LAN Controller, which integrates with all the wireless access points in all buildings. This upgrade was necessary to accommodate three (3) new access points, which were installed in the Main Meadows Community Rooms.

The new access points allow robust wireless access in these areas.

- Worked with CSPD staff on the purchase of a new mobile LCD projector. This projector will allow CSPD staff to take the unit offsite in serving our public. Training on the new projector is ongoing as we learn the best ways to maximize the capabilities.

May

- Panasonic projector used in the Community Rooms experienced a blown main system board, but was repaired by AVI/SPL and Panasonic. IT provided work-around options for staff while the projector was being repaired.
- Monnit wireless devices were deployed at the Rakow and South Elgin branches to monitor the temperature and humidity of the server spaces in each location. IT is working with Building Facilities to make adjustments to the monitoring and alerting functions of these devices.
- Worked with Today's Business Solutions (TBS) to add faxing capabilities to the Simple Scan Station at the Rakow Branch.
- Worked with AVI/SPL to outline installation requirements for the new microphone system ahead of the equipment being installed in June.

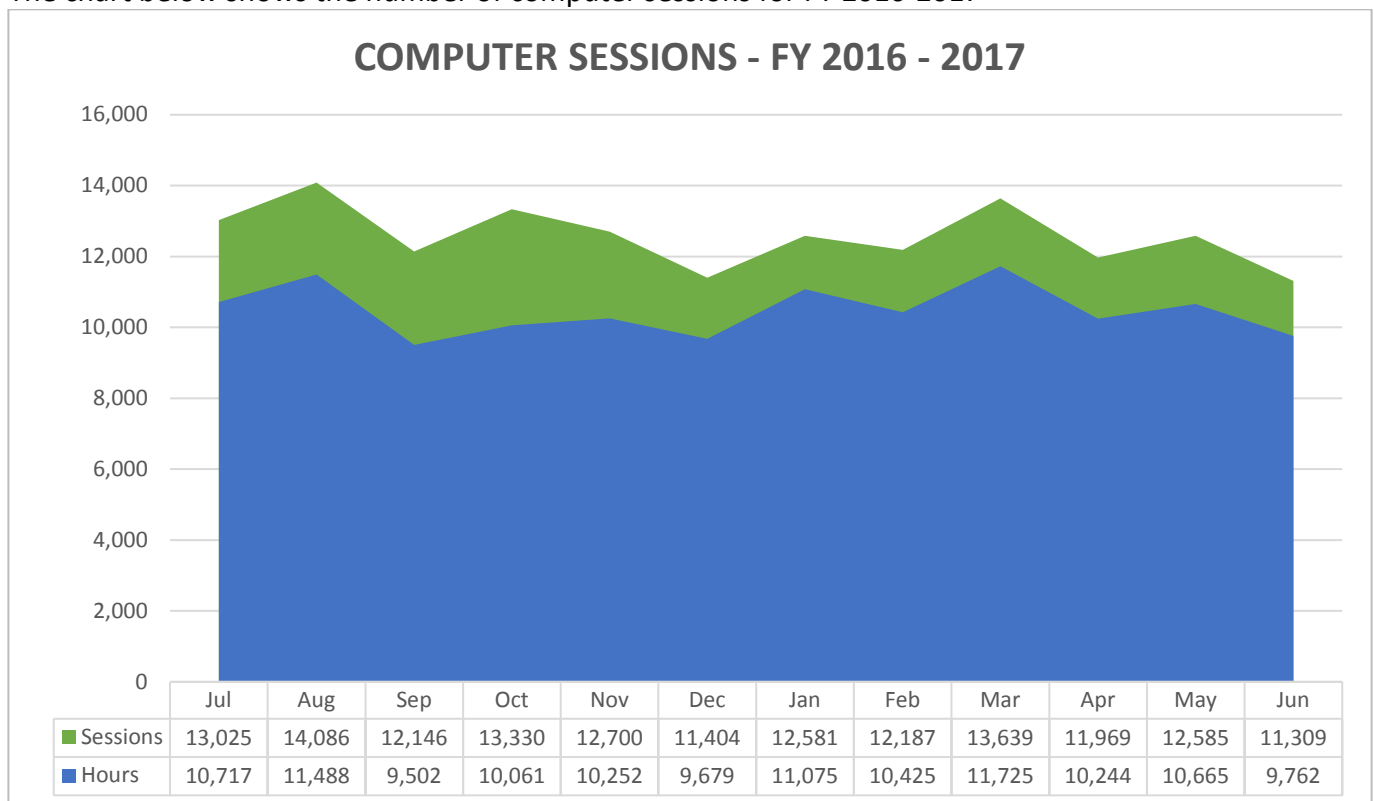
June

- Assisted with the rollout of the new payroll system by ensuring all network questions from Paycom were answered, as well as adding a desktop shortcut to all systems to make clocking in / out simple and quick.
- Working with The Literacy Connection on the installation of new computers and a new server. The Literacy Connection was able to purchase new systems, and GBPL IT is providing technical support for those systems.
- Successfully completed and renewed PCI Site Certification Compliance. Requirements have changed in 2017 to provide a more secure environment, so more time was required this month to complete.
- Jim Chambers has been working to integrate Google Cloud to manage library-owned Chromebook computers.
- Rolled out 8 new computers systems to staff, cascading 8 computers down to other employees.

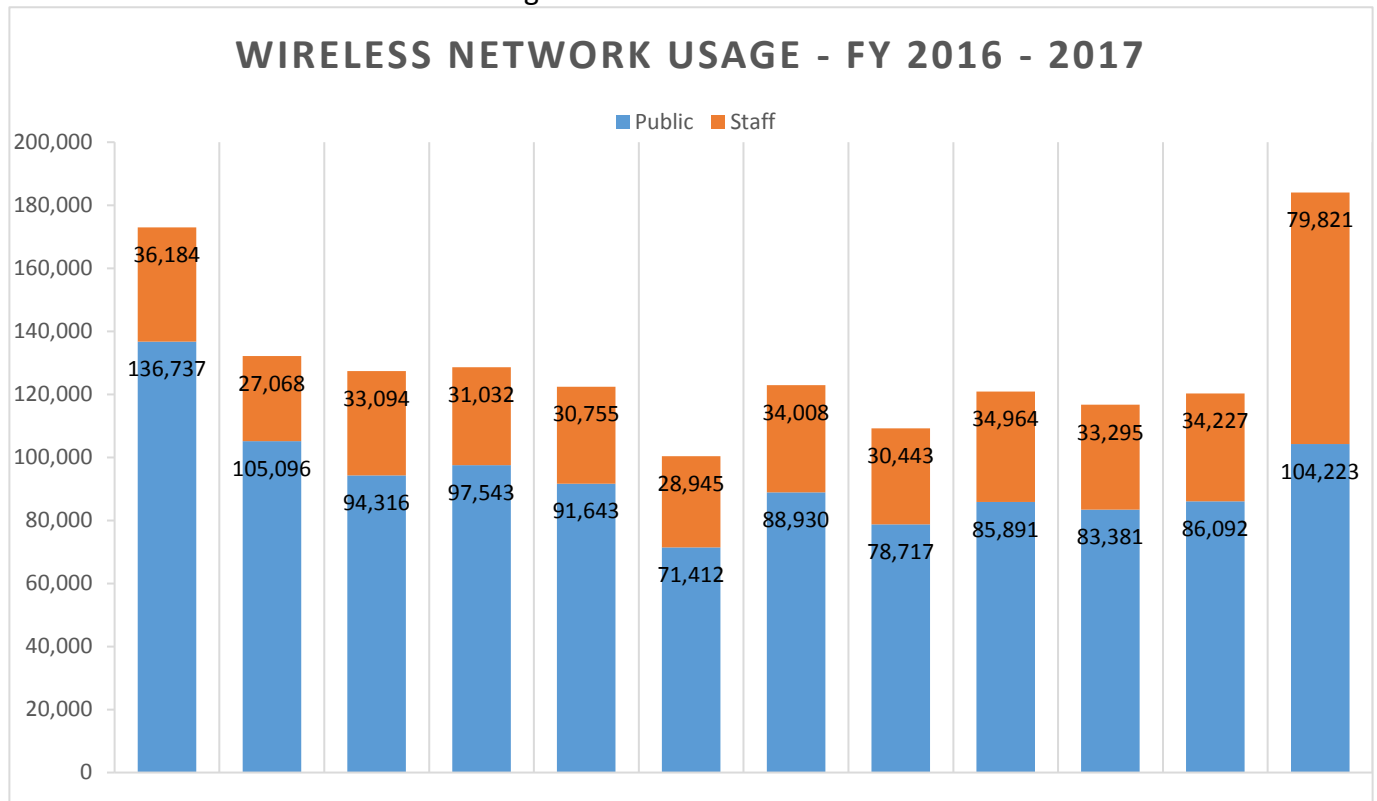
SECTION 3: Statistics

- Total number of servers: **37**
- Total number of workstations: **385**
- Total number of Help Desk Tickets closed (July 2015 – June 2016): **2,423**
- Total number of Help Desk Tickets closet (July 2016 – June 2017): **2,631**
- Potential viruses or Malware blocked on Staff and Public computers (July 2015 – June 2016): **25,364**
- Potential viruses or Malware blocked on Staff and Public computers (July 2016 – June 2017): **143,264**
- Number of computers replaced (new or upgraded): **77**
- Server and Network availability (during open hours): **99.8%**
- Internet availability (Illinois Century Network): **99.2%**
- Internet availability (Comcast): **99.3%**
- MediaBank Availability: Main Library: **98.3%** Rakow Branch: **89.6%**
- Number of wireless connections to Gail Borden Network 2016-2017 (See graph below): **1,557,817**
- Percentage of wireless downtime (during open hours): **.347%**

The chart below shows the number of computer sessions for FY 2016-2017



The chart below shows the wireless usage for FY 2016-2017



Respectfully Submitted: Brian P. Hoeg

Public Services Annual Report FY16/17



21st
Century
Literacies



Community
Table



Enrich
&
Inspire



Robust
&
Responsive



Technology



Internal
Communication



Leadership
Development

- **Customer Relations:** In order to delight and surprise our customers, we offer our popular *Food For Fines* program during different times throughout the year. This year, *Food For Fines* was held July 25-29, 2016 and April 8-15, 2017 (National Library Week). Between both events, 503 boxes containing 15,875 items were distributed to charities within the Gail Borden Library District. Also in July, two new Bilbliotecha self-checks were installed, replacing the two that were shipped to South Elgin branch for their opening day. Throughout several months, Customer Relations offered a fun “Golden Ticket” opportunity in the MarketPlace. Based on *Willy Wonka and the Chocolate Factory*, if a visitor found a “golden ticket” hidden within a book, they could turn it into Customer Service in exchange for half-off fines or a free tote bag. One loyal customer paid off half of their fines with the ticket then turned around and bought a bag out of appreciation! We celebrated the one-year completion date of the Market Place in October of 2016. This space still feels like new to us! A big change this year began in November, when Customer Relation’s Niki began working closely with Monica in Tech Education to transition the alignment of the Computer Center from under Customer Relations to a newly created Digital Services Department. The official transition took place on January 2nd, with six well-trained people from Customer Relations transferring over to Digital Services. At this same time, Customer Relations took on several new Market Place responsibilities from the Information Services department, creating interesting book displays, making sure the shelves are face-out and refreshed and that our customers receive exceptional assistance in this popular materials area. One fun after-hours event that Customer Relations helped staff was the *RetroGeeky Holidays* on December 2nd. Customers enjoyed taking advantage of after-hour checkout. Customer Relations is always looking for better ways to serve our customers. In January, we added baskets for customers to use within the MarketPlace to help with carrying stacks of materials. Additionally, a new display was placed near the self-checks to increase visibility for the book bags that we offer for sale to the customers and this doubled their sales. Another fun event in Customer Relations this year was “Your Library Loves You” during Valentine’s Day when lollipops and pins were handed out to all patrons who visited. Additionally, the Rotary Club teamed together with the library for “Random Acts of Kindness Day”. As patrons came to the desk to pay their fines, they were surprised to learn that their fines were being paid for them through a random act of kindness! People left with big smiles on their faces that day! Customer Relations was instrumental not only in helping our in-house Summer School students receive library cards, but due to the U-46 Library Card Challenge, 1455 new library cards were processed by March! Additionally, it should be noted that we are conducting a study to determine if our door counter device is not counting correctly, and if that is the case, our attendance numbers may need to be adjusted in this year’s annual statistics to better reflect attendance.



Digital Services: At the beginning of the year, the Technology Education department was a two-woman team collaborating across departments to create classes and develop the technology skills of our public. New classes this year included: *Holiday Photos with Your Smartphone*, *Make Your Own Cards with Photoshop*, *Cut the Cable Cord*, *Cybersecurity* and the popular *Build Your Own*

PC (for adults and kids), among many others. By January, the Computer Center was realigned under Technology Education and the department’s name changed to Digital Services. Six members from Customer Relations volunteered to move to DSD and later in the year, a new DSD Page position

was added. Monica was approached to join the Dominican University Alumni Council and helped create a Career Day there in February in which several of our Librarians served as mentors. Comcast grants were again secured, which truly help stretch our computer classes for both English and Spanish language speakers. This was especially important as we now began to offer classes at the new South Elgin Branch. Monica and Melissa B. presented two sessions and led a roundtable discussion at the PrairieCat Users Group Conference in Malta, IL in September. Shana began delving into Niche Academy, an online platform for technology education. In January, Monica, Shana and Melissa B. had a chapter published in the new book: *Teaching Technology in Libraries: Creative Ideas for Training Staff, Patrons and Students*. Monica, Phil and Melissa B presented a session on *Gail's Toolkit* (an online tool to help Librarians teach technology classes) at the ILA Conference. Also, Monica spearheaded meetings with PLA Administrators this year to try to hand-off all of *Gail's Toolkit* now that the two-year grant has ended. All of her hard work paid off at the end of this year when it was announced that PLA would take *Gail's Toolkit* and integrate it into their well-known DigitalLearn.org platform. Additionally, Monica was named Chair for a brand-new PLA committee on Digital Literacy. This committee's work will continue over the next few years. Another very exciting development this year—we learned in December that our own Monica Dombrowski's hard work had paid off, as she had been chosen as a 2017 *Library Journal Mover & Shaker!*



Information Services: Throughout the year, staff continued to assist customers with a commitment to superior customer service. Often this means juggling quick study room reservations with lengthy and difficult reference questions in order to meet the needs of our users. Customers are also served through one-on-one appointments, several of whom return often and have built relationships with librarians. Managing and taking ownership of the floor remains an important part of the culture in Information Services. Partnerships also allow us to serve our customers better. Librarian Amanda continues to work with the Illinois Department of Employment Security and Kane County Office of Community Reinvestment to provide job search and training resources. Librarian Erin's work with the *Next Chapter Book Club* is a conscious demonstration of inclusivity of all populations within our community. The Information Services Department has nurtured a strong relationship with the Digital Services Department. Librarians in Information Services lend their time to Digital Services to write and

teach classes such as *Device Advice* and *Computer Basics*. This year Librarian Phil developed several new classes including *Cut the Cable Cord*, *Cybersecurity*, and *Build A PC*. Staff participated in several professional development opportunities: All librarians attended the ILA Annual Conference in October. Phil attended the *Computers in Libraries* Annual Conference in March. Erin completed the *Health and Wellness @ the Library* class through National Network Libraries of Medicine in April. Director of Information Services, Melissa B, completed a graduate-level project management class for librarians through the University of Illinois in May. Nearly the entire department attended the ALA Annual Conference in June. Additionally, GBPL is well-represented professionally: Melissa B and Phil presented a session at the *WILSWorld Conference* in August. Erin assumed the position of co-chair of the *Income and Education Action Team* within the Kane County Community Health Improvement Plan. Melissa B and Melissa L continue to participate in *Alignment Collaborative for Education*. In July, the Newspaper-Copier desk was repurposed as an annex to the Information Desk—it is a great place to work 1:1 with customers. This opened up the space to create a new Genealogy and Local History area populated with tables for great collaborative work tables. Luckily, this new area was ready in May when the Information Desk was swamped during the last few weeks of the school year to do a high school assignment on local history. Additionally, Melissa B and Melissa L presented two sessions of *What's Old is New Again*, a program and tour highlighting our history and genealogy resources including new ViewScan microfilm readers and the Preservation Station so customers may digitize slides, VHS or other obsolete technologies. *Career Online High School* premiered on September 20th, which allows 10 students to receive scholarships to complete their high school diplomas completely online. Director of Information Services, Melissa B., and Business Librarian Amanda G. worked with the Alignment Collaborative for Education to help plan and lead the first annual *Explore 2016*

event, a community, curriculum and career fair for U-46 students. Amanda also helped organize GBPL's participation in *Small Business Saturday* on November 26th. Also in November, Information Desk staff answered 256 voting questions in a 12-hour span on November 7th, the last day for early voting. Melissa L. presented information about college, financial aid and completing the online FAFSA form to over 290 parents and students during the Fall. Librarian Erin continued to host the *Next Chapter Book Club*, a biweekly book club for adults with developmental disabilities. Librarian Patty G completed the annual digital magazine order—new to the collection this year is *Victorian Homes*. Librarian Phil S began working on an upgrade and reorganization for the Information Services webpages, a long-term project that will continue into next year. Melissa B, and Phil S were on the team for the *Gail's Toolkit* grant, a large scale grant spearheaded by Digital Services Director, Monica D. Phil continued to maintain the in-house Oculus Rift virtual reality device, even ordering dinosaur themed content to support this year's *Giants* exhibit.



KidSpace: In July, we capitalized on the latest fad that gripped the world: *Pokemon Go!* We created Pokemon themed crafts, pop-up programming outside allowing kids to use the app and 'catch' the elusive Pokemon, and even an in-room scavenger hunt. So much Poke-fun was had with this popular game. We also opened the 2016 Summer Reading Challenge booth, awarding prizes to the finishers--this year we also had a Summer Completion table staffed at the Grand Opening of the South Elgin Branch! U-46 Summer Reading Challenge camps concluded on July 13th. Our experience this first year with hosting Summer School was rewarding and positive. Our 2016 Summer Reading program wrapped up with 4,568 finishers between birth-eighth grade. The 7th Annual Comic Book Mania Convention attracted more than 1200 visitors in July. 300 people attended our July summer picnic with Renaissance Faire favorite whip-cracker Adam Winrich. Librarian Catherine hosted our first Home School Meet-Up at the library in August. One of our most popular summer events was Touch-a-Truck (over 700 attendees!!) As

school started, we began a new Homework Heroes program. Librarian Katie has reinvigorated our *1000 Books Before Kindergarten* with incentives and rewards and it becoming a much more experiential program. Director of KidSpace, Jennifer continues her work with EPEL (Elgin Partnership for Early Learning) which has resulted in a 'cold-line' referral for parents looking for early childhood information or referrals. Our library is now the help-site for Spanish language callers. Jennifer also serves on the U46 Alignment Committee for Early Childhood. The 75th Anniversary of Curious George made for a great Curiosity Day with over 400 attending! United Way and U-46 partnered at Curiosity Day to inform customers about opportunities for literacy such as the Dolly Parton Imagination Library. And of course, Curious George appeared as well. October saw a fun Halloween Happening preschool parade with adorable costumed preschoolers marching through the library. Field Trips were plentiful as school kicked into full gear. Hillcrest even made it a point to bring their ENTIRE SCHOOL for several field trips. Other programs in October included: *Harvest Fest*, *Cardboard Challenge*, a *Magic Tree House* program, movie poster and trivia contest, *Welcome Baby*, *Playful Learning Stations*, *Sensory Storytime*, *STEAM stations* and more! Such a busy, fun October. In November, Librarian Laura became quite civic minded, offering an activity at all three building locations: kids could vote for a favorite Mo Willems character in the 2016 MOvember Elections—Elephant & Piggie won by a landslide! *Battle of the Books* completed its entire month of competitions with 570 competitors. Librarian Tina B attended a Dual-Language Parent Academy and shared bi-lingual library resources there. In December, families were inspired, designing lovely ballet costumes to enhance a ballet display in the KidSpace gateway which was created as part of a partnership with the ESO. Katie and Paula tested new programming this month including the successful "*Messy Play*" Day (successfully messy!). We have been purposeful in offering more interactive spaces in KidSpace this year, finding Big Blue Blocks, Air Hockey and Magnetic Ball Runs being very popular. Around the holidays, KidSpace's own Katie joined volunteer pianist John LaBorn and accompanied Dr. Rise Jones in hosting a Holiday Singalong in the lobby, complete with rhythm





instruments provided to the audience! At the end of the month, it was a Happy Noon Year at both Main and Rakow. The New Year started with our regular busy Storytime schedule as well as other program highlights like: the *Winter Family Film Festival*, *Games and Gadgets*, *Duct Tape Paper Toys*, *Sew Much Fun* and the *Manga & Anime Club*. The adorable *Tiny Tutus* program offered preschoolers the opportunity to meet a real ballerina. From theatrical performances to dancing and owl-themed crafts, this year's *Valentine Tea* was enjoyed by all the families who attended our signature February event! Kim arranged a fun new 'No School Day' event called *Escape Room Adventures*, where teams of kids practice leadership and

reasoning skills to successfully "break out" of a puzzle-filled room. Julie Anne represented GBPLD at the annual Rebecca Caudill book selection meeting--in her role on this prestigious committee, Julie Anne enjoyed reading 60 grade school novels over the course of 10 months! It was an amazing March in KidSpace! 438 customers attended our open-ended art program called "Preschool Picassos"—and that was with one session cancelled due to a power outage! Other preschool fun this month included the *Teddy Bear Sleepover*, which saw 98 in attendance (that's NOT counting furry friends!) and *Preschool Prom* was a hit with 63 attendees enjoying this aerobic, movement-based activity. Spring brought a fun Peter Rabbit photo op during the *Hoppy Spring* event in the youth room. BabyFest week had great offerings this month including an *Infant CPR class*, fun Storytimes, a *Beautifully Pregnant* photo shoot, the *Baby Derby* (which was live broadcast over Facebook!) and the annual *BabyFest Information Fair* staffed by local agencies and businesses--including many donated door prizes! Another important offering during *BabyFest* week was a *Thirty Million Words* presentation, which librarian Julie Anne arranged and worked with CSPD and the Elgin Partnership for Early Learning to offer teachers and day care providers continuing education credits for attending and learning more about this important initiative. In May, Katie, Tabatha and Jennifer hosted Northern Illinois University's *BLOCKfest* program for an overflowing audience of customers, ages 8 months-8 years. What a fun, family-based interactive program! Librarian Catherine was busy book talking this month at ten events, giving 60 presentations that reached about 3000 middle schoolers! At the final lunchtime Ellis Middle School book club, students shared with Catherine what was their most rewarding experience as a member of the book club. It certainly was rewarding for one student who said: "It was the BEST EXPERIENCE OF MY LIFE!!!" Several staff from KidSpace assisted during the exciting Cubs Trophy tour here by entertaining the crowd with baseball themed iPad games and offering a peek at virtual reality using Google Cardboard. By June, we really opened up the space on the Youth side of KidSpace by replacing rows of computer tables with new round computer tables throughout the room. KidSpace helped with the dinosaur exhibit this summer, not only with supporting programming like the bilingual *Dino Mania*, but Katie helped create open-ended questions for the "Preschool Paleontologists" who visit the exhibit—this creates an enriched and interactive experience for our youngest visitors. The entire library attended ALA conference this year and Librarian Katie even served on the Local Arrangements committee for the conference. One fun program that Librarian Catherine offered at ALA—she partnered with a local Middle School Librarian and brought 6 teens to Chicago to present on the Best Fiction for Young Adults nominees! Quite an experience—it was even the first time ever on a train for one attendee! We also bid farewell to long-time KidSpace employee Judy Hayner who retired after 20 years. Not only will we miss her, but her amazing crafting skills as well!



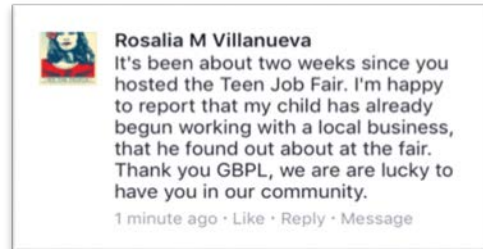
Studio 270/DML: In July, Andre hosted the Studio's first Media Camps. These were two separate, weeklong camps focusing on audio recording and video making. Each summer, the Director of Studio 270, Billie M. coordinates with KidSpace to utilize teen volunteers to assist in the Summer Reading Booth and monitor the patios. By the end of summer 2016, the teens had donated 336.75 hours! Word of mouth seems to be spreading for adult appointments in Digital Media Lab. Over 80 hours of scheduled appointments took place over the summer of 2016, mostly with audio appointments. With school back in session, the Studio offered class visits to Special Education classes before opening hours. This allows students with special needs to visit and use the Studio as teens in a stress-free environment. In fact, one student, who had made past visits to Studio 270 with her special education class, spotted Billie on the first floor. She took Billie's hand

and brought her over to meet her family. While the teen has never been particularly verbal during visits to Studio 270, she was very proud to introduce her mother, sister and brother by name! A favorite program in the Studio during *Teen Read Week*, this year's *Pizza & Books* drew six young men who shared their favorite titles and learned about eBooks and Freegal downloadable music. With this success, we took *Pizza & Books* on the road to South Elgin for the first time! Interestingly, 'horror' seemed to be the popular genre for teens in South Elgin. Sewing was a popular teen program throughout the year, culminating with one girl who had never sewn before, patterned and created her own skirt that she modeled in the Studio! Based on usage in the Digital Media Lab, we added a Power Conditioner and PreAmp to create a cleaner vocal recording. Many of the teens and adults have commented on the quality difference. Billie continued her professional education by attending a Recharge Committee planning meeting, which is a group that plans continuing education opportunities. She was able to plan and host a Leadership Program that brought in 52 Librarian's to the Gail Borden Public Library to learn more. Andre D. was proud to write a letter of recommendation for one of our teens who decided to pursue a degree in Audio Engineering after learning about music production at the library! The Studio is ready at the spur of the moment—in December we opened early for a U46 snow day, when the schools were closed due to unexpected frigid temperatures. We also continued our partnership with U46 and the Future African American Leaders by helping film high school students for a video that would be shown during the *Black History Family Festival* at the library. The volunteer spirit was high in January in the Studio, when *Cards for Humanity* provided the opportunity for teens to hand make cards and letters to send to nursing homes, which our Library-on-the-Go team would bring to the seniors.

Toward the middle of the school year, Andre and Billie visited Larkin High School's Fine Arts Academy to share a program on what was available in the Studio and DML for them. It was great to walk through the halls and see students stop to say hello to Andre, surprised to see him in the school! In April, Billie and Librarian Amanda G from Info Services worked closely together this year to coordinate the highly successful 2nd Annual Teen Job Fair. We saw 201 attendees and 18 business at this event. Along with the businesses, we had professionals on hand to answer questions about interviewing, filling out applications, and even how to tie a tie! The businesses were impressed with the teens, scheduled interviews and one teen was hired on the spot! We had



great comments from this event even on our social media feed! Billie served on the *Coalition for a Safe and Healthy Elgin*, which has a focus on teen health. Additionally, Billie worked with U46 on a mentorship program for girls, which focused on representing yourself on social media. She taught this *Young Women's Empowerment Program* how to edit and create videos using iPads and the Adobe Spark app. Billie was also asked to serve as a contributing author and editor on the professional website: YALSA's *Partnering for Impact Toolkit*.



Final Thoughts: Public Services has had a busy year. We ran with the Strategic Priorities, all of which you can recognize interwoven throughout the division activities. We utilized our *Robust & Responsive* services to *Enrich & Inspire* our visitors. Thoughtful programming was created to offer *21st Century Literacies* to our customers. *Technology* is, of course, utilized throughout our day-to-day processes, as is our strong collaborations through *Internal Communication*. With our many partnerships we provided a *Community Table*. We have purposefully and thoughtfully used our *Social Media* channels to increase engagement and through *Leadership Development* we have seen staff at all levels contribute to the success of the Public Services division. Truly it is our gifted staff and engaged community that has made FY16-17 such a stand-out success!

Respectfully Submitted, Margaret Peebles, Division Chief of Public Services

FY 16/17 Public Services' Stats at a Glance:

Digital Media Lab Use	1033 hours	1619 customers
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Technology Education Classes:

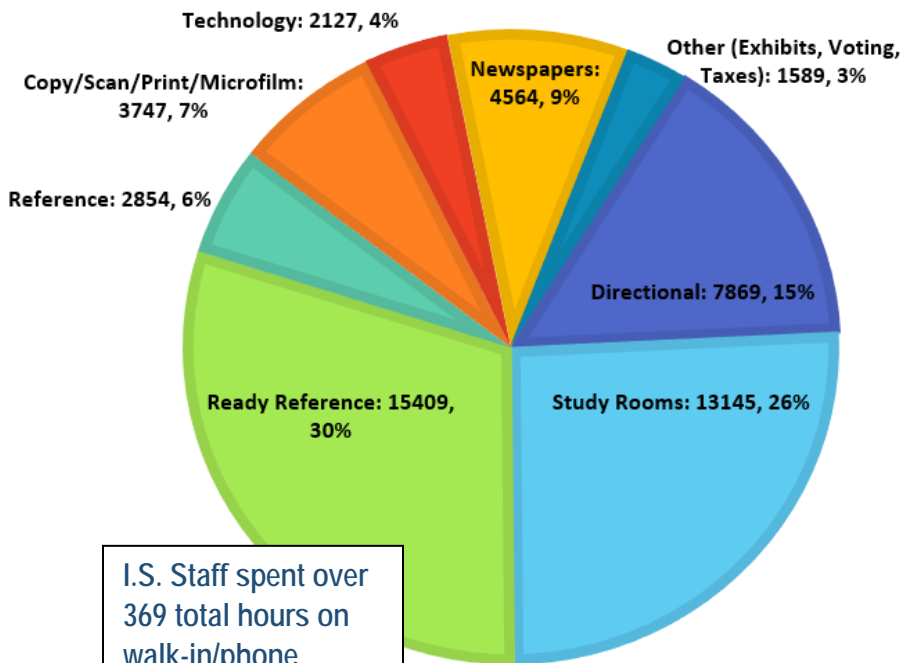
Attendees: 2,056

Percent Increase over FY 15-16: 2%

Classes: 230

Percent Increase over FY 15-16: 7%

Information Services Desk Tracker Statistics 16-17



I.S. Staff spent over 369 total hours on walk-in/phone questions lasting 15 minutes or longer!

COMPUTER CENTER (JAN 1-JUN 30)

Patron Interactions: 14,838

Interactions 1-5 minutes: 10,095

Interactions 6-10 minutes: 1,410

Interactions 11-20 minutes: 2,532

Interactions 21+minutes (1:1's): 801

Topics of Assistance:

Extend PC Time: 3,925

Copy/Fax/Scan/Print: 3,358

Accounts/Logins/Passwords: 1,625

Guest Passes: 1,396

Email: 846

Microsoft Office: 559

Internet Browser/General Website: 524

Job Search & Resume: 517

Merchandise Sale: 483

Change/Refund/Override: 468

Other: 329

Government/Legal/Medical: 295

Hardware/Equipment: 173

Directions: 134

Mobile Devices/Apps: 109

Program Registration: 55

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2017

General Fund:

Receipts for the Year:

Property Taxes	\$	9,806,164	
State Income Taxes (Personal Property Replacement Tax)		165,790	
Earnings on Investments and Savings		21,563	
Fines and fees		214,658	
Computer, fax and meeting rooms		3,436	
Laminating		1,547	
Copy Machines		54,792	
Reader Printer		(4)	
Books Lost and Paid		16,717	
Miscellaneous		39,265	
Public Phones		2,905	
Grants Received		237,271	
Developer Fees		62,958	
Transfer from Working Cash		-	
Loan income		-	
Rental income		15,821	
		15,821	
Total Receipts for the Year			10,642,883

Disbursements for the Year

Salaries		6,286,268
Maintenance Salaries		309,561
Main		
Books		343,750
Periodicals		29,643
Audio Visual Material		175,460
Micro Film		3,348
Electronic Media		375,383
Natural Gas		44,857
Electricity		252,463
Telephone		48,862
Computer		640,774
Interest Expense		13,354
Branch		
Books		60,450
Periodicals		4,106
Audio Visual Material		73,509
Electricity		32,480
Telephone		-
Computer		-
Natural Gas		2,721
Water and Sewer		5,051
Other Branch		20,376

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2017

General Fund (Cont.)

Disbursements for the year (Cont.)

Binding	1,677
Capital Improvements	69,767
Cleaning and Janitorial Supplies	230,106
Conferences	28,762
Consulting and Professional Expense	31,676
Contingency	5,184
Continuing Education	32,363
Copier Leases and Maintenance	56,271
Dues and Membership	18,436
Equipment and Equipment Maintenance	53,081
Fuel	2,391
Grant Expenditures	-
Insurance	746,964
Legal Publications	1,632
Material Processing Supplies	157,677
Library Office Supplies and Services	97,586
Other	51,485
Payroll Processing	22,802
Postage and Express	7,168
Printing	8,713
Public Programming	81,556
Public Relations	137,866
Vehicle Maintenance	3,538
Water	18,009
Real Estate Taxes	16,129
Transfer	-
Loan expense (principal)	-

	10,603,255
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Excess (Deficit) of Receipts Over Disbursements	39,628
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Change in Accruals for year	(127,839)
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Cash Balance

June 30, 2016 (Banking Checking and Savings [\$31,957,391]; Petty Cash [\$3,555] Investments [(\$26,903,690)])	5,057,258
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Cash Balance

June 30, 2017 (Banking Checking and Savings [\$36,269,172]; Petty Cash [\$4,218] Investments [(\$31,304,343)])	\$ 4,969,047
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Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2017

Illinois Municipal Retirement Fund:

Receipts for the Year:		
Property Taxes	\$ 662,701	
State Income Taxes (Personal Property Replacement Tax)	5,889	
Transfer from General Fund	-	
Total Receipts for the Year	668,590	668,590
Disbursements for the Year:		
Library's Contribution to I.M.R.F.	715,084	
Total Disbursements for the Year	715,084	715,084
Excess (Deficit) of Receipts over Disbursements		(46,494)
Change in Accruals for year		29
Cash Balance, June 30, 2016		19,903
Cash Balance, June 30, 2017	\$	(26,562)

Liability Insurance Fund:

Receipts for the Year:		
Property Taxes	\$ 122,909	
Total Receipts for the Year	122,909	122,909
Disbursements for the Year:		
General Insurance	83,742	
Unemployment Compensation	8,224	
Risk Management	42,864	
Workmen's Compensation	31,835	
Total Disbursements for the Year	166,665	166,665
Excess (Deficit) of Receipts Over Disbursements		(43,756)
Change in Accrual for year		(17)
Cash Balance, June 30, 2016		57,232
Cash Balance, June 30, 2017	\$	13,459

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2017

Building and Equipment Fund:

Receipts for the Year:

Property Taxes	\$ 493,452	
Transfer from General Fund	-	
Total Receipts for the Year	-	493,452

Disbursements for the Year:

Main		
Building, Ground Repairs and Maintenance	249,510	
Maintenance Supplies	-	
Maintenance and Other Equipment	2,844	
Furniture and Fixtures	-	
General Cleaning Services	-	
Janitorial Supplies	-	
Chemical/Water Treatment	776	
Contingency	8,312	
Miscellaneous	7,636	
Equipment Repair and Maintenance	55,012	
Branch		
Building, Ground Repairs and Maintenance	79,450	
Maintenance Supplies	-	
General Cleaning Services	-	
Janitorial Supplies	-	
Equipment Repair and Maintenance	27,193	
Total Disbursements for the Year	430,733	430,733

Excess (Deficit) of Receipts Over Disbursements		62,719
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Change in Accruals for year		6,289
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Cash Balance, June 30, 2016		(35,736)
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Cash Balance, June 30, 2017	\$	33,272
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Audit Fund:

Receipts for the year:

Property taxes	\$ 14,664	
Total receipts for the year	14,664	14,664

Disbursements for the year:

Audit services	16,500	
Total disbursements for the year	16,500	16,500

Excess (Deficit) of Receipts Over Disbursements		(1,836)
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Cash Balance, June 30, 2016		3,400
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Cash Balance, June 30, 2017	\$	1,564
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Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2017

Social Security Fund:

Receipts for the year:		
Property taxes	\$ 441,761	
Total receipts for the year		441,761
Disbursements for the year:		
Social security contribution	492,814	
Total disbursements for the year		492,814
Excess (Deficit) of Receipts Over Disbursements		<u>(51,053)</u>
Change in Accruals for year		2,931
Cash Balance, June 30, 2016		20,477
Cash Balance, June 30, 2017	\$	<u><u>(27,645)</u></u>

Gift Fund

Receipts for the Year:		
Gifts Received	\$ 11,950	
Interest Income	7	
Total Receipts for the Year		11,957
Disbursements for the Year:		
Program Expenditures	9,972	
Total Disbursements for the Year		9,972
Excess (Deficit) of Receipts Over Disbursements		<u>1,985</u>
Change in Accrual for year		-
Cash Balance, June 30, 2016		17,533
Cash Balance, June 30, 2017	\$	<u><u>19,518</u></u>

Building Reserve Fund

Receipts for the Year:		
Transfer in	\$ -	
Investment Income/(Loss)	12,813	
Debt Proceeds	1,210,000	
Total Receipts for the Year		1,222,813
Disbursements for the Year:		
Investment Fees	4,181	
Capital Expenditures	1,355,789	
Debt Issuance Fees	24,800	
Total Disbursements for the Year		1,384,770
Excess (Deficit) of Receipts Over Disbursements		<u>(161,957)</u>
Change in Accrual for year		(163,110)
Cash Balance, June 30, 2016		2,544,640
Cash Balance, June 30, 2017	\$	<u><u>2,219,573</u></u>

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2017

Bond & Interest Fund:

Receipts for the Year:

Property Taxes	\$	2,682,252	
Bond Proceeds		-	
Miscellaneous Revenue		-	
Total Receipts for the Year			2,682,252

Disbursements for the Year:

Bond Principal Paid		2,075,000	
Bond Interest Paid		432,764	
Bond Expenses		-	
Total Disbursements for the Year			2,507,764

Excess (Deficit) of Receipts Over Disbursements			174,488
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Change in Accrual for year			-
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Cash Balance, June 30, 2016			594,817
Cash Balance, June 30, 2017	\$		769,305

**Circulation Statistics
Annual Report 2016-2017**

MATERIAL USAGE COMPARISONS

	2015-2016	2016-2017
Adult Materials		
Book	409,543	350,176
Non-Book	710,263	770,839
Total Adult Materials	1,119,806	1,121,015
Youth & Children's Materials		
Book	630,924	444,821
Non-Book	181,327	274,410
Total Youth & Children's Materials	812,251	719,231
GRAND TOTAL	1,932,057	1,840,246

NON-BOOK MATERIAL COMPARISONS

	2015-2016	2016-2017
Art Prints	532	571
Art Print Bags	433	390
AV Equipment	248	3838
Compact Discs	82,754	64,650
CD-ROM Software	192	145
DVDs	546,780	570,007
E music	39,264	32,696
E Movies	2,678	35,26
E Music Videos	110	89
E TV	422	578
Freegal Streamed Songs	106,900	95,361
Movies (Roku)	237	288
Streamed Video	28	
Kits - Cassette/Book	4,451	3,780
Periodicals	24,070	14,083
Puzzles	2,811	2,356
Recorded Books	63,004	38,646
Toys and Games	1,722	1,690
Video tapes	301	543
Video Games	14,681	13,782

**Circulation Statistics, cont.
Annual Report 2016-2017**

RAILS RECIPROCAL BORROWING

	2015-2016	2016-2017
Algonquin	1,179	649
Antioch	0	0
Arlington Heights	60	3
Barrington	126	167
Cary	284	147
Cook Memorial	0	40
Crystal Lake	832	543
Deerfield	0	0
DesPlaines	9	1
Dundee	19,029	16,300
Ela (Lake Zurich)	22	24
Elk Grove Village	24	9
Evanston	2	1
Fox Lake	8	2
Fox River Grove	0	0
Freemont (Mundelein)	0	0
Glencoe	16	0
Glenview	1	0
Grayslake	15	1
Highland Park	53	165
Highwood	0	0
Huntley	623	833
Indian Trails (Wheeling)	0	18
Lake Bluff	0	0
Lake Forest	0	2
Lake Villa	0	0
Lincolnwood	0	0
McHenry	44	38
River East	0	0
Morton Grove	10	0
Mt. Prospect	63	181
Niles	45	8
North Chicago	0	5
Northbrook	0	0
Palatine	6	127
Park Ridge	13	0
Prospect Heights	0	53
Rolling Meadows	281	209
Round Lake	0	0
Schaumburg	615	707
Skokie	0	0
Vernon Hills	64	93
Warren-Newport	0	9
Wauconda	4	6
Waukegan	0	0
Wilmette	0	0
Winnetka	0	0
Zion	0	21
Total Borrowings	23,650	19,946

**Circulation Statistics, cont.
Annual Report 2016-2017**

REGISTRATION

	2015-2016	2016-2017
In District		
Unincorporated Cook County	7,469	7,597
Unincorporated Kane County	1,529	1,225
Elgin - East Side 60120	39,854	39,742
Elgin - West Side 60123/60124	43,119	44,755
South Elgin	9,247	9,718
Out of District		
Contract Cards	28	32
Reciprocal Borrowers	6,936	7,557
Grand Total	108,182	110,626

RESERVES PLACED

	2015-2016	2016-2017
Total Reserves Placed	171,174	158,572

Library Materials Statistics

Annual Report 2016-2017

BOOKS

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Main Library			
KidSpace Fiction	7,333	6,737	59,499
KidSpace Non-Fiction	1,713	1,526	40,380
Total KidSpace Books	9,046	8,263	99,879
Information Services Fiction	7,948	6,792	54,632
Information Services Non-Fiction	5,503	7,289	89,345
Information Services Reference	208	1,377	12,129
Total Information Services Books	13,659	15,458	156,106
Total Main Library Books	22,705	23,721	255,985
Rakow Branch			
Youth Books	1,729	2,617	9,923
Adult Books	2,836	2,680	11,213
Total Rakow Branch Books	4,565	5,297	21,136
South Elgin Branch			
Youth Books	1,296	526	5,615
Adult Books	1,266	1,511	2,526
Total South Elgin Branch Books	2,562	2,037	8,141
Total Books	29,832	31,055	285,262

NON-BOOKS

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Main Library			
Art Prints	5	18	204
AV Equipment	59	9	99
Blu-rays	490	88	2,355
CD-ROM Software	0	2	69
Compact Discs	845	1,071	14,863
Digital History Collection	0	215	1,505
Digital Video Discs	5,924	6,693	30,957
eAudio Books	2,138	-3,552	25,719
eBook Readers	10	6	30
eBooks	8,323	13,572	47,360
eVideos	0	137	0
Kits	11	103	956
Playaway Views	2	4	20
Puzzles	9	114	526
Recorded Books	557	507	6,220
Toys	38	62	466
Video Games	165	98	742
Total Main Library Non-Books	18,576	19,147	132,091

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Rakow Branch			
AV Equipment	9	3	40
Blu-rays	315	259	492
Compact Discs	335	386	1,873
Digital Video Discs	1,429	1,760	2,204
eBook Readers	1	0	10
Kits	1	0	4
Playaway Views	0	2	10
Recorded Books	253	396	743
Video Games	37	4	210
Total Rakow Branch Non-Books	2,380	2,810	5,586
South Elgin Branch			
AV Equipment	24	1	24
Blu-rays	190	106	138
Compact Discs	39	38	66
Digital Video Discs	746	643	558
eBook Readers	0	-1	5
Recorded Books	96	91	87
Video Games	42	4	100
Total South Elgin Branch Non-Books	1,137	882	978
Total Non-Books	22,093	22,839	138,655
Bound Periodicals			1,574
Circulating Periodical Issues			3,765
Microfilm			5,396
Annual Library Total Materials	51,925		434,652

SINGLE TITLES IN LIBRARY (ALL LOCATIONS)

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Youth Services Books	5,194	4,277	77,587
Information Services Reference Books	37	674	4,448
Information Services Circulating Books	8,208	9,319	136,145
Non-Books	11,355		108,006
Total Periodical Titles Held			370
Total Single Titles	24,794		326,556

NOTES:

All figures are for the fiscal year from July 1, 2016 – June 30, 2017.

Middle School materials were counted in KidSpace/Youth Services; Teen materials were counted in Information Services.

Some materials originally purchased for one library building have been transferred to another.

E-resources that are pay-per-use or part of a database subscription are not included.