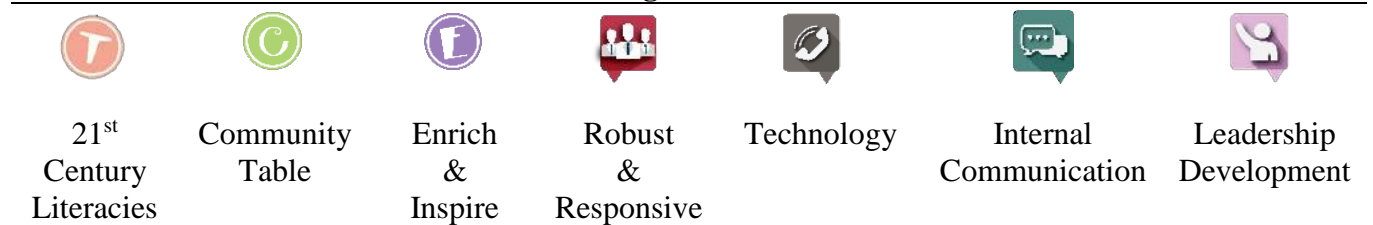


Strategic Priorities



Access Services Annual Report | 2017-2018

Another year has passed? Hard to believe, but true: the 2017-2018 fiscal year is now a part of history. Once again, we had a productive and successful year at our library and in the Access Services Division. We continued down the road of progress by completing projects and enriching our collections with new items (44,185), formats (3), and services (1). We built new partnerships with libraries in the Chicagoland area to enable new discoveries, whether print or electronic, via the *LINKin Libraries* and *Bibliotheca CloudLink* consortia.

Quick Stats

Service	2017-2018 FY	2016-2017 FY
OCLC ILL Borrowed	1,892	1,863
OCLC ILL Sent	1,815	1,841
LINKin Borrowed	16,668	15,559
LINKin Sent	12,934	12,238
Material Requests completed	6,140	5,687

What titles were the most popular this year?

Collection	Title	Total Circulation
Adult	The Rooster Bar / John Grisham.	706
Youth	Diary of a Wimpy Kid Double Down / Jeff Kinney.	455
Early Learning Center	The pigeon needs a bath! / Mo Willems.	96
Teen	Turtles all the way down / John Green.	115
Middle School	Refugee / Alan Gratz.	43

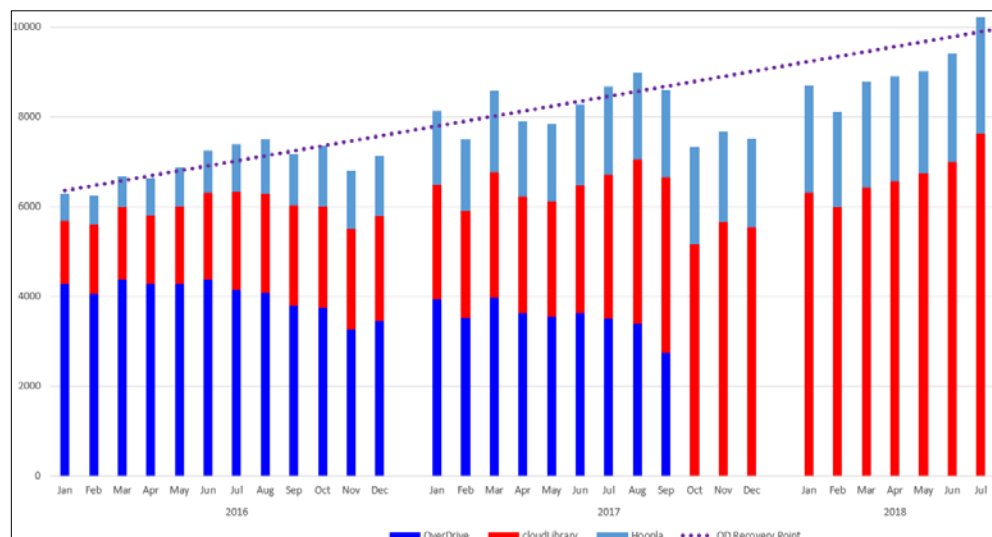
Highest circulating title: all formats (including eBook and eAudio) and library building combined.

Library Building	Title	Total Circulation
Main	Camino Island / John Grisham.	442
Rakow	Camino Island / John Grisham.	112
South Elgin	End Game / David Baldacci	29

Highest circulating title, based on library building (physical format only).

Collection & Technical Services 
eContent enrichment initiatives

- After careful consideration, we decided to Say Goodbye to OverDrive (including the MyMediaMall consortium) and Hello to cloudLibrary with the last day of *Overdrive* on Sept. 30, 2017.
- Simply put: the decision to leave *Overdrive* has been fruitful:
 - We have tight control of the collection to keep wait times low for popular titles.
 - We have been empowered to be more responsive to requests and suggestions for new titles.
 - We have watched as the size of the *cloudLibrary* collection ballooned with the impact of:
 - *PPU* for eBook and eAudio (pay per use)
 - New members (Vernon Area in September 2017 and Rockford in January 2018) joining our *CloudLink*.
 - Circulation of cloudLibrary grows monthly, is exceeded expectations and is outperforming past Overdrive use.



- To expand our video streaming services, in November 2017, the *Kanopy* platform debuted. The service includes over 30,000 independent, international, classic or documentary films from producers such as PBS, the BBC, and Criterion Collection and has recently added content for kids.

New and updated collections and services

- Gail Borden, along with Arlington Heights Memorial Library and Skokie Public Library are the founding members of the [LINKin Libraries consortia](#). The *union catalog* launched Jan. 11, 2006 and allows users from individual libraries to easily borrow materials from other group members. After more than a year of planning, Poplar Creek Public Library (Streamwood, IL) joined LINKin Feb. 5, 2018. With Poplar Creek, LINKin includes ten libraries in the Chicagoland area.

- The library's digitized collections, accessible via the [Illinois Digital Archives](#) and [Digital Public Library of America](#) continued their growth with a range of new items on topics ranging from church histories to historical brochures of the Elgin Academy to biographies of local Elginites. The already large newspaper collection expanded with:
 - 646 issues of [The Elgin Advocate](#) (1876-1881 & 1882-1889) newspaper
 - 128 issues of the [Elgin Daily Frank](#) (1880s) newspaper
- Game night tonight? We have you covered! Adult board games debuted the first week of Nov. 2017. Games can be checked out for seven days and include classics like Monopoly, Clue, Scattergories and Yahtzee and newcomers Pandemic or Catan: trade, build, settle.
- To make it easier to find books in languages other than English or Spanish, a revamped [World Languages](#) collection debuted. The collection includes 700 items in Chinese, French, German, Hindi, Italian, Lao, Polish, Thai, Urdu, and Vietnamese.
- English Language Learning (ELL) Collection: Rebuild, redesign, revamp. We spoke to our staff and experts in the Literacy Connection and launched the new collection with books, Kindles, *Launchpads* (preloaded tablets), and board games.
- Early Learning Center (ELC): To make it easier for parents and teachers, we divided the *Parenting Shelf* collection: (1) Early Education (books geared towards preschool teachers, daycare providers, and early home schoolers); (2) Parenting (books geared toward care of children birth through six); and (3) *Libros para Padres* (Spanish language parenting books for birth through age six).
- Have you searched the catalog recently?
Books? Sure, we have books. However, time does not stand still and neither does the library!

Now available:

- Two *AMScope MI50* microscopes featuring a 360-degree rotatable monocular head, three magnification powers and LED illumination.
- *TouMei C800i Pico* mini projector. The small device can be easily synced with a laptop and is available for Study Rooms at Main Library.
- Historical maps of Elgin or Kane County: stored near Genealogy and Elgin Area materials at the Main Library.
- More hotspots, PlayAway Launchpads, Art prints, American Girl dolls, puzzles, and puppets.

Library Applications

Undertakings revolved around three themes: (1) updates to our *mission critical* library system that permits checkouts, Sierra and our online catalog, Encore; (2) enhancing software and systems to support library customers and staff; and (3) web design and enhancement.

Sierra and Encore

After months of deliberations and planning, the servers of Sierra (i.e., staff side library functions) and Encore (i.e., library catalog) moved from *on premises* to *hosted* on Amazon Web Services Cloud (AWS). With the move to hosted, both services are now managed by our partner Innovative Interfaces (III) and the new arrangement provides a variety of included benefits – e.g., 24/7 infrastructure monitoring, security audits, operating system management, daily backups, library software upgrades, etc. Moving the servers to the cloud reduces the need for onsite support for the hardware.

Enhancing software and systems to support library customers and staff

Library customers

- The *Shoutbomb* text messaging service launched in October and has been popular. The service replaces an earlier offering implemented in 2011. The new service offers improvements over the previous one, including title information in the notifications, allows users to receive texts for additional cards (e.g., a parent can receive notices for the kids' cards as well), and *item due tomorrow* notifications for any item due the following day. Learn more: <https://gailborden.info/text>
- *CybraryN* is the software staff use to control the look-and-feel of the menus of the public access catalog stations. With an eye to consistency and usability, the system was revamped, and menu options were curtailed.
- In September the P.V. Supa *RFID Return Shelf* was installed at the South Elgin Branch. This small footprint hardware is designed to speed checkin: simply set items on the shelf and each item will be magically checked in. Need a receipt? Option included.

Library customers and staff

- Now it is even faster to register for a new library card! *Gryphon* scanners debuted at registration desks in Feb. 2018 and with a quick scan of a driver's license, information *autofills* in Sierra. Staff worked with Customer Relations staff to complete setup and the new scanner pays dividends for both customers and staff.
- Everyday library customers use the website to make suggestions for the collection. To help staff streamline processes, a new staff interface to manage requests launched in late October. The tool helps us work more efficient and includes many options: we can assign *Further Research* while we investigate the request; email questions about submissions; and/or, mark the request *Finished*.

Web design and enhancement

To continue down the road of progress, the library website and KidSpace page received several enhancements:

Library Website (<http://www.gailborden.info>)

- Addition of a *social stream* (Facebook, Twitter, Instagram, etc.) element.
- Addition of a *top alert* module for posting announcements and alerts which are visible on all webpages (i.e., library closure notices).
- Addition of new library services into 24/7 *eLibrary* as they became available (Kanopy Streaming & PebbleGo database)
- Listing of the three branch locations in the footer of the website.

KidSpace Website (<http://www.gailborden.info/kids>)

- Embedded slideshow promoting services and programs for kids
- Listing of upcoming kid-centric library events
- Links to specialized blogs maintained by KidSpace staff



Final thoughts

Words are just that, words. They serve their purpose, to convey meaning and understanding. However, they struggle to convey the tremendous amount of work and energy I see in the staff I'm grateful I lead. Together, we had a successful year for ourselves and the taxpayers of our library district.

Our success is powered by our commitment to the community to serve, to build, and to share our love of the library.

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

COMMUNITY SERVICES & PROGRAM DEVELOPMENT (CSPD) Annual Report Fiscal Year 2017-2018

Overview

Fiscal Year 2017-2018 was a year of refining processes, developing staff and celebrating achievements. The CSPD Division returned a value of more than \$5 million* in programs and services to GBPLD residents again this year. The South Elgin Branch is up and running smoothly, proven to be great asset to South Elgin residents. Rakow Branch engaged a growing audience with new programs and partnerships. We had a slight increase in CSPD staff hours but 223 volunteers generously provided 3,632 hours, about the equivalent of two full-time staff.

The secret to our success is amazing staff who partner purposefully with organizations and key individuals. This year more than 200 partnerships engaged in our transformative work. Our community is better because of it—healthier, more literate, more connected, more educated, more accepting of differences, better employed. While our three library facilities throbbed with the pulse of the community, many CSPD staff and volunteers reached the far corners of the 65 square mile district. Elgin is the nation's 27th most diverse city where 98 languages are spoken. Surely, we must serve our residents in many different ways.

CSPD staff held 2,107 library programs within our three facilities and in the community, which attracted 77,377 people of all ages. CSPD's passive programs (programs not led actively, such as crafts or handout activities) reached an additional 58,949 people. Seventy-nine pro bono program presenters extended our ability to serve our district residents. *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> provide monetary values for libraries services, programs, in-kind contributions and volunteers.

Grants, Awards, & Professional Recognitions



The CSPD Division received \$50,098.61 in contributions, of which \$33,819.45 were grants and awards cash contributions. The Library of Congress awarded *Tales & Travel Memories* a Best Practice Honoree 2017 Library of

Congress Literacy Award for its evidence-based research to serve people with dementia (talesandtravelmemories.com). Mary Beth Riedner, project creator and GBPLD volunteer (photo), and Karen Maki, former GBPL Deputy Director, attended the ceremony held at the Library of Congress in Washington D.C on November 28, 2017. A \$5,000 cash and \$600 travel reimbursement accompanied the honor bestowed by the 14th Librarian of Congress Dr. Carla Hayden and the Library of Congress Literacy Awards Advisory Board.

Mary Beth Riedner, Karen Maki and Miriam Anderson Lytle authored the “Becoming a Dementia-Friendly Library” a chapter in a book published by McFarland, entitled *The Relevant Library: Essays on Adapting to Changing Needs*.

The New Citizens Committee with Tina Viglucci, Director of Hispanic Services, received an Elgin Image Award. Tina's work garnered a Vernon Library Supplies (\$5000) grant for *English for the Workplace* pilot, and The Gerald M. Kline Foundation (\$11,500) grant for *English for the Workplace Pronunciation Power* grant. Tina was awarded a scholarship by the Public Library Association (PLA) to attend the PLA Leadership Academy.

CSPD staff is generous in sharing their know-how with other libraries. Here is a sample of the presentations CSPD staff offered to other professionals this year.

- *Tales & Travel: Literacy-focused Programming for People with Dementia*
- *Making Outcome Measurement Actionable*
- *Veterans: They Served Us—Here's How to Serve Them*
- *Bravery Literacy: Libraries Leading and Supporting Difficult Community Conversations.*
- *Wellness Literacy: Library-led Health Initiatives*
- *Rise up with the Arts Latino-style*
- *Unlock Summer Reading: Your Community Holds the Keys*

We also present outside of the library field, such as at RUSH Hospital's Dementia Roundtable.

Stellar New Initiatives - Beyond Grants

CSPD intentionally seeks to collaborate with local veterans. Former GBPL trustee and current Foundation member Jerry Turnquist brought us an idea that would become **Veterans Voices**, a program to connect veterans with local schools for Veterans Day. In November 2017, more than 3,300 school children met one of 16 veterans who volunteered (photo). See www.gailborden.info/veterans



Food for Greater Elgin was overjoyed at the prospect families can now take a book home to read because **Books at the Pantry** started in August 2017, serving the 1200 families who visit monthly with 42% children.

The 1st Annual Hunger Summit was held on September 20, 2017. Fifteen organizations shared information about their resources and engaged potential supporters and volunteers, while a panel set-up by the Elgin Cooperative Ministries educated the Elgin community.

Staffing & Organization

Miriam Lytle, on medical leave August –November, was very grateful for the capable support of CSPD staff, especially directors Ana Devine and Tina Viglucci who met with Carole Medal regularly. In January, Miriam made changes to enhance the division's organizational flow. Ben Bahl, Library on the Go Manager, transferred to Information Services, replaced by Tish Calhamer, with a title and department name change to Community Engagement Manager. Tish relinquished her readers' advisory role to Info Services. Danielle Henson's title changed to Community Collaboration Coordinator. Stephanie Muro transferred from part-time at Rakow Branch to full-time as Hispanic Services Associate. Madeleine Villalobos was promoted to

ReaderShip Coordinator for Early Literacy, full-time in Hispanic Services. In March, Sadia Ahmed transferred from Access Services and promoted to full-time from as Public Programs Coordinator to replace Stacy Rausch who received her MIS and replaced Amanda Gardner as Info Services' Business and Career Librarian. Branch Services hired to meet growing demand (see Branch Services); Angela Bouque, MLIS, was promoted to South Elgin Branch Manager.

At the end of FY17-18, the CSPD Division consists of 1 division chief, 2 directors, 4 managers, 7 full-time, and 20 part-time staff that serve customers at Main, Rakow Branch, South Elgin Branch and throughout GBPLD's 65+ square mile district. The CSPD Main Library staff, Branch director and Branch managers meet twice a month to share innovations, discuss trends, grow professionally, and celebrate accomplishments. Talented, energetic and passionate about serving our public, we work together as a team while shining as individuals addressing specific audiences as you'll read in summaries from the four CSPD departments – Branch Services, Community Engagement, Hispanic Services and Public Programs. In addition, librarians who serve the community outside of the building include Catherine Blair from KidSpace for middle school-age students, and Erin Donlan from Information Services for ADA/special needs groups. They may attend CSPD Division meetings. Catherine Blair is recognized for her achievements in community in this report.

We have also included testimonials shared with us under the header, *Voice of the Community*. It is a privilege for CSPD to do this work as public servants. It is because of its impact on our community that we have meaning and purpose in it.

Voice of the Community: “The Gail Borden Library's innovative approach to programs, their unwavering support to community partners and the way they respond to community needs to effect positive change has made them a valued partner to the YWCA for many years. We are grateful to the talented and dedicated staff and look forward to many more years as partners. The YWCA Elgin and Gail Borden Library have worked together for over 50 years. As a nonprofit agency we work mainly with women, children and families who are learning to navigate successfully in our community. The library is the first place we introduce our students to because at the Gail Borden Public Library they are inspired to imagine, explore and seek answers.” *Julia McClendon, Executive Director & Rose Diaz, Workforce & Student Success Director*

“I LOVE our partnership with the library! The library provides valuable work training for students with disabilities and also the students do transportation training to and from the library. We would be lost without the library as a resource.” *Lorissa Kellogg, U-46 Center House/SWEP Vocational Coordinator*

“From our perspective, we have benefitted from the partnership with Gail Borden by receiving invitations to participate in community events and distributing information about other community events. Participation by Gail Borden has provided community perspective and input for consideration with the initiatives of the JJC, in addition to a standing offer to utilize the library for meeting space. Gail Borden has also been instrumental in the initial conversations around the expansion of restorative practices into the community.” *Julia Schick, Juvenile Justice Council Coordinator, Kane County*



Branch Services Summary **by Ana Devine, Director of Branch Services**

A year of looking up with new perspective

We looked up with amazement and experienced the solar eclipse with great anticipation and excitement in 2017. Likewise, we looked for new possibilities for our Branches and discovered fresh ways to utilize our space, enhance the collection, and deliver relevant programs. It was a year of

carefully listening to our customers and providing responsive service.

Customer-driven programming

We responded to customer requests for specific programs and the result was outstanding. Mahjong instruction, crochet group, puzzle club, and birdwatching have become regular activities at the Branches, facilitated by community volunteers and attended enthusiastically by interested residents and friends of the library.

Extended hours for robust and responsive service

One year after opening, the South Elgin Branch is open for business on Fridays and offers extended lobby hours for customers to access the Media Box when the library is closed. To accommodate the new hours, additional staff members joined the Branch team.

Important 21st Century Literacies and Skills woven into programs

We focused on several key 21st century literacies and skills when planning our youth and adult program offerings. Almost 12,000 people attended 845 Branch Services programs and each targeted at least one key literacy. Here is how we incorporated these literacies and skills into learning opportunities:

- **Basic Literacy** – Storytime; Rakow Readers Book Club; Family Book Club
- **Creativity and Innovation** – Adult DIY classes in jewelry making, knitting, quilling, cake decorating, macramé, card making, and more; Creativity Lab for kids; bullet journaling
- **Scientific and Numerical Literacy** – Math Club for 1st and 2nd graders
- **Critical Thinking and Problem Solving** – Chess Club; Puzzle Club; Mahjong
- **Health Literacy** – Healthy Cooking Series; Bike Walk Move Week
- **Environmental Literacy** – Butterfly Camp; Garden Party; U of I Master Gardener Series
- **Civic Literacy** – Coffee with a Cop; City of Elgin Strategic Planning public meeting
- **ICT (Information, Communications and Technology) Literacy** – Cybersecurity; MS Excel; Device Advice; 3D Printing Basics; HTML Basics
- **Media Literacy** – Stop Motion animation; Mobile Music Basics

Music appreciation and enjoyment

There was a little something for everyone to tap their toes to as we featured a variety of musical performances. From honoring our veterans during the WWII Radio Hour (photo), to the lovely melodies sung by the EMC Children's Chorus, to the stunning performance of Chicago Blues Hall of Fame inductee Donna Herula, music rang through the stacks.



Opening our doors for civic engagement and discussion

City of Elgin held a strategic planning public meeting at Rakow Branch where residents shared their aspirations for the community. Several attendees noted that GBPL was one of the great things about living in Elgin. The Commander and members of the Elgin Police Department met with citizens for *Coffee with a Cop* to answer questions and address concerns. Local veterans shared conversation at Veterans Information Networking Sessions at South Elgin Branch.

Science, nature, and caring for the environment

Excited by the solar eclipse of 2017, customers experienced the epic event together with an astro educator (photo). Eco Heroes attracted students who tinkered and created green gadgets while learning to be environmentally conscious. Under the expertise of Devi Turner, we raised Painted Lady and Monarch butterflies and released them in the Rakow Butterfly Garden. Judson University architectural student, Janae Mann, built a scale model of the geothermal system at Rakow that we use for educational purposes for building tours and programs.



Special Family Events

Historians gave rousing and informative presentations on Lady Diana Spencer, Florence Nightingale, and Abe Lincoln to interested audiences of all ages. The Garden Party, Rake-O Family Fall Festival, Halloween Happening, Holiday Sing-a-long, Chinese New Year Celebration, Mardi Gras Party, butterfly releases, family picnics, and Featured Author events brought families to the library to enjoy learning and making new discoveries together. Our creative staff worked hard to provide interesting and age appropriate activities.



Rake-O Family Fall Festival - Over 300 people came to celebrate the autumn season. The over 90° temperature didn't stop us from having a fun fall festival with the Cowboy Choir jam, games, mined for gold, harvested the garden, and line danced. The new Lou Malnatis pizzeria nearby surprised us with fresh pizzas for our guests to enjoy.

Technology South Elgin Branch received a new RFID intelligent check-in shelf. Mobile tech tubs that house ten laptops made it possible to increase our technology class offerings by 45%. Rakow Branch replaced a third party vendor FAX machine with the BookScan Station and all public computers are running Windows 10.

Community Partnerships Connecting with community organizations enhanced our ability to provide cost-effective, interesting, and relevant programs. Partners included:

- YMCA S.T.E.P.S. Academy
- City of Elgin and Elgin Police Department
- South Elgin Fire Department (photo)
- South Elgin Parks and Recreation
- Friends of the Fox River
- Chicago Working Bikes
- Elgin Bike Hub
- Family Paws Photography
- Judson University Architecture Department
- University of Illinois Extension Master Gardeners



Staff growth and development Angela Bouque earned her MLIS from the University of Wisconsin-Madison, and was promoted to Librarian. Anjeanette Rivera, Sandy Kinchus, and Ali Meyer joined as Branch Services Clerks. Cynthia Shababy was hired in June to replace Kelly Glaser as Library Associate at Rakow. Stephanie Muro, with Rakow Branch since it opened, accepted a full-time position with CSPD Hispanic Services. Tim Galvin and Fernando Chang were promoted to Senior Branch Clerks.

We love our enthusiastic volunteers! We could not do what we do without our 21 dedicated and enthusiastic volunteers who faithfully served 697 hours. Our volunteers shelved books, assisted in programs, maintained our community gardens, and so much more. Their service added to a value of \$18,110.

Statistics	<i>Rakow Branch</i>	<i>South Elgin Branch</i>	<i>Total</i>
<i>Customer Visits</i>	115,109	55,499	170,608
<i>Program Attendance</i>	6,949	4,900	11,849
<i>Passive Program Attendance</i>	30,779	5,482	36,261
<i>Programs/classes offered</i>	394	451	845
<i>Customer Interactions</i>	26,914	14,257	41,171
<i>Book Circulation</i>	107,235	33,565	140,800
<i>AV Circulation</i>	41,666	16,853	58,519

Community Engagement (formerly Library on the Go) by Tish Calhamer, Community Engagement Manager
“The Community Engagement Team connects our library and community for the education, edification, and enrichment of everyone we serve.” Since February 2018, Tish has supported the daily activities of the Community Engagement Team, initiated the **Community Connections Committee** connecting library staff with community resources, assumed coordination of the **Veterans Voices** program, established the **Elgin Poet Laureate Project**, and facilitated the **Illinois Speaks** current issues discussions with the Illinois Humanities Council.

Danielle Henson, Community Collaboration Coordinator

The Elgin Police Department (EPD), Danielle and Tish worked closely to present **The If Project**, about Seattle Police Department Detective Kim Bogucki’s innovative writing program for women in the justice system. We brought the library out to many established community planning tables to collaborate for grant opportunities and strategic planning for upstander/bystander training development that will help promote an engaged and safe community. We responded to community requests for LGBTQ+ programming, an artistic film and programming around The St. James Bible, Kwanzaa program sponsored by the Elgin Arts Commission, and connected KidSpace with area religious leaders and Studio270 with the Elgin Police Department for GRRRL Power and Teen Life program-building. Danielle’s role has developed into a GBPLD conduit for community requests, training opportunities, and promotion of events and discussions inside and outside of our organization. We are cohosting a subcommittee of the Juvenile Justice Council of Kane County to build county-wide training to address Restorative



Practice that will weave webs of restorative supports for young people. Danielle continues to organize big events with many partners, such as the **Black History Family Festival, March into Health and Asian Pacific American Celebration.**

Glenna Godinsky, Life Enrichment Liaison Serving seniors in **21 residential communities** and other vulnerable adult populations, such as AiD and Marklund Little Angels, Life Enrichment held 316 programs with nearly 5,000 customers, a value of \$73,800 to the community. Programs included **Library Fun & Facts** (formerly Library Ladies which uses various forms of literacy to create connections), **Visiting Vets, Next Chapter Book Club, Tales & Travel Memories, and No Shushing Movies.** Library Fun and Facts. Forty percent of Tales & Travel Memories and 12% of Library Fun & Facts are presented by dedicated volunteers.

**Relevant Partnerships Build Community:
Some New Partnerships**

- Cook County Forest Preserve District •
- McAlister’s Deli • Dream Kitchen • Epic Air
- Trampoline Park • Spin
- Doctor’s Cyclewerks • Aldi •
- Curves Fitness • Building Families Together • KCT •
- Kane County Medical Reserve Corps • B.
- Empowered Counseling •
- YouthOutlook • Worm King Composting • The If Project
- Seattle Police Department Detective Kim Bogucki

Glenna is frequently asked to speak and demonstrate to other libraries and agencies her programs serving seniors. In July 2017, Summer Reading was introduced for first time in senior residential communities with 248 finishers. One participant exclaimed, “The library knows I am reading?” Fifteen customers in 12 residential communities also received Talking Books due to vision impairment. In January 2018, Glenna’s biography was featured in National Network of Libraries of Medicine blog. In April, Glenna introduced an animatronic cat, Fluffy D. Claude. In May 2018, she established a Facebook Library Fun & Facts group by request of senior outreach providers and caregivers. She has forged valuable connections with leading dementia care experts which inspired her to start **Memory Cafés**. Memory Cafes are friendly, engaging, and safe gatherings for people with mild cognitive impairment, their families, and caregivers.

Julia Langlois, Elementary Education Librarian One of Julia’s many achievements was piloting the **ecard project**, which enabled elementary school students to access the library’s online resources even if they don’t have a “traditional” library card. Around 200 students from Coleman and St. Mary’s received ecards. The summer’s **Gold Star Partner program was**



Gigantic! More than 3,100 finishers completed summer reading through 34 Gold Star Partners (photo). “Staff worked collaboratively to enhance Gail Borden’s ability to reach new audiences,” Julia wrote. Finishers this year included preschoolers, youth, seniors and adult ELL students. Another highlight was the U-46 school registration event at the Main Library which reached 500 students. Julia demonstrated team spirit by helping out at nearly every big event, such as the Asian Pacific-American Heritage Celebration.

Sarah Vetter, Home Services Associate Sarah has grown Home Services significantly over the past year, served 120 patrons, circulated 7000 materials and oversaw 23 volunteers. Combining the volunteer hours and resources provided to residents brings a total value to our GBPLD community of over \$125,000. Sarah joined Glenna on the **Library Fun & Facts** team, bringing joy and laughter to some of our most vulnerable residents. In her 25 hr. work week,



Sarah has accompanied Glenna on various speaking engagements, most notably the dementia roundtable at Rush Medical Center in Chicago. Sarah’s professional broadcasting background is enabling her to share her knowledge and experience to others in the library and health fields. The impact of Home Services and Sarah’s personal dedication to excellence is born out by this wonderful testimony from one of her patrons, who had recently lost her husband: “*The mighty oak has*

fallen...There is no birdsong in the forest...They will return to sing again. George passed away . I will always hold him in my heart. People like you, Sarah, will be my inspiration. You do for others and you have such wonderful people who work with you.”

In June 2018, Glenna, Sarah and Julia were featured in iREAD Magazine for their Gold Star Partners.

Hispanic Services Summary

by Tina Viglucci, Director of Hispanic Service

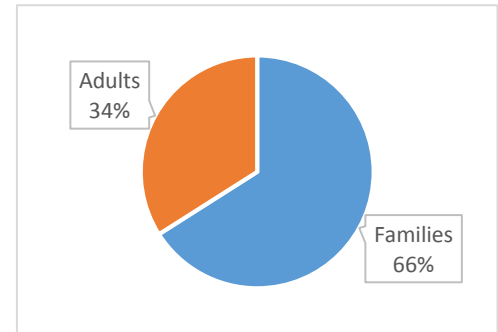
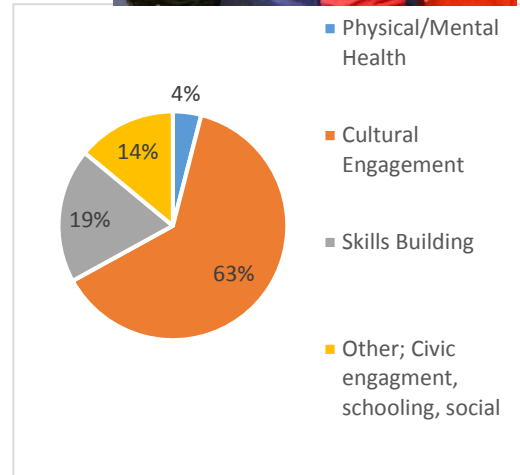


It is our pleasure to look back and report on what Hispanic customers experienced this fiscal year at our Library locations and in the community, as we look towards another year of strategic and motivated service.



Programming that Supports Wellbeing: We continually strive to provide programs that make a difference in the lives of our Latino community members with the right organizations and individuals.

- **9875 persons participated in 291 programs that supported their wellbeing.**
- In addition, 331 adults and 202 children took part in passive programs.
- **More than a third of programs attendees were adults** who engaged in opportunities to build language and technology skills, belong and participate in civic life through becoming citizens, lead healthy lives, learn to navigate our society's legal challenges, connect with shared experiences through literature, and provide a better future for their children including dual language education.
- ✓ **We impact real lives.** The New Citizens Committee received an Elgin Image Award. The woman (photo right) found out about the annual Citizenship Recognition while at the Library. She had just become a citizen and asked Tina if she could attend. Warmly welcomed by Rose Martinez and City Council members, she registered to vote for the first time in her adopted country.
- ✓ **More than half of our participants took part in multigenerational programs.** They shared cultural legacies, expressed their creativity, experienced children's and community stories. Community groups and individuals contributed their skills, expertise and experiences often.
- ✓ **Opportunities to Build Skills:** Improved living standards can be linked to the ability to speak English and be computer literate. We know this through Census stats and studies, and through the experiences of two of our computer and English Language Learners (ELL). Alejandro's supervisor at his job at a manufacturing company let him know he could move up to a supervisory position and double his salary if he would improve



his technology skills. He came to the computer classes in Spanish and applied himself to the development of his tech skills. Juan Francisco recently arrived from Mexico with an engineering degree. Because his English skills were so limited, he was underemployed and making a salary on which he could barely make a living. He had leads on jobs that fit his skills, and joined English for the Workplace to become more fluent in English and gain better employment (photo).



- ✓ **English for the Workplace** is a unique opportunity for intermediate-level English learners in Elgin to build language and workforce readiness skills. The course was piloted in January 2018 in partnership with the Literacy Connection through a Vernon Library Supplies grant, and repeated in May-June. Project Outcome exit surveys indicated students felt they were *“able to use what they learned to search for and get a job”* and were *“more confident about communicating in English.”*
- ✓ **Aprende @ tu Biblioteca**, Spanish-language technology classes relaunched in March 2017, empowered **543 adult learners** with beginner and intermediate computer literacy skills.
- ✓ **Hello Elgin, Hello English**, a mobile website with local and online resources funded by an FY16-17 American Dream grant, **provided a gateway to valuable local services to 10,313 visitors** including self-learners or classroom students from July 2017-June 2018. Teacher Patty Kudla at the Chinese Mutual Aid Association uses the resources on the website with students in her classroom who can easily access it



1,833 skills-building program participants received a value of \$27,495, at a cost to the Library of \$1.41 per person.

on their phones or Kindles (photo). Gerardo checked out a TabLab with uploaded books for ELL learners, added to our ELL collection through the American Dream Grant. He let us know he really enjoyed the audiobooks for his pronunciation and asked for more!

Value for the Taxpayer In libraries across the country, we pride ourselves in being good stewards of our community’s tax dollars.

\$ Our program participants received a value of \$145,680 through our Spanish-language and bilingual programs and classes.

\$ Through \$12,600 in grants and \$8,900 in cash donations, we provided 216 language and technology programs (with \$2,590 of the Library’s program budget), including Go Bilingual, English for the Workplace, *Aprende @ tu Biblioteca*, Spanish Café, and English and citizenship conversation groups.

\$ Generous bilingual volunteers donated 322 hours of service for a value of nearly \$8,000.

\$ Hispanic Services staff provided 34 hours of translation services for other library programs.

Voice of the Community: “Our partnership with Gail Borden Library has greatly benefited the 1250 families a month who utilize our client-choice pantry. The Library provides free books in our Community Resource Center so each child who visits our pantry is able to take home books.” *Claudia Van Delinder, Director of Community Outreach, Food for Greater Elgin*

The ReaderShip Summary (Hispanic Services, continued)
by Madeleine Villalobos, ReaderShip Coordinator for Early Literacy



To be able to connect early literacy skills and school readiness skills through early childhood programming to better prepare preschoolers to be kindergarten-ready. - R. Lynn Baker, MLIS Author, Counting Down to Kindergarten: A Complete Guide to Creating a School Readiness Program for Your Community (ALA, 2015)

In January 2018, my goal was to train a volunteer corps of storytellers that could expand the reach of the ReaderShip in the community. In collaboration with Katie Clausen, we created a storyteller training presentation and trained nine ReaderShip storytellers. There are now 16 trained storytellers, five of whom are bilingual, who gave 19 storytimes (60 volunteer hours). The ReaderShip storytellers have visited preschools, read stories at Lords Park Zoo, the Farmers Market and Bilingual Peace storytimes at Main. The ReaderShip administrative volunteers donated 160 hours. This ReaderShip volunteer corps have



participated in community events and are now engaging the families with bilingual stories and a crafts that promote early literacy skills at a local laundromat in Elgin. In May, I also trained 15 Jr. Laundromat Ambassadors from the Boys and Girls Club as storytellers (photo). They learned about the importance of preschoolers developing their early literacy skills by reading, singing and talking to them. The children were delighted to have teens read stories to them this summer!

ReaderShip Year At-a-Glance

- ReaderShip Fun Facts:**
- 11 hours of Storyteller training were conducted between Mar - June 2018
 - 102 families have taken the Ages & Stages Assessment for children ages 0-5 at Food for Greater Elgin & at BlockFest. In partnership with EPEL, U-46 Give Me Five & Easter Seals
 - 19 storytimes were given by teams of ReaderShip storytellers since March 2018

	Total	Volunteer Hours	Value
# of Children's Programs	156	221	\$88474
Books donated to Food for Greater Elgin Pantry	9,214	12	Fair Market Value (.50) \$4,607
Gratis Musician & Museum Educators at Lords Park Zoo	12	42	\$1093
Total Impact to the Community		275	\$22,353
ReaderShip works in collaboration with 49 Partners	New partnerships include: EPEL, Easter Seals	New preschool: The Learning Experience	New Initiatives: Stories at the Laundromat & Ages and Stages Assessments

12,582 preschoolers and their families were served in 2017-2018!

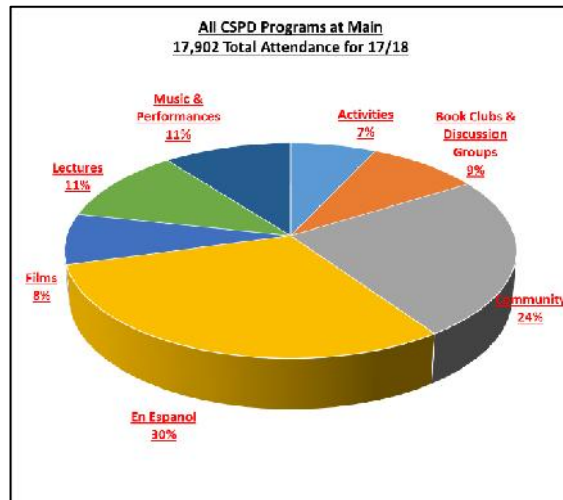
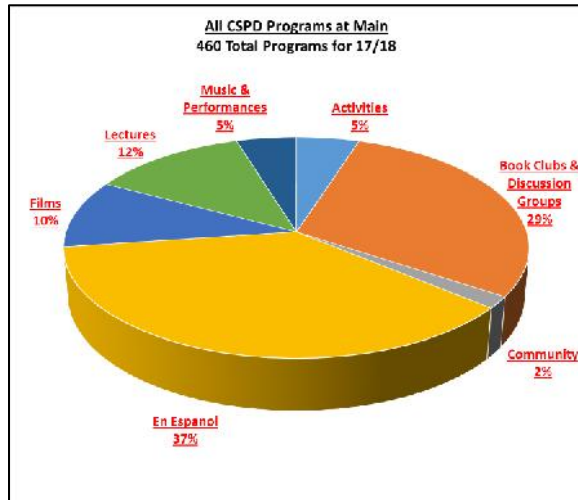


9,307 Passive Programming Participants

Public Programs & Meeting Room Management

Public Programs by Sadia Ahmed, Public Programs Coordinator

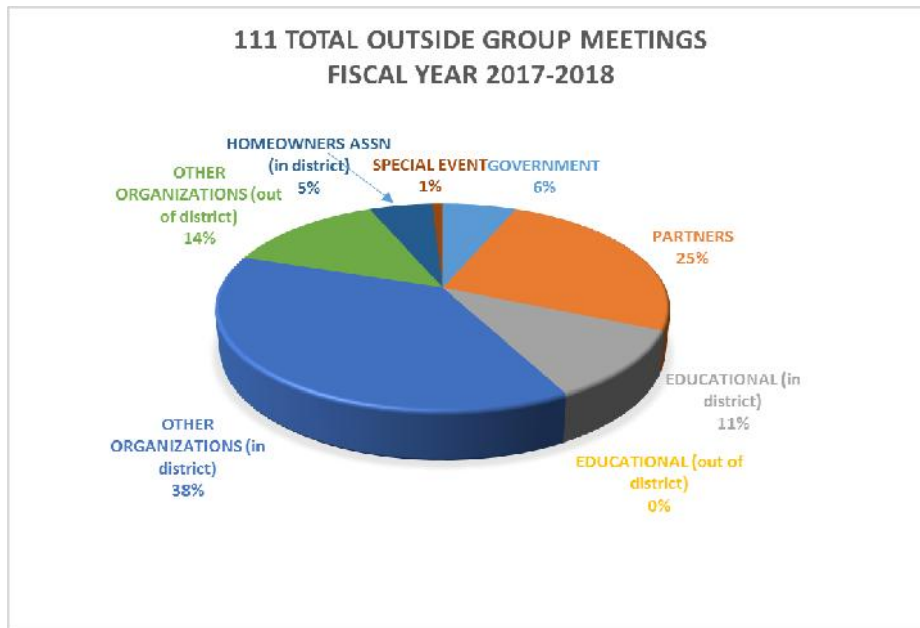
In FY 17-18, Public Programs held 228 CSPD programs at Main Library with an attendance of 6,345 people, which provided a value to the community of \$95,175. The library CSPD budget cost was \$15,530. Volunteer facilitators or pro bono presenters partnered with us to offer 168 programs where 3,425 people attended – that’s over 73% of our programs – planned and facilitated by the generosity of our community.



Stacy Rausch reports about the success of a two-piano performance at our Sunday Afternoon Concert Series. The Liang-He Piano Duo performed a full house. “This Duo is always a crowd favorite, and it is a full production to move our two pianos onto the Community Rooms stage.”

Voice of the Community: “The library allows us to share our services and information and also provides a vital connection for us to the northern part of the county. When thinking of community resources in Elgin, the library is the first place that comes to mind. The library also does a great job of offering a number of programs to the community that we can refer to for education. They have been a great support to our Healthiest Cities and Counties Challenge, playing a leading role in the Community Council and encouraging community engagement.” *Stacy Zeng, MS, Community Health Planner, Kane County Health Department*

Phyllis Seyller, Public Programs & Meeting Room Administrator reports that 2,407 people attended the meetings of 111 non-library outside group meetings. At the Main Library 132 locations were used for a total of 389.5 hours. Calculated by the *I Love Libraries* room value of \$25 per each hour used, meeting rooms provided nearly \$10,000 in additional value to our community. Per library policy, room rental fees are waived for in-district educational, government and library partner organizations. However, 21 other meetings produced \$1,840 in earnings from room and equipment rental. See chart below for types of outside groups.



Catherine Blair, Middle School Services Librarian Total attendance at Library-on-the-Go by Catherine: 3014. Catherine also distributed 833 books (discards and advance reading copies) to middle-schoolers. Catherine sees the outcomes of her work in this example. At the March 2018 Abbott lunchtime book club meeting, a participant asked if the library had any books containing



Emily Dickinson poems. She had become interested in Dickinson after choosing and reading a Gail Borden-provided book in which the main character studied Dickinson's poems. When the book club met again in April, she was happy to receive a free giveaway copy of poems by Emily Dickinson. (Photo: Ellis lunchtime book clubs). The return on investment to the community is nearly \$48,000; the lives positively influenced is immeasurable.

Voice of the Community "School District U-46 is thrilled to continue to partner with Gail Borden Library to promote Summer Reading for all students, support our Summer Reading and STEM programming, assist with school registration, and identify curriculum resources for teachers, students, and families. These items are only a few of the ways in which Gail Borden graciously partners with School District U-46." *Suzanne Johnson, PhD, Deputy Superintendent of Instruction, School District U-46*

"Gail Borden, to me, is the pulse of the community. Being connected with them has helped me be more in tune with the community. Professionally, the connection has helped me develop content that addresses gaps and, personally, has helped me enjoy learning opportunities I've yet to see as frequently and as rich in content at other libraries. It's one of the best and primary partnerships to have in the community as an organizer, as an educator, as a citizen overall. *Jones, Brittany M., V.P. Black History Family Festival and Black Student Achievers Elgin Community College*

Respectfully submitted, *Miriam A. Lytle*, CSPD Division Chief



Gail Borden Public Library District

Facilities and Building Operations Annual Report 2017 FY

What is Facilities Management?



International Facilities Management Association defines Facilities Management as, "A profession that encompasses multiple professional disciplines to ensure functionality of the built environment by integrating people, places, processes and technology."

Building Automation System (BAS)

A **Building Automation System (BAS)** is an interconnected, centralized system of both hardware and software that controls and monitors the environment of the building. It controls just about all electrical, mechanical and plumbing systems, including the HVAC, lights, power, security alarms, access, elevators and closed circuit televisions. Traditionally, building automation was hardwired, but thanks to constantly evolving technology, it is now going wireless.



Automation Systems – Smart Building Technologies



Security Services Department



TruVision Navigator:

- Camera system software that allows custom viewing of all security cameras across the enterprise
- Custom configurations can be saved for access in later sessions
- Recording and playback of devices can be configured per DVR / NVR. Saves security footage in accordance with Freedom of Information Act (FOIA) guidelines

TruVision TVR Mobile:

Application for mobility devices – Apple and Android. Remote access outside the library

Facilities and Building Operations goals & objectives were achieved, and in alignment with the 2017 FY Operating Budget. As we move forward into the 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.

Facilities and Building Operations is comprised of three departments aligned under one umbrella. This concept has allowed us to work collaboratively on systems and projects that reach across Security, Maintenance, and Information Technology. Facility and Building Operations continues to demonstrated initiative, dedication, and a sense of ownership in their many roles supporting the Gail Borden Public Library District.



Facilities and Building Operations 2017 FY Highlights

Maintenance Department Work Tickets Statistics:

The Maintenance Department closed out approximately **3300 Work Tickets** from 01 July 2017 - 01 July 2018. This number is up over 60 % from last year's number. Since the inception of the Work Ticket System, the Maintenance Department has closed out over **23,000 Work Tickets**.

Facilities Management Benchmarking Analysis

This comprehensive analysis is used to identify industry best practices that lead to optimal performance, where data from individual organizations are measured against other like industries. The FM Benchmarking software program that was used in this particular analysis incorporated data from over 400 of the 500 Fortune companies, as well as many other like organizations to develop its metrics. These metrics cover the relationship between Costs, Sustainability and Best Practices, so that asset managers / facility professionals can compare not only their facilities' operating costs to others; but also see the differences in best practices as well. The metrics that compare and contrast costs address a large

percentage of a facilities' operating costs, and focuses on Utilities, Maintenance, Custodial Services, Security Costs, Grounds, and in addition Best Practices.

ILA Presentation-Tinley Park Illinois-October 2017:

IT Director Brian Hoeg and I had the opportunity to present a Facilities Management & IT program at the annual Illinois Library Association Conference that was held in Tinley Park, Illinois. Our presentation, Modern Libraries: The Convergence of Physical and Digital Security, Smart Buildings & Facilities Management addressed the below listed topics:

- **Facilities Management and how it relates to libraries and other businesses**
- **Creating synergies within your organization**
- **How Facilities a Facilities Management Team allow CEO's to focus on the "Core" Business**
- **Building Automation Systems (BAS): How to utilize smart building technology in your organization so that you can operate more effectively and efficiently to ultimately reduce costs**

National Facilities Management & Technology (NFMT) Conference November 2017:

IT Director Brian Hoeg and I were honored to be selected out of many candidates to present a Facilities Management & IT program (The Convergence of Physical and Digital Security, Smart Buildings & Facilities Management) at the annual NFMT Conference that was recently held in Orlando Florida. This conference is a prestigious conference where experts in the field of Facilities Management and IT convene once a year to talk about the latest trends in Facilities Management & IT. As Brian Hoeg previously stated in a recent library report "This opportunity to speak at NFMT puts the spotlight on another aspect of our award winning library. The library has great partnerships and involvement in our local community, as well as a positive reputation that reaches across the country. We are now getting the name of Gail Borden Public Library out to a completely new group of people, in sharing our successes and direction".

Removed and Replaced High Elevation Smoke Alarms-Main Facility:

After a false fire alarm that resulted in the Elgin Fire Department responding, it was determined that smoke detectors positioned on the ceiling of the clerestory directly above the dinosaur exhibit were malfunctioning. On 17 August 2017, the Maintenance Department working in conjunction with Fox Valley Fire & Safety removed and replaced three defective smoke detectors. The challenge of this particular project was that these devices were approximately 30 feet above the dinosaur exhibit on the ceiling of the clerestory. The removal and replacement of these devices had to be carefully executed so it did not interfere or damage the rare dinosaur exhibit.

Gutter Repairs- Rakow Branch:

During the month of August 2017, Knickerbocker Roofing and Paving Company Inc. repaired failed seams in the gutter system located at the Rakow Branch. These failed seams were allowing water to drip directly on to the concrete sidewalk below resulting in slippery conditions. Thank you John Sabo for making this observation and bringing this matter to the attention of Maintenance Department.

Blue Point Alert Solutions-Main Facility:

During the month of September 2017, members of the Facilities and Building Operations worked collaboratively with our subcontractors to start the installation process of the Blue Point Alert System for the Main Campus. Blue Point Alert Solutions 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.



Storm Damage:

On 21 July 2017, the Elgin area was once again hit with heavy downpours and high winds that resulted in downed trees, and flooding throughout the area. The South Elgin Branch, Rakow Branch and the Main Facility held up very well considering the severity of the rain storms; however, some minor damage did occur at the Main Facility. The Main Facility lost one of our Linden trees on Grove Ave. and some minor tree limb damage occurred on some of our other trees located on the west side of the Main Facility. Davey Tree Company was immediately dispatched to perform tree and branch removal work prior to opening. In addition, the Main Facility encountered a few minor leaks where rain water actually made entry into the building. Knickerbocker Roofing Company Inc. performed visual inspection of the rubber membrane roof system, and made repairs to the areas where we believe water made entry into the building. The interior cleanup was handled by Maintenance Dept. employees Kevin Ferrell and Jeff Speiss who were “Called Back” into work on their day off to ensure the water damage was cleaned up prior to opening. Thank you for you Jeff and Kevin for your dedication to duty!!

Plumbing Repairs-Main Facility:

The Maintenance Department along with Skirmont Mechanical Inc. removed a leaking toilet located on the second floor of the Main Facility (Literacy Connection). As a result of this plumbing leak, clean water was dripping down from the second floor to the 1st floor Community Rooms, causing discoloration and minor damage to a portion of the ceiling tiles. In order to correctly repair this plumbing leak, all decorative wall tiles behind the toilet had to be carefully removed, along with large sections of saturated drywall. After the source of the leak was confirmed, the Maintenance Department

made appropriate repairs that consisted of the following work; installed new toilet, seals, and wax ring. In addition to the plumbing repairs, all wall damage was repaired and restored to its original condition (installed new metal studs, drywall and reinstalled decorative wall tiles). Thankyou Kevin for all of your quality work that you perform each day!

Parking Lot Pole Lighting Project- Main Facility:

The Maintenance Department worked collaboratively with Carey Electric Inc. to re-lamp the parking-lot pole lighting located at the Main Campus. Utilizing aerial lifts, the following work was performed on 11 September 2017: Removed & Replaced (17) 400-Watt lamps, performed testing on all ballasts, and thoroughly cleaned interior housing /lenses. In addition, Carey Electric removed and replaced (2) ballast that were found to be defective, and replaced (12) 10amp fuses.

HVAC Chiller Compressor Warranty Replacement Project-Main Facility:

Trane Inc. Technicians performed warranty work on a chiller compressor that recently failed. Due to the size and weight of the compressor, Trane Technicians utilized scaffolds, steel beams, and chains to remove the failed compressor from the chiller and replace with new compressor. The work commenced on 01 November 2017 and finally completed on w on 11 November 2017.

KCT Credit Union:

During the month of September 2017, I had the opportunity to facilitate meetings with Mr. Mike Lee, CEO of KCT Credit Union and other Senior Managers from their organization to discuss and negotiate the leasing agreement of the South Elgin Branch rental unit. In addition, we also discussed the space at the Main Facility to facilitate expansion in the city of Elgin as well.

Security Camera Enhancement Project-Main Facility:

During the month of December 2017, Enorman Security Systems Inc. worked collaboratively with members of our Security Services Department, Maintenance Department and IT Department to successfully perform the following security camera enhancements:

- ❖ Installed new NVR Recorder with built in 16 port POE Network Switch
- ❖ Replaced existing obsolete outdoor analog camera with new exterior 360° IP base camera that is located on the SW corner of the Main Facility
- ❖ Relocated interior 360° IP camera within rotunda to soffit behind security rollup gate
- ❖ Removed three obsolete outdoor analog cameras that were located on the SW corner and NE Corner of the Main Facility

HVAC Rakow Branch – Extreme Cold Conditions:

Extreme winter conditions (**low temperatures ranging anywhere from -9 to -14 below zero**) during the month of December 2017 and the first few days of January 2018 certainly created a host of mechanical and IT communication related problems with our AAON Heat Pump (R/T/U-1) System. During this period, the Maintenance Department utilized the Emergency Back-Up Heat System to provide heat for the building while repairs were being made to the unit. The Emergency Back-Up Heat

System for the Rakow Branch was actually installed a few years ago, and certainly was well worth the initial investment during these “bone-chilling” days.

Snow & Polar Vortex:

Members of Facilities & Building Operations along with our snowplow subcontractors, Tovar Snow Professionals worked collaboratively to ensure that the Snow and Ice Management responsibilities for the Main Facility and the Rakow Branch were handled accordingly. According to weather reports, snow fell for approximately 18 hours on Christmas Eve and continued into Christmas day with temperatures then dropping to -9 degrees below zero in the surrounding areas. Extreme cold temperatures and light snow remained in the area throughout the month and continued into the 1st week of January 2018 where low temperatures actually reached -14 degrees below zero. Thank you Jeff Speiss for a job well done!!!

Winter Snow Storm Record:

The Chicagoland area logged a record-tying nine consecutive days of measurable snowfall (20-26 inches) that started on 03 February 2018 and finally ended on 11 February 2018. The Maintenance Department worked in collaboration with Tovar Snow Professionals to ensure that all three of our facilities were safe for our staff and customers

Parking Lot Preventative Maintenance Main Facility & Rakow Branch:

Parking Lot Preventative Maintenance Project was performed over the Memorial Day weekend. This project consisted of crack filling 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 of the parking lots with a Heavy Duty Roadway product. Rose Paving performed the preventative maintenance work at the Main Facility while RG Asphalt & Concrete performed the work at the Rakow Branch.

KCT Credit Union:

During the month of January 2018, I had the opportunity to facilitate meetings with representatives from Engberg Anderson Design Partners Inc., Shales McNutt Construction, Lamp Construction Incorporated, Mike Lee, CEO KCT Credit Union, and other Senior Managers from their organization to review architectural drawings for the bidding process on the proposed “build out” at the Main Facility. Shales McNutt Construction successfully won the bid for the project.

ITN-Café Refresh Project-Main Facility:

Members of Facilities and Building Operations took full advantage of the ITN Café being temporarily closed during the month of January 2018. Thank you Kevin Ferrell and Terry Gordon for all of your hard work and dedication to duty with respect to the Café Refresh Project! The following work was performed:

- ❖ Installed new FRP (Fiberglass Reinforcement Panels) throughout the entire café kitchen
- ❖ Removed all old ceiling tiles and replace with new ceiling tiles.
- ❖ Performed electrical upgrades to accommodate new ventilation / exhaust equipment.
- ❖ Removed and replaced damaged VCT Floor Tile.

- ❖ Removed old countertop and replaced with new custom countertop.
- ❖ Repaired leaking drain system.
- ❖ Stabilized and performed minor repairs to existing base cabinets and drawers.
- ❖ Thoroughly cleaned all base and wall cabinets inside and out.
- ❖ Thoroughly cleaned and waxed the entire kitchen floor.
- ❖ Installed new black rubber base cove.

Air Handling Unit Damper Replacement Project-Main Facility-

Trane Inc. removed and replace all air dampers on the 2nd floor North Air Handling Unit. This project started on 27 March 2018 and was completed 30 March 2018. The remaining three Air Handling Units are showing signs of excessive wear & tear, and will need the exact type of repair work over the course of the next year.

Electrical Projects-Main Facility, Rakow Branch and South Elgin Branch.

During the month of March 2018, members of the Maintenance Department performed a numerous electrical projects at the Rakow Branch, South Elgin Branch and the Main Facility. Terry Gordon utilized his electrical skills to provided power for the newly installed KCT signage at the South Elgin Branch while Joe Dill removed and replaced numerous ballast and lightbulbs throughout the Main Facility. Thank you Joe and Terry for all of your hard work.

Landscaping Beautification Project-South Elgin Branch

During the month of July 2017, the Maintenance Dept. worked in collaboration with Frank and Sons Landscaping Inc., installed premium grade mulch, planted flowers, and installed new stepping stones.

Carpentry Repair Projects- Main Facility, Rakow Branch, & South Elgin Branch:

Maintenance Department employee Kevin Ferrell performed multiple carpentry repairs during FY 2017. Kevin focused his efforts on repairing interior wooden doors, replacing door hardware, repairing damaged cabinets, repairing wooden chairs, and even found time to repair damaged elevator casework at the Main Facility. In addition, Kevin designed and fabricated a new custom countertop for our customer print station utilizing LEED (Leaders in Energy and Environmental Design) criteria for Material Reuse. This custom countertop was fabricated from salvaged wood from past remodeling projects. Thank you Kevin for always going “above and beyond” the call of duty!

Dave Considine

Division Chief

Facilities and Building Operations

2017 – 2018 ANNUAL BOARD REPORT

INFORMATION TECHNOLOGY (IT) DEPARTMENT

This past year the Information Technology Department handled more projects, supported more programs and closed more tickets than previous years. The team also supported more users, more servers, more workstations and upgraded more computers with the same number of team members. Although this has been a challenge at times, I can say that the IT Department has delivered these results with the highest levels of knowledge and professionalism. As you can see in the statistics section below, we have maintained our uptime and availability percentages over last year, and consistently deliver the necessary resources and services to library staff. 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

CHROMEBOOK DEVICE MANAGEMENT:

Gail Borden ventured more into using Chromebook devices where we previously used a more expensive laptop or Apple iPad. One of the challenges we initially faced was being able to easily administer Chromebooks, so in July 2017, Jim Chambers completed the implementation of Chrome Device Management. As an administrator, we now can manage all Chrome devices from a single interface. This includes configuring Chrome features for users, setting up Chrome device access to VPNs and Wi-Fi networks, forcing installation of Chrome apps and extensions, and more. We can also apply each setting to specific groups of users or to everyone in the library. Most settings provide the option of enforcing a specific configuration or letting the user choose. For example, administrators can specify a standard home page for everyone or allow people to set their own homepages. This gives us the flexibility to manage devices, while still allowing some user configuration.

BRANCH SUPPORT:

As the community's demand for products and services continues to grow at our branch locations, so has the level of required support. To provide the best support possible, we designated Brad Widder as our primary staff member for branch support in July 2017. This was a great opportunity for both Branch Services and IT, as we work together to quickly identify and resolve support problems. This change was loosely based on the successful model of having a dedicated Facilities staff member supporting the branches. This has been a good opportunity for Brad to improve his technical skills and allows IT to provide enhanced support of the branch locations.

WIRING CLOSET CLEANUP



In August 2017, Kellenberger Technologies and IT completed the re-wiring of our Main Distribution Facility (MDF) and Independent Distribution Facility (IDF) wiring closets at the Main Library. All network patch cables were replaced and tested, as well as recording and labeling all connections on the network switches. Cable management hardware was added to the existing network racks, and all

cabling was cleaned up to present a neat and professional appearance. All work was completed before regular operation hours as to provide the least impact on staff and patrons. In all, over 1000 network connections were completed.

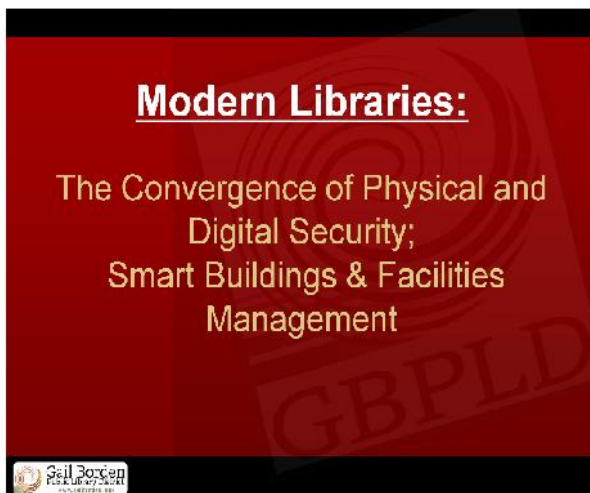
RFID RETURN SHELF:

In September 2017, IT worked with P.V. Supa and Library Applications to install and configure an RFID Return Shelf for testing at the South Elgin Branch. Digital signage was relocated to accommodate the unit, and configuration of the network switch was required to get the unit operational. The RFID Return Shelf was purchased in December 2017, and the signage was moved back above the RFID shelf. IT also configured the system to be in the GBPL Domain and added remote control capability for remote management.

The Message Board application was also configured to work, which alerts staff when there is a problem with the RFID shelf system.



ILLINOIS LIBRARY ASSOCIATION PRESENTATION:



On 10 October 2017, Dave Considine and Brian Hoeg presented their first ILA program at the Tinley Park Convention Center. The program, "The Convergence of Physical and Digital Security; Smart Buildings & Facilities Management" outlined the successes of Gail Borden aligning Maintenance, Security and Information Technology under Facilities and Building Operations. There was some interest expressed from other area libraries in learning our model, and we will be discussing our model with these people in 2018.

NATIONAL FACILITIES MANAGEMENT AND TECHNOLOGY (NFMT) PRESENTATION:

Following the ILA Presentation in October, Dave Considine and Brian Hoeg presented their program, “The Convergence of Physical and Digital Security; Smart Buildings & Facilities Management” at the NFMT Conference in Orlando, FL during November. Using many of the same points covered at ILA, the presentation focused around the successes of combining Maintenance, Security and Information Technology under one department. Attended by around 100 people, there were many positive responses and comments about the program. We all know that Gail Borden is highly respected in the library community; it is good to get out the same positive word about Gail Borden in the dynamic, growing and exciting world of Facilities Management and Technology.

STORY ROOM AUDIO-VISUAL



Rough-in work for the new KidSpace A/V equipment was completed in November 2017, and all work was completed in January 2018. Training was held on 05 January 2018 with KidSpace and IT staff, and subsequent training for KidSpace staff was conducted by Grisel Leon (thanks Grisel!). In addition to the equipment installed by AVI/SPL, IT installed an Apple TV to the rack for using Apple devices in the Story Room. Feedback on the new equipment has been very positive, and we are all excited to provide this highly used space with enhanced A/V technologies.

MANAGEENGINE PASSWORD SYNCRONIZATION

Purchased and implemented ManageEngine ADSelfService Plus in January 2018 to assist staff with changing and synchronizing Active Directory (network) passwords and Exchange (email) passwords. With this tool, IT is able to email staff 14 days in advance of their password expiring, and they can change their own password in a more efficient manner. So far, this has been working well for most users.

MOBILE TECHNOLOGY/LAPTOP UPGRADE

The first phase of the mobile technology project was completed in December 2017. All ten (10) laptops were imaged, configured and deployed. In addition, all other equipment was received and turned over to Digital Services. An additional two (2) laptops from the Vernon Grant were also imaged and configured. These laptops are being used for training in conjunction with the Mobile Technology equipment. Laptops purchased for staff usage (Branch Services, KidSpace, Information Services, Hispanic Services and IT) were also been deployed.

DOR TECHNOLOGIES SENSORS

Installed new door sensors from Dor Technologies at all three locations in June 2018. The other door counter system had encountered some issues in the past, and sometimes the counters were damaged when customers accidentally bumped into them on the door frame (they are mounted on the sides of the door frames.)

SECURITY METRICS

In January 2018, Payment Card Industry (PCI) requirements changed, so IT worked with PCI vendor Security Metrics to outline requirements for 2018 PCI DSS Compliance. In June 2018, we implemented a new internal scan device on our network to scan our systems in maintaining a heightened security posture. Under test new requirements, security training will need to be completed by library staff members that handle library customer credit cards. Training for staff has been outlined for later in 2018. At this time, GBPL is PCI Compliant.

COMPUTER DEPLOYMENTS

IT continues to look for the best way to deploy equipment to the library staff and patrons. With limited budget dollars to purchase new equipment each year, IT uses a “bump-down” method to get upgraded hardware to replace the oldest equipment in the library. This year, IT purchased sixty (60) new computers for the Computer Center, as well as twenty (20) new computers for staff. This meant that not only were the new eighty (80) computers imaged and deployed, the eighty (80) computers that were replaced by new units were also re-imaged and cascaded (bumped-down) to replace older computers. In addition, IT upgraded over twenty-five (25) computers with Windows 10 Operating System. Gail Borden is now running Windows 10 on 44% of our systems. Deployment of Windows 10 will continue this FY.



SECTION 2: TECH BYTES

July 2017

- Matt Lutzow completed the configuration of a new server for The Literacy Connection and helped migrate data from their old server to the new equipment. Also assisted with getting all new workstations into the Literacy Connection domain.

- Completed hardware configuration on a new digital signage touch-enabled kiosk. Testing was started by Creative Services.

August 2017

- IT modified a total of seven different systems and platforms in preparation of the building operational changes at the South Elgin Branch. This included changing all hardware and software systems, as well as coordinating the recording of new phone messages.
- Coordinated with Creative Services to stream NASA's feed of the 2017 Solar Eclipse in all locations. This included three locations at the Main Library.
- Upgraded all Verizon wireless hotspots for library staff.
- Worked with our signage vendor, Industry Weapon, to finalize software configuration on the new digital signage kiosk for Creative Services.
- Spent many hours working with AVI/SPL to provide audio-visual recommendations for the Main Library Story Room. Initial recommendations were provided, which were too costly, and with three revisions later, a recommendation was presented to the Library Board at the September 2017 Board Meeting.

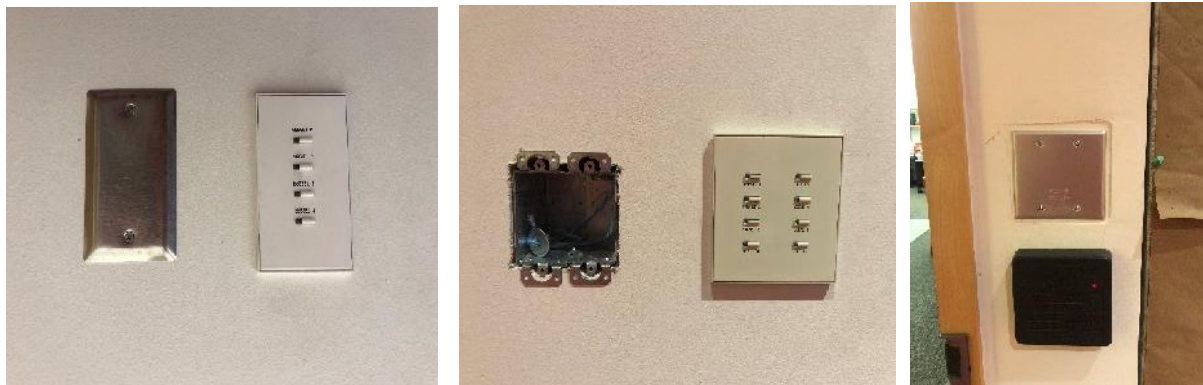


September 2017

- Proposal for Main Library Story Room was accepted by the Library Board in September. Coordinated with Maintenance and Kellenberger Electric to outline the project electrical requirements. Also worked with AVI/SPL to finalize plans for implementation.
- Due to a problem with the video projector in the Community Rooms, the projector was replaced with a new unit. The old projector was repaired and is now saved as a spare.
- Successfully completed and renewed PCI Site Certification Compliance.

October 2017

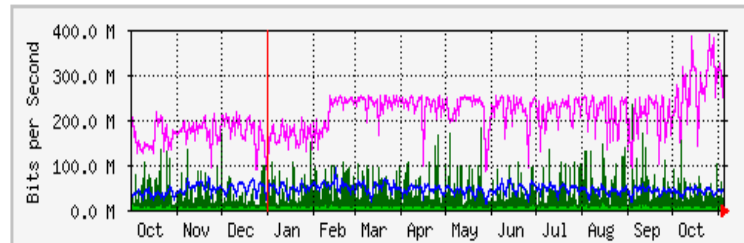
- Rough-in electrical was completed in the Main Library Story Room in advance of the equipment installation in December.



- Gail Borden received notice from Universal Service Administrative Company that Billed Entity Applicant Reimbursement (BEAR) payment for 2017-2018 is \$53,188.84 for e-Rate.

- Worked with a technical engineer from Traf-Sys to check into the operation and accuracy of the Walker Wireless counters at all three locations. Verified the hardware is working properly, so Customer Relations and IT worked together to implement a daily procedure for checking and ensuring the counters are working.
- Budgeted for the 2017-2018 year, IT increased the speed of the Illinois Century Network connection from 250Mbps to 400Mbps. Prior to October 2017, we were consistently peaking at 250Mbps – as indicated in the chart on the right. After the upgrade, we are peaking at the 400Mbps, but far less consistently. Our average is well within tolerance, and we will continue to monitor.
- Experienced another problem with the new Epson projector in the Community Rooms. Due to having the old Panasonic projector as a spare, experienced less than an hour of downtime – which was completed prior to anyone needing the equipment for a program. We added a UPS with Automatic Voltage Regulation to the projector to protect against any potential power surges.

'Yearly' Graph (1 Day Average)



	Max	Average	Current
In	233.0 Mb/s (58.2%)	4556.3 kb/s (1.1%)	3133.5 kb/s (0.8%)
Out	386.8 Mb/s (96.7%)	43.5 Mb/s (10.9%)	38.5 Mb/s (9.6%)

November 2017

- Started configuration and testing on Microsoft Office 365. All future development for Microsoft Office will be done on the Office 365 platform, and eventually they will shift their software model to an online-based products and services model. IT will work with the Technology Committee on testing for the library.
- After Traf-Sys verified the people counters in October, IT and Customer Relations worked together to implement a process to monitor and support the hardware and software for accurate reporting.

December 2017

- Matt Lutzow and Brian Hoeg met with Call One in their Westmont office to discuss the ShoreTel / Mitel Connect client and review the steps for upgrading the phone system to ShoreTel / Mitel Connect. This is the latest version of software, which will require a PC client change on all systems.
- Completed PCI Certification for 1st Quarter 2018.

January 2018

- Completed all remaining IT portions of BluePoint Security, including new recordings for the Main Library, prior to going live with the system in February.

- Replaced the touch control (iPad Mini) in the Grove Meeting Room after previous device was unresponsive.
- Negotiated with Unitrends and DigiCorp for renewing maintenance on the backup appliance at the Main Library, and for purchasing a new unit for the Rakow Branch.
- Malware, viruses, ransomware and Denial of Service (DoS) attacks have grown rapidly over the past two years, and GBPL IT now spends a good deal of time working to protect our network and workstations. In January, we worked to identify potential threats to the network including the Spectre and Meltdown exploits that have been making international news.
- Due to a hardware vulnerability that we identified with our Meraki Firewall at the South Elgin Branch, we obtained a free replacement firewall appliance, and replaced the faulty unit.
- Worked with Call One to remove unused Plain Old Telephone Service (POTS) lines from our billing. This was in advance of us looking at renewal of our telephony and telecommunications (network) contracts for FY 2018-2019.

February 2018

- The entire IT Department attended Customer Service training with Terry Lee from Employee Assistance Services on 26 February. The training content was customized by Terry and Brian working together to identify areas of opportunity and improvement and included a 1-hour interactive session.
- Matt expanded the online capacity of the Main Library Storage Area Network (SAN) from 25TB to 40TB to accommodate increasing file sizes and demand for storage. Adjusted backup strategies to accommodate the increase in storage capacity.
- Continue to spend more and more time each month patching systems and monitoring the infrastructure for viruses, Malware, Ransomware and other threats. Brian and Matt are subscribed to multiple reliable online resources that report daily about potential threats, and we act accordingly to those sources. Sometimes it requires changes to the firewall, adjusting our Endpoint Security Suite, or just sending email to library staff to keep everyone informed.
- New Unitrends backup unit was received and installed at the Rakow Branch by Jim Chambers and our vendor, Contingency Planning Solutions. Backup strategies were reviewed with Contingency Planning Solutions on how to make the best use of online storage at both Main and Rakow – as well as online (cloud) backups.
- All IT Staff was onsite for the Black History Family Festival celebration, so we could ensure all programs went smoothly. Experienced a problem with the amplifier in the Elgin Room, so sound was not working. IT provided a quick response in putting a workaround in place, so all events could proceed as planned.
- Jim Chambers provided support for the first of two candidate forums held in the Community Rooms using the Library Board microphone system. When we purchased this microphone system, it was intended to also work in the Community Rooms for these types of programs.

- As stated above, the amplifier in the Elgin Room stopped working on Saturday, 03 February. IT provided a temporary working solution using the Fender portable system, so all programs could proceed as scheduled. Within a week, the amplifier was ordered, received and replaced, and an identical spare was also ordered as backup.
- Provided onsite assistance for KCT Credit Union with the data and telecommunications installation in the South Elgin location.
- Worked with Phil in Information Services to configure the Oculus computer for use at the Technology Faire in early March. This required purchasing new graphics cards and cabling, so the unit could be used with the 4 screens in the Main Library lobby.
- Executed multiple contract renewals in February, including maintenance on our phone system (saved \$1,400.00 over last year), Endpoint Security (Antivirus and Malware protection) software (saved \$1200.00 over last year), RealVNC remote support and Syn-Apps (announcement and alerting system). Continue to work on ways to negotiate or re-negotiate savings for the library.

March 2018

- AT&T Contract - Negotiated a new 3-year telecommunications agreement with AT&T. The new agreement is lower than the previous 3-year contract and includes e-Rate funding commitments. This contract covers the data network from the Main Library to the two branches, as well as infrastructure backbone to our primary Internet provider, Illinois Century Network.



- Office 365 Beta - Initial pilot group for Microsoft Office 365 was completed in March. A total of 19 staff members – including IT and the Technology Committee – tested if Office 365 is a good fit for Gail Borden. Our Microsoft licensing allows using either Office 365 or traditional Office 2016 licenses, so this does not incur any extra cost to the library.
- Prepared two pallets of electronics recycling to be disposed according to local, state and federal standards. All hard drives were properly wiped, and Gail Borden received a certificate of destruction on all material.
- Information Security - Patched all workstations and servers in March against over 120 different Microsoft security vulnerabilities. Antivirus and Malware Endpoint Protection software protected Gail Borden systems from over 3100+ malicious downloads alone in March.

April 2018

- Worked with Library Applications group on the Innovative and Sierra migration to the cloud. Matt Lutzow provided support to Library Applications and Innovative to ensure network access was available to the newly migrated servers. Additional work was also necessary to ensure full operational capabilities for staff and patrons.
- Assisted Comcast to get Internet service installed and working for the Café. Their network connection is not connected to or impacts any of Gail Borden's services.

- Worked with eNorman and Facilities to determine migration plan and started preliminary preparation work for moving all security equipment to a new rack.
- Assisted with outlining the project to install new cabling for a badge reader for the Digital Services office. Also worked to provide cabling for moving the people counter receiver at the South Elgin Branch to accommodate new counters in the meeting room.

May 2018

- Assisted eNorman and Kellenberger Technologies with the installation of a new entrance door digital card reader for the Digital Services office.
- Renegotiated a new and lower cost 3-year voice and data telephony contract with Call One. This contract includes all PRI, POTS and long-distance services for all three library locations.
- Provided a new laptop for Dave Considine so he could work remotely. Went to Dave's home to install a laptop port replicator, configure wireless and VPN connectivity and ensured he had access to all his files and applications.
- Working with maintenance, Brad Widder completed the move of the digital signage display and computer to a new location within the South Elgin Branch.
- Also, with the assistance of maintenance, IT re-installed an LCD display and PC in the Main Library Café. This display will allow café staff to monitor the counter in providing better service.
- Assisted KCT Credit Union IT in getting data cabling and Internet services to their equipment rack in our server room.
- Brad Widder worked the weekend of the Asian-Pacific-American-Heritage-Celebration and provided outstanding technical support for all A/V programs.

June 2018

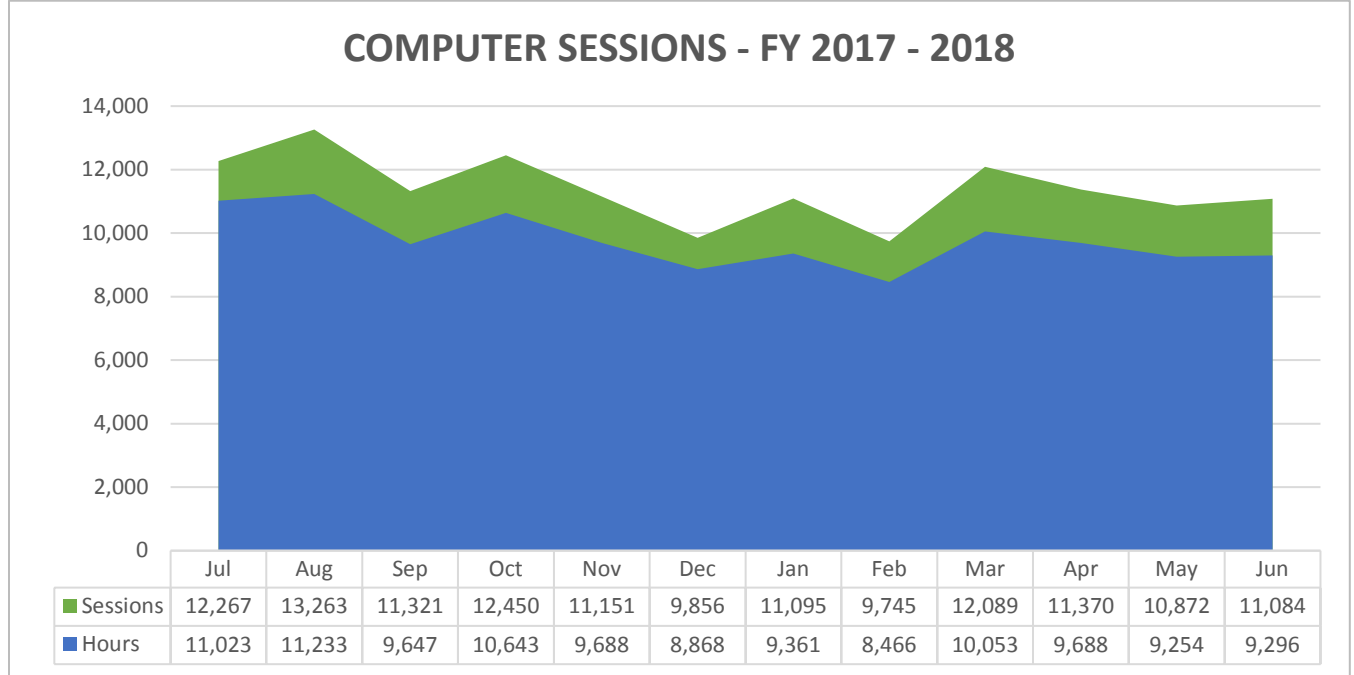
- Additional four (4) low voltage data drops were added to South Elgin Branch. New computer added to additional data location to improve workflow of checking in material.
- Assisted KCT as needed in advance of their opening at 270.
- As more and more threats are prevalent, IT is spending more than 40-50% of our day monitoring sources or vulnerabilities. Continue to look to better ways to protect the library. Think before you click!

SECTION 3: Statistics

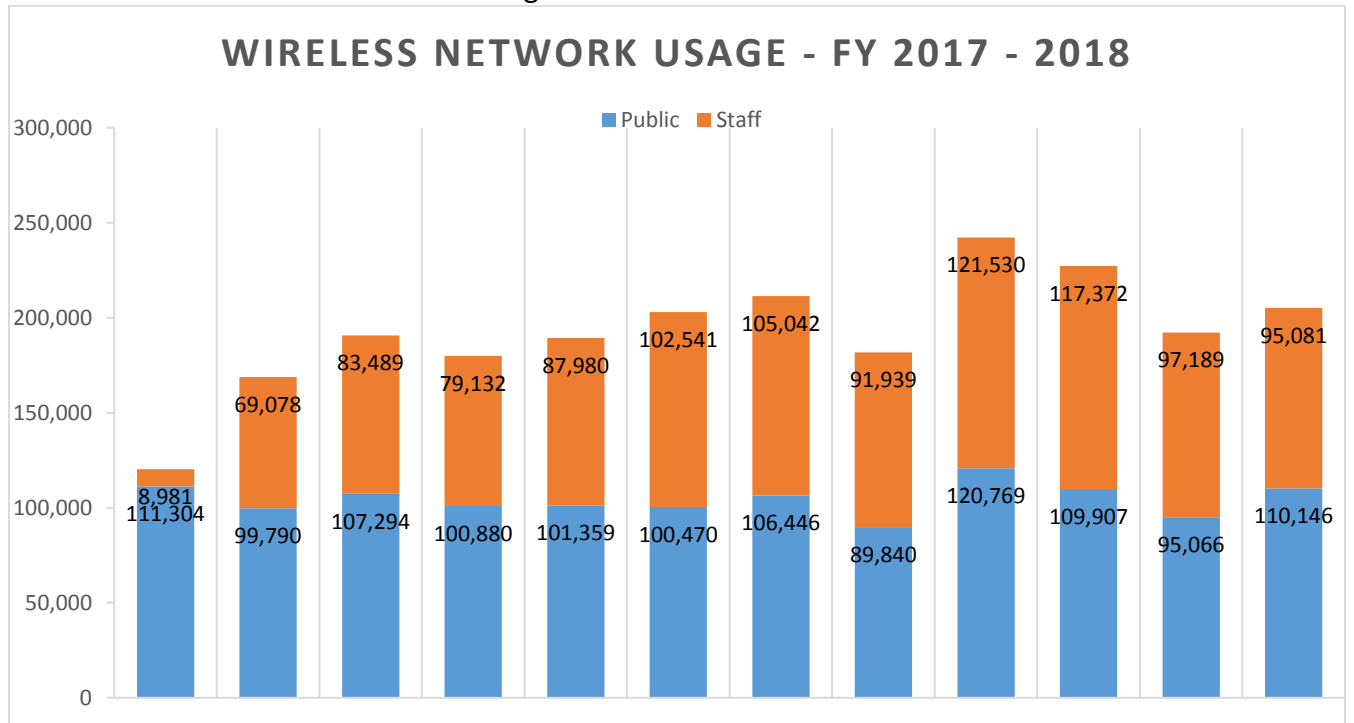
- Total number of servers: **45**
- Total number of workstations: **389**
- Total number of Help Desk Tickets closed (July 2017 – June 2018): **2,394**
- Potential viruses or Malware blocked on Staff and Public computers (July 2017 – June 2018): **277,892**
- Number of computers replaced (new or upgraded): **185**
- Server and Network availability (during open hours): **99.9%**
- Internet availability (Illinois Century Network): **98.6%** (One major outage in August)
- Internet availability (Comcast): **99.7%**
- MediaBank Availability: Main Library: **90.7%** Rakow Branch: **95.3%**

- Number of wireless connections to Gail Borden Network 2017-2018 (See graph below): **2,312,625** (an increase of 67.4% over last year)
- Percentage of wireless downtime (during open hours): **.063%**

The chart below shows the number of computer sessions for FY 2017-2018



The chart below shows the wireless usage for FY 2017-2018



Respectfully Submitted: Brian P. Hoeg

Collaborating with Community

Public Relations and Development

Fiscal Year 2017 – 2018



In our efforts to support library and community activities, land the library value message and support fundraising, PRAD spent time in 2018 with many valuable activities.



180,000 people saw Dinosaur Giants: An Exhibit from the Sereno Fossil Lab while it was on display may through September.



30 Little Dino hand-painted statues on display throughout the community as part of a fun scavenger hunt during the Library's exhibit Dinosaur Giants exhibit. The activity was so popular, with hundreds of local residents searching for Little Dinos, that PRAD painted 20 more and placed them around the library for a second hunt.



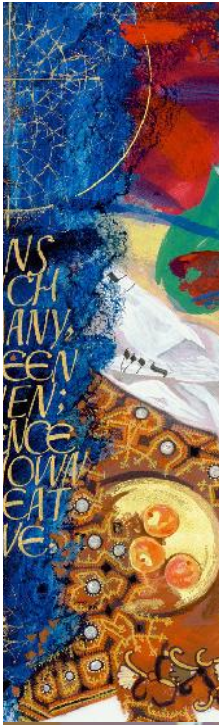
250 came to check out cool science from Microsoft, SciTech Hands On Museum, Argonne National Laboratory and more at the School Dist. U-46 STEM Expo Kickoff, which helps prepare students for planning their STEM projects.



80 visitors enjoyed the WTTW Kids BIG IDEA outreach tour. The program's traveling lab helps kids learn how to ask questions, observe and solve problems.



2 years Peter Graf's age when he became enamored of dinosaurs in 2005 after seeing the GIANTS dinosaur exhibit at Gail Borden Library. During Dinosaur Giants, the 14 year old stopped by the Library to report that he remains fascinated with dinosaurs and has participated in many digs, including one where he discovered a 35-million-year-old turtle.



11 years The amount of time it took for a team of professional scribes and artists to produce seven volumes of The Saint John's Bible, commissioned by the monks of Saint John's Abbey in Collegeville, Minnesota. The Library collaborated with Christ the Lord Lutheran Church, Congregation Kneseth Israel, St. Mary's Church and Zion Lutheran Church to display two replica volumes at the Library for three months. Library visitors enjoyed looking at beautiful artwork enhanced by 24 karat gold leaf and silver foils added by hand.



1½ years after Brandon Risdon was one of the students who had the opportunity to talk to former NASA CapCom Hal Getzelman during the Discover Space exhibit in 2016, mom Heather posted a photo of Brandon on Facebook visiting NASA and holding a Gail Borden Library card.



300 people joined Rep. Anna Moeller and Kerry Kelly from Elgin Math and Science Charter School to experience the solar eclipse near the outdoor stage August 21.



8,000 people were reached when the Library posted a photo of an eagle on Facebook in January.



2,900 people were reached when PRAD livestreamed a Kids Explore program about print making.



52 different ZIP codes were home to visitors of Open Elgin, which featured the former Gail Borden Library building on Spring Street. The library operated out of that building from 1894 to 1968.



800 visited the Library's first Tech Fair that featured partners Fabric Images, L.L. Bean, ACME Design, Advocate Sherman Hospital, City of Elgin and the Elgin Fire Dept. Water Rescue Team.



180 Judson University freshman toured the Main Library after hours August 18 as part of a "get to know Elgin" scavenger hunt.



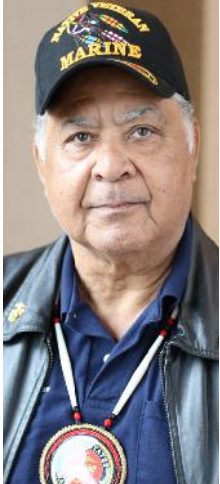
155 years of library history was encapsulated on the new permanent Gail Borden Library History Display at the Main Library.



500 heard about local job opportunities from businesses at a Mini Manufacture Your Future coordinated with the Elgin Chamber in August.



20,000 views of Facebook-posted videos added up in June with themes such as Pride Month, ocean life and a duck parade.



8 Gail Borden Staff

were featured on the Library's social media channels to honor them on Veterans Day: John Johnson, Marine Corps; Brian Hoeg, Navy; Ed Herdrich, Army; Jeff Speiss, Marine Corps; Jim Wire, Army/Green Berets; Wayne Schambach, Army; Ulysses "Pete" Beaudion, Marine Corps; and Tim Sneed, Army.



The **5th annual winner** of the Soon to be Famous Illinois Author Project was nominated by the Fox River Grove Library. Heather Bentley's book *Sweetest Heartbreak* is the project's first winning romance.



3 miles down is how deep submersible Alvin carries scientists to study underwater life. Alvin was featured in the Extreme Deep: Mission to the Abyss exhibit on display March through August.



13,668 photos were taken by Library visitors at the green screen photo booth during the Extreme Deep exhibit. People had a choice of backgrounds including jellyfish and a shark.



8 exhibits to enhance the Extreme Deep exhibit were curated by PRAD. The City of Elgin, Elgin History Museum, Friends of the Fox River, Elgin Fire Department Water Rescue & Recovery Team, Cabella's and more helped PRAD create dynamic exhibits about the Fox River, Elgin history, environmentalism and fishing.



100 attended The Dive into Reading Summer Reading Challenge kickoff May 15. Carole and School Dist. U-46 CEO Tony Sanders welcomed all as they arrived in a yellow submarine and signed a giant summer reading log.



More than **60 staff** were filmed for a video about Gail Borden Library culture called *We are Gail Borden Library*.



On May 1, the Chamber's enhancing Elgin Committee chaired by Mary Dulabaum and Denise Raleigh was recognized with a **Mayor's Award** for the Open Elgin Event.

Social Media Specialist Natalie Kiburg received a 2018 **Faces of Tourism** Award from Explore Elgin Area on May 9.

The Library was named **Partner of the Year** by Centro de Informacion at its annual awards reception.

Members of the Gail Borden Public Library staff were founding members of the Soon to Be Famous Illinois Author Project, the statewide project for self-published authors that is curated by library professionals across the state of Illinois. In its

fifth year in Illinois, **7 others states** ran library led self-published author contests. The Digital Public Library of America conference (DPLAfest) will host the winner announcement between the states in April of 2019. Partner

Bibliolabs announced that 5 more states and Canada will join in this growing library- fueled connection between libraries, authors and readers next year. The Illinois team debuted a Manuscript Contest this year to precede the 2019 Book Project.

There was also a push to get other states more involved in running self published contests.



Development

We thank a number of organizations and people that positively impacted their community through donations to the Gail Borden Public Library Foundation and the Gail Borden Public Library District.

- The funds from the Gail Borden Public Library Foundation's Gail Sale's FY 2017-18 that are normally used to fund educational exhibits and other enhancements for our community were used as a major building block for an upcoming extraordinary new community game changer, a Library Bookmobile.
- The Bookmobile was purchased in November of 2018 with the generous support of the Elgin Kiwanis and it will begin service in April of 2019. Fundraising continues for the Jack and Marlene Shales Bookmobile Collection.
- The Reveal Reception in November of 2017 not only announced the coming of the remarkable "Extreme Deep," exhibit but it raised needed funds to make it a reality. More impact funds were raised for the "Dive into Reading" Summer Reading program.
- Another unusual gift was received as a result of a commercial shoot. The firm approached the library due to its fresh look. The filming, which did not impact library services, resulted in a needed gift to the Foundation.
- Thank you Gail Sale's volunteers, donators and buyers. Thank you annual Book Sale volunteers, donators, buyers and 2017-18 co-chairs Jo Ann Armenta and Carla Walther.
- We thank all of the donors as every gift, large or small, makes a difference.
- In FY, 2017-18, we especially thank the Hoffer Foundation, EFS Foundation, Comcast and KCT Credit Union.

Please visit www.gailborden.info/foundation for more information.

Public Services Annual Report 2017-18

Customer Relations: The caring hearts of our Customer Relations team was evident this year.



In September, we offered a *Hurricane Harvey Relief Fine Donation* program to support libraries in Texas affected by the hurricane. \$4000.00 in fines payment and donations were collected and donated to the Texas Library Association. September was also National Library Card Signup month and we saw 833 new customers register for library cards. Customer Relations takes great pride in the MarketPlace area and facilitated a large shift in November, helping move books into different sections to make newest print releases easier for patrons to find. We were also proud to host the LACONI

Circulation Services Section here at Gail Borden, where attendees were excited to learn about “Technology in Circulation” examining such tech as our sorter, Mediabank, South Elgin RFID check-in shelf and a full-tour of our library. Customer Relations has continued to amaze and delight our customer with the popular ‘Golden Ticket’ program in the Market Place—if a customer finds a ‘golden ticket’ they can take half off of their fines or win a tote bag! This year we partnered with the city’s Martin Luther King Committee and tied our *Food For Fines* program into the week of activities. We collected 199 boxes containing 6,724 items, collected \$350.00 for replacement fees and people additionally paid \$1800.00 on top of the fines that were waived—truly exemplifying the spirit of giving! We installed new scanners for the registration area that are programmed to read driver’s licenses and input data directly into Sierra. On Valentine’s Day our theme was “*Your Library Loves You*”—each of our branches handed out heart-shaped candies and asked patrons to write on a slip of paper what they liked about the library. Our patrons love the library! During the March Technology Fair, CR Clerk Jolanda showed patrons our circulating tech devices such as Hotspots, Rokus and Go Chips. She brought new awareness to pieces of our collection that many customers did not even know were available for checkout. Unfortunately, we did have had difficulty with our door counters throughout the year and have been testing out new ones toward the end of this fiscal year in order to find something more accurate. Just in time for summer 2018, Customer Relations debuted a *Kids’ Fine Free Card*—this card is a 4-item limit with no fines on children’s materials. Another incentive we are offering is a Kids & Teen coupon offering the option to read-off fines. All of these initiatives are in place to get more materials into the hands of our youngest readers.



Digital Services: We were pleased to learn that we received another round of Comcast Internet Essentials grants which helps further the amount of technology classes offered to our customers. Director of Digital Services, Monica D. was appointed to head the new PLA Digital Literacy committee and we were happy to host the Deputy Director of PLA, Scott Allen, as he visited our



library to work with Monica. Over the year we have learned that our Excel classes are the highest attended, however as we began to move into offering multi-generational and Family technology classes, we have found that our 3D printing classes are also highly popular. We hope to offer more intergenerational classes as we move into the next fiscal year. We have also enjoyed expanding our class offering at the South Elgin Branch classroom with such courses as *Google*

Tools and *Cutting the Cable*. Digital Services brought Niche Academy to the library, which is a service that offers online tutorials to our customers about everything from our databases to e-materials and even social network platforms. We upgraded our heavily used SimpleScan machine and beta-tested a language pack. We also began coordinating the popular Tech Tubs for use between the Branches—These are two mobile crates of laptops that are rechargeable within their containers. The tech tubs have allowed us to offer more options for technology training at the Branches and additionally allows us to offer concurrent technology sessions at the Main Library. In January, Librarian Monica presented a webinar for the Northeast Ohio Regional Library system on *The Accidental Trainer*. She also was a guest on the *Library Pros Podcast* and braved a blizzard to attend ALA Midwinter in Denver, Colorado to serve her duty as chair of the PLA Literacy committee. It was with mixed emotions that we said goodbye to Monica in August 2018, so she could begin an exciting new chapter in her career as the Executive Director of the Sycamore Public Library! The Director of Digital Services, Melissa B has become the Director of Information & Digital Services and we are excited to see what synergies bringing these two departments together will create.

Information Services: This was the year passports came to Information Services! In December, the Information Services department was notified by the Department of State in Washington, D.C. that we have been named an official passport acceptance facility. Librarian Erin was named Passport Manager and spent many hours working with staff on streamlining our passport acceptance practices. A Lulzbot 3D printer has arrived in Info Services. Preparing for programming, the printer was displayed to the public at the Info Desk leading to much

curiosity! In August, 8% of our total reference transactions were questions about the

August 21st *Great American Solar Eclipse* (we think it felt like more)!

Thanks to a donation secured by Collection Services, the Information Desk and all Branch Desks were able to distribute close to 1000 glasses to our customers before the eclipse. During the eclipse, Info Services worked with PRAD to host an Eclipse Party on the lawn as well as safely stream the NASA coverage of the eclipse in the Community Rooms. It was a memorable experience that we hope all our guests enjoyed! Librarian's Melissa B and Amanda assisted a



Czech-speaking customer who was trying to work through an identity theft issue with her bank. Melissa aided communication with the woman using Google Translator and even the woman's daughter who lives in London spoke with her. The woman was so happy with the help that she brought back a plate of traditional Czech sandwiches for Melissa and Amanda to share. For her strong research skills, Director of IS Melissa B was formally recognized by the Elgin Fire



Department with a *Civilian Fire Chief Award* for research done on their behalf. Library Associate Andy took over some Reader's Advisory services and attended the *Walking Book Club*. Librarian Erin received notice of approval for the Consumer Health Information Specialization from the Medical Library Association and in November, she spoke as a panelist on the webinar "*Putting the Consumer Health Information Specialization to Work in the Library*". In coordination with the CSPD Division, Erin continues to lead the *Next Chapter Book*

Club for adults with special needs. Librarian Phil has been working hard with Kindle training since we left Overdrive and have moved most of our popular eBook collection into 3M. In one transaction, he worked with a 94-year-old woman to help her learn how to read using a library Kindle. Besides his ongoing technology classes, Phil also ran two adult Chess Club meetings and ran a very busy Oculus Rift booth for both evenings at the *Night at the Library* events!

Librarian Amanda coordinated a successful onsite *Community Job Fair* with 53 organizations spread throughout the library—we saw 1200 patrons attend! Amanda and Melissa B. also assisted in planning and organizing the U46 *Explore 2017* event. Librarian Melissa L. was extra busy in October hosting *Financial Aid Workshops* and assisting students at all high schools with their financial aid forms. A new Viewscan Digital Reader/Printer in the genealogy area, purchased by a generous donation from the Krueger Foundation has been heavily used by local history buffs and genealogists. I am also happy to report that the Gail Borden Library family grew a little larger when Director of Information Services gave birth to baby Eleanor on September 2nd. Melissa is happy to report that Eleanor is indeed a GBPLD library cardholder.



Margaret led a tour for a visiting student from Japan who was bringing back ideas to her country to redesign her school library. Librarian Melissa L. was alerted that her grant proposal for a RAILS multi-type library grant was awarded in the amount of \$700.00. This cooperative effort between GBPLD and Elgin High School will assist students in the U46 *First2Go* program, which targets students who are the first in their families to attend college. Librarian Phil had been teaching a customer to use a laptop, smart phone, and internet—the customer looked Phil's name up on the internet and found the "famous" Phil Schneider who is into alien



“famous” Phil Schneider who is into alien

conspiracies! Phil was excited and proud the customer was to the point of being able to do some research on his own, unfortunately our Phil is NOT the alien conspiracist. We also said goodbye to Business Librarian Amanda who moved on to become the Assistant Director of Wilson County Public Library in North Carolina. However, we welcomed Librarians Ben and Stacy into Information Services this year, both moving from CSPD. Stacy has taken over many of the Business Librarian responsibilities, while Ben will continue to host *Armchair Generals*, take over the *Brown Bag Lunch* series, oversee the Preservation Station as well as writing and teaching technology classes. Some interesting statistics from Information Services: in the 6 months we have been a passport acceptance agency, we processed 1,380 passports, had 1,856 passport inquiries, 346 Solar Eclipse questions, assisted 12,179 times with Study Rooms with an overall staggering 47,923 transactions at the information desk!



KidSpace: We wrapped up Summer Reading on July 17, 2017. It was our last year fully on paper reading logs, because we began using Beanstack the online Summer Reading log for Summer 2018. We are very proud of our Middle School Librarian Catherine B. who published two chapters in the ALA edition of: *Ready to Use: 63 Maker Projects!* Again we hosted many Summer Camps including the *U46 Summer Reading Challenge Camp* as well as the library-run *Creative Writing Camp*. *Comic Book Mania* was HUGE in July with an amazing visit by TV host Svengooli and 2,800 attendees!! Stormtroopers and



Ghostbusters roamed through the library while TV host Svengooli provided photo ops for loyal fans. Eclipse madness: Karina made an eclipse craft for the week preceding the solar phenomena which was extremely popular. Later in August, the “Meet Anna and Elsa” event was a full house with these princesses performing storytime and a singalong—many little ones dressed up! The 2nd Annual *1000 Books Before Kindergarten* graduation party had over 85 attendees! Librarian Katie’s experiential 1000 Books Before Kindergarten program has received quite the buzz in library-land since she gave a great presentation about it at ILA in October. Every graduate walked the red carpet, received a



diploma, graduation cap and an in-house 3D printed medal! *Doctor Who Day* was celebrated with fun activities planned by Librarian Catherine at all three locations. Many KidSpace staff worked on planning the fun Harry Potter themed *Hermione’s Birthday Party*, which included a donation of “butter beer” from the Blue Box Café! Assistant Bob coordinated this year’s *Battle of the Books* includes 37 teams from 33 schools! This was

Bob's last year of coordinating Battle of the Books, since he retired June 1, 2018. We were so lucky to have Bob share his many talents with the library and community for 23 years! December was a busy month in KidSpace. Tinsel Time was a celebratory, musical event with singer Shaun Whitley from Old Town School of Folk Music. In January, our own library trustee Herb Gross volunteered his talents and taught origami at our January *STEAM* program about art! The *Preschool and Childcare Information Fair* was the largest it has ever been—with over 30 schools participating and over 200 customers attending the booths! Karina's *Sew Much Fun* program has become a monthly offering due to participant demand! Grisel coordinated *Bilingual Zumba for Families* and it met with a great response. During the national *Martin Luther King Jr Day of Service*, KidSpace collaborated with several local organizations to create the first ever *Elgin Families Volunteer* program. Also this month, KidSpace Director Jennifer attended a presentation about the *Campaign for Grade Level Reading* by a representative of the United Way of Quad Cities. Attendees included U-46 representatives from ACE alignment, the Elgin Partnership for Early Learning and us. Librarian Tabatha was contacted by Saroj Ghoting, an Early Literacy consultant and author of *Every Child Ready to Read*; Saroj will be using some of Tabatha's program ideas for a PLA presentation on parent and child interactive storytime activities. Tabatha also led the *Kids Explore: Printmaking Class* via Facebook live. This was the first KidSpace program streamed live. The *Valentine Tea*, one of our annual, signature events, took a different form this year—we brought in Chicago musician Laura Doherty to the Main Library to entertain the attendees. Between the Main and Rakow Branch, our *Valentine Teas* saw a total of 149 attendees. Librarian Katie coordinated BabyFest week with fun programs like *Baby Fashion Show with Babies R Us*, *Baby Bounce and Boogie!*, and *Mommy Self-Care Night*. Baby Fest week culminated in the BabyFest Saturday celebration with 30 community partners and over 170 attendees! Congratulations to Librarian Tabatha who was confirmed as Vice-President of Laconi YSS Board. Tabatha was also a presenter at the Tech Fair to show kids a fun way to learn computer programming. In fact, the programs that KidSpace planned during Spring Break



accounted for **1,549 program attendees** solely throughout that **one week**! Of course, those numbers do not even include the Private School research visit, the families here to enjoy the exhibit and all of our regular visitors! We published the quarterly *Teen Writing and Art Showcase* throughout the year, spearheaded by Middle School Librarian Catherine. Librarian Tabatha led the department's heroic efforts to create Beanstack reading logs in this new web-based environment! Kudos to Katie, Catherine, Tabatha and Julie Anne for creating reading programs in both print and digital environments that

we utilized for the first time during the summer of 2018! Jennifer and Katie assisted the Elgin Partnership for Early Learning organization with their kick-off for the *Language in the*

Laundromat parent engagement activities. Director Carole Medal spoke about the importance of starting early literacy at home and with everyday activities. Tina Birkholz helped Hispanic Services staff plan and facilitate the *Día del Niño/Day of the Child* program on April 28 at Elgin High School with our partners at U-46. Librarian Tina was also given the great honor of being chosen to judge the 2018 *International Latino Book Awards! Dive into Reading Summer Reading Challenge 2018* began on May 18! KidSpace staff supported PRAD's kick-off event in various ways, including providing extra staffing in the Gateway for Beanstack registrations. Cindy led a group of Volunteens dressed in sea creature costumes and Andy dressed as a shark! Katie Facebook live streamed *For My Family: Screen Time* with Dr. Navsaria and got over 800 views! On June 7th, Gayle C retired from GBPL with over 40 years of service to our families. Gayle has been instrumental in her many years here in providing amazing services to the families in our community from puppet shows to storytimes and so much more. At the end of



this fiscal year, we were also thrilled to learn that our very own Director of KidSpace, Jennifer Bueche---she has been awarded the 2018 Davis Cup to be presented at the ILA Annual Conference in Peoria this fall. From the ILA website: "This annual award is presented to a person who has made an outstanding contribution in library service to young people. Since its inception in 1971, the award has been presented to individuals who exemplify resourcefulness, professionalism and caring in the in their service to young people". Congratulations, Jennifer!

Studio 270: The DML and Studio hosted several weeklong camps this summer: *Media Arts Camp* focused one week on Photo FX and another on video making. *Sewing Camp* saw great success with one girl who had never used a sewing machine before and was able to pattern and make herself a cute skirt to wear by the end of the session! Adult sessions were growing in the DML this year with audio production, video editing and podcast productions. In August, we saw one teen performer who made a song for his girlfriend and his sister. He said "I want to make something special for the people I care about in my life." Teens volunteered 204.5 hours on the 2017 Summer Reading Booth and monitoring the Youth patio this summer. One of the teen Summer Reading winners, Peter, saw the first dinosaur exhibit as a small child and the passion he cultivated from the first exhibit let him to go on summer digs and explore paleontology. The day he picked up his prize, he was on his way to California to start high school at the Webb School, the only US high school with an accredited paleontology museum on campus. Studio 270 partnered with CSPD for a two program series: *Music Business 101*. Digital Media Lab Supervisor Andre presented at both events about what the DML has to offer for aspiring musicians. Librarian Billie and Danielle from CSPD met with the Elgin Police department to discuss their increased outreach to teens which resulted in several engaging teen programs throughout the year. In November, some of our regular musical teens filmed their music video outside of the library and learned how to create quality



music videos inside of the Studio. One of our former Studio and DML teens, Alvaro, came back to visit the Studio and introduce his newborn daughter. Alvaro is having difficulty finding work and has insecure housing—his first thought was to come back to the library to seek help because he had trust in us from his time in the Studio. This is a powerful reason why the Studio is a success--the Studio was there for him as a teen and he knew that the library would be there for him as an adult! In December, DML Supervisor Andre met with Rise Jones and SCORE to work on helping teens create a video about mentoring. Librarian Billie also gave a tour of the Studio and DML to a student from Dominican University for a paper on creative spaces in libraries. The Studio was very busy this month with end-of-the-year volunteers who donated 255 hours of service to the library. In January, Andre recorded and created the *Future African American Leaders of 2018* video for the *Black History Family Festival* which was screened during the event. We also partnered with the Elgin police department for our first event together: Knitting hats and scarves using looms. Librarian Billie visited Larkin High School's *Young Women's Empowerment*



program to teach *Bullet Journaling*. She also taught this program at the South Elgin Branch. The Studio has a busy schedule of hosting special education classes before the room opens at 3pm. One student loved the egg chairs in the Studio so much, he notified the staff that he was a fish egg—later he was walking around telling everyone that he hatched into a musky! Long-time Digital Media Lab users Allen W. came in this month to record some solo songs. Allen is part of the dance group, *The Future Kings*. Since their hay-days in the DML, *The Future Kings* have been featured on *America's Got Talent* and *World of Dance!* The Elgin Police Department will be sponsoring 10 videos submitted into the Elgin Film festival- our Andre, Andrew and Billie assisted these future teen filmmakers in learning the basics of story boarding and video editing. At the Tech Fair, Studio's Andrew shared

our equipment and helped customers experiment with the Midi keyboard by recording their voice! The 3rd Annual Teen Job Fair was extremely successful. 331 Teens and Parents spoke to 12 businesses, including Margaret from GBPLD's Materials Handling Department. This is an increase of 131 attendees from last year. The soft skills tables were increased to include *How to Leave a Voicemail* and *Mock Interviews* done by the Elgin Police Department. The businesses were very pleased with the quality of applicants and all have asked to be included next year. Billie Moffett gave a tour of Studio 270 to a U46 Alignment group. Another exciting thing to note: We began a new Teen Advisory Board that is planning to meet once a month to help plan programs, events and more for our Studio users! Finals Feeding Frenzy was popular in the Studio with groups working on finishing end of semester projects and studying for finals. Partnering with the U-46 Young Women's Empowerment Program we hosted the final event for graduating seniors, it was an





incredibly special event as we ushered the girls into adulthood and presented them with scarves to wear with pride and to remind them that there are always women in the community to assist them. Many returning graduates returned to the studio this month. Alex, a former volunteer, came to talk to Billie about college, Leslie (one of our early customers) came to talk with Nick about helping her prepare for interviews. Return visits like these really show how impactful Studio 270 is to these teens.

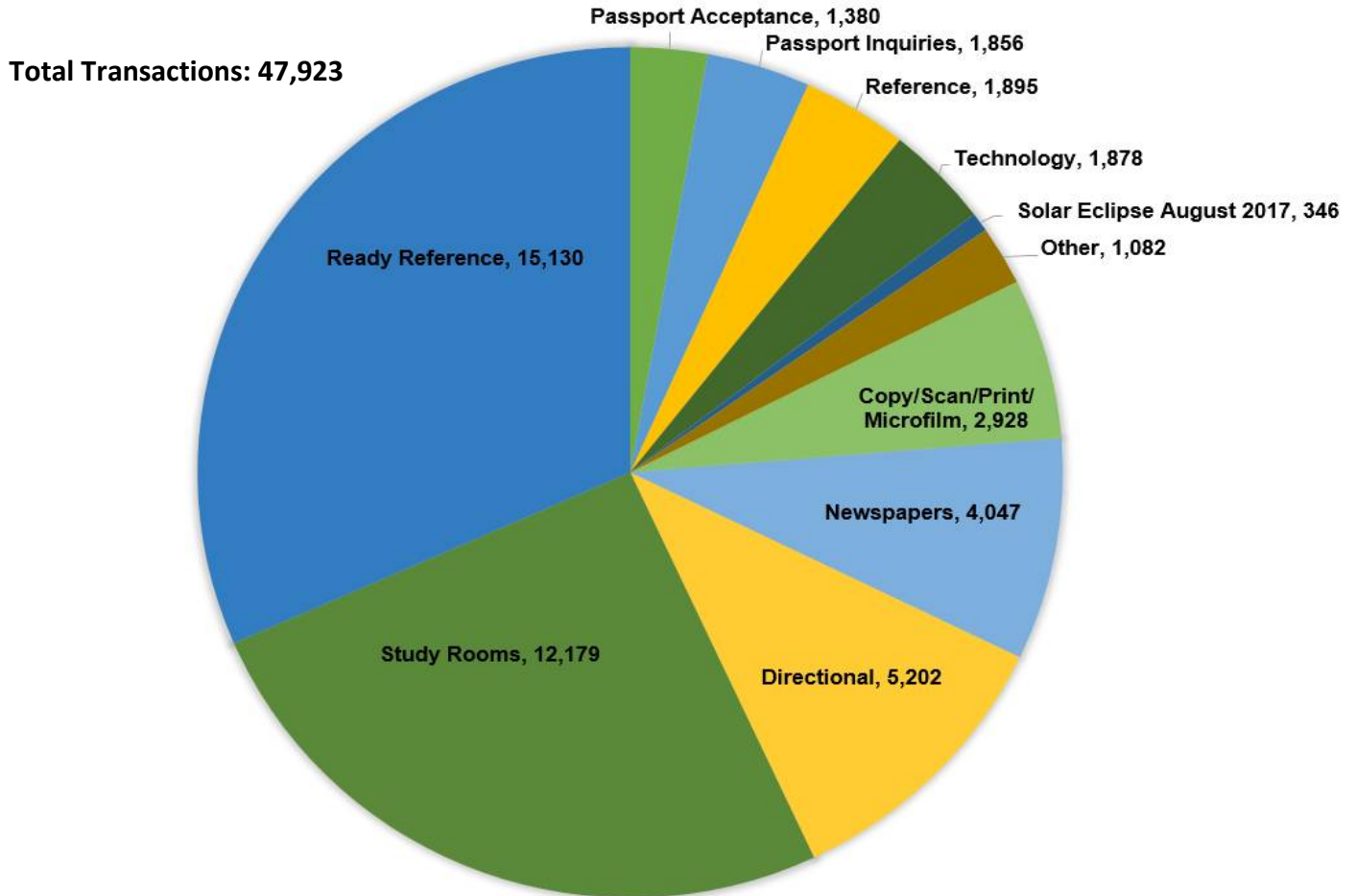
What an exciting, busy and impactful year in the Public Services division!

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



PUBLIC SERVICES ANNUAL STATISTICS FY17-18

Desk Tracker Data, Information Desk Transactions by Topic



	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
9:00 AM	265	371	357	359	320	276	337	346			344	414
10:00 AM	323	401	275	327	238	220	311					395
11:00 AM	286	412	349	320	267	206	321					369
12:00 PM	362	423	352	430	367	289	403					416
1:00 PM	416	440	320	410	387	358	408					410
2:00 PM	385	413	362	360	338	280	399					459
3:00 PM	334	350	322	318	312	264	401					389
4:00 PM	301	330	312	377	335	344						
5:00 PM	236	283	268	299	266	252						
6:00 PM	174	209	199	235	187	133	244					
7:00 PM	91	129	130	154	109	77	131					
8:00 PM	84	95	61	83	63	44	54					
total	3259	3936	3308	3674	3190	2747	3805	371			62	3821

Passports launched

KidSpace:

Number of Programs:

1,101

Number of Attendees:

32,547

Midday traffic

KidSpace Transactions:

Desk	Behavioral	Directional	Everything Else
Youth A	129	144	6844
Youth B	341	214	13115
Youth C	429	82	5858
ELC	1429	220	11156
Totals	2328	660	36,973

Digital Media Lab Usage:

Month/Year	Customers	Hours	Unique Users
Jul-17	103	103	46
Aug-17	108	108	40
Sep-17	96	96	36
Oct-17	122	122	34
Nov-17	120	120	34
Dec-17	102	102	34
Jan-18	124	128	53
Feb-18	104	104	43
Mar-18	103	107	49
Apr-18	111	115	34
May-18	139	143	43
Jun-18	110	117	48
Total	1342	1365	494

Resource Room Use

Ellison Die: 193
 Laminator: 443
 Button Maker: 13*
 Sewing Machine: 2
 Papercutter: 104

**button maker was removed this year.*

Zone Game Use

Wii: 647
 Xbox: 611
 PS4: 810

TOTAL USE:
2068

Digital Services FY 17-18

Number of Classes: **241**
 Number of Attendees: **1,804**

SUMMER READING BY YEAR:

Compare by year	Main Kid	Main Teen	Main Adult	Branches	Gold Star & OTG	Other	TTL
2018	1,683	57	385	518	3,523	192	6358
2017	2118	77	308	484	2715		5702
2016	2014	179	744	380	2423		5740
2015	2222	132	252	542	2547		5695

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2018

General Fund:

Receipts for the Year:

Property Taxes	\$	9,785,797	
State Income Taxes (Personal Property Replacement Tax)		136,476	
Earnings on Investments and Savings		52,578	
Fines and fees		187,883	
Computer, fax and meeting rooms		4,316	
Laminating		1,515	
Copy Machines		56,984	
Reader Printer		591	
Books Lost and Paid		12,677	
Miscellaneous		15,577	
Public Phones		2,729	
Passports		42,260	
E-Rate Program		53,189	
Grants Received		296,864	
Developer Fees		148,129	
Transfer from Working Cash		-	
Loan income		-	
Rental income		23,300	
		23,300	
Total Receipts for the Year			10,820,865

Disbursements for the Year

Salaries		6,427,658
Maintenance Salaries		309,239
Main		
Books		336,804
Periodicals		31,692
Audio Visual Material		128,554
Micro Film		6,651
Electronic Media		423,873
Natural Gas		51,596
Electricity		221,337
Telephone		51,435
Computer		610,973
Interest Expense		31,029
Branch		
Books		57,839
Periodicals		4,426
Audio Visual Material		60,250
Electricity		32,840
Telephone		-
Computer		-
Natural Gas		2,641
Water and Sewer		5,523
Other Branch		32,885

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2018

General Fund (Cont.)

Disbursements for the year (Cont.)

Binding	1,051
Capital Improvements	-
Cleaning and Janitorial Supplies	236,985
Conferences	34,980
Consulting and Professional Expense	36,455
Contingency	4,828
Continuing Education	35,128
Copier Leases and Maintenance	61,467
Dues and Membership	18,248
Equipment and Equipment Maintenance	35,617
Fuel	2,725
Grant Expenditures	-
Insurance	736,369
Legal Publications	1,388
Material Processing Supplies	142,370
Library Office Supplies and Services	94,671
Other	53,563
Payroll Processing	33,535
Postage and Express	8,702
Printing	6,016
Public Programming	84,107
Public Relations	120,663
Vehicle Maintenance	4,043
Water	18,592
Real Estate Taxes	938
Transfer	-
Loan expense (principal)	100,000

Total Disbursements for the Year	10,699,686
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Excess (Deficit) of Receipts Over Disbursements	121,179
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Change in Accruals for year	74,696
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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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Cash Balance

June 30, 2018 (Banking Checking and Savings [\$40,647,247]; Petty Cash [\$4,224] Investments [(\$35,486,549)])	\$ 5,164,922
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Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2018

Illinois Municipal Retirement Fund:

Receipts for the Year:		
Property Taxes	\$ 701,201	
State Income Taxes (Personal Property Replacement Tax)	4,847	
Transfer from General Fund	-	
Total Receipts for the Year		706,048
Disbursements for the Year:		
Library's Contribution to I.M.R.F.	713,014	
Total Disbursements for the Year		713,014
Excess (Deficit) of Receipts over Disbursements		(6,966)
Change in Accruals for year		105
Cash Balance, June 30, 2017		(26,562)
Cash Balance, June 30, 2018	\$	(33,423)

Liability Insurance Fund:

Receipts for the Year:		
Property Taxes	\$ 141,659	
Total Receipts for the Year		141,659
Disbursements for the Year:		
General Insurance	71,166	
Unemployment Compensation	7,777	
Risk Management	49,027	
Workmen's Compensation	27,390	
Total Disbursements for the Year		155,360
Excess (Deficit) of Receipts Over Disbursements		(13,701)
Change in Accrual for year		4,060
Cash Balance, June 30, 2017		13,457
Cash Balance, June 30, 2018	\$	3,816

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2018

Building and Equipment Fund:

Receipts for the Year:

Property Taxes	\$ 507,581	
Transfer from General Fund	-	
Total Receipts for the Year	-	507,581

Disbursements for the Year:

Main		
Building, Ground Repairs and Maintenance	249,337	
Maintenance Supplies	-	
Maintenance and Other Equipment	1,951	
Furniture and Fixtures	-	
General Cleaning Services	-	
Janitorial Supplies	-	
Chemical/Water Treatment	2,123	
Contingency	11,640	
Miscellaneous	12,042	
Equipment Repair and Maintenance	56,759	
Branch		
Building, Ground Repairs and Maintenance	65,668	
Maintenance Supplies	-	
General Cleaning Services	-	
Janitorial Supplies	-	
Equipment Repair and Maintenance	20,160	
Total Disbursements for the Year	419,680	419,680

Excess (Deficit) of Receipts Over Disbursements		87,901
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Change in Accruals for year		7,616
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Cash Balance, June 30, 2017		33,272
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Cash Balance, June 30, 2018	\$	128,789
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Audit Fund:

Receipts for the year:

Property taxes	\$ 14,971	
Total receipts for the year	14,971	14,971

Disbursements for the year:

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

Excess (Deficit) of Receipts Over Disbursements		(1,529)
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Cash Balance, June 30, 2017		1,563
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Cash Balance, June 30, 2018	\$	34
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Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2018

Social Security Fund:

Receipts for the year:		
Property taxes	\$ 490,451	
Total receipts for the year		490,451
Disbursements for the year:		
Social security contribution	501,622	
Total disbursements for the year		501,622
Excess (Deficit) of Receipts Over Disbursements		(11,171)
Change in Accruals for year		7,855
Cash Balance, June 30, 2017		(27,645)
Cash Balance, June 30, 2018	\$	<u><u>(30,961)</u></u>

Gift Fund

Receipts for the Year:		
Gifts Received	\$ 12,819	
Interest Income	-	
Total Receipts for the Year		12,819
Disbursements for the Year:		
Program Expenditures	16,817	
Total Disbursements for the Year		16,817
Excess (Deficit) of Receipts Over Disbursements		(3,998)
Change in Accrual for year		-
Cash Balance, June 30, 2017		19,516
Cash Balance, June 30, 2018	\$	<u><u>15,518</u></u>

Building Reserve Fund

Receipts for the Year:		
Transfer in	\$ -	
Investment Income/(Loss)	14,475	
Debt Proceeds	-	
Total Receipts for the Year		14,475
Disbursements for the Year:		
Investment Fees	4,068	
Capital Expenditures	147,016	
Debt Issuance Fees	-	
Total Disbursements for the Year		151,084
Excess (Deficit) of Receipts Over Disbursements		(136,609)
Change in Accrual for year		(2,674)
Cash Balance, June 30, 2017		2,219,573
Cash Balance, June 30, 2018	\$	<u><u>2,080,290</u></u>

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2018

Bond & Interest Fund:

Receipts for the Year:

Property Taxes	\$ 2,658,467	
Bond Proceeds	-	
Miscellaneous Revenue	-	
Total Receipts for the Year		2,658,467

Disbursements for the Year:

Bond Principal Paid	2,235,000	
Bond Interest Paid	356,319	
Bond Expenses	-	
Total Disbursements for the Year		2,591,319

Excess (Deficit) of Receipts Over Disbursements		67,148
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Change in Accrual for year		-
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Cash Balance, June 30, 2017		769,305
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Cash Balance, June 30, 2018	\$	836,453
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**Circulation Statistics
Annual Report 2017-2018**

MATERIAL USAGE COMPARISONS

	2016-2017	2017-2018
Adult Materials		
Book	350,176	334,958
Non-Book	770,839	693,273
Total Adult Materials	1,121,015	1,028,231
Youth & Children's Materials		
Book	444,821	393,816
Non-Book	274,410	154,336
Total Youth & Children's Materials	719,231	548,152
GRAND TOTAL	1,840,246	1,576,383

NON-BOOK MATERIAL COMPARISONS

	2016-2017	2017-2018
Art Prints	571	477
Art Print Bags	390	346
AV Equipment	3838	5,994
Compact Discs	64,650	53,978
CD-ROM Software	145	41
DVDs	570,007	484,599
E music	32,696	28,918
E Movies	35,26	5,135
E Music Videos	89	73
E TV	578	1,108
Freegal Streamed Songs	95,361	75,702
Movies (Roku)	288	230
Streamed Video		
Kits - Cassette/Book	3,780	3,477
Periodicals	14,083	6,367
Puzzles	2,356	1,978
Recorded Books	38,646	25,742
Toys and Games	1,690	1,825
Video tapes	543	354
Video Games	13,782	12,432
ebooks		84,110
eaudiobooks		45,489
evideos		5
Digital Magazines		9,229

**Circulation Statistics, cont.
Annual Report 2017-2018**

RAILS RECIPROCAL BORROWING

	2016-2017	2017-2018
Algonquin	649	554
Antioch	0	0
Arlington Heights	3	28
Barrington	167	181
Cary	147	141
Cook Memorial	40	18
Crystal Lake	543	314
Deerfield	0	0
DesPlaines	1	7
Dundee	16,300	13,599
Ela (Lake Zurich)	24	5
Elk Grove Village	9	6
Evanston	1	2
Fox Lake	2	2
Fox River Grove	0	115
Freemont (Mundelein)	0	0
Glencoe	0	1
Glenview	0	1
Grayslake	1	0
Highland Park	165	42
Highwood	0	0
Huntley	833	756
Indian Trails (Wheeling)	18	0
Lake Bluff	0	0
Lake Forest	2	0
Lake Villa	0	0
Lincolnwood	0	0
McHenry	38	60
River East	0	0
Morton Grove	0	0
Mt. Prospect	181	119
Niles	8	117
North Chicago	5	0
Northbrook	0	0
Palatine	127	88
Park Ridge	0	5
Prospect Heights	53	37
Rolling Meadows	209	48
Round Lake	0	0
Schaumburg	707	811
Skokie	0	1
Vernon Hills	93	100
Warren-Newport	9	0
Wauconda	6	2
Waukegan	0	0
Wilmette	0	0
Winnetka	0	0
Zion	21	0
Total Borrowings	19,946	17,160

**Circulation Statistics, cont.
Annual Report 2017-2018**

REGISTRATION

	2016-2017	2017-2018
In District		93416
Unincorporated Cook County	7,597	*
Unincorporated Kane County	1,225	*
Elgin - East Side 60120	39,742	*
Elgin - West Side 60123/60124	44,755	*
South Elgin	9,718	*
Out of District		
Contract Cards	32	29
Reciprocal Borrowers	7,557	7,368
Total	110,626	93,416
Summer Camp (temporary)		722
Grand Total		94,138

RESERVES PLACED

	2016-2017	2017-2018
Total Reserves Placed	158,572	149,116

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

Library Materials Statistics

Annual Report 2017-2018

BOOKS

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Main Library			
KidSpace Fiction	6,416	6,843	59,072
KidSpace Non-Fiction	2,040	9,438	32,982
Total KidSpace Books	8,456	16,281	92,054
Information Services Fiction	7,117	7,488	54,261
Information Services Non-Fiction	5,469	6,267	88,547
Information Services Reference	243	121	12,251
Total Information Services Books	12,829	13,876	155,059
Total Main Library Books	21,285	30,157	247,113
Rakow Branch			
Youth Books	1,420	2,266	9,077
Adult Books	3,126	4,226	10,113
Total Rakow Branch Books	4,546	6,492	19,190
South Elgin Branch			
Youth Books	937	1,810	4,742
Adult Books	1,369	1,465	2,430
Total South Elgin Branch Books	2,306	3,275	7,172
Total Books	28,137	39,924	273,475

NON-BOOKS

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Main Library			
Art Prints	16	23	197
AV Equipment	48	43	104
Blu-rays	634	331	2658
CD-ROM Software	0	69	0
Compact Discs	650	3,724	11,789
Digital History Collection	0	0	1,505
Digital Video Discs	4,563	5,777	29,743
eAudio Books	673	24,487	1,905
eBook Readers	4	-1	35
eBooks	2,228	43,017	6,571
eVideos	0	0	0
GoChips	40	0	40
Kits	46	64	938
Maps	140	0	140
Playaway Views	0	2	18
Puzzles	36	142	420
Recorded Books	379	772	5,827
Toys	140	142	464
Video Games	72	89	725
Total Main Library Non-Books	9,669	78,681	63,079

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Rakow Branch			
AV Equipment	14	15	39
Blu-rays	309	431	370
Compact Discs	90	273	1,690
Digital Video Discs	1,260	1,969	1,495
eBook Readers	0	0	10
Kits	0	0	4
Playaway Views	0	2	8
Recorded Books	146	193	696
Video Games	42	14	238
Total Rakow Branch Non-Books	1,861	2,897	4,550
South Elgin Branch			
AV Equipment	12	2	34
Blu-rays	180	207	111
Compact Discs	3	61	8
Digital Video Discs	594	752	400
eBook Readers	0	0	5
Recorded Books	55	22	120
Video Games	31	2	129
Total South Elgin Branch Non-Books	875	1,046	807
Total Non-Books	12,405	82,624	68,436
Bound Periodicals			1,581
Circulating Periodical Issues	3,199	3,457	3,507
Microfilm			5,431
Annual Library Total Materials	43,741	126,005	352,430

SINGLE TITLES IN LIBRARY (ALL LOCATIONS)

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Youth Services Books	5,639	11,276	71,950
Information Services Reference Books	64	50	4,462
Information Services Circulating Books	8,353	9,647	134,851
Non-Books	5,681		65,819
Total Periodical Titles Held			346
Total Single Titles	19,737		277,428

NOTES:

All figures are for the fiscal year from July 1, 2017 – June 30, 2018. Middle School materials were counted in KidSpace/Youth Services; Teen materials were counted in Information Services. Some materials originally purchased for one library building or collection have been transferred to another. E-resources that are pay-per-use or part of a database subscription are not included. eBooks and eAudiobooks are down from last year because we discontinued Overdrive/MyMediaMall.