

Gail Borden Public Library District



Annual Report
2008 - 2009

ADMINISTRATIVE SERVICES ANNUAL REPORT 2008-2009

As the annual report is compiled each year, we are astonished to see what Gail Borden Library staff members have accomplished. With each successive year, we manage to achieve new heights. With a committed staff, a supportive Board of Trustees, enthusiasm for service, and a strong desire to meet customer needs, we have accomplished new goals as we garnered new accolades. And, speaking from experience, I am confident we will not rest on our laurels.

Oversaw the design, construction and opening of LaTazza Café, a coffee shop in the Main Library
Continued to plan, develop and launch our first library branch, aiming for LEED silver certification: Opening Day
Collection team members selected materials and worked with BroDart to ensure quality processing; when delivered on June 29, 2009, the items were unboxed and shelved in just five hours; Received an Illinois Clean Energy commissioning grant of \$75,000; Met with artist Marion Grebow who designed and created a tile mural, "Elgin: A Green Story" to be a library foundation fundraising project, helping to buy books for the branch; Oversaw installation of a disc dispenser, Media Bank, for the branch after the first was damaged enroute; Hired a new branch director, Margaret Peebles
Attended the dedication of the Elgin's Veterans Memorial, located on the Fox River, adjacent to the library
Continued to break records: Checked out a record number of items in one month: 150,000 items in July 2008; Reached a new circulation record of 1 million items by January 2009, just seven months into our fiscal year; Presented and hosted over 1293 programs to audiences totaling 48,866
Redesigned circulation checkout procedures, converting to self-check as primary mode of checking out materials, announced as "We're on Your Side"
Initiated early service at the drive-up window, opening one hour earlier here than at our front door
Coordinated a successful "Food for Fines" program for library customers
Participated in the ALA Library Card Signup month campaign, then took a giant step ahead with the Dr. Torres Library Card Challenge for elementary school students, recording an increase of 3000 new library cards and a 20% increase in circulation
Coordinated distribution of Mike Alft's book *Elgin, a Women's City*, in partnership with the Elgin Heritage Commission and the Elgin Area Historical Society
Initiated planning for the Daniel Burnham Centennial celebration and assisted with Rain Barrels on Parade with a host of community partners
Completed the Tapestry of Freedom grant, with accolades from around the community and the state
Initiated a Strategic Direction Setting process, preparing GBPL for the future
Watched Executive Director Carole Medal throw a perfect pitch at the Chicago Bandits women's softball game
Congratulated Executive Director Carole Medal on her election as President, Illinois Library Association
Admired the work of Sharon Wiseman, who as the 2009 ILA conference program chair, worked with Carole to create a stimulating and rewarding annual conference
Watched the Summer Reading promo DVD with appreciation and admiration for the skill and energy of the young volunteer who created it
Recorded an increase in Summer Reading participation of 17.5% in 2008 over 2007
Learned what we didn't know about Web 2.0, as guided by our *GB Learns* team
Studied, planned and developed a new layout for the 2nd floor as we seek to serve customer needs with more meeting rooms, study rooms and a special space for teens
Developed and enjoyed many exciting events including the Alexander Hamilton exhibit opening and reception, a 200th birthday party for Abraham Lincoln, a Foundation Benefit concert complete with a history of the theater organ, concert and movie accompaniment
Enjoyed a conversation with Nina Bernstein, in conjunction with Elgin Symphony Orchestra's tribute to Leonard Bernstein
Hosted the annual Volunteer Fair with over 400 visitors and the annual Volunteer Luncheon
Recorded a new district population of 133,954 (an increase of 10,246) with new census documentation
Continued to marvel at the work of our own graphic design staff as they create the "Wow" factor
Created colorful new images and 'wrapped' our remote book drops to replace the plain-Jane look
Strived to keep abreast and ahead of the speeding technology train with added wireless connections, increased Internet bandwidth, Web 2.0, and Twitter; hosted a live chat with the mayor for the City of Elgin; and migrated to a new email host
Filled an immediate community need by establishing a Job Center and offering a Job Seekers club
Continued to maintain our lovely building and grounds, so that they continue to be inviting to customers:
Adopted a new maintenance program for the trees and shrubs to halt an invasion of grubs; Restored 7200 square feet of decorative concrete; Recovered from and repaired damage after a water pump failure; further developed regular schedules for maintaining terrazzo floors and carpet squares; installed a new stepping stone path from Kimball Street, replacing the foot-worn path created by daily visitors

Inaugurated a "walking book club" as we help with efforts to "Activate Elgin"

Welcomed new board members after the April 2009 elections

Received, with gratitude, a gift from the Tom Rakow family, thus naming our soon-to-be opened branch, The Rakow Branch Library

Continued to be recognized for outstanding service and leadership with local and national awards

2008 American Library Association John Cotton Dana Public Relations Award for "Space: Dare to Dream"

2009 Public Library Association Polaris Innovation in Technology John Iliff Award for StoryTubes,

2009 Elgin Image Award for the Veterans History project

2009 City of Elgin Mayor's award for the Tapestry of Freedom Project

2009 YWCA Leadership Award in Communications and Technology presented to Denise Raleigh

A handwritten signature in cursive script that reads "Carole Medal". The signature is written in dark ink and is positioned below the list of awards.

ADULT SERVICES

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Rakow Branch

Without a doubt the most important event of the year was the opening of the library's first branch, the Rakow Branch. While the design and building of branch occupied staff in Administration and Building Operations, staff in Adult Services weren't closely involved until collection building began in the summer of 2008. Collection development staff planned neighborhoods or subject collections of related books that would serve customers browsing needs. Names for the collections were chosen and the detail work with Technical Services on labeling, coding and processing continued through the fall. Selecting titles, an enormous task for seven librarians, began in December and continued to the end of March. When materials arrived in June, Bill Blohm, our collection manager, was on site to help staff unpack books. Staff participation in "building the branch" has created a great sense of collaboration among main library staff and the staff of the new facility.

Second Floor Renovations

During this same time period, second floor renovation plans were finalized and Adult Services initiated a serious deselection project in November to facilitate the shelving changes. Staff not involved in deselection helped by covering desk duties. Items were evaluated for condition, age, and value relative to other titles. By the end of April space was available for the rearrangement of the periodicals, genealogy, reference and Spanish collections. Staff was commended for the completion of this physically and mentally demanding work, accomplished simultaneously with selection of materials for the Rakow branch.

Job Center

As economic conditions deteriorated nationally and our unemployment rate rose locally, the library began exploring ideas to assist job seekers. After a visit to the Illinois Department of Employment Security (IDES), our plans focused three goals: making our resources more obvious and accessible, creating a webpage directing customers to local resources, and beginning a job center. During this time, a talented librarian was hired to fill an open part-time position and her first assignment was to develop the job and career center. With our books collected and labeled JOBS, RESUMES, CAREERS, with two dedicated PCs for job seekers, and a Job Seekers group meeting regularly at the library to learn skills for job searching, the library began meeting an important community need. Coordination of activities with IDES, ECC and Family Services contribute to make this a true community effort. On a related note, Sara Sabo has joined the Chamber of Commerce Workforce Development group, sharing in our community's response to the unemployment crisis.

Personnel

Margaret Peebles left Adult Services to become the Branch Manager at the Rakow Branch. Eric Pasteur joined the department as the Coordinator of Movies, Music and More. Melissa Ziel is our new part-time librarian assigned to the Job Center. Melissa Lane completed her commitment to the Elgin Leadership Academy.

Other Notable Activities

As noted in the statistics from other sections of this annual report, every department, every service desk felt the effects of the increased usage of this building, including Adult Services. Staff is proud of their ability to accomplish their daily work in addition to the important projects noted above. Following are some of the other activities Adult Services contributed to: Strategic Design, Book Club Jamboree, Volunteer Fair, voter registration, GBPL Learns 2.0, Volunteer Luncheon, Veterans History Project, WILIUG Conference, and "It's Your Money: Get Smart."

Patricia Gebhardt

CIRCULATION SERVICES

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Restructuring, remodeling and reinventing Circulation Services was the major achievement this year. In July the Circulation Services Department was reorganized. The Material Handling Division, under the supervision of Margaret Grundmeier, took over the check-in process. This reorganization streamlined procedures for checking in and shelving material. By combining the workflow of check-in and shelving, the division is able to keep a continuous flow of material reaching the shelves more quickly and efficiently, freeing up circulation staff to focus exclusively on customer service and registration activities.

The most visible change for our customers came in December when preparations to remodel the existing check out area began. The most important component was the effort to help our customers understand the library's efforts to use technology to work smarter, while continuing to provide excellent service. Marketing and Circulation staff members explained the changes to our customers through several communication channels. A segment of Elgin Today featured the conversion process, complete with a common theme in home improvement shows- knocking down a wall to open up an area. The security gates and the wall dividing the Movies, Music and More area were removed so customers could easily move throughout the library and use any of the eight available self-check machines. The January/February newsletter featured *We're on Your Side...Literally!* to explain that staff will now be in front of the counter to serve our customers. Also, customers were assured that traditional check-out continues to be available.

The library closed December 17 to install six new self-check machines into the existing counters. The new self-check machines are capable of allowing customers to check out their own materials and pay overdue fines with credit cards. Two of the stations also have cash/coin boxes installed as an alternative payment option. Customers also have the ability to choose Spanish as a language for instructions and receipts.

The groundwork in setting up the new self-check machines and fines and fees software was instrumental in a smooth opening of the Rakow Branch in the following fiscal year. The increases of material usage, almost 20% compared to the previous year, were certainly a challenge. With the additional self-check machines, the library was able to not only meet the challenge but also reallocate staff in the next fiscal year.

The second benchmark event was the Dr. Torres Challenge: *Get a library card! It's Easy!* The goal was to put a library card in every student's hand. The Circulation staff made a monumental effort and registered over 3,000 library cards in October, which was a new record for one month. Online registration was also launched this fiscal year.

This year Circulation Services has experienced major changes in the way we serve our customers, but we continue to embody our mission of providing excellent customer service by enthusiastically connecting with each individual.

Kate Burlette

Circulation Statistics
Annual Report 2008-2009

MATERIAL USAGE COMPARISONS

	2007-2008	2008-2009
Adult Materials		
Book	394,197	433,518
Non-Book	461,484	582,183
Total Adult Materials	855,681	1,015,701
Youth & Children's Materials		
Book	485,176	559,176
Non-Book	164,941	216,344
Total Youth & Children's Materials	650,117	775,520
GRAND TOTAL	1,505,798	1,791,221

NON-BOOK MATERIAL COMPARISONS

	2007-2008	2008-2009
Art Prints	938	968
Art Print Bags	984	833
AV Booklets	339	265
AV Equipment	85	100
Compact Discs	143,081	165,953
CD-ROM Software	10,445	9,990
DVDs	343,010	488,643
Kits - Cassette/Book	6,919	7,386
Kits - Spanish	255	375
Pamphlets	24	12
Periodicals	13,574	13,486
Puzzles	5,560	6,419
Recorded Books	41,590	45,461
Toys and Games	2,247	2,506
Videotapes	46,910	37,783
Video Games	10,464	18,347

Circulation Statistics, cont.
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NSLS RECIPROCAL BORROWING

	2007-2008	2008-2009
Algonquin	1,023	1,111
Antioch	0	0
Arlington Heights	26	47
Barrington	205	221
Cary	220	316
Cook Memorial	4	4
Crystal Lake	432	481
Deerfield	0	0
DesPlaines	4	12
Dundee	25,616	26,862
Ela (Lake Zurich)	4	4
Elk Grove Village	16	14
Evanston	0	7
Fox Lake	0	0
Fox River Grove	1	43
Freemont (Mundelein)	0	9
Glencoe	0	0
Glenview	10	1
Grayslake	0	7
Highland Park	27	20
Highwood	0	1
Huntley	1,497	1,915
Indian Trails (Wheeling)	190	21
Lake Bluff	0	0
Lake Forest	1	0
Lake Villa	0	0
Lincolnwood	0	0
McHenry (Nunda)	5	0
McHenry	16	63
Morton Grove	2	0
Mt. Prospect	223	108
Niles	37	84
North Chicago	0	0
Northbrook	4	18
Palatine	103	300
Park Ridge	21	30
Prospect Heights	1	1
Rolling Meadows	12	68
Round Lake	0	8
Schaumburg	398	754
Skokie	40	56
Vernon Hills	0	6
Warren-Newport	0	0
Wauconda	2	3
Waukegan	4	5
Wilmette	0	23
Winnetka	0	0
Zion	9	6
Total Borrowings	30,153	32,629

Circulation Statistics, cont.
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REGISTRATION

	2007-2008	2008-2009
In District		
Unincorporated Cook County	6,219	7,295
Unincorporated Kane County	1,943	2,056
Elgin - East Side 60120	40,217	44,209
Elgin - West Side 60123/60124	41,960	46,405
South Elgin	9,162	10,138
Out of District		
Contract Cards	103	38
Interlibrary Loan	418	513
Reciprocal Borrowers		
NSLS	5,757	6,567
Non-NSLS	4,488	5,218
Grand Total	110,267	122,439

RESERVES PLACED

	2007-2008	2008-2009
Total Reserves Placed	113,660	130,311

REMOTE BOOKDROP SERVICE

	2007-2008	2008-2009
Jewel - West Side	34,529	38,142
Jewel - East Side	17,125	20,153
Dominick's/Otter Creek Shpg. Ctr.	16,732	22,306
CVS-S. Elgin (removed 12/1/08)	26,667	11,535
Butera-S. Elgin(opened 12/1/08)		11,143
1 st Community Bank (opened 3/1/09)		109
Grand Total	95,063	103,388

Information Technology Annual Report 2008-2009

Self-Check Stations Replace Staffed Stations

In December, six additional self-checks were installed in the Circulation Desk. IT staff worked with Circulation staff and with 3M and Innovative to install and configure these self-checks.

StoryTubes 2008 Contest

The *StoryTubes* contest was offered again in partnership with seven libraries – including one from Canada. The programming for the entry and review forms was revised to allow for the inclusion of entries posted to *TeacherTube* in addition to those posted to *YouTube*.

Staff Email Move from NSLS to Rackspace

The North Suburban Library System had hosted email accounts for the library staff since 1996. And, in 2008, their board decided to discontinue the service completely on June 30, 2009.

Because of this, all email accounts for library staff were moved from the NSLS server to Rackspace, a cloud-based email service. IT staff assisted other staff in this transition and provided training sessions in the use of Rackspace's webmail interface.

Preparing for Rakow Branch and Second Floor Remodel

Two major projects loomed on the horizon as this fiscal year came to a close: the opening of the Rakow Branch and the remodel of the second floor. In preparation for these projects: equipment needs were identified; equipment was ordered; the network connection between the buildings was established; and, plans for moving and deploying existing and new equipment were developed.

Other Projects and Upgrades

- The library's website was moved to an alternate host, Acenet.
- A webcam was installed at the branch construction site.
- All staff and customer PCs were upgraded to *Microsoft Office 2007*.
- Additional public computers were installed in the Teen corner and in the newly established Job Center.
- The homebrew *GailMail* program that debuted in May 2002 was retired in September as this service is now managed through *Constant Contact*.
- In October, the library's Internet bandwidth was upgraded from 10 Mbps to 15 Mbps.
- A utility for online library card registration was developed and was deployed on December 1.
- The Adult Services laptop was configured with a USB modem for off-site wireless Internet access.
- USB flash drives were made available for purchase in the Computer Center in January.
- A new phone system was installed to allow for additional phones and the inclusion of the branch phone system.

Personnel

In March, Brian Hoeg joined the IT Department as its Assistant Director.



Information Technology Statistics 2008-2009

Category	2007-2008	2008-2009
Homepage Hits	262,228	403,379
WebOPAC (# connections/visits) ¹	667,081	426,633
Electronic Resources	133,678	134,743
Public Computer Sessions	228,259	236,283
Public Computer Hours	164,460	171,621
Wireless Internet Access (# connections)	9,765	21,757
Computer Classes ²	38	73
Computer Class Attendees	412	709
Average Class Size	11	10

¹ The WebOPAC statistics for 2008/2009 reflect "visits" as reported in Google Analytics. This is a change in methodology from the previous year which reflected connections as identified by the Innovative server.

² No computer classes were offered during the following months: July 2007; August 2007; November 2007; December 2007; and, May 2008 - August 2008.

FACILITIES AND BUILDING OPERATIONS ANNUAL REPORT 2008-2009

Without question, the Gail Borden Public Library District has "risen to the top" among libraries throughout the country. The Gail Borden Public Library District is not only recognized for many local awards, but also has gained national notoriety this year by receiving the 2009 National Medal for Museum and Library Service. In addition to being the recipient of this prestigious award, the Gail Borden Public Library District has also undergone some exciting architectural changes as well. At the Main Facility, design and construction took place this year to create new Study Rooms, Meeting Rooms, and Administrative Offices. Construction will soon begin on the long awaited Teen Center. On 15 August, 2009, the newly constructed Rakow Branch opened its doors to the public for the 1st time. The Rakow Branch was designed and built with many fascinating "green" features such as:

- A geothermal well system that responds to the earth's constant temperature of approximately 55 degrees will save energy when heating or cooling the building
- The high albedo roof is coated in reflective materials that lower absorption of solar energy, reduce surface temperatures and decrease heat transfer into the building
- Maximum natural light and sensor controlled artificial lighting to minimize electric light usage.
- Extended exterior overhangs provide sunscreens to control natural light
- Drought-resistant native plants and grasses as well as rainwater management will eliminate the need to irrigate the gardens surrounding the building
- Use of low-emitting materials will improve indoor air quality.
- Friendly neighbor parking lot lighting focuses light downward

The Gail Borden Public Library District continues to draw large crowds from within and outside the community every day. Facilities and Building Operations have made it their objective to ensure a clean, safe, and comfortable environment for all customers and staff. Listed below are just a few of the highlights that took place this year:

- Facilitated meetings with representatives from Schales McNutt Construction, Frye Gillan Molinaro Architects, Endberg Anderson Design, and all subcontractors who were involved in the construction at the Main Facility and the Rakow Branch
- Implementation of a new Preventive Maintenance Program for the Rakow Branch
- Restoration of approximately 7,500 square feet of decorative concrete at Main Facility
- Installation of a new stepping stone walkway at the Main Facility
- Re-routed and installed new voice and data throughout the Main Facility
- Participated in the annual Cyber Safety Summit which was hosted by Attorney General Lisa Madigan. Leaders in education, law enforcement, and technology participated in this event to improve Internet safety for children
- Facilitated meetings with outside subcontractors to project the cost associated with maintenance at the new Rakow Branch.

A handwritten signature in dark ink, appearing to read "D. J. [unclear]", is written in a cursive style.

Marketing, Development & Communications Annual Report 2008–2009

Branch – Preparing to open a new branch library after 135 years as a library district was a huge event. We assisted in this wonderful event in a number of ways.

- We assisted in developing fundraising materials for the branch. Graphic artist Jackie Diaz worked closely with tile artist Miriam Grebow to create the beautiful tile brochure *A Green Story*. Big Ask folders were created to support naming opportunity discussions.
- We worked to create press to highlight that the branch would be opening with events such as the branch beam signing. Over 300 people signed the beams, many with well wishes for the branch.
- We helped plan the August 13 preview party as well as the August 15 open house. This included designing invitations and preparing mailing lists. Graphics created signage and helped decorate the inside of the building.

Dr. Torres Challenge – Due to a valuable relationship with the new superintendent of School District U-46, Dr. José Torres, the school district and libraries worked to energize interest in getting library cards. Dr. Torres challenged all the students and staff in all U-46 schools to get cards. Over 8,000 cards were issued to students during October. The library almost ran out of its stock of cards and had to place an emergency order for more. The project also generated a lot of press regarding the importance of library cards. The Elgin Noon Kiwanis Club was an important partner on this project. The Challenge was awarded the year's top NSLS marketing campaign.

Branding – Members of the department spent valuable time honing a new look for the library, incorporating fresh, natural and contemporary into the scheme.

E-Newsletter – We began using Constant Contact software for our library E-newsletter. It has proven to be very beneficial for contacting community members between newsletters, currently reaching over 1,100 recipients.

Enhanced Phone Messaging – Program news was added to the on-hold message and presents another way to market.

Program Growth - The Black History Family Festival had tremendous appeal, drawing 4,811. StoryTubes went international and participants zoomed up to over 400. The StoryTubes project received the 2009 PLA Polaris Innovation in Technology Award because it "captured the essence of using technology in an innovative way to tie back into a core business function of public libraries: sharing the joy of reading."

Other items of note –

- Tapestry of Freedom (imagined and spearheaded by Miriam Lytle) won a Mayor's Award.
- Rain Barrels on Parade was a multi-partnered community wide effort that created tremendous buzz and a great message about conservation.
- Representatives of the library were asked and did participate in Elgin Day in Springfield, where we spoke with legislators about the community and the library.
- For National Library Week themed "Worlds Connect @ Your Library," we filmed people coming into the library asking them "who or what were they connecting with" and received a multitude of reasons. It was a reaffirmation of how valuable this library is to its community.
- Literacy Day at the Bandits women's pro softball game was unique with Carole Medal throwing out the first pitch and being interviewed by play-by-play radio.
- The Alexander Hamilton exhibit opened on December 18. George Washington attended and captivated the audience with tales from colonial times.
- Many new programs and partnerships were formed.



Staff & Organization Development Annual Report 2008-2009

Change in department name and responsibilities: April 15, 2009 Staff Development & Training became Staff & Organization Development. This department oversees professional opportunities for all staff, facilitates strategic direction setting processes, coordinates the library's performance management processes and coordinates the upgrading and refinement of human resource policies and practices. Eva Arciuch joined this dept. as HR Coordinator.

Internal Training and Development- the following programs were made available to library managers and staff: Office 2007 computer training was offered for Gail Borden staff. Jill Ballard, ECC offered training in Word and Excel. "10 Things about Web 2.0" provided by Billie Moffett of Adult Services (39+staff members completed the training.) Urban Libraries Council Audio Conferences- "Agents for Change in a Complex World"; "Future Savvy: Trend Impacts and Organizational Readiness"; "The Future of Public Financing"; "The Customer Focused Library"; "The Economic Stimulus Package"; "The Future of the Library User Experience". Library Journal Webcast-"The Everywhere Library, Strategies for Connecting with Busy Communities" was offered to library staff. ALA Webinar- "Coalition Building in Your Community" Library Journal/School Library Journal Webcast "What's the Buzz- Word of Mouth Marketing" The library's Employee Assistance Services gave an orientation program to Administrative Council regarding their services. ILA Reaching Forward Conference, Rosemont, IL- 21 staff members attended this event.

Human Resources: We reviewed our Employment Application and internal processes and procedures. Eva wrote cost analysis letters for 99 employees including itemization of their salary and other benefits received for the 2008-09 fiscal year. Eva worked with Finance to update the Payroll Database with new salary amounts for July 2009. Letters were written for all employees regarding the changes.

Coaching and Assisting Departments: Sharon worked closely with all library departments, Administrative Council and Department Directors, this past year, regarding Strategic Direction Setting. In addition to the Strategic Direction Setting, Sharon and Eva worked closely with Adult Services, Administration, Facilities & Security, Marketing, Material Handling and Tech Services. Sharon worked closely with Administration and Circulation in order to create the Material Handling Division. This complex project involved changed job descriptions, reporting relationships and processes for checking in materials, etc. Assistance was provided to various departments and individuals regarding the performance appraisal process.

Branch Library: This department worked closely with Branch Manager Margaret Peebles on the job descriptions, branch ads, interview questions and interviews for the new branch library.

Strategic Direction Setting: Sharon worked closely with Dan Wiseman of Wiseman Consulting & Training, Administration, Administrative Council and the Marketing Department. Sharon and Dan led internal staff focus groups, two Library Town Hall Meetings for the public and meetings with community groups and committees. Sharon and Dan designed and led all day Administrative Council Retreat off-site. Retreat focused on internal and external focus group results and priority setting for the next 3-5 years. Led the Board in an update of the Strategic Direction Setting process. Many thanks go to Dan Wiseman of Wiseman Consulting & Training for volunteering his time in assisting with the Strategic Direction Setting process.

Illinois Library Association: Sharon as Conference Program Committee Chair worked closely with Carole Medal, ILA President and committee creating a robust conference program for the fall 2009 annual conference, in Peoria themed "Transition: See Tomorrow Today". Sharon provided assistance to Carole Medal with membership on the ILA committees.

Continuing Education: Sharon presented a workshop at NSLS for Library Directors "New Trends in Planning for Public Libraries". Sharon attended "Fundamentals of Effective Project Management"; "Trends"; "SurveyMonkey: Understanding and Creating Online Surveys"; Illinois Library Association 2008 Conference at Navy Pier, Chicago; Chicago Public Library, 2008 Charlotte Kim Scholars in Residence Program, Nov. 12th- Patricia Martin "How to Build the Ren/Gen (Renaissance Generation) Brand From the Inside Out"; NSLS programs attended: "FutureProofing Your Library" and Eva and Sharon attended "Keeping Applicants from Becoming Litigants". Eva attended the NSLS workshop "Understanding the New Changes to ADA, FMLA and COBRA Regulations."

Sharon Wiseman

Technical Services

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This was the year of *The Branch*. The branch collection was the primary focus of Technical Services staff for the year as the collection was provided by a combination of outsourcing and in-house services. The print collection was to be provided as an Opening Day Collection by the Brodart Company. The project with Brodart began in 2006 with the completion of specifications for a conventional branch collection. The vision for the Branch developed into a patron focused collection with over 100 browsing categories which required extensive reframing of the original documents. Attention to detail was required to insure that the collection be delivered as specified, with several areas of work having no margin for error. Brodart and Gail Borden held to a tight schedule to have the materials for Rakow ordered by the March deadline to allow for a June 29, 2009 delivery of the 20,000 item print collection.

The 5,438 item audiovisual collection for Rakow Branch was acquired and cataloged by Technical Services staff. These materials provided some challenges and an extremely exciting opportunity. The recorded books and compact discs for the Branch provided the first opportunity for staff to program Radio Frequency Identification (RFID) tags. The MediaBank for DVD and videogame access, storage, and circulation was also a unique opportunity. VNC and Skype sessions connected the MediaBank staff in Italy, Libramation staff in Canada, and Gail Borden Library staff in Elgin who worked together on this project. Beginning in late March 2009, the MediaBank documentation was studied so the MediaBank and Innovative software could be configured to work together. The 3,309 item MediaBank database was built in May 2009. MediaBank delivery took place in July.

Technical Services provided a number of enhancements to customer service in addition to the Rakow collection:

- Acquired, cataloged and processed 42,526 items for the main library's collection. Donations to the library were used to provide an additional 543 replacement copies for worn items. Deleted 62,305 items from the main library collection. The withdrawn material formed the basis for a special *Clean Sweep Sale* held by the Friends of the library during the first two weeks of March.
- Continuing the library's proactive disc maintenance program; staff inspected 9,456 discs for damage and cleaned 8,886 discs using RTI's advanced robotic equipment.
- Helped job seekers by placing approximately 500 books in the *Job & Career Center*.
- Made it easier for customers to use self check by relocating the barcodes on puzzles, toys, and games to a more scanner friendly position. Over 700 items were handled in this project.
- Paperbacks and fiction Young Adult collection items were interfiled and then relabeled with an appealing Teen label. The Teen nonfiction collection was reorganized so that Manga and Graphic Novels were separated into adjacent but distinct collections.
- The Youth collection was made more customer friendly by collocating 291 books on animals.
- Provided lists of the *10 Most Popular* library materials in various categories for use in *GailMail*.
- Moved *Favorite Authors Now* (F.A.N.) Club data to the patron record. This makes it easier to keep the patron data up to date, and provides the option for this information to be displayed in the patron account.
- In January 2009, completed an authority control project begun in November 2006 which removed the subdivision *Juvenile picture book* from 55,900 headings in 19,317 bibliographic records.
- Technical Service staff was taped for 2 Elgin Today segments; one program promoting the Chicago Cubs and the other session highlighting the Friends of the Library book sale.
- For National Library Week, a Technical Services staff member interviewed and videotaped customers explaining what brought them to the library that day.
- Technical Services staff took advantage of continuing education opportunities including NSLS networking groups, annual conferences, and in-house training. Additionally, Technical Services staff served on 4 internal committees.

Patricia K. Noonan

Library Materials Statistics Annual Report 2008-2009

BOOKS

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Main Library			
Youth Services Fiction	9,509	7,959	85,459
Youth Services Non-Fiction	4,586	3,489	59,796
Total Youth Services Books	14,095	11,448	145,255
Adult Services Fiction	7,772	8,190	81,288
Adult Services Non-Fiction	8,291	32,769	132,308
Adult Services Reference	903	3,779	19,897
Total Adult Services Books	16,966	44,738	233,493
Total Main Library Books	31,061	56,186	378,748
Rakow Branch			
Youth Services Books	7,935	0	7,935
Adult Services Books	12,150	0	12,150
Total Rakow Branch Books	20,085	0	20,085
Total Books	51,146	56,186	398,833

NON-BOOKS

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Main Library			
Art Prints	0	18	363
AV Equipment	7	3	34
CD-ROM Software	152	244	1,660
Compact Discs	2,568	1,485	21,885
Digital Video Discs	5,046	1,931	16,384
eAudio Books	1,329	82	6,228
eBooks	390	1	2,777
eVideos	243	30	1,183
Films	0	49	0
Kits	200	249	1,952
Puzzles	57	83	675
Recorded Books	1,178	890	11,122
Toys	38	200	496
Videocassettes	28	713	7,798
Video Games	229	141	430
Total Main Library Non-Books	11,465	6,119	72,987
Rakow Branch			
Compact Discs	1,481	0	1,481
Digital Video Discs	2,639	0	2,639
Recorded Books	584	0	584
Video Games	97	0	97
Total Rakow Branch Non-Books	4,801	0	4,801
Total Non-Books	16,266	6,119	77,788
Annual Total	67,412	62,305	476,621
Library Total Materials			

Library Materials Statistics
Annual Report 2008-2009

SINGLE TITLES IN LIBRARY (BOTH LOCATIONS)

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Youth Services Books	8,146	4,062	99,242
Adult Services Reference Books	213	1,261	7,772
Adult Services Circulating Books	13,408	43,641	203,362
Non-Books	8,916	3,921	64,681
Total Single Titles	30,683	52,885	375,057

PERIODICALS

Total Periodical Titles Held	429
Bound Periodicals	1535
Circulating Periodical Issues	4,889
Microform	60,023

NOTE: All figures are for the fiscal year period from July 1, 2008 – June 30, 2009.

Youth Services

Annual Report 2008-2009

In reviewing the year's worth of service and projects, several themes became apparent. They are the extent to which we are woven into the community we serve, our above-average involvement in library service and issues in the library world, and the degree to which "added" projects require our time and attention.

Local Community

Our community involvement that takes us beyond the library walls continues to grow. In addition to staffing events at schools, in parks, and at other sites, we also did the following:

- Coordinated a teen author festival with U-46 middle schools and high schools and the Poplar Creek and Bartlett Public Libraries
- Served on the United Way committee that provides services to young children, including acting as a collection site for Dolly Parton Imagination Library applications
- Continued summer outreach programs to economically disadvantaged kids through the City of Elgin's drop-in gym program
- Provided two guest lecturers for ECC Children's Literature classes
- Provided a presenter at the U-46 preschool teachers' annual workshop
- Located an alternate section 8 housing site for summer outreach programs
- Worked with the Constitutional Rights Foundation to display youth projects

The Wider Library Community

Our investment in libraries and their future makes it imperative that we work cooperatively with other libraries and library organizations locally, regionally, and nationally. Department employees served on Illinois Library Association committees, an Illinois Reading Council committee, and presented a program at the Reforma National Convention in El Paso, Texas. We also worked with libraries from Texas to New York as we helped to coordinate the StoryTubes Contest and saw it grow to include Alaska and the province of Nova Scotia.

More, More, More

In addition to our regular work, each year seems to have short-term projects with some of them requiring enormous time and expertise. This year was no exception. Preparing for the opening of our first branch was a challenge for all of our selectors and especially for our department Collection Manager. A second major project was the redistribution of our program support materials in the redesign of our workroom. This simple description in no way reflects the amount of planning and preparation involved. The last major initiative involved the Consumer Product Safety Improvement Act, which caused a great deal of information gathering regarding our in-house and circulating toy collections. We accomplished a great deal this year, both as "ordinary" work and in each of these projects.

Summary

Creating an overview of the year gives me renewed respect for the initiative, flexibility, and talent among our employees. Without their experience and drive, we could never meet our community's expectations or perform at better than "average" in our duties.

Gaila Brucy

GAIL BORDEN PUBLIC LIBRARY DISTRICT

Financial Report of Cash Receipts and Disbursements
For The Fiscal Year Ended June 30, 2009

General Fund:

Receipts for the Year:

Property Taxes	\$ 8,077,089.00	
State Income Taxes (Personal Property Replacement Tax)	155,356.00	
Earnings on Investments and Savings	59,816.00	
Fines	188,336.00	
Laminating	1,701.00	
Copy Machines	39,255.00	
Reader Printer	693.00	
Books Lost and Paid	24,442.00	
Miscellaneous	12,714.00	
Public Phones	779.00	
LSCA Grant	7,608.00	
Developer Fees	44,119.00	
Total Receipts for the Year		8,611,908.00

Disbursements for the Year

Salaries	4,480,896.00
Maintenance Salaries	229,617.00
Books	508,389.00
Periodicals	34,772.00
Binding	18,251.00
Office and Library Supplies and Services	62,726.00
Natural Gas	91,751.00
Electricity	199,805.00
Telephone	18,391.00
Water	12,112.00
Insurance	586,571.00
Postage and Express	18,845.00
Contingency	9,734.00
Audio Visual Material	199,589.00
Consulting and Professional Expense	71,153.00
Fuel	2,274.00
Micro Film	28,192.00
Vehicle Maintenance	3,733.00
Electronic Media	191,941.00

GAIL BORDEN PUBLIC LIBRARY DISTRICT

Financial Report of Cash Receipts and Disbursements (Cont.) For The Fiscal Year Ended June 30, 2009

General Fund (Cont.)

Disbursements for the year (Cont.)

Capital Improvements	674,342
Grant Expenditures	6,017
Branch	193,500
Material Processing Supplies	68,798
Legal Publications	6,635
Public Programming	32,648
Payroll Processing	6,563
Public Relations	62,540
Continuing Education	26,619
Dues and Membership	14,175
Copier Leases and Maintenance	21,977
Equipment and Equipment Maintenance	18,925
Printing	15,748
Computer	340,682
Conferences	26,093
Other	22,760

Total Disbursements for the Year

8,306,764

Excess (Deficit) of Receipts Over Disbursements

305,144

Transfer to Building Reserve Fund

-

Cash Balance

June 30, 2008 (Banking Checking and Savings

[\$4,922,741]; Petty Cash [\$2,275]

Investments [\$199,962])

4,725,054

Cash Balance

June 30, 2009 (Banking Checking and Savings

[\$6,860,624]; Petty Cash [\$2,275]

Investments [(\$1,832,701)])

\$ 5,030,198

GAIL BORDEN PUBLIC LIBRARY DISTRICT

Financial Report of Cash Receipts and Disbursements (Cont.) For The Fiscal Year Ended June 30, 2009

Illinois Municipal Retirement Fund:

Receipts for the Year:

Property Taxes	\$ 485,584	
State Income Taxes (Personal Property Replacement Tax)	<u>4,582</u>	
Total Receipts for the Year		490,166

Disbursements for the Year:

Library's Contribution to I.M.R.F.	<u>553,479</u>	
Total Disbursements for the Year		<u>553,479</u>
Excess (Deficit) of Receipts over Disbursements		(63,313)
Cash Balance, June 30, 2008		<u>89,890</u>
Cash Balance, June 30, 2009	\$	<u><u>26,577</u></u>

Working Cash Fund:

Receipts for the Year:

Total Receipts for the Year	\$ -	
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Disbursements for the Year:

Total Disbursements for the Year	-	
Excess (Deficit) of Receipts Over Disbursements		
Cash Balance, June 30, 2008		<u>1,361,346</u>
Cash Balance, June 30, 2009	\$	<u><u>1,361,346</u></u>

Liability Insurance Fund:

Receipts for the Year:

Property Taxes	\$ <u>119,492</u>	
Total Receipts for the Year		119,492

Disbursements for the Year:

General Insurance	47,993	
Unemployment Compensation	5,237	
Risk Management	19,549	
Workmen's Compensation	<u>20,248</u>	
Total Disbursements for the Year		<u>93,027</u>
Excess (Deficit) of Receipts Over Disbursements		26,465
Cash Balance, June 30, 2008		<u>113,695</u>
Cash Balance, June 30, 2009	\$	<u><u>140,160</u></u>

GAIL BORDEN PUBLIC LIBRARY DISTRICT

**Financial Report of Cash Receipts and Disbursements (Cont.)
For The Fiscal Year Ended June 30, 2009**

Building and Equipment Fund:

Receipts for the Year:

Property Taxes	\$ 348,839	
Total Receipts for the Year		348,839

Disbursements for the Year:

Building, Ground Repairs and Maintenance	172,141	
Computer Maintenance		
Maintenance Supplies	14,049	
Maintenance and Other Equipment	1,652	
Audio Visual Equipment		
Furniture and Fixtures	618	
General Cleaning Services	124,318	
Janitorial Supplies	33,798	
Chemical/Water Treatment		
Contingency	1,834	
Miscellaneous	5,321	
Equipment Repair and Maintenance	39,564	
Total Disbursements for the Year		393,295

Excess (Deficit) of Receipts Over Disbursements		(44,456)
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Cash Balance, June 30, 2008		331,163
Cash Balance, June 30, 2009	\$	<u>286,707</u>

Audit Fund:

Receipts for the year:

Property taxes	\$ 11,132	
Total receipts for the year		11,132

Disbursements for the year:

Audit services	12,700	
Total disbursements for the year		12,700

Excess (Deficit) of Receipts Over Disbursements		(1,568)
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Cash Balance, June 30, 2008		10,820
Cash Balance, June 30, 2009	\$	<u>9,252</u>

Social Security Fund:

Receipts for the year:

Property taxes	\$ 305,043	
Total receipts for the year		305,043

Disbursements for the year:

Social security contribution	353,489	
Total disbursements for the year		353,489

Excess (Deficit) of Receipts Over Disbursements		(48,446)
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Cash Balance, June 30, 2008		203,347
Cash Balance, June 30, 2009	\$	<u>154,901</u>

GAIL BORDEN PUBLIC LIBRARY DISTRICT

Financial Report of Cash Receipts and Disbursements (Cont.) For The Fiscal Year Ended June 30, 2009

Gift Fund

Receipts for the Year:

Gifts Received	\$	5,280	
Interest Income		<u>244</u>	
Total Receipts for the Year			5,524

Disbursements for the Year:

Program Expenditures		<u>856</u>	
Total Disbursements for the Year			<u>856</u>
Excess (Deficit) of Receipts Over Disbursements			4,668

Cash Balance, June 30, 2008			<u>73,173</u>
Cash Balance, June 30, 2009	\$		<u><u>77,841</u></u>

Building Reserve Fund

Receipts for the Year:

Interest Income		<u>20,348</u>	
Total Receipts for the Year			20,348

Disbursements for the Year:

		<u>-</u>	
Excess (Deficit) of Receipts Over Disbursements			20,348

Transfer from General Fund

Cash Balance, June 30, 2008			<u>1,393,184</u>
Cash Balance, June 30, 2009	\$		<u><u>1,413,532</u></u>

Project Fund

Receipts for the Year:

Grant Received	\$	35,000	
Investment Income		<u>25,528</u>	
Total Receipts for the Year			60,528

Disbursements for the year:

Building costs		<u>3,472,977</u>	
Total Disbursements for the Year			<u>3,472,977</u>
Excess (Deficit) of Receipts Over Disbursements			(3,412,449)

Cash Balance, June 30, 2008			<u>4,000,501</u>
Cash Balance, June 30, 2009	\$		<u><u>588,052</u></u>

GAIL BORDEN PUBLIC LIBRARY DISTRICT

Financial Report of Cash Receipts and Disbursements (Cont.)
For The Fiscal Year Ended June 30, 2009

Bond & Interest Fund:

Receipts for the Year:

Property Taxes	\$	1,785,623	
Miscellaneous Revenue		<u>-</u>	
Total Receipts for the Year			1,785,623

Disbursements for the Year:

Bond Principal Paid		568,953	
Bond Interest Paid		1,282,207	
Bond Expenses		<u>2,495</u>	
Total Disbursements for the Year			<u>1,853,655</u>

Excess (Deficit) of Receipts Over Disbursements			<u>(68,032)</u>
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Cash Balance, June 30, 2008			<u>539,025</u>
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Cash Balance, June 30, 2009	\$	<u><u>470,993</u></u>	
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George E. Nielsen