

## Access Services – July 2023—June 2024 Annual Report

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Collection Development | Customer Relations | Library Applications | Material Handling  
Technical Services

The library has had an eventful fiscal year, achieving significant milestones and implementing numerous initiatives to enhance services and resources for the community. This report highlights key accomplishments and developments from July 2023 to June 2024.

### **Digital Resources and Technology Integration**

**Joining the Digital Library of Illinois** In July 2023, the library joined the Digital Library of Illinois, a consortium of 104 libraries that share eBooks, eAudiobooks, and eMagazines powered by the Libby App from Overdrive. This addition provides users with an extensive selection of digital resources and supplements our existing platforms, cloudLibrary and Hoopla.

**Launch of Aspen Online Catalog and companion App** The library successfully launched Aspen Discovery with companion App, an open-source catalog system that allows for extensive customization. This new system integrates seamlessly with our existing ILS, offering patrons more accessible library collections and account information in one place. The rollout included comprehensive training for staff to optimize catalog settings, ensuring a smooth migration and enhanced user experience for patrons.

**Enhanced Website Navigation** To improve user experience, the Library Applications Department reorganized the website's main menu, streamlining access to key resources and reducing redundancy. The revamped sections—Books & More, Services & Support, and About—offer intuitive navigation and better visibility of essential information.

### **Collection Development and Community Communication**

#### **New Collections and Services**

The library expanded its offerings with several new collections and services:

**Local Authors Collection** A dedicated section for books written by local authors, both fiction and nonfiction, was introduced, showcasing community talent and fostering local literary engagement.

**Library of Things** This innovative collection, featuring items such as acoustic guitars, portable projectors, and metal detectors, was significantly expanded in response to popular demand. To accommodate the growing collection, it was relocated to a more spacious area in the MarketPlace, making it easier for patrons to browse and access these unique items.

**World Languages Collection** The library enriched its foreign language materials, adding books in languages such as Ukrainian, Hindi, Gujarati, and Polish to cater to the diverse linguistic needs of the community.

**Diversity and Inclusion Initiatives** The library implemented CollectionHQ to identify DEI categories, manage underused items, and recommend acquisitions, supporting a diverse and inclusive collection.

**Open Book Radio Show** On June 17, Collection Services Staff were the guests on the local radio program, Open Book, discussing Library of Things, Tiny Tech, games and more!

## **Community Programs and Events**

**Staff Summer Reading Challenge** The 2023 Staff Summer Reading Challenge saw increased participation, with 33 staff members across six departments reading over 65,000 minutes. The program included donations from local businesses and aimed to foster a culture of reading among staff.

**Teenage Mutant Ninja Turtles Exhibit** The Customer Relations Department hosted a popular scavenger hunt as part of the Teenage Mutant Ninja Turtles exhibit. Visitors searched for hidden pizza boxes throughout the library, engaging in a fun and interactive activity that brought excitement to various sections, including KidSpace and the adult nonfiction collection.

**Student Success Program** The library continued to support the Student Success program by creating library accounts for participating students. This initiative involved coordinating with schools to format and integrate student data into the library's system, providing approximately 1800 students with library cards.

## **Infrastructure and Staff Development**

**Website and Server Upgrades** Significant upgrades were made to the library's website, including transitioning to a new web hosting vendor. These changes resulted in a 50% improvement in page load speeds, enhanced access to logs and settings for better troubleshooting, and more efficient backup and restore procedures.

**Staff news** The library said goodbye to Laura Clark, who retired after twenty-three years of dedicated service, and welcomed Crissy Barnat as the new Director of Customer Relations, bringing fresh insights and leadership. Additionally, the library also bid farewell to Joan Hull, who retired after ten years of dedicated service as the Director of Collection Development. Stephanie Nielsen, who has worked at the library for seven years, has taken on the role of the new Director of Collection Development, bringing her expertise and vision to the position.

## **Implementation of LXStarter for Circulation Notices and redesigned LINKin transit slip**

We adopted LXStarter from our ILS vendor to enhance circulation notices. The redesigned notices feature a modern look with cover art when available and prevent sending emails to defunct addresses. It also provides statistics on email effectiveness, helping us improve communication strategies. It also provides statistics on email effectiveness, helping us improve communication strategies. ILL staff began using a redesigned LINKin transit slip which saves time and materials by automatically including the owning library and its delivery code.

## **Conclusion**

The fiscal year 2023-2024 has been marked by substantial advancements in digital resources, community engagement, and infrastructural improvements. The library's dedication to expanding and enhancing its services ensures that it remains a vital resource for the community. Looking ahead, the library will continue to build on these achievements, striving for excellence in all areas of service.

-Respectfully, Robert Moffett, Division Chief of Access Services

# Community Services Division FY 23-24 Annual Report

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Branch Library Services

Community Engagement

Mobile Library Services

## Mobile Library Services

### Bookmobile Services

- **5th Anniversary:** Celebrated with treats, bus decorations, and an open house at the Main Library.
- **Student Success** library card program expanded to four elementary schools and served about 2,000 students.
- A new generator, installed in November 2023, resolved longstanding maintenance issues.

### Elementary School Engagement

- The *new* Elementary Engagement Coordinator provided storytimes, book talks, and literacy resources to 2,549 students.
- Assisted with Bookmobile Student Success school visits and special events.
- **Gold Star Partners:** 3,162 *in the community* summer reading challenge completions at 24 partner sites.

### TechKnow Mobile Service

- Expanded its services by adding new stops, offered more technology instruction, and launched “STEAM on Wheels” programs.
- Participated in large events like Elgin’s Mexican Independence Day and Elgin Police Department’s Easter Egg Hunt, attracting hundreds of visitors.

### ReaderShip Early Literacy

- Continued to provide storytimes to preschool children and literacy packets to new families in the Elgin area, partnering with EPEL Playgroup visits. A total of 62 school visits reached 2,863 children.
- Launched a new Summer Mobile Storytime series, in collaboration with the Bookmobile.

### Home Services and Book Bike

- Worked closely with the Manager of Digital Equity Services to provide technology assistance to older adults.
- Reached 1,755 customers with 1,637 items checked out.
- The Book Bike engaged with 864 visitors.

### Large-scale Community Events

- **National Night Out!:** Cross-department collaboration reached over 650 people at three block parties.
- **Elgin’s 4<sup>th</sup> of July Parade:** The entire “green fleet” participated.
- **Stories Under the Hickory Tree:** Summer Storytime series at Lords Park Zoo.

### Professional Development and Achievements

- The Book Bike team won the **Book Bike Community Impact Award** from the Association of Bookmobile and Outreach Services (ABOS), receiving a commemorative plaque. The Manager of Digital Equity Services attended the ABOS Conference in Hershey, Pennsylvania, and accepted the plaque on behalf of the Book Bike team.
- The Director of Mobile Library Services presented at the Reaching Forward conference, promoted services on local radio WRMN, and attended the Public Library Association Conference in Columbus, Ohio. He was also elected to the Board of ABOS.
- Hosted the biennial “Round-Up” mini-conference for the RAILS networking group B’LONG. Nearly 75 outreach professional attended including outreach vehicles from area libraries.

### Statistics

- **Total Circulation:** 21,337
- **Total Gate Count:** 16,787
- **Total Program Attendance:** 6,204

## COMMUNITY ENGAGEMENT

### Program highlights:

- **Violins of Hope Exhibit:** Concluded with two notable events -- “The Suitcase,” a one-man play by Tim Lorsch, and a collaboration with the ESO String Quartet. Over 75,000 visitors experienced the exhibit, with 1,030 attendees participating in library-related programs.
- **Veterans Voices Program:** Engaged local veterans during Veterans Day week with 131 teacher requests fulfilled. The program reached 3,692 students with the participation of 26 veterans.

- **2nd Annual Gospel Celebration:** Featured vibrant performances by local church choirs.
- **Elgin’s Newest Poet Laureate:** Welcomed Aron Ryan, Elgin’s newly appointed Poet Laureate.
- **Herstory:** Celebrated Women’s History Month and the library’s 150<sup>th</sup> anniversary with reenactments of notable Elgin women, presented by local historian Linda Rock.
- **Health & Wellness Fair:** Attracted 300 attendees and featured health screenings, healthy snacks, and various wellness activities provided by local organizations.
- **Asian-American Pacific Islander (AAPI) Month:** Hosted programs honoring AAPI culture, language, and cuisine.

#### Public Programming & Meeting Room Statistics:

- Hosted 425 programs, engaging a total of 17,288 attendees, with an ROI of \$259,320.
- Facilitated 186 meeting room reservations, with a total attendance of 2,565.

#### Community Events and Collaborations:

- Collaborated with local care communities for Summer Reading, serving 812 Life Enrichment participants.
- **“Open Book with Gail Borden Public Library”** debuted May 13, 2024. All of the programs were archived on YouTube. KCTCU generously sponsored the series of 13 programs.
- **Dementia-Friendly Elgin Area Global Picnic** - Memory Café participants were joined by GBPLD Hispanic Services’ Cafecito entre’ Amigos and Chinese Mutual Aid Association to share information, resources, food, and dancing.
- **United Way Community Holiday Meal Distribution at ECC** - The Library and other community partners, including EPEL and U46, participated in the annual holiday meal distribution event.
- **150<sup>th</sup> Anniversary Old Towne Fair and Summer Reading Kickoff** – This library-wide and large-scale event brought 1,700 visitors who had a grand time playing vintage games, riding the carousel, visiting the petting zoo, and free treats. The Gail Borden Library Foundation sponsored the event.

#### Life Enrichment Programs statistics:

- Hosted 227 in-person programs, serving 4,829 customers. Another 5,915 were served through Activity Kits.
- Total customers served: 10,744, with an ROI of \$161,160.

#### Recognitions and Awards:

- The library received the **Humanitarian Award** by Elgin’s Dr. Martin Luther King, Jr. Celebration Committee.
- The Violins of Hope Elgin Collaborative won an **Elgin Image Award** in the Gamechanger Project category.
- Multicultural Education Group (MEG) awarded the Library the **Community Impact Award**, recognizing our partnership and projects over the years.

#### Professional Development

- Community Connections Coordinator graduated from the Elgin Area Leadership Academy, class of 2023-2024.
- Director of Community Engagement attended the PLA Conference.

#### Organizational Updates

- Public Programming & Meeting Room Services joined the Community Engagement Team in July 2023.
- Updated meeting room policies and streamlined procedures for patrons.

## Branch Library Services

### Early Literacy

- Popular storytime programs like **Bounce & Rhyme**, **Budding Bookworm**, and **Let’s Play Fridays** attracted many young children. **Family Storytimes** included themes like Being Thankful, Winter Wonderland, Superhero, Mom & Me, and Dad & Me.
- A new program, **Move n’ Play**, focused on motor skill development.
- Both branches offered imaginative play areas, with themes like Camp Rakow, Farmer’s Market, Arctic Play, Candycane Lane, Ice Cream Parlor, and Pizza Parlor, encouraging creative play.

### Elementary School

- Popular events included **Summer Discover**, **Full STEAM Ahead**, and **Creativity Corner**. Highlights from Summer 2024 included cupcake decorating, tie-dyeing, and outdoor fun with an inflatable obstacle course.
- Special featured events included **Incredible Bats**, **Scribblemonster**, **Getting Excited About Science**, and **Little Miss Make Believe**. The **Bubble Show Spectacular** had 423 attendees, including seniors from The Atrium at Oak Crest.
- Holiday programs such as gingerbread house crafts, **Cookies with Mrs. Claus**, and **Happy Noon Year Party** were highly popular.

- A viral Grinch video on Facebook (6,400 views) created by branch staff, featured him visiting and participating in holiday events.

#### **Adult Programs**

- A range of classes were offered, such as **EngAGE Café, Chair Yoga, retirement planning, and Coffee with the Mayor.**
- Popular crafting and art programs included **PhD Club, Crafty Cats, and jewelry-making.**
- Local partnerships supported events like the Shred Event and Food Drive.
- The Rakow Branch hosted a **Solar Eclipse Viewing Party**, attended by about 300 people, with telescopes provided by the Fox Valley Astronomical Society. The event received local media attention.

#### **Nature Rangers**

- Rakow Rangers rebranded as **Nature Rangers**, offered themed handouts on topics like hibernation, migration, and frogs. Programs included **Frog and Toad Adventure, Bird Watching, and a seed swap. Garden Community Discussion Group** was launched and the community gardens blossomed with the help of volunteers.
- **Earth Day Festival** featured crafts, games, and nature walks, with local environmental groups participating.
- The Rakow Branch's Butterfly Garden became a certified Monarch Waystation.

#### **Rake-O Family Fall Festival**

- 485 people attended the annual event, featuring a pumpkin patch, live music, games, crafts, and a food truck.

#### **Grab & Go Craft Kits**

- Over 6,000 kits were distributed to preschoolers, elementary-aged children, teens, and adults.

#### **Professional Development**

- Director of Branch Library Services attended the PLA Conference.
- Manager of Branch Information and Technology Services attended the Computers in Libraries Conference.
- Manager of Branch Customer Relations attended the Evolving Managers Boot Camp.

#### **Statistics**

- **Total Circulation:** 134,462
- **Total Visitors:** 121,580
- **Total Program Attendance:** 6,437

## Facilities and Building Operations 2023 – 2024 Fiscal Year Board Report

### MAINTENANCE:

- Extensive work was self-performed at the Davis Rood Annex:
  - Constructed a server closet to accommodate the networking and other equipment.
  - Completed the custom kitchen area including cabinets, countertops, vinyl base, sink and refrigerator. Also completed matching cabinet area in staff area.
  - Installed workstations for the staff.
  - Associated completed the upgrade of the electrical panels for the office, and provided electrical service to the office locations, including power for the staff workstation areas.
  - Corrected the seal at the bottom of the warehouse overhead doors.
  - Self-performed demolition of the ceiling area in the staff areas to remove old insulation and ceiling tiles. The ceiling grid and panels were replaced.
- Library-wide (main) renovation of all washbasins, including the replacement of chrome plumbing.
- Cannonball Eng. removed, rebuilt, and reinstalled the 2 main geothermal pumps at Rakow.
- Rejuvenation of the outside benches around the Main library. The benches were showing their age after being exposed to the elements day after day for many years, and required a major facelift. After getting several estimates from outside contractors, as well as considering many options, this project was completed in-house by our Maintenance staff. In all, 22 bench bases were repainted, and the wood benches were stripped and restored.
- Replaced the washer and dryer in the staff room with new units.
- Replace valve actuators for the ELC heated floor in the play area and the heated floor in the River Room.
- Replaced emergency exit lighting ballasts at Rakow due to age.
- Skirmont Mechanical repaired the backflow preventer at Rakow.
- Installed new pressure gauges on the 270 Chiller and Boiler systems.
- Replaced worn/ corroded pipes under all sinks in the building at Main.
- Corrected heated floors in the 3 rotundas with new valve operators and temperature sensors.
- Replace Boiler Relief Valves on 2 Rakow Boilers.
- Replaced worn and corroded valve in men's and women's washrooms at Café/ ABC Meeting Rooms.
- Installed "Fire Extinguisher" signs as needed at Main and Rakow.
- UPS Circuit Breaker Panel "T" in the IT Server Room was upgraded from a 24-circuit unit to one of 36 circuits.
- Rehabbed Elgin & Grove tables, cleaning & replacing panels or hardware as needed.
- Humidistats were installed in (Main's) 4 Air Handler units to gain better control of humidifiers.
- Installed new VAV controllers in Elgin and Grove Rooms and programmed to Building Automation System.
- Repaired status indicators on GeoThermal System at Rakow.
- Performed Major repairs in-house on severely rusted doors of Kubota grounds vehicle.
- Replace/ upgraded in-floor data and power receptacles at Main and Rakow.
- Replace worn outlets under Public Computers North wall.
- Installed a new expansion tank on Rakow's incoming domestic water line.
- A new expansion tank was installed on Rakow's Boiler/ Geothermal system.
- New water level probes replaced 4 humidifiers @ Main.
- Relocated 4 humidifier controllers for ease of access.
- Skirmont Mechanical completed inspections of all our backflow preventers at our 3 buildings. Two had faults and needed repairs.

- The loading dock service door was removed, and we replaced the electronic strike.
- Removed door locks and replaced them with open passage into Sally Lee Rooms.
- Leak near Elgin Room temp fix rerouted condensation lines called plumber who replaced damaged fitting, replaced ceiling tile.
- Rewired the Information computer desks, installed new surge protectors, new floor outlets with new data jacks, and new cat 6 data cable.
- Rebuilt pump 12 in the south penthouse as well as the motor new bearings and a paint job.
- Rebuilt pump 10 in the north penthouse same deal pump housing changed out and new bearings for the motor and paint job.
- OTIS elevator mechanics replaced the door operators on the freight elevator.
- The water heater for the 2nd floor was replaced, along with some associated piping, valves, and the recirculating water pump.
- A faulty switch was repaired at the Rakow fireplace.
- Changed out all the hand-soap dispensers in the main building.
- Replaced the last original heating supply hot water valves in the 3-South Penthouse.
- All new locks, electric operators and power supply were replaced on the front doors at Rakow.
- Replaced ignitor on the boiler for 2North Humidifier.
- Replaced Electric Panel "F", damaged by 20 years of corrosion, in our Electric Vault.
- Added Service Lockouts to the 4 AHU Humidifiers on the 3rd floor.
- Re-piped, installed a new 3-way heating valve for Copy Shop. Old one was wrong for 20 years.
- Installed 15 Discharge Air Sensors to the Administration VAV units, for enhanced Temp control.
- Cliff Soper boiler techs determined that the controller was bad on #2 boiler. Replaced.
- Replaced bad Supply Water temperature sensor for HVAC heat at Main.
- Installing additional fire extinguishers to meet / exceed code at Davis Road.
- Completed the rebuilding of the deck in the Administration office kitchen area.
- Helm Service replaced the humidifier parts at Rakow Branch.
- Frosted the door windows on an office door in Administration office.
- Sebert Landscaping installed decorative crushed granite rock at the Main Facility.
- Replaced the blower motor on boiler #1 and purchased a spare motor for the boiler blowers.
- Helm Service and Fox Valley Fire & Safety worked together at Rakow Branch to correct a fan shutoff issue with fire system.
- Repaired Terrazzo base in the rotunda at Main library.
- Main water heater that services the north end of the Main library failed and needed replacement.
- Boiler pump #1 motor was rebuilt.
- Several water fountains were fixed due to old parts wearing out.
- "All Hands" for the library's 150<sup>th</sup> Celebration event on June 8<sup>th</sup>. Maintenance staff assisted with pre-event setting up, massive cleanup and performed a variety of tasks to make the event a success. Also assisted with getting things moved indoors when it started to rain.
- Holain insulated the 1<sup>st</sup> floor boiler room water heater and the 2<sup>nd</sup> Floor men's janitor closet water heater, after being replaced.
- Worked with IT on redoing outlets in the main server room and labeling all equipment and circuits. We discovered a problem with the outlets in the server room when we had an outage earlier in the spring. This project will distribute the load of the equipment to not overload any circuit.
- Fox Valley upgraded the fire alarm equipment throughout the Main Library.

## **SECURITY:**

- Provided top notch service to our staff and patrons regarding physical security, safety and customer service. Maintained a close relationship with Elgin Police Department to ensure everyone in our buildings is safe.
- Complete Cleaning deep cleaned carpet in Meadows Community Rooms several times throughout the year. Continued to perform spot-cleaning on areas throughout all buildings to handle small issues.
- Enhanced Radio Connection: Upgraded our radios to a digital system and installed new repeaters at all locations, including Davis Road integration.
- New radios were issued near the end of June and refresher training in Radio Procedures and Protocols was conducted with most Departments requesting training to be done with staff at their location.
- Worked Closely with Hispanic Services and the Mexican Consultant representative with set up adjustments and coordination during the extreme temperature days and throughout the event.
- Security conducted multiple training sessions with staff, holding sessions when new employees are hired.
- Continued efforts to detail and clean Lobby floors at the main facility. Floors were stripped and waxed. The carpet throughout the facility was cleaned and shampooed. The overnight cleaning service detailed cleaned, stripped, and waxed the floors of the staff hallway, lunchroom, and locker room.
- Security and some Maintenance staff renewed their 2-year certification in CPR/AED/First Aid.
- Replaced the plain floor mats with logo mats at Main, Rakow and South Elgin. Also added scraper mats in front of the entry doors. The cost of switching and servicing from plain to logo mats is minimal. The outside scraper mats will help with reducing dirt and debris being transferred into the building.
- Information Services study rooms carpets were detailed vacuum and shampooed. All publicly accessible furniture was cleaned and sanitized.
- High Ledges were dusted and cleaned including the top of the public elevator bank. This is a bi-annual detail cleaning project.
- High elevation areas throughout the main facility were dusted and cleaned by Complete Cleaning
- All Window Cleaners cleaned the windows at the main facility.
- Industrial Waste Management Chemical tested the Rakow system water. They cleaned out the glycol tank and provided us with a 30-gallon barrel of correct glycol.
- Conducted several webinars, including Safety and Security best practices.
- Provided PIC and Assistant training for Branch Services staff.
- May training – Writing the Incident Report
- Facility and Grounds: Maintenance and Security staff increased the cleaning of the bathrooms, walkthroughs of the building and grounds.

## **INFORMATION TECHNOLOGY:**

- All technology was implemented at the Davis Road location, including:
  - Worked with AT&T to pull fiber optics into the building, thus allowing other tenants to take advantage of faster Internet service. Service was connected to our location.
  - Installed new server rack, network switches, server, access points and workstations for the staff. Wireless access was also provided for the warehouse.
- The Windows 11 upgrade project reached approximately 85% by the end of June 2024.
- We built and configured a SmartDeploy server at Rakow which will allow us to remotely reimage computers and manage driver updates without the need to bring them back to the main library.
- The Meadows room Projector went down and was replaced with a spare. After the projector was repaired, it was put back in service.



- Upgraded DUO users to The Universal Prompt when logging in to office applications. This upgrade was required as the Traditional Prompt was retired in early 2024. The main difference for users is the prompt attempts a DUO push automatically rather than waiting for you to click on the option.
- We worked on replacing several sections of broken pieces on the sorter Spantech.
- Microsoft required users to register the Microsoft Authenticator app as a form of MFA (Multi-factor authentication) to replace the less-secure text message codes (SMS). Completed this process for all staff members.
- Implemented Intune filters to allow us to automatically deploy our PDQ Connect agent to new staff laptops as they are deployed. This further automates the process of building a new computer for staff use.
- We configured a new group policy setting that further locks down the ability for public computers to manually install printers bypassing Papercut, so that patrons may print for free.
- IT ordered an alternative solution for staff for use two-factor authentication by offering physical DUO tokens. These have all been assigned and distributed.
- Replaced our failover cluster which provides file, print and DHCP services.
- Information Technology and Information Services worked together to reposition the Genealogy area. This move made room for new shelving for Studio 270. In addition, this move gave the staff at the Information Desk the ability to have a direct line of sight to the Genealogy Area to better serve our Patrons.
- Information Technology implemented JAMF PRO. JAMF PRO is being used because of non-for-profit pricing, it costs less and provides an extra level of control over the organization's devices.
- Information Technology moved one Simple Scan station down to the Computer Center and changed its functionality to only do scan to email and USB. Today's Business Solutions upgraded the other Simple Scan Station in the Computer Lab with a new Kiosk and Scanners.
- SpectrumVoIP was onsite to complete our very smooth phone migration project. IT assisted with distributing and replacing phones, as well as assisting the SpectrumVoIP technicians with configurations and paging. There were a few areas that didn't previously have desk phones, but after some configuration changes, we were able to set those up. IT also pushed the new phone application (StratusHUB) to all staff workstations and removed installations of Mitel Connect.
- Finished our card access system upgrade. This included sunsetting our old physical access hardware and software known as Pinnacle and moving into the 21<sup>st</sup> century with new hardware and software Lenel OnGuard. With the help of our vendor, we were able to replace all the aging serial controllers with new IP controllers. We also phased in new more secure badge readers on the exterior of our buildings (Main, Rakow, South Elgin and Davis Road to follow) We are also now printing our IDs on a new thermal printer.

## Statistics FY 2023 - 2024

### STATISTICS:

DESCRIPTION	2022-2023	2023-2024
Number of Computers Replaced (New or Upgraded)	124	147
Internet Availability (AT&T)	98,3%	100%
Internet Availability (Comcast)	99.2%	99.8%
MediaBank Availability	95.6%	98.4%
Number of Wireless Sessions	224,890	232,442
Wireless Availability	99.8%	100%
Zoom Meetings	488	394
Zoom Meeting Participants	3,912	2,460
Zoom Meeting Minutes	203,934	136,072
Zoom Webinars	43	25

Zoom Webinar Participants	765	660
Zoom Webinar Minutes	45,504	38,133
Total Computer Sessions	45,600	53,681
Total Computer Session Hours	35,141	46,268
Total Maintenance Tickets Closed	4,307	4,779
Total Information Technology Tickets Closed	2,933	2,920

Report compiled and prepared by:

Brian P. Hoeg

Division Chief – Facilities and Building Operations

## Public Services

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Hispanic Services Information & Digital Services KidSpace Studio 270 & Digital Media Lab

This annual report highlights increased community-oriented programs, enhanced digital and information services, cultural enrichment through Hispanic and youth-focused services, and broader access to social support, underscoring the library's integral role in community engagement and education. Public Services remains committed to diversity and inclusion, highlighted by bilingual offerings and community events aligned with cultural celebrations.

### Reference & Services

- The library experienced a significant increase in demand, responding to 42,410 reference questions, representing a 5% rise from FY22-23. Staff dedicated over 761 hours to in-depth research queries. One-on-one appointments continue to be popular. In hour-long sessions, librarians deliver personalized instruction for various topics, from job application help to digital literacy.
- The Digital Media Lab hosted multiple podcasting and audio production sessions, including a Kane County Health Podcast series.
- We increased our involvement in technology guidance, including over 10,000 scanned pages. The Computer Center handled an increase in complex print jobs. Staff are committed to learning the newest technology to respond confidently to all technology questions.
- The Social Services team supported 28-42 cases monthly, addressing needs related to legal matters, housing, senior services, and employment. There was notable success with immigration case assistance, resource connections, and ongoing senior benefits guidance. To manage the rising demand, a part-time Social Services Coordinator was added.
- The library accepted 2,527 passport applications, generating a profit of \$113,595.46 after postage and credit card expenses.
- Main Library study rooms saw 16,559 uses.

### Programs, Events, & Cultural Celebrations

- KidSpace hosted 837 events, while Hispanic Services special events reached over 3,000 individuals. The 150th Anniversary Old Towne Fair at the end of Summer Reading attracted a record 1,700 attendees, marking a significant year for community involvement. The Mobile Mexican Consulate assisted 1,472 visitors over five days. Collaboration with local organizations for many technology, educational, and health-related programs was the key to success.
- Public Services was instrumental in collaborating on the Summer Reading Challenge. From creating print and online reading goals to ordering prizes and planning events, we helped engage readers to prevent summer learning loss.
- KidSpace-themed events, including a Halloween party and a *Pizza Prize Room* photo-op, drew high attendance. Other highlights include the 14th annual Comic Book Mania, the educational STEAM Expo, a Halloween party, and Touch-a-Truck.
- Teen-focused programs like Beat Lab, sewing classes, and gaming tournaments promoted engagement.

- Digital Services provided classes on topics from iPad basics to scam awareness. Our top-attended technology class was *Senior Cell & Smartphone Basics*, and our newest class was *Explore Artificial Intelligence*.
- Hispanic Services launched new programs such as Gen Z & Millennial Lotería and the Spanglish Book Club, which offered first-generation patrons culturally relevant, interactive learning opportunities. The library also initiated a new walking club (led by board member Elisa Lara), vocational training, and regular teen volunteer sessions. There was an expansion of citizenship classes and language instruction.
- The library celebrated cultural events such as Hispanic Heritage Month, Día de los Muertos, and Three Kings Day. Local organizations are invited to partner for these large events.
- The library focused on diversity and inclusion by offering bilingual programs and Sensory Storytime and added kits for visitors with sensory needs. Events like the *Pizza Prize Room* and sensory-friendly initiatives met the community's diverse needs.

### **Outreach & Community Engagement**

- Studio 270 organized workshops for high school students and hosted several internships, with activities ranging from music production to green-screen video recording.
- The library participated in National Night Out, Senior Services events, and Mexican Independence Day at Festival Park, registering over 82 new library cards and promoting library services.
- Public Services departments collaborated with schools, the YWCA, city services, parent groups, and local community organizations to offer technology, educational, genealogy, career, and health-related programs. Library outreach extended to legal aid, senior services, and technology support for underserved populations.
- Information Services staff presented to various groups, including local students and senior citizens. Topics included genealogy, career advice, and health information.
- Library outreach extended to legal aid, senior services, and technology support for underserved populations.

### **Awards & Recognition**

- Staff were recognized for achievements, including awards for Youth Services and leadership roles at major conferences.
- A new Elgin Poet Laureate was appointed from the KidSpace team, emphasizing the library's commitment to the arts and local talent development.

-Respectfully, Melissa Bernasek, Division Chief of Public Services

**GAIL BORDEN PUBLIC LIBRARY DISTRICT, ILLINOIS**

**Financial Report of Cash Receipts and Disbursements  
For the Fiscal Year Ended June 30, 2024 (Unaudited)**

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**General Fund**

Receipts for the Year

Property Taxes	\$ 16,092,740
Replacement Taxes	311,107
Grants Received	338,111
Books Lost and Paid	17,529
Computers	1,259
E-Rate Program	47,913
Fax and Copy Machines	56,343
Fines and Fees	4,210
Laminating	1,098
Passports	121,224
Miscellaneous Charges	16,924
Investment Income	566,237
Rental Income	51,056
Miscellaneous	6,164

Total Receipts for the Year 17,631,915

Disbursements for the Year

Salaries and Benefits	9,021,728
Maintenance Salaries and Benefits	391,514
Main	
Books	326,025
Periodicals	13,720
Audio Visual Material	96,239
Electronic Media	707,698
Natural Gas	95,002
Electricity	321,663
Telephone	50,515
Computer	743,789
Branch	
Books	46,152
Periodicals	4,348
Audio Visual Material	28,851
Electricity	5,182
Water and Sewer	28,496

**GAIL BORDEN PUBLIC LIBRARY DISTRICT, ILLINOIS**

**Financial Report of Cash Receipts and Disbursements  
For the Fiscal Year Ended June 30, 2024 (Unaudited)**

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**General Fund - Continued**

Disbursements for the Year - Continued

Binding	1,756
Capital Improvements	416,067
Conferences	41,529
Consulting and Professional Expense	368,933
Contingency	2,826
Continuing Education	35,377
Copier Leases and Maintenance	61,543
Fuel	7,889
Grant Expenditures	—
Insurance	1,089,488
Legal Publications	1,935
Supplies	282,065
Payroll Processing	42,609
Postage and Express	12,570
Printing	7,858
Public Programming	67,732
Public Relations	145,941
Vehicle Maintenance	33,341
Volunteers	4,704
Real Estate Taxes	4,965
Lease - Davis Road	15,467
Principal Expense	189,519
Interest and Fiscal Charges	16,031
Banking Fees	14,288
Digital Services	28,270
Food and Beverage	11,739
Equipment	193,102
Miscellaneous	163,934
	<hr/>
Total Disbursements for the Year	15,142,400
	<hr/>
Excess (Deficit) of Receipts Over Disbursements	2,489,515
	<hr/>
Change in Accruals	573,995
	<hr/>
Cash and Investments at June 30, 2023	10,903,014
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Cash and Investments at June 30, 2024	13,966,524
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**GAIL BORDEN PUBLIC LIBRARY DISTRICT, ILLINOIS**

**Financial Report of Cash Receipts and Disbursements  
For the Fiscal Year Ended June 30, 2024 (Unaudited)**

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**Audit Fund**

Receipts for the Year	
Property Taxes	\$ 15,651
Disbursements for the Year	
Consulting and Professional Expense	<u>15,400</u>
Excess (Deficit) of Receipts Over Disbursements	251
Change in Accruals	172
Cash and Investments at June 30, 2023	<u>6,109</u>
Cash and Investments at June 30, 2024	<u><u>6,532</u></u>

**Building and Equipment Fund**

Receipts for the Year	
Property Taxes	<u>\$ 746,776</u>
Disbursements for the Year	
Repairs and Maintenance	654,861
Supplies	23,204
Contingency	30,008
Miscellaneous	<u>8,038</u>
Total Disbursements for the Year	<u>716,111</u>
Excess (Deficit) of Receipts Over Disbursements	30,665
Change in Accruals	20,292
Cash and Investments at June 30, 2023	<u>46,849</u>
Cash and Investments at June 30, 2024	<u><u>97,806</u></u>

**GAIL BORDEN PUBLIC LIBRARY DISTRICT, ILLINOIS**

**Financial Report of Cash Receipts and Disbursements  
For the Fiscal Year Ended June 30, 2024 (Unaudited)**

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**Building Reserve Fund**

Receipts for the Year	
Investment Income (Loss)	\$ 34,954
Disbursements for the Year	
Debt Service	
Interest and Fiscal Charges	1,587
Total Disbursements for the Year	1,587
Excess (Deficit) of Receipts Over Disbursements	33,367
Change in Accruals	1,195
Cash and Investments at June 30, 2023	700,409
Cash and Investments at June 30, 2024	734,971

**Illinois Municipal Retirement Fund**

Receipts for the Year	
Property Taxes	\$ 806,084
Replacement Taxes	11,050
Total Receipts for the Year	817,134
Disbursements for the Year	
Consulting and Professional Expense	801,620
Excess (Deficit) of Receipts Over Disbursements	15,514
Change in Accruals	10,847
Cash and Investments at June 30, 2023	138,648
Cash and Investments at June 30, 2024	165,009



**GAIL BORDEN PUBLIC LIBRARY DISTRICT, ILLINOIS**

**Financial Report of Cash Receipts and Disbursements  
For the Fiscal Year Ended June 30, 2024 (Unaudited)**

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**Social Security Fund**

Receipts for the Year	
Property Taxes	\$ 736,703
Disbursements for the Year	
Consulting and Professional Expense	<u>705,745</u>
Excess (Deficit) of Receipts Over Disbursements	30,958
Change in Accruals	6,774
Cash and Investments at June 30, 2023	<u>71,381</u>
Cash and Investments at June 30, 2024	<u><u>109,113</u></u>

**Liability Insurance Fund**

Receipts for the Year	
Property Taxes	\$ 299,922
Miscellaneous	<u>8,258</u>
Total Receipts for the Year	<u>308,180</u>
Disbursements for the Year	
Salaries Benefits	41,050
Insurance	<u>236,940</u>
Total Disbursements for the Year	<u>277,990</u>
Excess (Deficit) of Receipts Over Disbursements	30,190
Change in Accruals	26,404
Cash and Investments at June 30, 2023	<u>23,823</u>
Cash and Investments at June 30, 2024	<u><u>80,417</u></u>

**GAIL BORDEN PUBLIC LIBRARY DISTRICT, ILLINOIS**

**Financial Report of Cash Receipts and Disbursements  
For the Fiscal Year Ended June 30, 2024 (Unaudited)**

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**Gift Fund**

Receipts for the Year		
Miscellaneous Donations	\$	21,228
Disbursements for the Year		
Public Programming		<u>4,483</u>
Excess (Deficit) of Receipts Over Disbursements		16,745
Change in Accruals		—
Cash and Investments at June 30, 2023		<u>75,554</u>
Cash and Investments at June 30, 2024		<u><u>92,299</u></u>

# Circulation Statistics

## Annual Report 2023-2024

### MATERIAL USAGE COMPARISONS

	2022-2023	2023-2024
Adult Materials		
Book	267,719	261,523
Non-Book	474,182	499,964
Total Adult Materials	741,901	761,487
Youth & Children's Materials		
Book	390,666	389,641
Non-Book	54,931	48,341
Total Youth & Children's Materials	445,597	437,982
 GRAND TOTAL	 1,187,498	 1,199,469

### NON-BOOK MATERIAL COMPARISONS

	2022-2023	2023-2024
Art Prints	413	386
Art Print Bags	265	249
AV Equipment	4,659	3,875
Compact Discs	17,763	13,198
DVDs	164,909	154,655
E music	78,628	72,544
E Movies	16,234	14,624
E Music Videos	1,241	333
E TV	4,787	4,820
Movies (Roku)	N/A	N/A
Kits - Cassette/Book	1,100	326
Library of Things	1,752	1,498
Periodicals	5,429	3,164
Puzzles	2,208	2,169
Recorded Books	N/A	N/A
Toys and Games	2,819	3,311
Video tapes	107	44
Video Games	6,336	4,395
ebooks	104,557	116,884
eaudiobooks	108,012	135,926
Digital Magazines	0	5,367

**Circulation Statistics, cont.  
Annual Report 2023-2024**

**RAILS RECIPROCAL BORROWING**

	2022-2023	2023-2024
Algonquin	557	420
Antioch	24	20
Arlington Heights	4	19
Barrington	5	156
Cary	128	526
Cook Memorial	10	0
Crystal Lake	226	196
Deerfield	1	2
DesPlaines	0	153
Dundee	7619	7,803
Ela (Lake Zurich)	5	1
Elk Grove Village	0	17
Evanston	0	9
Fox Lake	239	0
Fox River Grove	3	0
Freemont (Mundelein)	0	5
Glencoe	0	4
Glenview	0	0
Grayslake	62	28
Highland Park	0	5
Highwood	0	0
Huntley	352	434
Indian Trails (Wheeling)	27	13
Lake Bluff	0	1
Lake Forest	0	0
Lake Villa	0	0
Lincolnwood	0	0
McHenry	7	6
River East	0	0
Morton Grove	0	3
Mt. Prospect	87	7
Niles	0	3
North Chicago	0	9
Northbrook	15	0
Palatine	71	137
Park Ridge	0	0
Prospect Heights	0	0
Rolling Meadows	4	1
Round Lake	0	0
Schaumburg	378	389
Skokie	0	0
Vernon Hills	0	0
Warren-Newport	0	0
Wauconda	0	6
Waukegan	2	0
Wilmette	0	0
Winnetka	0	0
Zion	0	0
Total Borrowings	9,826	10,373

**Circulation Statistics, cont.  
Annual Report 2023-2024**

**REGISTRATION**

	2022-2023	2023-2024
In District	70,931	77,105
Out of District		
Contract Cards	25	5
Reciprocal Borrowers	5,546	6,401
Total	76,502	83,511
Summer Camp (temporary)	0	

**RESERVES PLACED**

	2022-2023	2023-2024
Total Reserves Placed	124,770	120,932