

ADMINISTRATION

Annual Report 2010-2011

"American libraries will confront formidable challenges during the next few decades of the 21st century," according to a recent report from the ALA Office for Information Technology. Changes and advances in technology have been a recurring theme for libraries. But the digital transformation has swept through all phases of library service, changing not only how we serve our customers but what we collect and how customers receive our resources. At the same time, economic constraints keep us mindful of the need for thoughtful and careful decisions. From our perspective, Gail Borden Library continues to be the community's favorite place, as evidenced by the increases in circulation and other usage rates. We maintain our goal to strive for excellence, while underscoring the need for strategic planning. Highlights of the past year illustrate how we are meeting the challenge. We ...

- Came face-to-face with technology, offering e-book training for customers and adding new eBook and eAudiobook titles to the collection, adding Project Gutenberg public domain records to the catalog, offering Tech Camps, providing music downloads through Freegal, sending 'Librarians on the Loose' to the train stations to promote ebooks, adding BluRays to the DVD collection
- Initiated an RFID tagging process, "Tag, You're It" for staff and volunteer participation, followed by installation of new security gates and upgraded self-check stations, all in preparation for the long-awaited automated sorting system
- Received formal approval from the library gods to submit personal name headings in the Library of Congress National Authority File
- Added a new firewall and gigabit switches, upgraded WebSense filtering software, installed LanSweeper to track and manage our IT inventory, and upgraded the core of network switches to provide redundancy and faster throughputs
- Provided binoculars to aid customers as they viewed eagles soaring through the skies around the library
- Scheduled and organized a host of webinars and virtual conferences for library staff, utilizing technology to provide continuing education
- Led the census count effort in Elgin, by special request of the Grand Victoria Foundation, resulting in an increase in participation by residents, from 72% in 2000 to 79% in 2010
- Hosted tours for groups ranging from multitudes of school children to "Little Angels", an Art Institute tour group and staff/board members from area libraries
- Learned of the demise of Illinois system structure threatening to cripple interlibrary loan, delivery of materials between/among libraries, and ending our primary source for continuing education, cooperative purchase of resources and networking among interest groups – then worked with colleagues to form a new structure
- Survived a 12-hour power outage in December with servers and routers intact due to our generator and UPS
- Coordinated Library of Congress Story Corps interviews with community members and received an Elgin Image Award, two of the treasures garnered as a result of receiving the coveted national IMLS award
- Began a process of staffing realignment, creating new divisions (Access and Technical Services & Public Services) and new opportunities for movement within the organization
- Worked to update the staff Personnel and Special Situations Handbooks, now available online for staff
- Formed two in-house think tanks -- "Young Librarians" and a Technology Team who promise to keep us apprised of leading/cutting edge ideas and technologies
- Established a new record of daily check-ins with 12,658 items on September 7, 2010; re-set the new high at 12,678 check-ins on May 31, 2011
- Collected 9,821 items in the Food for Fines effort in November, providing 286 food boxes for area agencies
- Led a campaign to request email addresses for customers, to reduce the budget for postage on printed notices
- Continued to collaborate with The Literacy Connection and Elgin YWCA on their Family Literacy projects
- Received word of the award of an Eliminate the Digital Divide grant to provide technology and workplace skills training
- Remained proactive with building preventive maintenance, repaired 'shifting windows' with remedial caulking and water remediation procedures, upgraded lighting control software, installed backflow prevention devices on domestic water and fire lines as required by Elgin ordinance, repaired collapsing storm drains in the parking lot, refreshed landscaping at Rakow, re-lamped the clerestory at Main with the aid of an 80-foot boom and began background work to lead to the installation of a green roof at Main

Received national coverage from east (*The Pocono Record*) to west (*Los Angeles Times*) for our Laughter workshops

Partnered with a multitude of agencies including the Field Museum on an ILA project, Go Green at Your Library; with 40+ businesses in ALA's Library Card Sign-up month; the Elgin Chamber of Commerce Work Keys/National Career Readiness project; Elgin's Bicycles on Parade project; and IDES to create a business information networking group

Embedded ourselves in the community, serving on committees including Chamber Laborshed, Workforce development, Enhancing Elgin, Green Expo, e-Community Garden network

Began final preparations for a new teen space by placing furniture, writing job descriptions, hiring staff, and installing our first Mac computers and X-box gaming – all leading to the grand opening of Studio 270 in January 2011

Hosted a variety of programs ranging from candidate forums, super-couponing, comic book conventions, a Muggles event, English country dances and a Battle of Mole

Collaborated with area agencies to host our first Hispanic Heritage Festival, providing music, dance and food for 2,860 guests and our fifth Black history Family Festival which featured the visual arts

Went international with StoryTubes by adding a library in London to our list of participants

Hosted Mr. Freeze, in preparation for EXPO 2011, our second science fair in partnership with U-46, in which the number of entrants doubled and attendance was recorded as 3,500 for the day

Collaborated with the United Way and Grand Victoria Foundation to provide computers and space for tax counseling service for 1,000+ individuals

Hosted the annual Volunteer Fair, with 21 organizations and 120 individuals participating

Worked with more than 200 volunteers who contributed 9920 hours of service over the past year at Main and Rakow

Set up an "Amazing Castle" exhibit in conjunction with Summer Reading 2011, hosted a medieval faire with roving 'phoole', sent Royal Readers out into our lands, and enjoyed a 27% increase in summer reading registration

Provided space and library guidance for a Channing School summer enrichment project

Encouraged ten staff members to join the Listen, Learn, Lead Area Toastmasters Club who set about the process of developing their speaking and presentation skills

Partnered with the Elgin Boys and Girls Club and presented a workshop on incorporating reading when working with teens, and received recognition from the national organization with this "national prototype for cooperation"

Admired our creative and energetic staff as they adapted to ever-constant changes, presented programs for colleagues at ILA, ALA, Reaching Forward and Reforma conferences, took on leadership roles within ILA and authored articles in professional journals

Unveiled the long-awaited, stunning branch tile mural, "A Green Story: The Fox River Mural", created by artist Marion Grebow

Took pride in the success of the Rakow Branch, which celebrated its first birthday, was the anchor feature on the front page of the *Chicago Tribune*, hosted its own book group, partnered with Hawthorne Woods for nature programs, celebrated Earth Week with a horned owl and kestrel; released ladybugs into the environment, built a fairy house, continued to draw scores of tours for architects, librarians and more

Introduced Counting Opinions, an online customer satisfaction survey

Demonstrated our trivia prowess and bested all teams in The Literacy Connection Trivia Bee for the second year

Said goodbye to five retiring staff members, Donna Appleberg, Pat Gebhardt, Nancy Hunt, Pat Noonan and Carol Skelton, who among them contributed over 120 years of service to Gail Borden Library and its customers

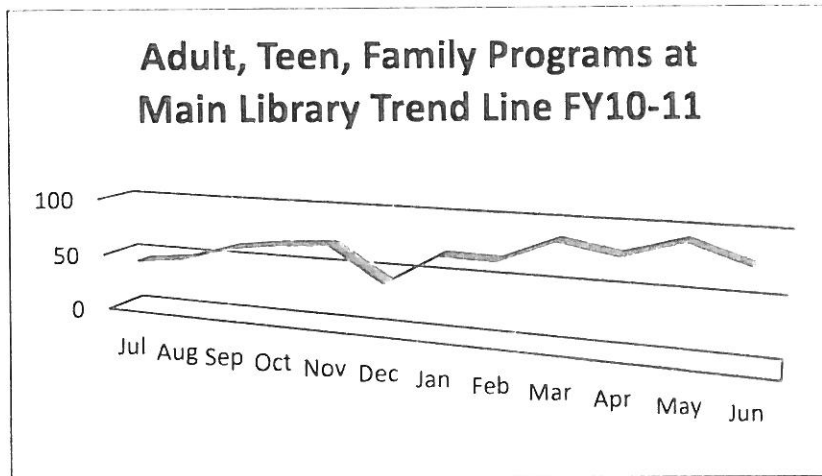


Carole Medal
Executive Director

**COMMUNITY SERVICES AND PROGRAM DEVELOPMENT
Annual Report Fiscal Year 2010-2011**

Programs

Twenty-seven-thousand-six-hundred-fifty-four attended nine-hundred-eighty-four adult, teen and family programs at the main library from July 1, 2010 through June 30, 2011. Grants and strong partnerships enhanced programming significantly throughout the year allowing for \$22,189.09 expended out of the appropriated \$26,000 budget.

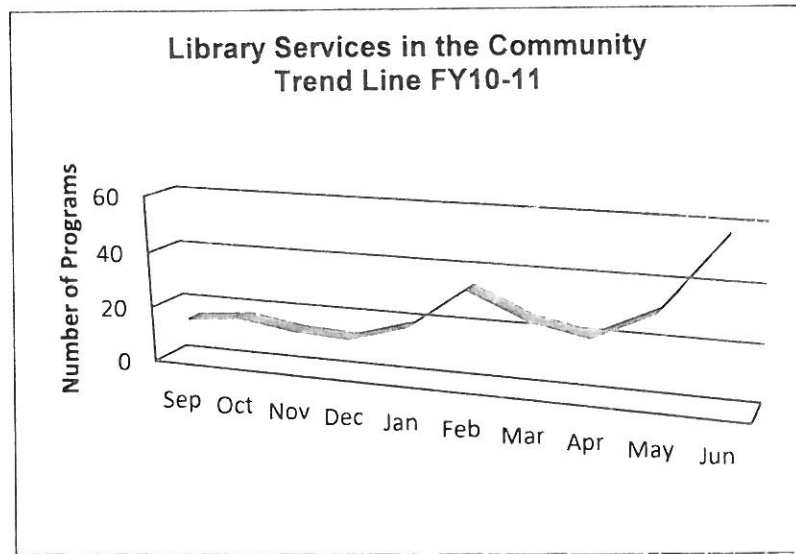


- Grant and partner-funded programs offset costs while serving community interests.
- First-time library customers were attracted by bilingual and Spanish classes and events.
- Staff led 556 people on 34 group visits in addition to programs.
- A balance of varied event types impart 21st Century skills and themes, such as Global Awareness, Financial/Business Literacy, Civic Literacy, Health Literacy, Environmental Literacy.
- Adhering to the philosophy that an educated citizenry is fundamental to a democracy society, we program according to the Institute of Museum and Library Services *Museums, Libraries and 21st Century Skills* (2009) which states "...the critical role our nation's museums and libraries play in helping citizens build such 21st century skills as information, communications and technology literacy, critical thinking, problem solving, creativity, civic literacy, and global awareness."

Event Type	Programs	Attendance
Arts & Music & Movies	52	2357
Computer Classes	119	830
Computer Classes: Spanish language	38	181
Discussion & Book Groups	145	1640
Drop In Classes	114	1520
Job & Career	47	560
Lectures	65	2368
Spanish / Español	93	7665
Special Events	59	8608
Teen Programs	147	774
Workshops	105	1151
Totals	984	27,654

Library Services in the Community

The Community Services & Program Development department began galvanizing staff in September 2010 in a holistic approach to providing library services in the community. We meet on a regular basis to share, plan and implement new services.



- We see an upward trend to increasing programs outside of the library building.
- An online calendar tracking system for booking and gathering attendance called Evance was created and implemented as of December 2010 for outreach events.
- Destinations include school visits, preschools, daycare centers, senior centers, nursing homes, churches, community organizations, and events.
- Qualified trained volunteers can assist staff with summer reading and homebound deliveries.

FY10-11	Programs in the Community	Attendance
Sep	15	819
Oct	17	2034
Nov	14	720
Dec	13	930
Jan	19	827
Feb	34	850
Mar	25	1036
Apr	21	2400
May	31	4791
Jun	57	1061
Totals	246	15,468

- Both inside the library and outside its walls, partnership and coordination is the key to successful programs.

Miriam Lytle
Community Services and Program Development Division Chief

FACILITIES & BUILDING OPERATIONS

Annual Report 2010-2011

Over the course of the past few years, the Gail Borden Library has undergone many significant and exciting changes that affected Facilities and Building Operations. In August of 2009, the Rakow Branch was completed and opened to the public. A short period of time later, the Main Facility underwent a \$2,000,000 construction project to accommodate new administrative offices, two meeting rooms, additional study rooms, and the completion of a 2200 sf "state of the art" Teen Center. With so many exciting changes taking place each day, I would like to take this opportunity to highlight a few of the projects that took place during the past year.

Green Roof Project Design and Planning / Main Facility: The "Green Roof" project began over a year ago. With the assistance of architects from Frye Gillan Molinaro and Graef Structural Engineers, designs and structural loads were calculated to determine the roof loads associated with the additional weight of the plant material. Once this step was completed, bid documents and specifications were prepared and contractors from around the Elgin area were publicly notified about the project. The company that was awarded the project was Clauss Brothers Landscaping, Inc. The Green Roof System that we chose to use for this project was Live Roof LLC. The cost associated with this project was \$77,392.

Clerestory Lighting Project: This lighting re-lamp project presented numerous challenges due to height and angles of the clerestory lighting as well as size restrictions of the equipment required to perform this task. With the use of a very unique 45' boom, scaffolding and 2 high lifts, all lighting was successfully changed out.

Lighting Software Upgrade-Main Facility: During the month of January, the Maintenance Department upgraded the Lighting Control Software (Vantage Web Point) for the Main Facility. This will allow for easier functionality for the end users and will provide more stability to our Lighting Control System.

Electrical / Main Facility: During the month of May 2010, the Maintenance Department staff completed a number of electrical related work orders originating from library staff and customers. In brief, we

1. Installed additional recessed can lighting for the conference Room and Administration Reception Area.
2. Pulled new low voltage cabling to accommodate new workstations located in the Music, Movies and More area.
3. Pulled new low voltage cabling to accommodate the new 3M gates.

Electrical / Rakow Branch: The Maintenance Department staff provided the necessary labor to provide additional low voltage cabling from the server room to the computer café area.

Key Card Access Device / Main Facility: In order to improve security within the Technical Service Department, the Maintenance Department staff installed a new key card access device.

Blizzard 2011: On February 1st and 2nd, 2011, the Elgin area was hit with the Blizzard of 2011. Weather experts stated that this particular snowstorm was a once-or-twice in a lifetime event that produced "white out" conditions, 20+ inches of snow, and 60 mph wind gusts. Most schools throughout the state were closed for days after this blizzard; however, the Gail Borden Library was able to open to the public the following day.

Parking Lot Preventive Maintenance and Repair / Main Facility: The Maintenance Department staff removed and replaced a total of four collapsing storm drains located in the northeast section of the parking lot at Main.

Amazing Castle Exhibit: Facilities and Building Operations staff collaborated with Red-Box Inc. to provide the necessary manpower to unload, stage and assemble the Amazing Castle exhibit.

Major Event Planning: During this past year, the Gail Borden Public Library was involved in many events that drew thousands of people from around the area. Like always, the Black History Event and the Hispanic Heritage Event draw large crowds. This year the City of Elgin hosted a new event, "Thunder on the Fox". This was a three-day powerboat-racing event that took place along the Fox River. Facilities and Building Operations staff worked diligently to put effective systems into place and collaborated with the City of Elgin, staff, volunteers and outside organizations to ensure all events were successful.

Rakow Branch Landscaping Redesign: During the past year we have received many suggestions and comments from customers and library staff regarding the landscaping at the Rakow Branch. In response, staff worked with the landscape architect and landscaper to redesign some areas of the existing landscaping.

Horizontal Caulking and Sidewalk Joint Project / Main Facility: Six hundred linear feet of failed joint sealant caulk has been removed and replaced from the foundation wall at the main entrance (east elevation) as well as along the top of the curb and decorative concrete driveway.

Restoration of Decorative Concrete / Main Facility: Approximately 7200 sf of decorative concrete has been cleaned and sealed. This procedure has improved the overall appearance of the decorative concrete and will also provide protection from adverse weather conditions.

HVAC Preventive Maintenance / Main Facility and Rakow Branch: Facilities and Building Operations has put in place effective systems to reduce or eliminate costly repairs and down time of HVAC equipment. Since chillers and air handling units can cost millions of dollars to replace, it is very important to have preventive maintenance performed on a routine basis. During the course of the year, preventive maintenance was performed on two chillers, all A/H/U motors, hot water heaters, ceiling mount pumps, floor mount pumps, gas fired humidifiers, exhaust fans, gas boilers and condensing units. All motors were greased and oiled. All worn out fan belts have been replaced on exhaust fans and air handling units.

Insurance Inspection: Representatives from Travelers Insurance requested a tour of the Main Facility to ascertain information for future building insurance coverage. This tour was followed up with a question and answer session pertaining to the overall operations of the Main Facility. Listed below are some examples of the information that was requested.

1. Documentation and frequency of ongoing Preventive Maintenance programs that have been implemented for all A/H/U's, boilers, pumps, exhaust fans, etc. and Building Control systems
2. Information on Fire/Police monitoring services
3. Documentation and frequency of Fire Sprinkler Testing
4. Documentation and frequency of State Elevator Inspections
5. Documentation and frequency of State Boiler inspections
6. Documentation and frequency of Backflow Prevention Testing
7. Qualifications, experience and training of our Security staff
8. Qualifications, experience and training of our Maintenance staff
9. Certificate of insurance for subcontractors

Checkout Desk: The Checkout Desk located in the Circulation Department has been retrofitted to accept an additional workstation. The Maintenance Department and Parenti & Raffaelli provided the project labor.

RFID Conversion / 3M gates / Main Facility: The Maintenance Department was actively involved with aspects of RFID conversion. They assisted with the tagging materials and with installation of the new 3M gates.

Security Committee / Fire Drill: During the month of November 2010, members of the Security Committee had the opportunity to evaluate our current fire evacuation procedures. During these meetings, the committee provided useful "what if" scenarios to stimulate thinking on fire safety. Since the floor plan of the Main Facility has changed due to the recent construction, the committee decided it was necessary to perform an unexpected fire drill. The drill was coordinated and successfully carried out on November 11, 2010.

American Heart Association: On December 9, 2010, members of Facilities and Building Operations and Security Team participated in the training and testing of the Heartsaver AED Program. Joe Messineo, a member of the Elgin Fire Department, was the course instructor and presented a three-hour program to train our staff on the objectives and skills that are in accordance with the curriculum of the American Heart Association. All staff members successfully passed the course and were presented certification cards at the end of the program.



Dave Considine
Director of Facilities and Building Operations

INFORMATION TECHNOLOGY

Annual Report 2010-2011

Firewall and Network Core Upgrade

The library's network infrastructure underwent an upgrade and reconfiguration that enhanced network connectivity. In August, the firewall was replaced with a Cisco Adaptive Security Appliance that provides intrusion prevention and remote access. In March, the core of the library's network was upgraded by replacing a single core switch with multiple connected switches with built-in redundancies and faster throughputs.

Equipping Studio 270

Equipment was selected, ordered and installed for Studio 270, the newly created space for high school students that opened in January. The equipment for this space included the library's first Macintosh computers – specifically, three Mac Minis and five MacBook Pros. Other equipment for the space included: network switches; a ceiling-mounted LCD projector; digital signage; five Windows laptops; a reservation/print station; two network laser printers; a staff station; a telephone; and, an Xbox 360 with a Kinect controller.

Conversion to RFID System at the Main Library

Information Technology staff was involved in many aspects of the RFID conversion. They participated in the tagging of materials including a section of the CD collection. They also worked with 3M support personnel to troubleshoot the new equipment once it was upgraded and/or installed – and, there was a lot of troubleshooting.

The RFID functionality of the 3M V-Series self-checks that were installed in December 2009 had not been fully tested in the field. In the end, 3M developed a "wedge" that was beta tested here and ultimately resolved many of the problems we had encountered. The "wedge" is now called a "Conversion Kit" and is being sold by 3M to other libraries with V-Series units.

Other Projects and Upgrades

- Internet bandwidth was increased from 15 Mbps to 30 Mbps.
- Receipt printers were configured to print hold wrappers on special paper with Post-it adhesive.
- The *StoryTubes 2011* contest website was updated and managed for a fourth year.
- Two SimpleScan stations were installed – one in the Computer Center and one at Rakow Branch – to facilitate scanning documents to a USB drive, email or print.
- A mobile version of the library's website – <http://gailborden.info/mobile> – went online.
- The library's USB wireless modems were replaced with two wireless "MiFi" intelligent mobile hotspots to be used by staff who need online connectivity for presentations and/or patron registration at remote sites.
- A new file server was installed and all data was migrated over from the old server.
- *LanSweeper* was installed to automate the collection of inventory data.
- Backup procedures were modified so that "remote" storage of tapes is at Rakow for tapes from Main and at Main for tapes from Rakow rather than in a safety deposit box at a bank.
- Patron records of users with no activity for three or more years were deleted from the system and a procedure was developed to do this monthly.



Information Technology Statistics

Category	2009-2010	2010-2011
Homepage Hits	514,744	565,229
WebOPAC/Encore/Webres Visits	577,190	835,734
eBook & eAudiobook Usage	44,654	116,758
Public Computer Sessions	234,591	219,269
Public Computer Hours	177,326	165,265

PUBLIC RELATIONS AND DEVELOPMENT

Annual Report 2010-2011

The Public Relations and Development Department are the action team and storytellers. Creatively working to put the library's vision into action, "where imagination, transformation and recreation thrive, fueled by the power of community" are not just words in our strategic plan. Through marketing to get our message out to working with partnerships in the community to create positive effect together, the Public Relations department strives to maximize impact for all library events and to continually embed the library's value message. We utilize all channels - person-to-person, print, press, web, television, radio and social media. The library's small business resources were featured on the worldwide msn.com this year. Graphics and exhibits are special elements in creating positive library experience.

Special Exhibits

Comic Book Mania! POW! BAM! READ! was the summer exhibit from May 17 through August 22, 2010. This super-powered theme targeted boys and reluctant readers. It also had a multi-generational appeal, as parents and grandparents remembered comics through the ages. Comic Book brought an all-time record for summer reading registrants and a 12% increase in male participation. *The Amazing Castle* exhibit captured the enchantment of the official summer reading theme, A Midsummer Knight's READ. The castle exhibit ran from May 18 through September 3, 2011. The interactive nature of this exhibit gave young royals the experience of working together to create a feast. Working together, was also the overarching theme for all of the library staff in our building, in the community and throughout the state of Illinois and beyond.

Sharing our story and the good things that we create

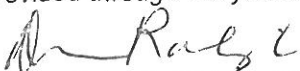
StoryCorps, the oral history project group, recorded local stories that reflect our community through interviews that became part of the Library of Congress. **Storytubes** allows kids to use technology to share their favorite books. This ongoing project crossed the ocean this year, as a librarian in London joined the project. Through a virtual conference and an ILA program we shared our experience with Storytubes with other libraries internationally. A statewide ILA initiative, **Go Green @ Your Illinois Library**, began with a workshop for library staffers from over 45 libraries at the Field Museum. A webinar presented at our library with the anthropologist team from the Field Museum had over 60 libraries tuned in from three states. Work on all three of these projects continues to make a difference in areas that reach out far beyond our library district. We had a number of opportunities to share our stories in the community and in the industry. We presented at Greentown both ALA and ILA.

Fueled by the power of community

The extraordinary level of community engagement allows the library to tap into that "power of community." The things we create together with local businesses, organizations, and civic groups positions the library to impact our taxpayers in real, measurable ways. The Black History Family Festival, Discovery 2011 Science Expo, Hispanic Heritage Month Celebration, and Home for the Holidays are just a few key events that turn our vision into experiences that impact lives.

Return on Investment (R.O.I.) for our community

The library and its partners were honored by the City of Elgin with a mayoral proclamation and the Elgin Image Award recognizing our contributions for helping Elgin to increase the mail-in response rate for the Census to bring to Elgin its fair share of \$400 billion in annual federal fund grants. Some events have a long term impact that cannot be imagined or measured financially. This is one parent's quote: *"GBPL has played a pivotal role in the life of Kristen and Matthew, most notably, the 'Space, Dare to Dream' event. As they continue to pursue their interest in robotics, I remember each of their questions for astronaut Clay Anderson on the ISS Expedition 15; Kristen asked about the computers used on the ISS and Matthew asked about a robotic aerocam that was in development at the time. Today as Matthew and Kristen are moving into yet another level of FIRST robotics competitions, FIRST Technical Challenge (FTC) - a high school age program, Kristen is still focused on programming and Matthew is still focused on engineering. This begins their 5th year of competitive robotics and they're still going strong. We are grateful for the continuing opportunities GBPL has provided through the years."*



Denise Raleigh, Division Chief
Public Relations and Development

PUBLIC SERVICES

Annual Report 2010-2011

Public Services as a Division

Youth Services, Circulation Services, and Information Services merged into one distinct division this year, Public Services. Pat Gebhardt led the transition. This realignment reflects our service and connection to our customers on the front lines.

Partnering

If there is one overriding theme in our library today it is the importance of community partnering. We have learned the value of involving our community organizations in the planning and implementation of services and programs to our customers. Here is just a snapshot of the community involvement this year:

- Hamilton Wings/SCORE
- United Way
- City of Elgin
- Elgin Leadership Academy
- Elgin Area Chamber of Commerce
- Boys and Girls Club
- Elgin Youth Leadership Academy
- Elgin, School District U-46

Contributions to the Library Community

The talented staff in Public Services continued to innovate and to share those innovations with the library community. Jennifer Bueche served on the ILA Youth Forum, Tina Birkholz and Faith Brautigam presented at the 2011 annual American Library Association's conference, and Catherine Blair co-authored an article published in *School Library Monthly*.

RFID

Implementation of RFID technology was a library-wide project this year. The entire collection was tagged and self-checks were converted to accommodate the new tags. RFID security gates were installed in April. Customers are thrilled that they now have the ability to checkout multiple items simultaneously.

Firsts

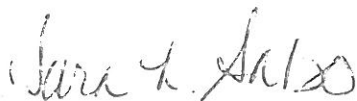
In January 2010, Studio 270 opened its doors to serve high school students. This innovative and creative space offered Apple iMacs and laptops along with a crafting area, magazines, and gaming. The entire space was designed to provide a flexible, fun and creative environment.

Year of the Ebook

While Ebooks have been prevalent for many years, December 2010 saw an explosion in the demand for reading in this format. Information Services staff were up to the task of creating programs and providing technical assistance in the transition to this new way of reading.

Personnel

Pat Gebhardt, Carol Skelton and Nancy Hunt retired after spending most of their careers at Gail Borden. Their contributions to our library were many and greatly valued.



Sara L. Sabo, Librarian
Public Services Division Chief

RAKOW BRANCH

Annual Report 2010-2011

The Year-One Mark

On August 15th, 2010 the Gail Borden Public Library District held a community celebration to recognize the one-year anniversary of the Rakow Branch Library. Live music, sweet treats, a magician and the presentation of the LEED certification plaque were enjoyed by 485 guests.

An unveiling of the Fox River tile mural took place in October 2010. Donors were invited to a private evening ceremony and were the first to enjoy this 158"X80" sculpture wall entitled *A Green Story: The Fox River Mural*.

Partnerships

Wonderful partnerships were formed this year, particularly focusing on organizations on the west side of our library district. A sample of our partners includes:

- Hawthorne Woods Nature Center
- Edgewater by Del Webb
- First Community Bank
- Elgin Garden Network
- Local Green Connect
- Elgin Garden Network
- South Elgin Fairy Festival
- Heritage Woods Retirement Community

A few of the successful programs administered with these partners included a bug hunt around the branch, a day-long Earth Day Celebration, a Community of Readers Book Rally, National Novel Writing Month, three Ladybug release parties, a Build a Fairy House event and several eBook training sessions.

Community Groups

Several community members were interested in learning about the Rakow Branch's green features, cutting edge technology and first-rate services. Elementary schools, Judson University's Architecture students, the Boy Scouts and a Red Hat Society Club were community organizations that all visited the branch this year.

The Library Community as a Whole

Staff members from the Gail Borden Library presented a webinar to the Nicolet Federated Library System titled "Some Dewey, Some Don't". This seminar was also presented at ALA and the annual Reaching Forward Conference. A front page story in the Chicago Tribune highlighted Rakow's de-emphasized dewey system.

The library community was very interested in seeing the Rakow Branch in its first full year of operation. Visiting libraries included librarians from as close as Dundee to as far as South Africa. Interest ranged from the library's green features to the face-out shelving, use of self-serve library technology and the unique Mediabank disc delivery system.

Other

Library staff members administered ongoing programs as well, including the Rakow Readers Book Club, Read to Rover, Family Storytimes and eBook Training programs.

Staff

Rakow welcomed Ana Devine from Youth Services as a temporary Assistant Manager, and said goodbye to Branch Clerk Laura Espinosa, wishing her well in her new GBPL position as a Graphic Artist.



Margaret Peebles
Branch Manager

RAKOW STATISTICS
2010-2011

Rakow Gate Count	117,458
Rakow Circulation	259,062
Mediabank Checkout	79,098
Automatic Checkin/Sorter	79,475

STAFF TRAINING & ORGANIZATION DEVELOPMENT

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The Gail Borden Public Library is committed to the ongoing growth and development of the staff members so as to better serve the community and all customers in this time of great change. The library sponsors professional association memberships for many of the Library Leadership Team Members. Throughout the year this library participated actively in regional, state and national conferences and workshops. GBPLD staff members actively serve in professional associations including conference program planning committees. Often our staff members are part of the conference programs. We share what we have learned and we learn from others.

Illinois Library Association Annual Conference was held September 28-30 at Navy Pier in Chicago. Thirty-one GBPLD staff and board members attended one or more days of this conference. More than seven staff members were involved in giving six programs at the conference and a staff member served on the Conference Program Planning Committee. We also participated in ILA's first Virtual Conference.

This year we offered more than thirty webinars with more than 150 staff members attending. Some of our best webinars come from the American Library Association and its various divisions, Library Journal and WebJunction.

Gail Borden Public Library participated in the **American Library Association, virtual conference, July 7th and 8th**. Forty-two participants attended ten programs on a variety of topics. The programs included programs, such as, "Creating Relevancy for Users" by George Needham and Joan Frye Williams. The 2010 Annual Conference was held in Washington, D.C. Since no one from this library attended the actual conference, the virtual conference allowed many of our staff members to participate.

GBPLD worked closely with The Field Museum of Chicago to present the **Go Green @ Your Illinois Library webinar**. The 1.5 hour webinar highlighted key concepts from the all day workshop that was held at The Field Museum in October. More than 60 people attended from public and academic libraries in three states including Illinois, Wisconsin and Missouri.

Toastmasters International

Ten library staff members participated in the Listen, Learn & Lead Toastmasters Club. The skills to be developed through the club involvement are communication and leadership. This library and the other local Toastmasters Club were hosts for the October District Humorous Speech Contest. Some library staff members are local club officers and attended Toastmaster Leadership Institute workshops.

GBPLD participated in the planning and presenting of the **Go Green @ Your Illinois Library Workshop** given at The Field Museum on Friday, October 29th. More than sixty individuals came together for the grant workshop. The grant was given to ILA and The Field Museum by the Illinois Dept. of Commerce and Economic Opportunity. The grant project is aimed at promoting the library as a vital partner for community sustainability issues.

When appropriate, we bring instructors inside to train our staff. Jill Ballard, ECC Instructor taught an **Intermediate/Advanced Excel Class** to interested staff members in January.

Nine library managers attended the Dominican University Graduate School of Library & Information Science workshop **21st Century Skills: How Does Your Organization Stack Up?** This free workshop was sponsored by the Institute of Museum and Library Services, Dominican University and the Chicago Public library.

GBPLD was represented at “**A Conversation on Re-Imagining Learning**” held at the Spertus Institute in Chicago on Thursday, March 31st. Sponsored by the John D. and Catherine T. MacArthur Foundation and the Pearson Foundation, the conversation focused on digital media and new learners of the 21st century. The program affirmed that Studio 270 is a prime example of learning to prepare individuals for the 21st century.

ILA’s Reaching Forward Conference (May 6) at the Rosemont Convention Center was attended by twenty staff members. GBPLD staff members served on the conference committee and presented a very successful program on this library’s walking bookclub.

Staff In-Service Day was held, at the library, on Friday, May 20th, with approximately 140 staff members attended. The theme of this staff day was “Focusing on the Community.” We are committed to serving our Elgin Area (GBPLD) with the very best possible library services and programs. Understanding the community included a tour of the Elgin Area and an ongoing conversation including understanding the results from the recent census. Our tour hosts included community leaders who volunteered their time to the library. Rave reviews came regarding the tour and staff day. A representative comment *“The tour was so interesting and informative! I always enjoy learning about something outside of the library which then in turn helps me do my job better.”* The day also included viewing the exciting Summer Reading Program video that was created with the volunteer help of Elgin Academy. GBPLD’s Laughter Librarian presented a fun and informative session on the benefits of laughter. Staff members interviewed Carole Medal and Karen Maki in a talk show format. Service Awards were presented.

ALA Annual Conference, New Orleans, LA (June 24-27)

Nine staff members attended the 2011 American Library Association Conference. Five of the nine attendees presented programs.



Sharon Wiseman
Director of Staff and Organization Development

TECHNICAL SERVICES

Annual Report 2010-2011

After reviewing the last year's activity and projects, two undertakings stand out based on their scope and influence on staff and customers. First, staff realignment was announced that created the new Division of Access and Technical Services with responsibilities for Acquisitions and Serials, Metadata and Interlibrary Loan, Processing and Special Projects, and Materials Handling. Staff worked with colleagues in Information Services to learn Serials duties, and Interlibrary Loan staff and furniture was moved into the Technical Services workroom.

Second, staff led the library-wide project that included staff from all departments and a workforce of volunteers to add Radio Frequency Identification (RFID) tags to all materials at the Main library. Our vendor, 3M, advised that for a collection of our size, it would take five months to tag every item in our collection. Instead of five months, the main phase of the project was concluded after 2 ½ months. The early completion was due to the extraordinary joint effort of staff and community volunteers. What remained to be done after the main phase was primarily tagging items which were checked out and a small number of collections housed in special locations.

Creating and maintaining collections for customers

- Acquired, cataloged and processed 50,292 items for the library's collection. A tally showed that 32% of the items added received expedited handling because patrons had placed holds on them. Donations to the library were used to provide an additional 750 replacement copies for worn items (543 last year). Staff deleted 69,908 items from the library's collection. Withdrawn materials form the basis for special book sales held by the Friends of the library during the fiscal year.
- Continuing the library's proactive disc maintenance program; staff inspected 7,773 discs for damage and cleaned 6,395 discs using RTI's advanced robotic equipment. GBPL has one of the most robust disc maintenance programs in Illinois libraries.
- By having materials arrive from vendors with plastic mylar book jackets, barcodes, and ownership labels already affixed, Technical Services is putting new items in customer hands faster than ever. Book Wholesalers Inc. has joined Baker & Taylor as vendors providing this service to the library. Midwest Tape is also providing a similar service for the library's recorded books and DVDs.
- Staff worked collaboratively with public service departments to add a variety of new collections for our customers and enhancements, some include:
 - Blu-ray discs were added to the Main Library and Rakow collections in October 2010
 - Skyrocketing interest in eBooks led staff to add approximately 500 Project Gutenberg public domain records to our catalog
 - Youth Services requested a new collection to target readers who are *Ready for Chapters*
 - A new *Teen New Book* collection was established and required staff to edit 30,000 bibliographic records
 - Staff worked with public service to create a new collection for Spanish Book Club in a Bag
 - Staff created 807 records to provide robust access to Youth titles that belong to a series of books
 - Studio 270 laptops and games were processed to indicate library ownership
- The library's digital collections which include photographs and text were migrated from Digital Past to the Illinois Digital Archives.

- Staff received specialized training from the Library of Congress (LOC) to add authority records to the Name Authority Cooperative Program that is utilized by libraries worldwide. By gaining the authority to add records from the LOC, GBPL staff joins a very elite list of international cataloging partners.
- Technical Services staff took advantage of continuing education opportunities including, annual conferences and in-house training and webinars. Additionally, Technical Services staff served on a variety of internal committees.

A handwritten signature in black ink, appearing to read 'R. Moffett', with a long horizontal flourish extending to the right.

Robert Moffett
Director of Technical Services

YOUTH SERVICES

Annual Report 2010-2011

With 2010-2011 in the rear view mirror, the bigger picture of what we accomplished and the themes that ran throughout the year become much more visible. Most notable are these trends:

1. The year was filled with "firsts," as we launched new programs, added services, and tried new approaches
2. Our long-term partnerships across the community grew in number and scope and became richer
3. Department staff left their mark by contributing widely to the state and national library communities

Firsts

- We offered a comic convention as part of our summer line-up of events
- Volunteers were recruited and trained as guest readers to pop up around the community
- We addressed program space shortages by beginning large-group, drop-in story programs for toddlers
- By using Power Point, we gave stories a chance to shine when projected onto our "big screen"
- We created an event-specific Facebook page to market an upcoming event
- We worked with volunteers and other departments to apply RFID tags to our collections
- The middle-school book collection was separated from the high-school book collection
- Books for preschoolers in three frequently requested subjects were identified and are now grouped in categories
- We began targeted middle-school classes and events, including Tech Team offerings
- We targeted Readers' Advisory as an area for staff improvement and began a related peer-training initiative

Partnering

These are organizations with whom we had extended partnerships throughout the year:

- Boys and Girls Club
- Channing Elementary School
- City of Elgin
- Crestwood Apartments
- Dominican University
- Elgin Academy Videography
- Elgin Symphony Orchestra
- Hamilton Wings/SCORE
- United Way

Contributions to the Library Community

- Jennifer Bueche served on the ILA Youth Forum
- Two libraries visited with an intent to model their Every Child Ready to Read activities after ours
- Dawn Murdock, Jennifer Bueche and Faith Brautigam presented at the 2010 ILA Conference
- Carol Skelton worked with other library staff to present a webinar on our Rakow Branch collection model
- Gail Lundgren presented on our Every Child Ready to Read practices at LACONI
- Tina Birkholz and Faith Brautigam presented at the 2011 American Library Association's Annual Conference
- Catherine Blair co-authored an article published in the March, 2011 issue of School Library Monthly
- Faith Brautigam authored an article published in the Spring issue of Children and Libraries

Respectfully Submitted,
Faith Brautigam



**Circulation Statistics
Annual Report 2010-2011**

MATERIAL USAGE COMPARISONS

	2010-2011
Adult Materials	
Book	516,071
Non-Book	751,969
Total Adult Materials	1,268,040
Youth & Children's Materials	
Book	687,341
Non-Book	261,394
Total Youth & Children's Materials	948,735
GRAND TOTAL	2,216,775

NON-BOOK MATERIAL COMPARISONS

	2010-2011
Art Prints	820
Art Print Bags	582
AV Booklets	47
AV Equipment	143
Compact Discs	186,418
CD-ROM Software	5,190
DVDs	696,641
Kits - Cassette/Book	6,961
Kits - Spanish	369
Pamphlets	1
Periodicals	15,595
Puzzles	6,174
Recorded Books	46,339
Toys and Games	2,569
Videotapes	28,893
Video Games	12,669

Circulation Statistics, cont.
Annual Report 2010-2011

NSLS RECIPROCAL BORROWING

	2010-2011
Algonquin	1,269
Antioch	21
Arlington Heights	30
Barrington	203
Cary	159
Cook Memorial	17
Crystal Lake	324
Deerfield	0
DesPlaines	16
Dundee	28,533
Ela (Lake Zurich)	37
Elk Grove Village	5
Evanston	0
Fox Lake	10
Fox River Grove	2
Freemont (Mundelein)	1
Glencoe	0
Glenview	0
Grayslake	28
Highland Park	23
Highwood	0
Huntley	1,699
Indian Trails (Wheeling)	93
Lake Bluff	0
Lake Forest	0
Lake Villa	0
Lincolnwood	1
McHenry (Nunda)	0
McHenry	42
Morton Grove	0
Mt. Prospect	33
Niles	23
North Chicago	0
Northbrook	2
Palatine	121
Park Ridge	0
Prospect Heights	28
Rolling Meadows	134
Round Lake	1
Schaumburg	1,195
Skokie	8
Vernon Hills	4
Warren-Newport	0
Wauconda	99
Waukegan	5
Wilmette	45
Winnetka	0
Zion	0
Total Borrowings	34,212

**Circulation Statistics, cont.
Annual Report 2010-2011**

REGISTRATION

2010-2011

In District	
Unincorporated Cook County	7,650
Unincorporated Kane County	2,136
Elgin - East Side 60120	44,598
Elgin - West Side 60123/60124	47,873
South Elgin	10,338
Out of District	
Contract Cards	40
Interlibrary Loan	618
Reciprocal Borrowers	14,928
Grand Total	128,181

RESERVES PLACED

2010-2011

Total Reserves Placed	198,727
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REMOTE BOOKDROP SERVICE

2010-2011

Jewel - West Side	40,315
Jewel - East Side	22,654
Butera-S. Elgin	22,884
1 st Community Bank	843
Grand Total	86,696

Library Materials Statistics Annual Report 2010-2011

BOOKS			
CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Main Library			
Youth Services Fiction	8,096	15,777	75,747
Youth Services Non-Fiction	3,614	13,048	49,022
Total Youth Services Books	11,710	28,825	124,769
Adult Services Fiction	6,345	6,429	76,191
Adult Services Non-Fiction	6,931	6,480	131,716
Adult Services Reference	1,052	955	20,045
Total Adult Services Books	14,328	13,846	227,952
Total Main Library Books	26,038	42,689	352,721
Rakow Branch			
Youth Services Books	1,440	2,833	10,921
Adult Services Books	2,769	686	14,564
Total Rakow Branch Books	4,209	3,519	25,485
Total Books	30,247	46,208	378,206
NON-BOOKS			
CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Main Library			
Art Prints	0	13	347
AV Equipment	6	1	44
Blu-rays	291	28	263
CD-ROM Software	36	330	1,259
Compact Discs	2,457	3,280	22,027
Digital Video Discs	6,342	3,307	23,647
eAudio Books	803	14	5,684
eBooks	1,773	5	4,869
eVideos	0	0	87
Films	0	0	0
Kits	185	889	1,235
Puzzles	38	39	726
Recorded Books	1,121	2,566	9,287
Toys	66	62	506
Videocassettes	28	4,878	1,504
Video Games	252	150	610
Total Main Library Non-Books	13,398	15,562	72,095
Rakow Branch			
AV Equipment	3	0	3
Blu-rays	192	15	177
Compact Discs	850	391	2,653
Digital Video Discs	1,173	971	3,038
Recorded Books	234	99	888
Video Games	40	7	196
Total Rakow Branch Non-Books	2,492	1,483	6,955
Total Non-Books	15,890	17,045	79,050
Annual Total	46,137	63,253	457,256
Library Total Materials			

Library Materials Statistics Annual Report 2010-2011

SINGLE TITLES IN LIBRARY (BOTH LOCATIONS)

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Youth Services Books	6,392	19,082	85,201
Adult Services Reference Books	112	435	7,324
Adult Services Circulating Books	8,894	8,450	198,682
Non-Books	9,110	10,507	63,716
Total Single Titles	24,508	38,474	354,923

PERIODICALS

Total Periodical Titles Held	394
Bound Periodicals	1,577
Circulating Periodical Issues	4,572
Microform	58,983

NOTES:

- All figures are for the fiscal year period from July 1, 2009 – June 30, 2010.
- Teen materials were counted in Youth Services from July-December 2010, in Adult Services from January – June 2011.
- Some materials originally purchased for the Rakow Branch have been transferred to the Main Library.

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2011

General Fund:

Receipts for the Year:

Property Taxes	\$ 9,178,817	
State Income Taxes (Personal Property Replacement Tax)	172,037	
Earnings on Investments and Savings	7,491	
Fines	223,464	
Computer, fax and meeting rooms	4,682	
Laminating	1,859	
Copy Machines	40,491	
Reader Printer	1,220	
Books Lost and Paid	22,780	
Miscellaneous	57,499	
Public Phones	573	
Grants Received	273,870	
Developer Fees	<u>14,601</u>	
Total Receipts for the Year		9,999,384

Disbursements for the Year

Salaries	4,969,768
Maintenance Salaries	273,351
Main	
Books	468,929
Periodicals	33,454
Audio Visual Material	213,479
Micro Film	19,756
Electronic Media	176,466
Natural Gas	63,002
Electricity	270,324
Telephone	23,209
Computer	462,142
Branch	
Books	43,925
Periodicals	1,611
Audio Visual Material	3,290
Electricity	26,883
Telephone	5,379
Computer	12,771
Natural Gas	4,554
Water and Sewer	4,690
Other Branch	-

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2011

General Fund (Cont.)

Disbursements for the year (Cont.)

Binding	15,603	
Capital Improvements	363,192	
Conferences	24,427	
Consulting and Professional Expense	92,954	
Contingency	14,998	
Continuing Education	20,865	
Copier Leases and Maintenance	29,662	
Dues and Membership	11,137	
Equipment and Equipment Maintenance	20,081	
Fuel	3,263	
Grant Expenditures	(650)	
Insurance	704,449	
Legal Publications	5,688	
Material Processing Supplies	56,845	
Library Office Supplies and Services	67,830	
Other	28,346	
Payroll Processing	7,420	
Postage and Express	19,262	
Printing	12,705	
Public Programming	30,450	
Public Relations	71,826	
Vehicle Maintenance	3,679	
Water	14,539	
Total Disbursements for the Year		8,695,554
Excess (Deficit) of Receipts Over Disbursements		1,303,830

Cash Balance

June 30, 2010 (Banking Checking and Savings [\$8,499,893]; Petty Cash [\$2,425] Investments [(\$3,498,437)])		4,991,673
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Cash Balance

June 30, 2011 (Banking Checking and Savings [\$10,319,049]; Petty Cash [\$2,676] Investments [(\$4,026,222)])		\$ 6,295,503
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Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2011

Illinois Municipal Retirement Fund:

Receipts for the Year:		
Property Taxes	\$ 590,870	
State Income Taxes (Personal Property Replacement Tax)	<u>5,652</u>	
Total Receipts for the Year		596,522
Disbursements for the Year:		
Library's Contribution to I.M.R.F.	<u>636,558</u>	
Total Disbursements for the Year		<u>636,558</u>
Excess (Deficit) of Receipts over Disbursements		(40,036)
Cash Balance, June 30, 2010		<u>(34,246)</u>
Cash Balance, June 30, 2011	\$	<u><u>(74,282)</u></u>

Working Cash Fund:

Receipts for the Year:		
Total Receipts for the Year	\$ <u>-</u>	
Disbursements for the Year:		
Total Disbursements for the Year	<u>-</u>	
Excess (Deficit) of Receipts Over Disbursements		
Cash Balance, June 30, 2010		<u>1,361,346</u>
Cash Balance, June 30, 2011	\$	<u><u>1,361,346</u></u>

Liability Insurance Fund:

Receipts for the Year:		
Property Taxes	\$ <u>121,168</u>	
Total Receipts for the Year		121,168
Disbursements for the Year:		
General Insurance	50,882	
Unemployment Compensation	7,718	
Risk Management	47,117	
Workmen's Compensation	<u>24,459</u>	
Total Disbursements for the Year		<u>130,176</u>
Excess (Deficit) of Receipts Over Disbursements		(9,008)
Cash Balance, June 30, 2010		<u>127,024</u>
Cash Balance, June 30, 2011	\$	<u><u>118,016</u></u>

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2011

Building and Equipment Fund:

Receipts for the Year:

Property Taxes	\$ <u>503,331</u>	
Total Receipts for the Year		503,331

Disbursements for the Year:

Main

Building, Ground Repairs and Maintenance	201,142
Maintenance Supplies	11,806
Maintenance and Other Equipment	2,196
Furniture and Fixtures	29,165
General Cleaning Services	132,565
Janitorial Supplies	28,949
Chemical/Water Treatment	187
Contingency	5,097
Miscellaneous	4,035
Equipment Repair and Maintenance	41,918

Branch

Building, Ground Repairs and Maintenance	41,398
Maintenance Supplies	1,188
General Cleaning Services	24,445
Janitorial Supplies	6,197
Equipment Repair and Maintenance	<u>4,596</u>

Total Disbursements for the Year		<u>534,884</u>
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Excess (Deficit) of Receipts Over Disbursements		(31,553)
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Cash Balance, June 30, 2010		197,811
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Cash Balance, June 30, 2011	\$	<u><u>166,258</u></u>
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Audit Fund:

Receipts for the year:

Property taxes	\$ <u>13,367</u>	
Total receipts for the year		13,367

Disbursements for the year:

Audit services	<u>14,000</u>	
Total disbursements for the year		<u>14,000</u>

Excess (Deficit) of Receipts Over Disbursements		(633)
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Cash Balance, June 30, 2010		7,831
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Cash Balance, June 30, 2011	\$	<u><u>7,198</u></u>
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Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2011

Social Security Fund:

Receipts for the year:		
Property taxes	\$ <u>377,785</u>	377,785
Total receipts for the year		377,785
Disbursements for the year:		
Social security contribution	<u>389,546</u>	389,546
Total disbursements for the year		<u>389,546</u>
Excess (Deficit) of Receipts Over Disbursements		(11,761)
Cash Balance, June 30, 2010		<u>120,122</u>
Cash Balance, June 30, 2011	\$	<u><u>108,361</u></u>

Gift Fund

Receipts for the Year:		
Gifts Received	\$ 2,564	
Interest Income	<u>97</u>	
Total Receipts for the Year		2,661
Disbursements for the Year:		
Program Expenditures	<u>14,955</u>	
Total Disbursements for the Year		<u>14,955</u>
Excess (Deficit) of Receipts Over Disbursements		(12,294)
Cash Balance, June 30, 2010		<u>80,657</u>
Cash Balance, June 30, 2011	\$	<u><u>68,363</u></u>

Building Reserve Fund

Receipts for the Year:		
Interest Income	\$ <u>555</u>	
Total Receipts for the Year		555
Disbursements for the Year:		
Miscellaneous Budgeted Expenses	<u>287,694</u>	
Total Disbursements for the Year		<u>287,694</u>
Excess (Deficit) of Receipts Over Disbursements		(287,139)
Cash Balance, June 30, 2010		<u>466,016</u>
Cash Balance, June 30, 2011	\$	<u><u>178,877</u></u>

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2011

Project Fund

Receipts for the Year:		
Grant Received	\$ -	
Investment Income	3	
Total Receipts for the Year	3	3
Disbursements for the year:		
Building costs	-	
Furniture and Fixtures	-	
Total Disbursements for the Year	-	-
Excess (Deficit) of Receipts Over Disbursements		3
Cash Balance, June 30, 2010		44,297
Cash Balance, June 30, 2011	\$	44,300

Bond & Interest Fund:

Receipts for the Year:		
Property Taxes	\$ 2,188,525	
Miscellaneous Revenue	-	
Total Receipts for the Year	2,188,525	2,188,525
Disbursements for the Year:		
Bond Principal Paid	1,155,000	
Bond Interest Paid	1,024,613	
Bond Expenses	2,541	
Total Disbursements for the Year	2,182,154	2,182,154
Excess (Deficit) of Receipts Over Disbursements		6,371
Cash Balance, June 30, 2010		375,138
Cash Balance, June 30, 2011	\$	381,509

