

# Gail Borden Public Library District Annual Report

2012 - 2013



2012 - 2013

## Administration Annual Report, 2012-2013

Last year's summer reading program, *Reading is so Delicious*, was a roaring success. Library customers of all ages enjoyed the corresponding exhibit, *Children Just Like Me*. Most importantly, we were able to engage children, adults and community partners to encourage reading. The number of children who completed the program increased by 97% over the previous year. To celebrate their success, children received pool passes and a carnival ticket. Two schools, those with the highest completion rates, celebrated with an assembly featuring the Jesse White Tumblers. Our reward was learning that U46 test scores showed an increase over the previous year: "...I am so excited to share our data...our students who participated in the GBPL Summer Reading Program outperformed the district average of students at each of those grade levels..."

Each year, our loyal staff members accomplish more than could be imagined. This year was no different as we....

- Initiated Strategic Direction Setting planning sessions involving Cabinet and the Library Leadership Team, to map our vision, mission and goals for the future
- Offered a staff-led staff training day: "*Be our Guest: How to Give Them More Than They Expect, or What Uncle Walt Wants You to Know*" & awarded service pins, including a 35-year award for Gail Lundgren
- Continued to offer the ever-popular Sunday concert series, delighting audiences with music performed by a variety of accomplished artists
- Glowed with pride when staff members garnered awards: Tina Viglucci, the ILA Deborah Dowley Preisler award for excellence in library PR and adult programs; Miriam Lytle selected for the PLA Leadership Academy Fellowship Program; Ana Devine, a PLA Innovations in Literacy scholarship; an Elgin Image Award for our 2012 Summer Reading successes, the Elgin Green Expo Award for Rakow Branch
- Saw staff members host poster sessions, talk tables and programs at local, state and national library conferences & author articles for national and international publications
- Launched Studio 60+, a technology open-house for seniors
- Thanked Harry Meadows and family for a significant donation for the creation of the long-awaited Digital Media Lab, and christening the "Dr. Bob Meadows Community Rooms" in honor of Harry's brother
- Installed a new automated sorting system to check in and sort materials, a culmination of sorts after planning for installation with the new building in 2003
- Completed a construction project at Rakow to accommodate a 3M sorter system for drive-up customers
- Launched a new Gail Borden Library website and later in the year, the Elgin Area Memories digital history page
- Hosted our 1<sup>st</sup> Annual Book Sale Extravaganza, earning \$28,000 for Foundation coffers & finding new friends/volunteers full of ideas for next year
- Received a variety of grants: Educating the Digital Divide (EDD) to extend computer classes for the public via "Tools for the New Economy" ; Building Common Ground (gang awareness); Libros Books Dia Fiestas and The Big READ, to be launched in fall 2013
- Began digitization of the *Watch Word*, the chronicle of the Elgin National Watch Company
- Continued to offer eBook programs, classes, and 'on the spot' guidance to customers and staff, both in the library and off-site;
- Introduced a new e-book service, the 3M cloud library and Zinio, an online digital magazine newsstand
- Redeployed staff to a variety of positions through the library as we continued our realignment
- Saw the debut of a new Concierge Service, consolidation of registration services, and "Square" technology allowing credit/debit payments at the drive-up window

Expanded library hours from 69.5 to 71 with extended hours on Friday and Saturday  
Modified and updated voicemail systems, adding a Spanish language tree  
Installed new digital signage at Main and Rakow  
Prepared for upcoming implementation of new cataloging standards, Resource Access and Description (RDA), thus putting to rest Anglo-American Cataloging Rules (AACR2)  
Moved from OCLC to Skyriver for cataloging resources, creating ripples through library land  
Consolidated New Books into one "living room" and created "Gail's Sales" in the former Non-fiction living room  
Created a "Trending" section in the New Book room, featuring popular, older titles  
Continued refining our outsourcing work with our primary vendor, Baker-Taylor, and writing selection profiles for print materials: selection, delivery, and cataloging profiles so that materials arrive "shelf-ready"  
Supported attendance at the Guadalajara Book Fair for the Two Tinas, in search of hard-to-find materials for the Spanish collections  
Upgraded the computer catalog to offer a mapping feature, showing locations of library materials on a floor-plan map  
Cheered as Waukegan and Naperville Libraries joined LinkIn, thereby increasing the resources available to customers via a speedy delivery service  
Participated in the 4<sup>th</sup> of July parades in Elgin and South Elgin as well as iFest, a multicultural event sponsored by the City of Elgin  
Coordinated collection of school supplies to fill backpacks for local children  
Hosted our first Edible Book Fest, delighting over 1100 people with book-themed cakes of all sizes, shapes, and colors  
Hosted a variety of now-traditional programs: Hispanic Heritage Month celebration, Roots and Wings; the Black Family History Festival; Posada, a Latino holiday celebration; Dia de los Dios; and Meet the 3 Kings  
Assisted the Lao community with their oral history project by digitizing photos and documents and sharing video and podcasts  
Launched the Tales & Travel Memory Project, a service for the growing population of residents with Alzheimer's and related dementias; won a Carnegie Whitney grant to develop model bibliographies for the project; and won the Best-in-Show award at an ALA Diversity Fair showcasing the program  
Worked with the local synagogue as they celebrated their 120<sup>th</sup> anniversary and hosted their exhibit "The Hidden Treasures of Historic Holy Hill"  
Continued the work and energies needed to keep our soon-to-be 10-year-old Main building and grounds in tip-top shape, including restoring decorative concrete, tending trees and shrubs through a drought, making improvements to the café patio with a memorial donation, replaced carpeting in the Computer Center and renovating public restrooms on the first floor  
Widened the staff door into the gateway to allow us to move larger equipment and future exhibit components with ease  
Moved boxes, which stored from 40-50,000 books, into the Community Rooms for the 1<sup>st</sup> Annual Book Sale Extravaganza, then moved the remainders out after the sale  
Solved nagging low-lighting problems at the Rakow Branch parking lot and installed a security camera system for the branch  
Provided CPR and AED training for 21 staff members  
Worked with Walker Parking Consultants to analysis parking needs for the Main Library  
Opened the Zone, a special space for students in grades 6 through 8, then engaged them with books and innovative, creative programs  
Hosted Elgin's Iron Chef program, with Carole Medal as sous chef for Jeff Turner  
Offered another engaging Summer Reading Program, "Reading is So Delicious", with an exhibit "Children Just Like Me", resulting in an increase from 1916 to 3768 of those completing the program – offering pool passes and a carnival among other amazing prizes  
Presented summer reading trophies to Highland and Sheridan schools, then proudly watched as students at each school hosted the Jesse White Tumblers as their reward

Thanked our nearly 50 business partners for helping us sponsor National Library Card sign-up month, after registering 900 new cardholders during the month

Hosted Home for the Holidays with horse-drawn carriage rides and the Ecker Festival of Trees, a Zombie-Fest, Mr. Freeze, Baby Fest, Comic Book Mania, Harvest Festival, a Volunteer Fair, and much, much more

Learned that Grand Victoria Foundation would co-sponsor a new exhibit for Summer Reading 2013, Project Exploration SuperCroc , then hosted a Croc-tail Preview Party with special guest Dr. Paul Sereno when we learned we had matching dollars and the project was a "go"

Created posters, brochures, cut-outs, field guides, signage, reading logs, videos, displays and hundreds of eye-catching items to promote outstanding programs and exhibits

Engaged over 25 All-Star partners to bring the 2013 Summer Reading Program to daycare centers, summer camps, neighborhoods and other summer sites

Received 2300 boxes from Carastar for our Food for Fines program, then filled them and delivered food to five area food pantries

Continued a partnership with the Illinois Department of Employment Security for twice-monthly re-employment workshops, hosted ongoing job-hunting programs as well as college planning services: FAFSA assistance and ACT practice tests

Served as the destination of choice for No-School days, hosting Bubble Wonders, a Wimpy Kid party, crafts and more

Offered extended hours and snacks in Studio 270 during Finals Frenzy

Watched Rakow Branch usage numbers increase in all categories, including attendance, circulation, tours

Continued to expand branch offerings, featuring such programs as the Children's Flea Market, Polish theater performance, sheep shearing, community gardening, Teddy Bear sleep overs, yoga for children, science projects, valentine teas,

Saw two staff members graduate from the respected Elgin Leadership Academy

Continued to support staff development with webinars, workshops, conference attendance – with over 4300 hours of training throughout the year for all levels of staff

Gave over 1700 compliments to fellow staff members on Staff Compliment Day

Attended a variety of workshops and training sessions in preparation for compliance with the timelines, regulations and employer provisions of the Affordable Healthcare Act

Established two new staff committees, Safety and Health & Wellness, to design and create formal activities or procedures and enhance staff knowledge related to each

Met the W32/Autorun Virus head-on, requiring 180 hours of time to clean 339 workstations and 26 servers and thus remove 3067 detections on the network – containing the virus and minimizing downtime and damage

Used grant funds to purchase much-needed assistive technology equipment for library customers, including software licenses for JAWS, MAGic and OpenBook – to offer screen magnification, conversion of print to electronic text, as well as reading & display of text formatted for those with loss of or low vision

Spent quality time with Michele Bassan, our MediaBank Italy consultant, in order to iron out kinks in the system and train staff in troubleshooting

Soothed staff tensions when a fiber optic cut on the AT&T network disrupted Internet service, then worked to upgrade our Comcast connection to gain full redundancy between Illinois Century Network and Comcast

Carole Medal  
Executive Director

## Access Services Annual Report 2012-13

### Collection Services

Collection Services focused on new ways to highlight the collections this year. Facing a decline in the print publishing industry, the decision was made to move from two New Book rooms into one New Book room. The collection in this room is now truly "new" with a more frequently refreshed collection. Moving the new books into one room also resulted in an unexpected benefit: the Library Foundation has been able to open a permanent and on-going "Gail's Sales" bookstore within the vacated space.



Our collection now features the new 'Fantasy' genre. Children's Native American books have been organized by tribe name, making this popular research topic much easier for students to locate. "Must Reads" is now a permanent bay at the Rakow Branch, and work began on a new book club collection. Youth audiobooks were integrated onto the shelves next to their print counterpart. Working with Community Services and Program Development, Collection Services has helped acquire over 300 copies of the book *The Things they Carried* for the upcoming community-wide BIG READ program.

While a decline in print publishing is an ongoing trend, the rise in epub is reflected in our circulation of e-books. For June 2013, eBook circulation is up 51% from the previous year and eAudiobooks are up 66% from the previous year. The 3M cloud eBook service was added to supplement our Overdrive eBook collection in December. 3M readers, Nooks and Kindle eReader devices were also added to the circulating collection.

### Library Applications

In a highly competitive grant application process, the library was awarded a second Eliminate the Digital Divide grant from the Department of Commerce and Economic Opportunity in late June 2012. This grant allowed us to extend the "Tools for the New Economy" program for an additional year. Betsy O'Connell, the Manager of Library Applications coordinated 171 classes, serving 1,944 students. The success of these classes has made us aware of the important role our library plays as an educator of basic technology skills within the community and we plan to continue to make this a priority as we move into the next year.

An important function of the Library Applications department is to maintain our Integrated Library System, a proprietary software product that is mission-critical to the successful operation of the library. This inter-operative suite of software allows the library to offer a catalog, a circulation system, acquisitions, an inventory and more. This year we upgraded our Encore discovery platform, but a more dramatic change was switching from Millennium (the main platform of this system) to Sierra, a more robust backbone created with a current and flexible programming language. We are excited that our Integrated Library System is now positioned to allow us to move forward toward a more integrated and flexible system today and in the future.

Library Applications is also heavily involved in programming and implementing new features within the library website. The beginning of the year saw the website switch to Joomla, new content management system. This summer, with the summer reading club and SuperCroc exhibit, our programmer created numerous online forms and tracking systems. The "gamification" of Summer Reading was also offered this year and Library Application staff collaborated with Teen and Zone librarians to create an online club

where teens earn badges to reward summer reading. The annual international *Storytubes* contest website is also maintained by our Library Applications staff.

### Local History and Digitization

The Elgin Area Memories website debuted this year as a means to highlight our digital collections. The goal behind this page is to open our library archives and share information about our rich, local history often in our customer's own words. This year we saw many new partnerships form in this area. The Elgin Historical Society lent several years of the *Watch Word* magazine, a publication from the famed Elgin Watch Factory, for scanning. To commemorate construction of the Veteran's memorial, the Elgin Patriot Memorial Association contributed photos and information following their work on the project, and the Elgin Hispanic Network donated a scrapbook chronicling their organization's inception.



### Materials Handling

The Materials Handling team has been working with the Lyngsoe 28 bin automatic sorting unit for one full year and it is hard to imagine how we ever worked without it. This year 1,839,070 items were checked-in between our two buildings. Much to the public's delight, a new shorter shelf for the Main library's drive-up book return was installed in September. The lower button to open and close the return door to the sorter has been well-received. Meeting new ways of working with the sorter, the Materials Handling



department has restructured and trained staff to troubleshoot and handle the regular day-to-day maintenance on the sorter itself. When contacted by a Library Consultant studying several libraries with sorting units, the Gail Borden Library Material Handling department was proud to be deemed the most efficient.

Of course, the Main library is not the only library in our district with a sorting unit. When the new 3-bin sorter was installed at the Rakow Branch exterior return, the Main library Materials Handling staff was on hand at the branch to assist with check-in during the construction

process.

### Technical Services

Collection Services and Technical Services have been working closely with our book vendor Baker & Taylor to implement Customized Library Services. By using CLS, popular materials arrive fully processed, fully cataloged and shelf ready, making sure the most current items are ready when our customers want them. With increased standing orders, selection profiles and switching from the McNaughton book leasing program to the B&T leasing program, Tech and Collection Services have collaborated closely this year to ensure that shelf-ready, fully cataloged materials arrive quickly for our customers.

Focusing on cross-library resource sharing, the Director of Technical Services serves on a consortial resource-sharing working group on behalf of our library system. The goal of this group is to make a recommendation to the state for a catalog overlay that will allow easy borrowing and lending between Northern Illinois libraries.

In reviewing this year, Access Services has truly lived up to its name, focusing on making materials and technology more accessible for our library customers!

Respectfully submitted,  
Margaret Peebles, Access Services Division Chief

## Community Services & Program Development (CSPD) Annual Report 2012-2013

Overview: *Think 21<sup>st</sup> Century Library!* Our highly talented and motivated staff members are empowered and encouraged to take initiative, ask for and receive and supportive resources, training and opportunities. On August 24 2012, a CSPD staff full-day retreat entitled *Growing and Tending a Garden of Services Fiscal Year 2012-2022: Courageous Visions: Unleashing Passionate Energy* was held at Rakow Branch. It was designed to unify the CSPD team, identify values, and envision outcomes for the upcoming year. We challenged ourselves to think of outcomes ten years ahead, seeing technology as a means rather than an end in itself. This year is a step toward those envisioned goals, with FY12-13 visibly increasing partnerships, innovative programs, and creative solutions. The values and goals are included as an addendum to this report, as a measurement for CSPD growth and achievement. Miriam Lytle's philosophy for CSPD is:

Talented staff with a vision and clear goals

Listen – really listen - to our customers

Innovate and create programs & services

Reach ALL our residents

Present programs and partner both inside and outside the library

Use Asset-Based Community Development (ABCD) to partner with orgs & individuals (glass is half full thinking *Work with What We Have* vs glass is half empty needs-based *We Don't Have*)

IMLS 21st c. Skills & GBPL's Strategic Plan as guideposts

Adult Programming: Stacy Michel, Program Coordinator, reports a total of 850 programs with attendance of 27,500+, with a monthly average of 71 programs and average attendance per month: 2,296. Highlights included the 8th Annual Black History Family Festival on February 2, 2013 with 2000+ attending and the 1st Edible Book Festival from August 10-12, 2012 with 29 baking participants

**A GEN X&Y PROGRAM** plus staff. More than 1000 came to vote on the cakes. A new initiative is targeting 20s and 30s audiences. These programs were held both in the library *R U Reception Ready?* with 40 attending, and as outreach *Hops and History with "Chicago by the Pint" author, Denese Neu @ Elgin Public House* with more than 30 attending in May, 2013. It is a start. In addition to ongoing programming, Stacy trained 50 SuperCroc docents, and took a leadership role by co-chairing the Elgin Home for the Holidays 2013 and chairing The Big Read Special Events Sub-committee. Stacy grows in public presentations and confidence through Toastmasters.

Hispanic Services: Tina Viglucci, Hispanic Services Manager, was ILA's 2012 Deborah Dowley Preiser Award recipient for Excellence in library public relations and adult programming. Laura Bedolla joined us as Hispanic Programming Assistant in September. Tina formed the inter-departmental Hispanic Services Committee to create a Latino-friendly library. Grants that have improved services to Hispanics include Eliminate The Digital Divide, Building Common Ground and Dia. The Libros Books Family Fiestas held through the El Día de los Niños Grant (\$5,000) gave GBPL the opportunity to harness a wealth of staff, materials and community resources and creatively transform them into four engaging Fiestas that for an entire month drew a diverse group of families into a world of imagination, learning and literacy. Tina's involvement in the ALA/ Fetzer Institute Building Common Ground (BCG) grant, "From Turfs to Common Ground" has been a catalyst for positive change in Elgin. In terms of library staff, the BCG programs helped us to gain awareness and knowledge of the challenges faced by the youth and families in our community, which will better inform our efforts for the future as we continue to serve the growing Hispanic segment of our population in more relevant ways. New collaborative partnerships arose because of the project. The programs were successful and a non-violent grassroots movement to impact gang violence resulted. Tina continues to lead and innovate with services and programs to reach our Hispanic audiences, a

model of embedded librarianship. She also served as ALA's Reforma Midwest Chapter Secretary and is known for her popular ALA and ILA presentation, "The Making of a Latino Library Lover".

**Outreach to School-age Children and Teens:** Catherine Blair, Middle School Services Librarian reports 4,081 in attendance at 47 visits to 15 sites, with 838 books distributed to students in the community during visits that promoted library books and services. Her busiest month was May 2013, with visits to ten schools that promoted summer reading to 3,616 students and teachers. Melissa Lane, Teen Outreach librarian reports booktalking to 1,377 students during six visits at three high schools, demonstrations of GBPL resources to 201 students during two visits at two schools, FAFSA presentations and college assistance for 170 in school settings at three schools and 48 individual appointments at GBPL. Coordination with educators and school staff reached 265 during nine visits. She reached out to the Youth Leadership Academy, an audience of 181 during five presentations. Melissa is the Vice-Chair of Citizen's Advisory Council for School District U-46.

**Outreach to Seniors:** Ruth Werst, Homebound Services, reports that once a month throughout the year, books, both regular and large type and audio items were delivered to over 75 homebound customers. Over 570 visits were made by a team of volunteers and employees. This fills a need for those who are visually impaired or no longer able to drive or use public transportation. Four times a year, Ruth Werst and Andy Hollister deliver a collection of large print books to nursing homes and assisted living facilities for use by their residents. Norma Copes, Senior Outreach Librarian, continues services to nursing homes and senior centers. She has developed storytelling skills giving 28 presentations with 522 attending at host sites: Heritage Health, Oak Crest, Rosewood, Sherman West, South Elgin Rehab and Tower Hill. Outside the district, Norma has performed at the Fox Valley Folk Music and Storytelling Festival and the McHenry Storytelling Guild Spring Evening. Norma provided 34 laughter sessions with 283 attending at host Sites: the CSPD Retreat, Elgin Gardeners of America, GBPL Staff Day and at Senior Services Township. Betsy Vera was trained to provide laughter in Spanish and provided a monthly program at Senior Services in downtown Elgin.

**Rakow Branch:** In October / November 2012, the Rakow Branch was reorganized to be under CSPD direction. Please see Addendum C for the Annual Report and the Strategic Plan.

**ReaderShip:** Ana Devine began in July with CSPD and has taken youth outreach to unprecedented levels. An initiative designed to help children and youth finish the 2013 summer reading program and to recognize community participation, the Gold Star Partners involved 24 partners and 2,500+ registrations. The endeavor would prove not only highly successful, but a new model for community outreach. Ana was awarded a scholarship to PLA 2014 for innovation services to at-risk children at the ALA Conference 2013.

In conclusion, it has been a very busy year! Grant funding, robust partnerships and fresh thinking are essential to the growth of CSPD. The Big Read exemplifies this in its highest form. Community involvement, relevance, and tuned-in, talented library staff bring embedded librarianship to a level in which the future of this public library looks bright.

Respectfully submitted by Division Chief,  
*Miriam Lytle*



## **FACILITIES AND BUILDING OPERATIONS ANNUAL REPORT 2012-2013**

### **HVAC-CHILLER REPAIRS-MAIN FACILITY**

During the month of July 2012, Chiller # 1 encountered a system breakdown do to multiple condenser fan blades cracking off at their weld. This fan blade failure resulted in fan blades sheering off into pieces that eventually got caught up in the shroud; thus shorting-out fan blade motors, and the Chiller Control Diagnostic Panel. The Maintenance Department along with Trane Inc performed a visual inspection of the remaining fan blades on both Chiller #1 and Chiller # 2 to ascertain the integrity of the remaining fan blades. As a result of this inspection, it was determined that some of the fan blades were in fact showing signs of stress that would eventually fail, and lead to future system breakdowns. A decision was made to remove all of the existing fan blades and replace with new fan blades. In addition, a new Chiller Control Diagnostic Panel was installed. Do to the quick response of the Maintenance Department and Trane Inc; the Chillers at the Main Facility never lost the ability to produce chilled water supply to adequately cool the facility during the heat wave of 2012.

### **BOOK SALE EVENT 2012:**

The Maintenance Department played an integral part of the overall success of the book sale event. The Maintenance Department was directly responsible for the movement all donated books (40,000-50,000) into the Meeting Rooms just prior to the event; and also responsible for the movement of all books out of the Meeting Rooms immediately following the book sale event (20,000-25,000).

### **ESTABLISHMENT OF THE GBPLD SAFETY TEAM**

The purpose of the Gail Borden Public Library District Safety Team is to establish and exceed the highest possible level of safety standards for our staff and customers. The intent of the Safety Team (S/T) is to provide the basic, and agreed upon policy from which all S/T members, departments, and staff will follow. The S/T encourages meaningful dialogue to provide an opportunity for open and free discussion to identify safety related issues and solutions.

### **NATIONAL FIRE PROTECTION ASSOCIATION SAFETY TRAINING**

During the month of October 2012, I had the opportunity to participate in classroom instruction and training to discuss the most recent changes in the Electrical Safety-NFPA 70 E.

### **SECURITY CAMERA PROJECT-RAKOW BRANCH**

During the course of the past year, safety concerns were raised on a few occasions do to the lack of exterior security cameras at the Rakow Branch. In order to address this safety concern; (5) Arecont exterior security cameras were recently installed. Although a large percentage of the work has been completed, we are still waiting on the delivery and installation of the Network Video Recorder.

### **CAFÉ LANDSCAPING PROJECT**

This landscaping beautification project was a direct result of a generous gift in the amount of \$5000.00 to the Gail Borden Public Library District. Frank and Sons Landscaping performed the landscaping installation, while the plant selection and design was provided by Paul Bednar. Paul provided landscaping drawings (Pro-bono public) for the Gail Borden Public Library District a few years ago when there was talk of a larger scale landscaping project. The original drawings were reviewed and slightly modified to incorporate his plant selection with a water fountain feature. Listed below are several of the plants that were installed for this project.

1. *Salvia Hererooca*
2. *Rosa "Flower Carpet"*
3. *Rudbeckia Fulgida*
4. *Euonymus Alatus*
5. *Viburnum Juddi*
6. *Hemerocallis "Stella d Oro"*
7. *Russian Sage*
8. *Hydrangea Arborescens*

### **CPR TRAINING - AMERICAN HEART ASSOCIATION**

On 12 December, 2012, I had the opportunity to join a number of staff members who participated in the training and testing for the Heartsaver AED Program. Captain PJ Casey, a 13 year veteran firefighter/paramedic from the city of Evanston Illinois was the course instructor. Captain Casey presented a 3 hour program to train our staff on the objectives and skills that is in accordance with the Curriculum of the American Heart Association. All staff members who participated in this training successfully passed the course and were presented certification cards at the end of the program.

### **WALKER PARKING CONSULTANT-MAIN FACILITY**

During the month of May 2013, Carole Medal, Karen Maki and I had the opportunity to meet with representatives from Walker Parking Consultants to discuss the parking supply /demand of the Main Facility. Since it appears that the GBPLD is currently experiencing a shortage of parking spaces for visitors when there are exhibits, programs, and other community events, we thought it would be prudent to move forward with a complete analysis of our parking arrangements at the Main Facility.

### **PAINTING PROJECTS - MAIN FACILITY & RAKOW BRANCH**

With larger crowds visiting both facilities each day, the need for additional wall repairs and painting has increased dramatically. The Maintenance Department was involved in multiple painting projects throughout the Main Facility and the Rakow Branch during the year.

### **2012-2013 OPERATING BUDGETS**

Prepared and submitted Operating Budget recommendations for the Main Facility and the Rakow Branch.

### **CHICAGO CAFÉ**

During the month of October 2012, the owner of the Chicago Café gave verbal and written notice that they would be shutting down their operations located inside the Main Facility of the Gail Borden Public Library District. Immediately after receiving this information, meetings were arranged with the owner of Chicago Café to discuss and implement an exit strategy for the Chicago Café that would be amicable for all parties involved. In addition, we also located and perused another business who expressed an interest into expanding their existing Elgin operations into the Main Facility of the Gail Borden Public Library District. Jeff Turner, the owner of In The Neighborhood Deli and Café agreed to a one year lease and is also very excited about the new business opportunity. Jeff Turner and his wife Megan are actively involved in the community and are well known for their quality food and service.

### **CAFÉ CLEANING AND PAINTING PROJECT**

Part of the exit strategy that was put into place when Chicago Gourmet Café decided to shut down operations at the Main Facility was to put effective systems in place to refurbish the entire café and surrounding area in a relatively short period of time. During the 1<sup>st</sup> week of December, the café underwent a thorough deep cleaning and painting project. All walls, cabinets, counters, tables, chairs, refrigerators, light fixtures, carpets and VCT tiles were thoroughly cleaned. In addition to all of the deep cleaning work that was performed during this week, all walls throughout the entire café area have been patched and freshly painted.

### **COMMUNITY ROOM ENHANCEMENT PROJECT – MAIN FACILITY**

The Maintenance Department, along with Technology Operations and Infrastructure were actively involved with the project management of the Community Room Enhancement Project. The Community Room Enhancement Project initially went out to public bid in the early part of October 2012, and was awarded to Sound Vision Inc. on Tuesday, 16 Oct. 2012, after Board of Trustee

Approval. The work for the Community Room Enhancement Project began on 26 November 2012 and was completed on 03 December 2012. Brian Hoeg, the Director of (TOI) worked diligently on this project and also played a significant role with the vision and design that will take the Community Rooms to another level. The following enhancements were made: AV Controls, New Stage AV Input & Support for Digital Laptops-IPad, New Legacy AV Inputs & MP3 Music Player Input Panel, New Digital AV Matrix Switcher, New Preview Monitors, New Gooseneck Podium, New Blu-Ray Player, New Wired Microphone Inputs, New Line Audio Inputs, Composite Video Camera Input, Digital Presentation Recorder-Streaming Appliance, Audio Conferencing.

### **BLACK HISTORY FAMILY FESTIVAL**

In preparation for the Black History Family Festival, Facilities & Building Operations worked diligently to put effective systems into place to make certain that the event was a success. Facilities and Building Operations worked in a collaborated effort with staff, volunteers, and outside organizations in the following capacities:

Anticipating large crowds, the Maintenance Department, Security Personnel, and the Elgin Police Department were actively involved in the formulation of a "Security Plan" to assist and monitor crowds within the Main Facility

Participated in pre-event meetings with outside groups and organizations

Coordinated and performed all event related repairs and cleaning throughout the Main Facility

### **3M SORTING MACHINE CONSTRUCTION PROJECT – RAKOW BRANCH**

On 24 January, 2013, the city of Elgin/Building Department approved the building permit for the Rakow Branch 3M sorting machine construction project. On the 30<sup>th</sup> and 31<sup>st</sup> of January, JC Harris Construction performed all of the interior wall demolition; a few days later, Kellenberger Electric completed all of the electrical work necessary for the installation of the 3M sorting machine. See below photos.

### **3M SORTING MACHINE CONSTRUCTION PROJECT – RAKOW BRANCH**

On Monday, 11 February 2013, the city of Elgin /Building Department performed the final inspection on all interior electrical & framing work. Immediately following the inspection, JC Harris began their work on the exterior wall construction. Utilizing concrete saws with diamond blades, a small portion of the exterior masonry block was cut to allow for the new location of the 3M sorting machine. After the exterior wall cuts were performed, new concrete masonry block was then installed to conceal all of the old wall penetrations that were previously used for the older manual book drops. The exterior phase of the project started on 11 February 2013, and 5 days later, on 15 February 2013, the exterior wall construction was completed. Immediately following the construction, representatives from 3M installed the components for the sorting machine.

### **RAKOW BRANCH GUIDED TOUR**

On 31 January 2013, I had the occasion to give an individual guided tour of the Rakow Branch to representatives from Mooseheart Child City and School, and also the president of Hestrup & Associates Architects. This guided tour allowed the group to inquire about design, construction and the operations associated with a LEED certified facility. Mooseheart Child City School is currently in the beginning stages of a 92,000 sq. ft. renovation project and is also entertaining the idea of utilizing geothermal wells for their HVAC system.

### **CPR TRAINING - AMERICAN HEART ASSOCIATION**

On 12 December, 2012, I had the opportunity to join a number of staff members who participated in the training and testing for the Heartsaver AED Program. Captain PJ Casey, a 13 year veteran firefighter/paramedic from the city of Evanston Illinois was the course instructor. Captain Casey presented a 3 hour program to train our staff on the objectives and skills that is in accordance with the

Curriculum of the American Heart Association. All staff members who participated in this training successfully passed the course and were presented certification cards at the end of the program.

#### **DOOR WIDENING PROJECT-YOUTH GATEWAY MAIN FACILITY**

Final touches on the Door Widening Project were completed during the month of March 2013. This project consisted of rerouting low voltage electric, wall demolition, framing, patching, painting and the installation of two new doors that will allow for the movement of larger pieces of equipment and future exhibit components.

#### **PARKING LOT PREVENTIVE MAINTENANCE - MAIN FACILITY & RAKOW**

Parking lot preventative maintenance was performed over the Memorial Day weekend. Approximately, 170,000 sq. ft. of asphalt pavement was seal-coated, 4,000 linear feet of cracked pavement was filled with a "Hot Rubberized Joint Filler", and all parking stalls and directional arrows were re-stripped with a Heavy Duty Roadway product. Due to inclement weather, the Rakow Branch seal-coating project had to be re-done, a 2<sup>nd</sup> time because of the product being compromised after an afternoon rain shower that occurred while this work was being performed. The 2<sup>nd</sup> phase of this work took place on Sunday, 02 June 2013 and was completed on the same day with acceptable results.

#### **HVAC -PUMP REPAIRS**

On 10 May 2013, the lead Bell & Gossett chiller pump failed as a result of a broken coupler and worn out bearings. Emergency repairs were immediately conducted to get the pump back in operation prior to the unseasonably warm temperatures that arrived a few days later. In addition to the chiller pump being repaired, radiant heat pumps were also repaired after it was observed that these pumps were also showing signs of leaking.

#### **RESTORATION OF DECORATIVE CONCRETE - MAIN FACILITY & RAKOW BRANCH**

Approximately 7200 sq. ft. of decorative concrete at the Main Facility and approximately 4200 sq. ft of decorative concrete at the Rakow Branch has been thoroughly cleaned and re-sealed. This concrete restoration project not only has improved the overall appearance of the decorative concrete, but will also provide protection from adverse weather conditions.

#### **PUBLIC WASHROOM RENOVATION PROJECT-MAIN FACILITY**

During the month of March, the Maintenance Department was actively involved with the 1<sup>st</sup> floor public washroom renovation project. This project consisted of removing and replacing all partitions, mirrors, handrails, and faucets. In addition, all existing grout was removed from the floor and walls tiles and replaced with an epoxy grout that is impervious to water and stains.

#### **SUPER-CROC INSTALLATION**

Members of the Maintenance Department, Project Exploration, and Red-Box Inc. worked in a collaborative effort to provide the necessary labor to unload, stage, and install the Super-Croc exhibit throughout the Main Facility and the Rakow Branch. Three Large Semi-trucks containing exhibit pieces and packing crates were delivered on Friday, 26 April 2013 and also on Monday, 29 April 2013. By the end of the work-day on Wednesday, 01 May 2013, the Super-Croc exhibit was completely installed and all of the storage crates were moved into the storage facility. Quick Facts: The Super-Croc exhibit took 12 men, 1 forklift, 1 forklift operator and approximately 220 worker-hours to complete the installation.

### **CARPET REPLACEMENT & CABLE MANAGEMENT PROJECT-MAIN FACILITY**

During the month of April, the Maintenance Department along with Technology Operations and Infrastructure worked collaboratively on the Computer Center Carpet Replacement & Cable Management Project. This project consisted of the removal and replacement of approximately 3400 sq. ft. carpet of Interface carpet and also the removal and replacement of all Cat. 5 cable connections to the public computers. In order to perform this work without negatively impacting the customers, the project was divided into two phases and took approximately 5 days to complete.

### **TRAINING PROGRAM- LAW ENFORCEMENT RESPONSE TO SCHOOL VIOLENCE**

On 14 February, John Johnson, Robert Bedard and I were invited to attend a unique training opportunity that was held in Oakbrook IL. The Law Enforcement Response to School Violence training program focused on the critical challenges of identifying, preventing and responding to an active shooter in a school atmosphere. Although the training presentation was primarily focused and designed for law enforcement officers, school administrators were also present in the audience. The guest speaker was Dave Grossman, a retired Army Ranger with 23 years of service who held the rank of Lieutenant Colonel. Mr. Grossman also is an internationally recognized scholar, author, and speaker who is one of the world's foremost experts in the field of human aggression and violent crime.

Dave Considine  
Division Chief  
Facilities and Building Operations

## **PUBLIC SERVICES**

### **Annual Report 2012-2013**

#### **Customer Service and Registration**

The Customer Service and Registration staff worked hard to bring forth a new and vital service in September, Concierge Service. This new endeavor stationed a highly trained Circulation staff member front and center in our entryway. These staff members meet and greet our customers as they enter the library, offering assistance and direction. This new service has met with success from our customers, who appreciate a direct point of contact as they enter the library. We were able to offer this service as the sorter has diminished the lines that used to clutter the Customer Service Desk. The Registration staff has expanded their duties yet again. In September, in time for a Presidential election, they took on the task of voter registration; a task formerly handled at the Information Services Desk. The goal of transferring this task to the Registration team is to coordinate and consolidate all registrations that our departments conduct.

Another successful *Food for Fines* commenced in November, running seven days instead of fourteen. Five different food pantries in the Fox Valley are the recipients of our donations. In February, Registration staff began adding customer photos to the library card record. When a customer registers for a library card a photo is taken and added to the account. This aids in the library card replacement process. At this time, we are not adding photos directly to the library cards. The drive-up window began to use an iPad and Square technology in order to accept credit and debit card payments at the window, a service quite favorably received by our customers. Our sorter celebrated its one-year anniversary in June. The impact on front line staff is considerable. The sorter has allowed customers to check-in their own material thus freeing up Customer Service staff from having to handle materials that need a quick turn-around.

#### **Information Services**

Through the hard work and savvy partnership work of Melissa Ziel, Gail Borden Public Library became an Illinois WorkNet partner. The Kane County Department of Employment Security is facilitating this growing relationship. The 3M Cloud Library Discovery terminal was placed in the new book room. This second e-book service that we now offer to our customers comes with a very handy mobile app that eliminated the use of a PC or tricky file transfer procedures. Customers can also check-out and transfer 3M titles directly to a 3M reader. All Information Services librarians are trained to offer assistance in all of our e-book services.

A good portion of the Reference collection was either eliminated or absorbed into the circulating non-fiction collection in December. This has freed up floor space to offer much needed additional seating and workspace. Study rooms continue to be a much sought after library service. Most rooms are occupied all the hours that the library is open. Studio 270 Co-manager Billie Moffett and Information Services librarian Melissa Ziel had their article about their experiences as Librarians on the Loose first published on the *Illinois Library Matters* blog and then in the British journal *Refer*. Melissa Ziel and Billie Moffett presented their program *Librarians on the Loose: Challenging the Traditional Roles of Public Librarians* at the annual ILA conference in Peoria. Movies, Music & More librarian Eric Pasteur resigned to join the staff at the Oak Park Public Library.

#### **Studio 270**

Billie Moffett created the Studio Volunteer Corps in March. This newly formed corps of high school volunteers in grades nine-twelve has been deployed all over the library. Their talents have been utilized to clean our collections and assisting with shelving as well as helping with staffing the summer reading booth. These students typically need volunteer hours as part of their civics requirement in high school.

The Studio continues to grow in popularity and is utilized for a number of different reasons by our high school aged customers. Staff reported that use of the room for study groups is wildly popular. We also have a dedicated group of teens utilizing our gaming consoles, PS3 and Xbox. Staff member Andre Dyson utilizes his talents to help teens create music on our equipment. Pizza and Books continues to draw a contingent of teens talking about books and enjoying pizza. Food is a theme in Studio 270 and at different times throughout the year, food is provided for different programs and events. One popular time of the year is finals. Snack food is brain food when studying for finals.

### **KidSpace (formerly Youth Services)**

Jennifer Bueche assumed the role of Director of KidSpace in November. Youth Services was renamed KidSpace in January. The name change better reflects the space and the feel that we want to convey. Jennifer has led a dynamic team of individuals who have created and conducted such programs this year as ZombieFest, Harvest Fest, Comic Book Mania Convention, Minecraft events, Wimpy Kid book release party, One Direction Fan Party, and Bubble Wonders. These outstanding programs drew hundreds and hundreds of children and their families over the course of the year. These outstanding programs only enhance our already robust weekly programming that is offered.

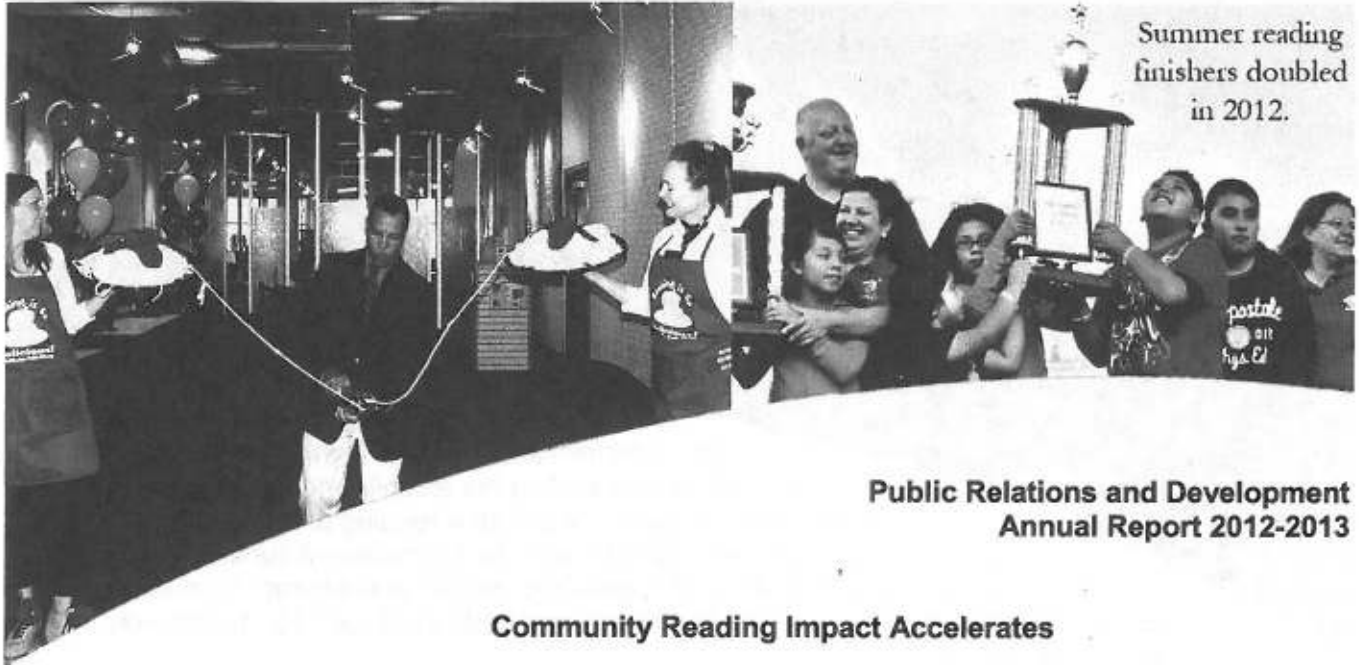
KidSpace coordinated two outstanding events this year. Nationally known children's literature specialist Kathy Baxter spoke to over two hundred School District U-46 staff members about the importance of including non-fiction reading into their curriculums. This program was co-sponsored by the Kane County Regional Office of Education and coordinated by Julia Langlois. Another successful event was the Elgin Partnership for Early Learning (EPEL) Conference that was held in May. EPEL member and KidSpace Director Jennifer Bueche planned and facilitated a wonderful day for EPEL and partner agencies. Mayor Dave Kaptain kicked off the events followed by a keynote address by Margaret Doughy. Speakers from state agencies and other child advocacy groups were included.

KidSpace librarian and Coordinator for Hispanic Services to Children and their Families Tina Birkholz along with Tina Viglucci presented *Mis Casa es sue Casa: Libraries Building Communities for Latinos* as the annual ALA conference in Chicago in June at the same conference Faith Brautigam presented *More with Less: Putting School Library/Public Library Collaboration to Work for You*. In January, Laura Mesjak joined the staff as Coordinator of Grade School Services. Director of Literacy Faith Brautigam, a Gail Borden veteran of 22 years resigned in October to become the Director of the Kokomo-Howard County Public Library.

### **Closing Thoughts**

It has been an exciting and energizing year across the division. I am proud to work with such a brilliant and dedicated team. They have created some memorable events and created and established new services over the course of the year. Every day they have taken the mission of this library to heart and have delivered stellar service to our customers.

Respectfully Submitted By,  
Sara L. Sabo  
Director of Public Services



Summer reading finishers doubled in 2012.

## Public Relations and Development Annual Report 2012-2013

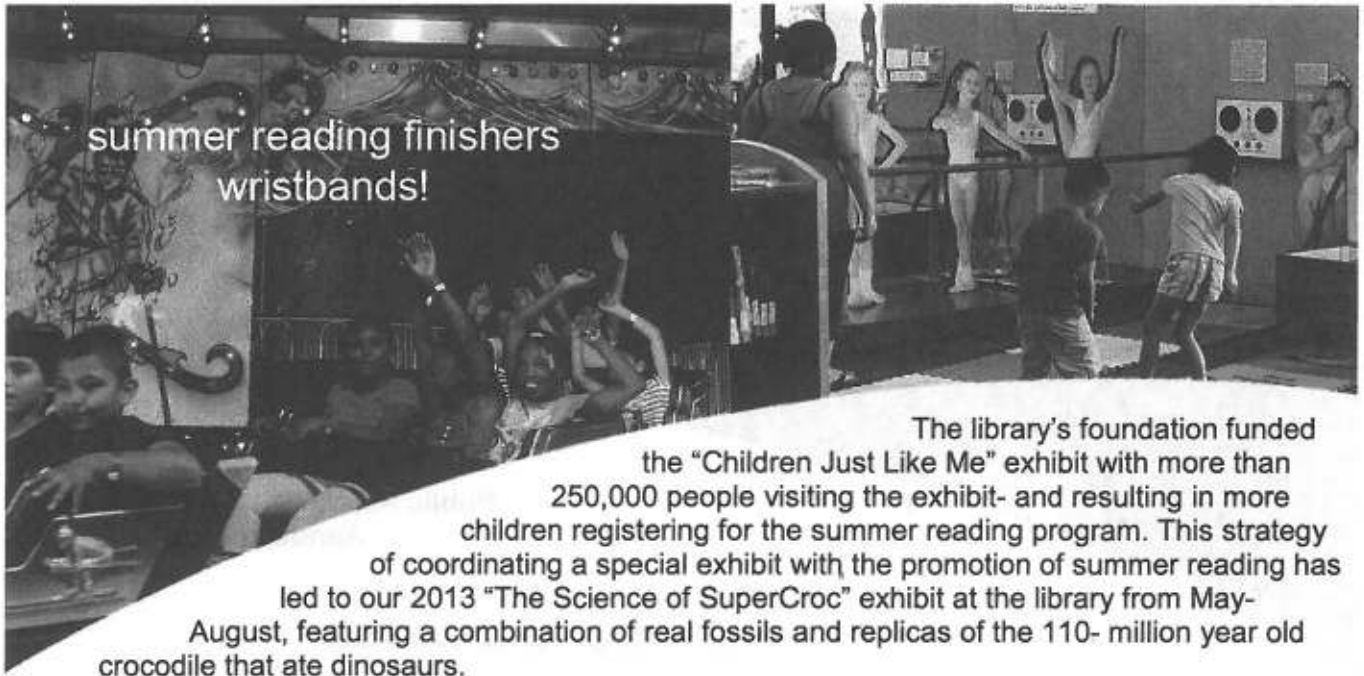
### Community Reading Impact Accelerates

This was an exciting year of expanding partnerships, lofty goals and the commitment to make a difference in the community. Since this annual report spans two exceptional summer reading programs and special exhibits, there will be some overlap as the projects are described.

The team accepted the Dr. Torres Summer Reading Challenge in the spring of 2012. Community leaders were invited to a luncheon reception at the library to ignite their imaginations as to how each of us could help School District U-46 reach its Destination 2015 goals. We shared the vision and created committees to brainstorm creative solutions that would provide new incentives to get more children reading all summer long. In the spring of 2013, this model was so successful that this community-wide collaboration was expanded with the 100,000 Hour Summer Reading Challenge and will benefit our residents for years to come.

While some partnership activities have existed previously, the 2012 "Reading is So Delicious" project took our community to the next level of engagement, as our staff and volunteers worked to bring together many community partners with a single vision- to support the this local community's children in maintaining their reading skills during the summer. And specifically, we rallied around a goal of increasing the number of children signing up and completing the Summer Reading Program from May - August, 2012. We saw a 100% increase because of this partnership. The Public Relations staff worked hard to coordinate this focused effort. We worked with the city to offer a movie in the park (our backyard), *Born to Be Wild*, that was the incentive to reach the halfway point of the reading program. For the first time, a family carnival was used to kick-off the Summer Reading Program and to reward students for their participation; 3,200 children received "wristbands" for free carnival rides, valued at \$20, recognizing the children's reading achievements.





summer reading finishers  
wristbands!

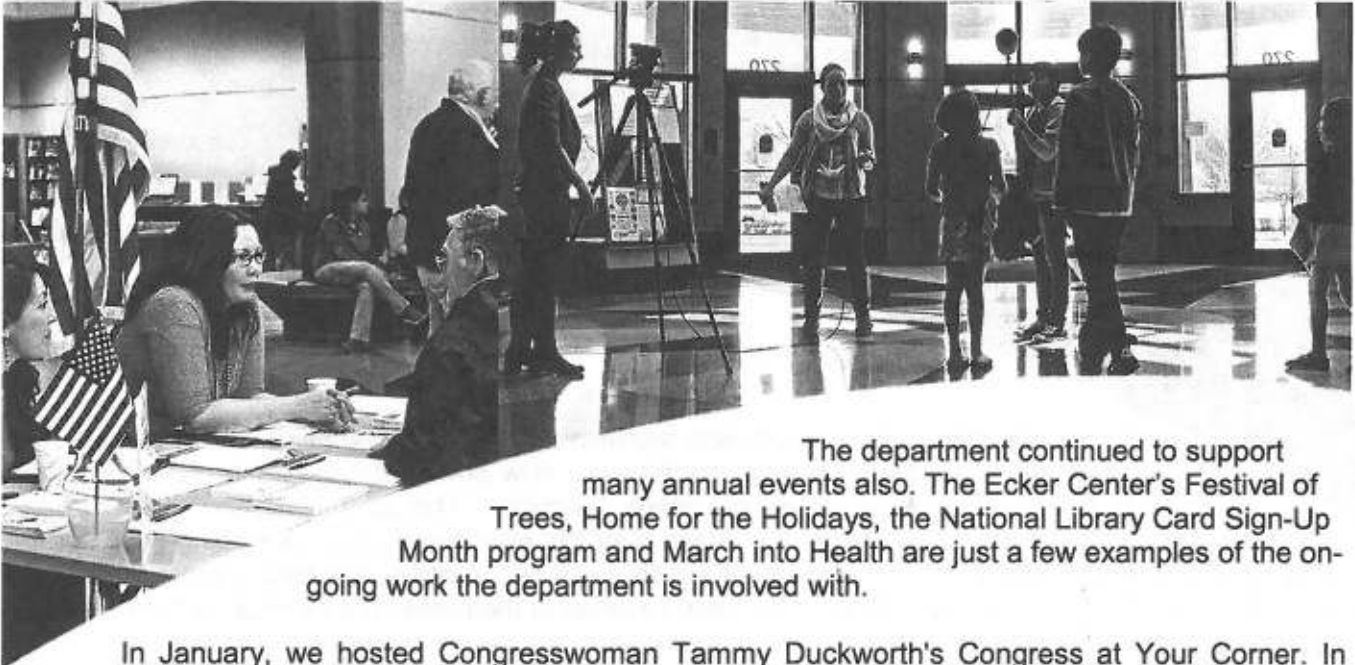
The library's foundation funded the "Children Just Like Me" exhibit with more than 250,000 people visiting the exhibit- and resulting in more children registering for the summer reading program. This strategy of coordinating a special exhibit with the promotion of summer reading has led to our 2013 "The Science of SuperCroc" exhibit at the library from May-August, featuring a combination of real fossils and replicas of the 110- million year old crocodile that ate dinosaurs.

Finally, in 2012, a record 8,500 children signed up for the summer reading program, many of them visiting the library for the first time. The "Children Just Like Me" exhibit was in Spanish and English and its playful interactive displays drew families to come back to play all summer. A record 3,768 children completed the program and, more importantly, early data from the school district indicates that considerable gains were made by the children participating. The Gail Borden Public Library received the Elgin Image Award for this project. This project is now under consideration for a Hometown Governor's Award.

**Additional Exhibits & Events Engage People with the Library**

Besides the major exhibits, the Public Relations and Development department developed several smaller exhibits to supplement the larger summer exhibits. "What I Eat: A Taste of Diets Around the World" was a part of the 2012 Reading is So Delicious theme. It was sponsored by Sherman Hospital. "Green Scale: Weighing in on the Green Movement," highlighted the city's sustainability efforts with a bus tour of LEED buildings and an electronic recycling event, as well as an art exhibit created with recycled materials. We partnered with the Elgin Public Museum to bring in a complimentary exhibit, "Illinois Rocks! A Tour Through Geologic Time." Local collector's loaned their fossil collections and the Illinois State Museum loaned a model of our state fossil, the Tully Monster.

Public Relations and Development also hosted several special events and ceremonies to feature the library's new sorting system, the Zone for Middle School students and the new Fantasy section upstairs. The Croctail Party with Dr. Paul Sereno and his two programs were also events that were video recorded and streamed to other areas of the library by staff member, Laura Espinoza. Also, the library hosted the Mr. Freeze program to kick off the 4<sup>th</sup> annual science fair with its new name, STEM Expo, and we proudly helped transition the location to the South Elgin High School, since it has out-grown the library.



The department continued to support many annual events also. The Ecker Center's Festival of Trees, Home for the Holidays, the National Library Card Sign-Up Month program and March into Health are just a few examples of the ongoing work the department is involved with.

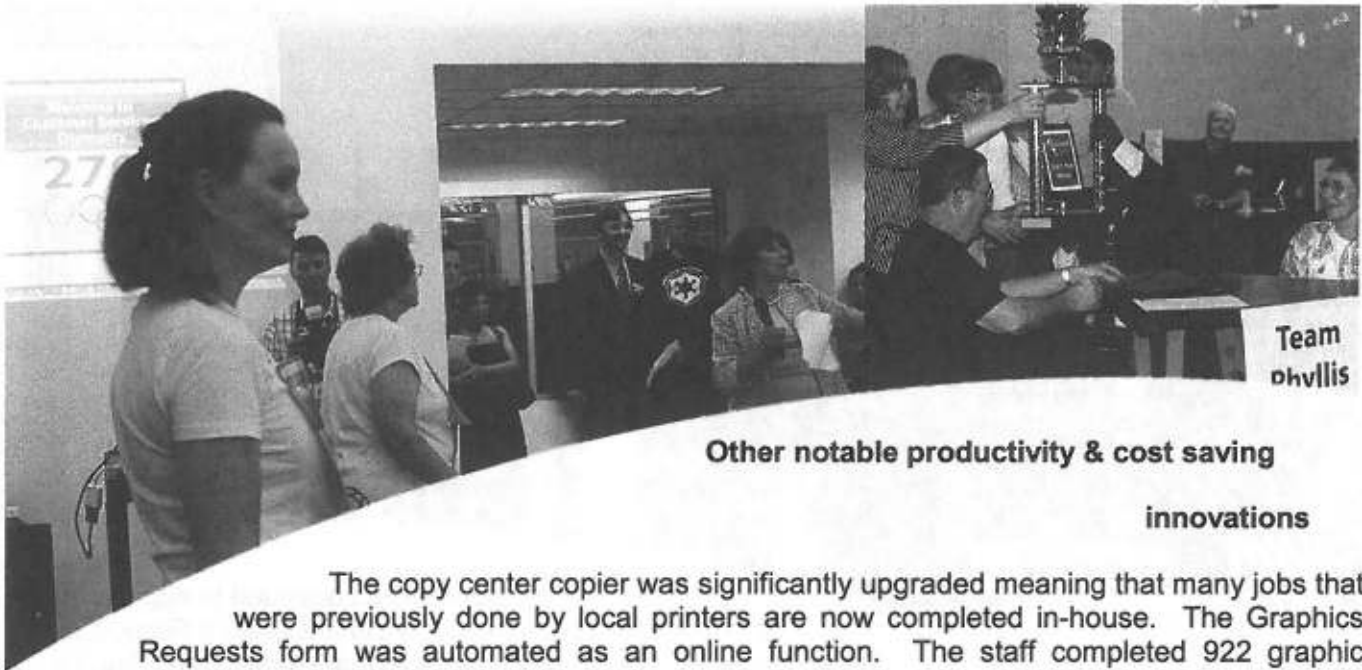
In January, we hosted Congresswoman Tammy Duckworth's Congress at Your Corner. In March, staff hosted the YWCA's "portraits of women leaders exhibit. In the Spring, staff created the summer reading DVD. Due to a new exploratory partnership with Random House, we streamed the Da Vinci Code author Dan Brown live from the Lincoln Center to a packed room. On the Road to the Blizzard Bash, was a unique successful partner event with wonderful participation from many organizations.

### **Successful Development**

Under the leadership of Co-Chairs Karen Schock and Jean Bednar and the support of many volunteers and people in the library, the first Book Sale Extravaganza in September 2012 raised over \$25,000. Creative Services worked to promote both projects with press, promotional material and even our first float in the city's iFest Parade.

The cost of the "Science of SuperCroc" exhibit was initially kicked off by a \$25,000 gift from the Grand Victoria Foundation, \$25,000 from the Gail Borden Public Library Foundation and a \$25,000 challenge grant from the GVF. Community fundraising was a success as the EFS Foundation, Hoffer Family Foundation, Palmer Foundation, Seigle Foundation, KCT Credit Union, St. Charles Bank & Trust and First Community Bank coalesced around the project to meet and slightly exceed that goal.

Spearheaded by Ed Herdich, the new Team Read Challenge Race fundraiser was created for April of 2014.



### Other notable productivity & cost saving

### innovations

The copy center copier was significantly upgraded meaning that many jobs that were previously done by local printers are now completed in-house. The Graphics Requests form was automated as an online function. The staff completed 922 graphic requests in this fiscal year, a 235 request increase over the prior fiscal year. A leading indicator for the department, this means all staff members produced more text, more social media, more web work, more copies and more community impact. This also resulted in the newsletter increasing from 12 to 16 pages.

### Community Work Impacts

Working with U-46 and other groups in a much more coordinated fashion and expanding the scope of prizes had a significant impact on the number of young people who finished summer reading. Another impact of the library's summer reading program becoming a community project was raising the visibility of the library as an community education partner. The Mayor's Education Summit of 2013 highlighted the efforts of that project and launched the 100,000 Hours Community Summer Reading Challenge.

We presented library's work with Summer Reading to the Elgin Area Chamber of Commerce which led to the development of the Manufacture Your Future event of 2013.

Hosting the "Green Scale: Weighing in on the Green Movement," highlighted the city's sustainability efforts led to a filled bus tour of LEED buildings in Elgin.

StoryTubes adds worldwide community with entrants from Japan, Malta and China. The project has attracted entrants from across the United States, Canada and England. Faith Brautigam and Denise Raleigh wrote a chapter - "StoryTubes Contest: Marketing Libraries in the Digital Age" -for the 2013 published "International Federation of Library Association's book "Marketing Library and Information Services II A Global Outlook."

Other Notables...Kate Burlette graduated from the Elgin Leadership Academy. Dominique Garcia was selected by Dr. Torres to serve on the African American and Hispanic Parent Leadership Institute. Denise Raleigh began work on the Illinois Library Association Advocacy Committee.

## RAKOW BRANCH ANNUAL REPORT 2012-2013

### Certificate of Recognition

The Rakow Branch was awarded *Elgin's Green Expo Award* which acknowledges the Branch's achievement and contribution to Environmental Green Initiatives.

### Partnerships that Build Community

During the 2012-2013 fiscal year, staff at the Rakow Branch continued working with valuable partners in the community and reached out to new partners. A sample of our partners includes:

- Bowes Creek Community
- Elgin Public Museum
- Elgin Community Garden Network
- Friends of the Fox River
- U-46 School District
- Kane County Farm Bureau
- Nick Sarillo/Nick's Pizza
- Elgin Historical Museum
- Elgin Community Crisis Center
- Northern Kane County Wild Ones
- Edgewater by Del Webb
- School District 301
- Elgin Polish Community
- Da Vinci Academy

### Responsiveness and Relevance to the Community

*Summer Reading Kickoff:* The Branch hosted a sheep shearing demonstration on the lawn of the Rakow Branch. Families also observed wool being carded and spun and made a woolly craft.

*Programs:* The Rakow Branch hosted a number of monthly and special programs throughout the year. A brief sample includes the monthly Rakow Readers book club, weekly story times for children, eReader programs, DIY and Craft programs, Read to Rover, a Day of the Dead event, a Valentine's program, and the Children's Flea Market.

*Programs with Partners:* We worked together with many partners to provide the following programs to our community: *Great Grandma's Kitchen* in which children and adults churned butter, ground corn, and learned about the history of Gail Borden and how people grew and prepared food at the turn of the century; a theatrical performance of *Little Red Riding Hood* in Polish; an *Owl Pellet Dissection*; *Polish Dancers*, ongoing *Community Garden* programs; *Voter Registration*; a *Winter Birding* event; and a *Yoga* event.

*Statistics:* 3,060 people attended events at Rakow, a 28% increase from the following year.



### Rakow Statistics, 2012-2013

Rakow Gate Count	124,527
Rakow Circulation	260,647
Drive-Up Visits	10,170
MediaBank Checkout	70,700
Automatic Sorters	119,936
Program & Tours Total	3,431



### Rakow Staff

We welcomed Daniel Escamilla as a Branch Clerk in September, 2012, and Andy Houston from Information Services as a Branch Assistant and PIC. We bid farewell to Branch Clerks Jessica Kellenberger and Wyatt Fertig.

### Smart Use of Technology

A new auto sorter was installed at the drive-up window of the Rakow Branch in February, 2013.

We added 21 science kits emphasizing green energy to the Branch's circulating collection.

The Branch circulates an iPad and laptop within the Branch.



### Expanding the Outdoor Library

We celebrated the planting of our beautiful new butterfly garden designed by Pat Hill. It contains butterfly nectar and host plants and encourages biodiversity, especially against the backdrop of the prairie/native plants, and provides customers of all ages a host of educational opportunities.

### An Exciting Year

This past year the Branch welcomed an auto sorter accessible from outside, saw program attendance increase nearly 30% and celebrated a new butterfly garden and several alfresco events that extended our library services to the out of doors. The Rakow staff continued to deliver top notch customer service and reached out further into the west and south side communities. I am honored to work with such a talented staff.

Respectfully Submitted,  
*Christie Chandler-Stahl*

## **Staff & Organization Development Annual Report 2012-2013**

Professional Development: The Gail Borden Public Library continues to support staff training and development at all levels in the organization. The format of ½ day Staff Day on the first Friday of December looks promising enough to continue. We have the opportunity to gather the staff together from all departments and both locations. December 2012 we offered "Be Our Guest: How to Give Them More Than They Expect." This program was created in-house following staff attendance at the Disney Customer Service Institute at ALA in California and was well received. We also offered 70 webinars pertinent to various departments and areas of responsibility including virtual library conferences from PLA and ALA. In addition, individuals and departments view webinars to learn more about products, resources and legal requirements, etc.

GBPL staff members participate in regional, state and national conferences. Frequently our staff members present at those conferences as well as attend. The 2013 ALA Annual Conference is an example of that. GBPL had 40 staff members attending some aspect of the conference e.g. exhibits, meetings and programs. Carole Medal won the 2013 Outstanding Service to the Latino Community Award from Reforma, the national association to promote library and information services to Latinos and the Spanish speaking. We also won an award for Diversity and three staff members were involved in giving two different programs.

"Pathways to Learning: Sharing What You Have Learned" debuted in November. All staff members are invited to attend and if they have attended a learning event, workshop or read a book or article they wanted to share with others they are invited to do so. Five Pathways were held with 27 staff members giving presentations on what they have learned to their colleagues.

GBPL continues to sponsor 15 staff members in Toastmasters International and in Listen Learn Lead the local club. Meetings are twice monthly at the GBPL. This experience builds public speaking and leadership skills. Twelve staff members were granted Star 12 status with National Seminars. These memberships allow staff unlimited access to workshops, seminars and on-line continuing education for a year for under \$200.00 each. We also sponsor memberships in various professional associations for librarianship, human resources and finance. Dominican University, Continuing Education Department once again presented a series of three programs to our staff. Topics included time and stress management and fostering innovation.

Human Resources: The Library had its annual insurance Open Enrollment from August 15, 2012 – September 14, 2012 and continued to offer to full-time employees three health insurance plans (BluePrint PPO, BlueChoice Select PPO, and Blue Advantage HMO) from Blue Cross Blue Shield (BCBS). Overall, the health insurance plans remained unchanged except for additional preventive services which were added to all BCBS plans due to Health Care Reform legislation. Certain preventive services were added to the health plans and were to be covered at 100% by insurance with no cost sharing to patients. During this past fiscal year, 72 employees were eligible for health insurance. Out of the eligible employees, 14% opted out of health insurance, 36% enrolled in the BluePrint PPO, 25% enrolled in the BlueChoice Select PPO, and 25% enrolled in the HMO. In addition, the dental insurance maximum benefit amount was increased to \$1500 per patient per calendar year.

The annual United Way donation campaign was held later in the fall from October 15-November 30. GBPL employees donated gifts and pledges in the amount of \$2617.00 during this campaign, which was approximately a 40% increase over the previous year.

Employees were once again recognized for their continued service to Gail Borden Public Library at Staff Training Day on December 7, 2012. A total of 21 employees received recognition and service

pins or gemstones for their pins for working 5, 10, 15, 20, 25, 30 or 35 years for GBPL by the end of December 31st of 2012. This amounted to over 275 years worked for the library by these employees. Big Congratulations went out to Gail Lundgren from Youth Services who received the top recognition at this ceremony for working 35 years at GBPL.

In February 2013, a GBPL Health & Wellness Committee was formed by several staff members. The committee's purpose is to design and create formal and informal activities for GBPL employees to participate in and encourage their well-being and enhance all aspects of health. The committee's goal is to get 50% of employee participation in at least 3-5 programs/events during the first year. Another goal for the committee is to create a web page or newsletter specifically for health and wellness topics. At this time, the Health & Wellness Committee has a dedicated bulletin board in the staff hallway which allows for the sharing of health & wellness information.

Management Association continues to be a consultation resource regarding human resource issues, employment laws, employee training, and ongoing education opportunities for the Human Resource staff.

**Volunteer Services:** Accomplishments and changes in Volunteer Services this fiscal year:

- First Carnival was organized; we had many staff working the event and several volunteers
- First Book sale was held.** We partnered with St. Ed's to help move boxes. This was a hardship for them because it was during their homecoming practice and games. We supplied many extra volunteers needed for the book sale.
- Scheduled volunteers for the food for fines event.
- GBPL Change Your World Volunteer Fair hosted 25 agencies** (the maximum allowable for the Meadow's room) and 160 attendees.
- Scheduled groups of volunteers for large events like Hispanic heritage and Black History Family Festival.
- We began a **partnership with the City of Elgin and the Elgin Volunteer Coordinator's Network** to potentially move the event to The Centre where there is more room for agencies.
- We further **organized the Elgin Volunteer Coordinator's Network and hosted meetings.**
- We initiated **partnership with the Elgin Climate Change Organization to create Volunteering is Sustainable fair for the Elgin Green Expo and the Elgin Volunteer Coordinator's Network.**
- Vocational Partnerships with U-46 and District 300 remain steady.
- Billie Moffett led the teen volunteer applicants into a fruitful and productive group that meets the growing needs of area teens that need community service hours for school.**
- Our **partnership with Youth Leadership Academy** has grown to help staff patio days, movies and programs throughout the summer reading dates.
- Martin Luther King Day of Service is now an annual service event.** We supply volunteer groups their GBPL projects for the day in KidSpace, Information Services and Materials Handling. .
- We have partnered with St. John's Lutheran School for a day of service and educational tours of SuperCroc.
- 45 docents were hired, trained and scheduled for the SuperCroc exhibit.** Weekly reminders were sent to keep schedules consistent and accurate.
- Basecamp was established and greeters were retrained to support the SuperCroc exhibit.
- 6 new greeters were hired and trained for basecamp.
- We attended several webinars and staff training programs, ICOVA Volunteer Conference, Hands-On Chicago workshop on youth volunteers, and we have presented a showcase of GBPL volunteering to the Governor's office and, also to the community through a GBPL event by request of the City of Elgin.
- 12 volunteer orientations hosted and approximately 20 personal interviews conducted.**
- Volgistics is 85% effective** in collecting all volunteer data and tremendously helpful in compiling volunteer statistics of all kinds.

•**Volunteer Celebration changed to Friday evening in August** that includes all volunteers. Save the date, e-invites and email communication for event established.

•Computer Systems Institute partnership created for pre-screened college volunteers.

**400 Volunteers served 14,594.54 hours in the last fiscal year. This is an increase of 150 volunteers and 1, 4594.54 hours from last fiscal year.**

*Respectfully submitted by Sharon Wiseman, Asst. Deputy Director  
with assistance from Eva Arciuch, HR Manager and Volunteer Coordinators, Danielle Henson and  
Nancy Haggard*



## **TECHNOLOGY OPERATIONS & INFRASTRUCTURE (TOI) 2012 – 2013 ANNUAL BOARD REPORT**

### **August**

**LYNGSOE VIRTUAL PRIVATE NETWORK (VPN) CONNECTION:** Worked with Lyngsoe support and SinglePath to establish a VPN connection between Gail Borden and Lyngsoe. This will allow Lyngsoe to have direct (secure) connectivity between the two sites when providing technical support on the sorting system. This VPN connection is the first secured connection we have established, and will allow TOI to create / modify any future VPN connections that may be required in the future.

**DIGITAL SIGNAGE PROJECT:** Worked with Industry Weapon to outline and begin a project to implement automated room scheduling signage for the Main Library and the Rakow Branch. When completed, this system will allow patrons entering the library to view a program and room schedule. This system will integrate with our Evanced software, and will automatically update on a set schedule.

**COMPUTER CENTER CHANGE:** Changed the policy in the Computer Center to have one side (Adult) established as a Quiet Zone, and the Youth side as a Moderate Zone. This allows patrons to have an option of where to work in the computer center, based on the library zoning. So far, this has proven to work well, and we have received several verbal accolades from patrons.

### **September**

**LIBRARY HOUR CHANGE:** Updated over 35 different systems, processes and applications to accommodate the library changing hours on September 4, 2012. Also worked with Community Service and Program Development to modify and update the voice system tree. This included updating all the department prompts, directions and hours, as well as adding a Spanish voice tree. The Spanish voice tree will allow more patrons to utilize our phone system in getting to the correct department. If a patron is not able to speak or understand English, they can leave a message in Spanish and will receive a return call from our staff.

**TRANSLATION EQUIPMENT:** Purchased Williams Sound translation equipment for use in the Community Rooms. This equipment can be used to cater to our Spanish-speaking patrons in the community. Currently working on interfacing with our mobile audio/visual equipment to expand the types of programs and opportunities in other rooms outside the Community Rooms – possibly even outside the library.

**COMMUNITY ROOM UPGRADES:** Presenting to the Board a proposal for upgrading and enhancing the audio/visual equipment in the Community Rooms. This project includes replacing the AV control, upgrading and replacing the stage floor box to incorporate additional inputs, enhancing the signal distribution, adding equipment for AV streaming, adding a podium gooseneck microphone, adding Blu-Ray capability and increased control and monitoring.

### **October**

**NEW VIRTUAL SERVER:** The technical landscape continues to change at GBPL, so we purchased new equipment to house additional virtual servers in our environment. This server contains more processing cores, memory and storage, so we have moved machines to this server for greater performance. We continue to make the server and network environment more robust, data tolerant and effective with the best use of equipment.

### **TRAINING ATTENDED:**

- Brian Hoeg attended the Library Information Technology Association (LITA) conference in Columbus, Ohio. Gained a greater understanding of library technologies, networked with other Library IT professionals, and now participate in several LITA forums.
- Brian Hoeg and Matt Lutzow attended Unitrends training in Elk Grove Village. Training was for the latest release of the software for our backup and recovery solution.

### **KEY MEETINGS ATTENDED:**

- Participated in Safety Team meeting – working through current policies, procedures and guidelines.
- Attended preliminary meeting with 3M about the sorter for the Rakow Branch. Determined technical requirements for implementation and UPS capacity in case of power outages.
- Met with Nationwide Power to get a quote for two large UPS units for the Rakow Branch. There has been a few power outages over the past years, so TOI is recommending the purchase of additional UPS units for the server room and the new sorter / MediaBank.

### **November**

**NEW NETWORK INFRASTRUCTURE:** Technical Operations is working on building a new Microsoft Domain, which will allow improved performance, redundancy and expansion. This new Domain also contains the new Storage Area Network (SAN) which was approved by the Library Board in November. This SAN and new Domain will be phased-in over the next several months.

### **HARDWARE / IMPLEMENTATION:**

- Installed wireless DuraFon phones in Circulation (Drive-up and Customer Service desk) and also Technology Operations. These phones allow the users mobility throughout the entire facility, so when these are called, the caller should always receive a live person for assistance.
- Received 9 new Dell computers and monitors. These systems will be imaged and deployed throughout December and January.
- Worked with Industry Weapon and library staff on getting a new digital signage display ready for testing. When finalized and deployed, this display will be used for library patrons to check room locations for programs and events. Testing will continue through December, and will be located in the entry rotunda.
- Configured and deployed 3M Tech Cloud hardware at both the Main Library and the Rakow Branch.
- Assisted Building Operations and eNorman in getting the front door security hardware upgraded at the Rakow Branch. We had been experiencing a problem with the door hardware, and extensive time and work was required to correct the problem – this has been resolved.
- Completed preventative maintenance work on the MediaBank.
- Finalized an upgrade to our Cybraryn software for our OPAC stations. We are currently in the testing phase of rollout, and should be completed within the next few weeks. This will be the first upgrade to this software since 2004.
- Participated with working on the implementation of hardware for Circulation's use of Square for credit card purchases. Worked with Finance and Circulation staff to ensure our system was safe and PCI-Compliant.

### **December**

#### **HARDWARE / IMPLEMENTATION:**

- Deployed new digital signage display. This display is used for library patrons to check room locations for programs and events. Display is located in the entry rotunda.
- Completed the configuration Configured and deployed 3M Tech Cloud hardware at both the Main Library and the Rakow Branch.
- Assisted with the deployment and configuration of 5 new security cameras for the Rakow Branch. New security cameras utilize a newer Ethernet network connection technology, and allow for high-resolution monitoring and recording.
- Re-recorded library closing announcements in both English and Spanish. This completes the project to implement Spanish into our phone system recordings and announcements.

## **TRAINING / MEETINGS:**

- Brian Hoeg attended Star 12 training: Communicating with Tact, Professionalism & Diplomacy in Rockford.
- Participated in Strategic Planning session with Library Leadership Team.
- Participated in Safety Committee Meeting.
- Met with representatives from AT&T, SinglePath and Illinois Century Network (ICN) to review current network and Internet configuration. Current design and infrastructure has not been upgraded for several years, and needs to be updated to meet the increasing demand on our network. Will be working with all parties to complete a plan and proposal in January 2013.

## **January**

### **COMPUTER VIRUS:**

On January 8<sup>th</sup>, Gail Borden Public Library was infected with the W32/Autorun virus. This is the same virus that shut down Microsoft in November 2012, and shut down an Iranian Nuclear Power Plant in December 2012. Over the next 3 days, TOI staff spent over 180 hours cleaning 339 workstations, 26 servers and removing 3,067 detections on our network. A total of 26 workstations were infected, 4 of them needing to be completely rebuilt. The TOI Staff did an excellent job of containing the virus and minimizing the down time and damage from this infection.

### **HARDWARE / IMPLEMENTATION:**

- Worked with Sound Vision to configure and test the streaming equipment in the Community Room in advance of the Mr. Freeze program on January 24<sup>th</sup>. We were successfully able to stream and record the program, which was used for overflow seating in Meeting Room 1.
- Configured kiosk workstation to be used in February for an event in Youth. Selected SiteKiosk as the software, which can be used on any laptop for creating a secure system kiosk.

## **TRAINING / MEETINGS:**

- Met with Lionheart Power Systems, Protech Power and Nationwide Power vendors to provide a proposal for replacing the UPS batteries in the server room. The selected vendor will also provide preventative maintenance for the UPS unit.
- Participated in Strategic Planning session with Library Leadership Team.
- Participated in Safety Committee Meeting.
- Jim Chambers attended offsite Unitrends Training in Elk Grove Village.

## **February**

### **ADA EQUIPMENT RECEIVED:**

Gail Borden received funding through the Eliminate the Digital Divide (EDD) Grant for 2013, and purchased assistive technology equipment. This equipment was received in February, and will be implemented at the Main Library and the Rakow Branch. Included in this purchase were software site licenses for JAWS, MAGic and OpenBook. JAWS aids those with vision loss, and reads the screen aloud for the user. MAGic screen magnification software magnifies text, and other elements on the screen. OpenBook converts print to electronic text, reads aloud and displays text formatted for low vision. We also

purchased new hardware, including electronic magnifiers and reading cameras, which are shown above.



### **HARDWARE / IMPLEMENTATION:**

- Upgraded the SimpleScan Stations at the Main Library and Rakow Branch. These devices allow patrons to scan to a USB drive, email, web applications or print – they are very popular!
- Purchased software (SiteKiosk) which allows us to use a standard laptop as a kiosk. The software locks down the user from accessing anything which has not been explicitly defined.

- Upgraded the Unitrends backup appliance at the Main Library. This upgrade was necessary to accommodate the increased SAN storage which has been added. The appliance currently in use at the Main Library will go to the Rakow Branch.

### **MEDIABANK MAINTENANCE / TRAINING**

Worked with Michele Bassan from MediaBank Italy to completed annual maintenance. Horizontal motor, and all belts were replaced. Software was updated and preventative maintenance cleaning and lubrication was completed. Training was also done with the Rakow Staff.

### **March**

#### **INTERNET OUTAGE:**

On March 4<sup>th</sup>, Gail Borden network access was impacted by a fiber optic cut on the AT&T network. This outage disrupted connectivity between the Main Library and the Rakow Branch, as well as our primary connection to the Internet. TOI has since worked with AT&T and Illinois Century Network (ICN) to develop and implement an improved network design which will allow network redundancy and improved speeds. We are currently waiting on pricing.

#### **ZEUS TROJAN MALWARE:**

TOI was informed on March 27<sup>th</sup> by ICN that Zeus Trojan Malware was detected on Gail Borden systems. Due to internal changes implemented following the January virus outbreak, TOI was able to quickly identify, isolate and remove the malware. We will be making additional recommendations in the 2013-2014 budget for software to reduce and/or prevent malware.

#### **HARDWARE / IMPLEMENTATION:**

- Working with staff members from Studio 270 (and other departments) to identify and make purchase recommendations for the Digital Media Lab equipment.
- With the cooperation, support and assistance of Melissa Ziel, we are working with 3M to identify intermittent issues with our 3M Cloud Library equipment. With their assistance, we are close to finding a resolution that will help all libraries with this issue.
- Replaced two touch screens and touch screen controllers in the MediaBank selector units.
- Worked with Sound Vision to procure a new projector for the Community Rooms. This projector is a high-end DLP WXGA unit, which will greatly enhance our ability to deliver an outstanding video experience for our community.
- Gail Borden was identified to participate in a BETA testing program with Industry Weapon. The testing is for a new type of digital media player (Rikomagic Mini PC) which is used for digital signage. If this works as anticipated, GBPL can reduce the cost for procuring digital media players and maintenance.
- In the process of developing an Information Security Management Program at GBPL, including extensive policies and procedures for hardware and software usage.

### **April**

#### **COMPUTER CENTER CARPETING**

TOI worked with Rieke Office Interiors (ROI) and Gail Borden Maintenance & Facilities to complete the carpeting replacement project in the Computer Center. Over a 4-day period, all computers, monitors and printers were removed from one side of the Computer Center at a time, cleaned up and placed back into service. All computer low-voltage wiring was re-terminated, installed and labeled. Due to the high level of cooperation and teamwork, we were able to keep one side of the Computer Center open at a time, with little to no impact to our patrons – you can see that the numbers for April 2013 were actually increased, rather than decreased.

#### **DIGITAL SIGNAGE PROJECTS**

Completed the physical installation of 4 new digital signage displays in the entry rotunda at the Main Library. This first phase replaces the previous single display with 4 – 55" HD LCD units which will be used with our digital signage system. Phase 2 will incorporate all 4 display units into one image; this

phase should be completed in May or early June. Also installed was a single 55" HD LCD display in KidsSpace. This display can be used with our digital signage, or with an available HDMI connection for a laptop or video player.

## **May**

### **DIGITAL SIGNAGE PROJECTS**

Continue to work with Industry Weapon in testing an Android MiniPC device which can be used with our digital signage. These devices are a fraction of the cost of the current Cisco Digital Media Players which are used today. This new technology will allow Gail Borden to utilize more digital signage displays for less equipment cost. Gail Borden was selected by Industry Weapon as part of the beta program, due to the technical knowledge level of staff, as well as the types of signage we use. We are also in the final stages of configuring the hardware that will be used on the 2 X 2 video wall in the main library entrance. When completed, we will be able to display a variety of sources, as well as having a single composite image on the screens.

### **SUPERCROC EVENT**

TOI personnel worked many hours to configure and technically facilitate the audio/visual equipment used in the SuperCroc Event in early May. To accommodate large crowds, Jim Chambers worked to stream the Paul Sereno event from the Meadows Community Rooms to the Elgin and South Elgin rooms. As the number of programs Gail Borden provides to the public increases, TOI staff are consistently called upon to provide a high level of technical knowledge in using our equipment to their full potential.

### **COMCAST INTERNET UPGRADES**

Upgraded the speed of our Comcast Internet connections in both the Main Library and the Rakow Branch. We now have full-redundancy with our Internet connections to fail over automatically from our primary provider – Illinois Century Network – to Comcast.

### **NEW MEDIABANK SYSTEMS**

Christie Chandler-Stahl from the Rakow Branch was contacted by Cedar Rapids Public Library about potentially taking ownership of their two MediaBank systems. Brian Hoeg and Dave Considine went to Cedar Rapids to look at these units, and arranged to have them sent to Gail Borden. These two machines to purchase new would run over \$60,000.00. These machines were given to Gail Borden at no cost.

### **BUDGET PREPERATION 2013-2014**

Working on budget preparations for 2013-2014, including the testing of a system to replace our current reservation system for computers. Today's Business Systems has been working with TOI to create a test environment of ITS: MyPC which is being recommended to replace PC Reservation.

## **June**

### **TECHNOLOGY OPERATIONS STAFFING**

Effective July 1, 2013, TOI has re-aligned staffing levels by moving Brad Widder to the role of Operations Support Technician. Brad was previously the Team Leader in the Computer Center. In addition, Jim Chambers responsibilities are being changed to Technical Project Specialist. In this new role, Jim will focus on assisting with the many IT-related projects in our department. Lastly, the role of the Computer Center staff has been re-aligned to provide additional day-to-day operational support within Technology Operations. The new title for the Computer Center staff is now Technology Assistant.

### **DIGITAL SIGNAGE PROJECTS**

Completed the installation and configuration of the digital signage wall display at the Main Library. The main display is now a 2 X 2 video wall, which can be used for signage, streaming events or showing other custom content.

### INTERNET INFRASTRUCTURE UPGRADES

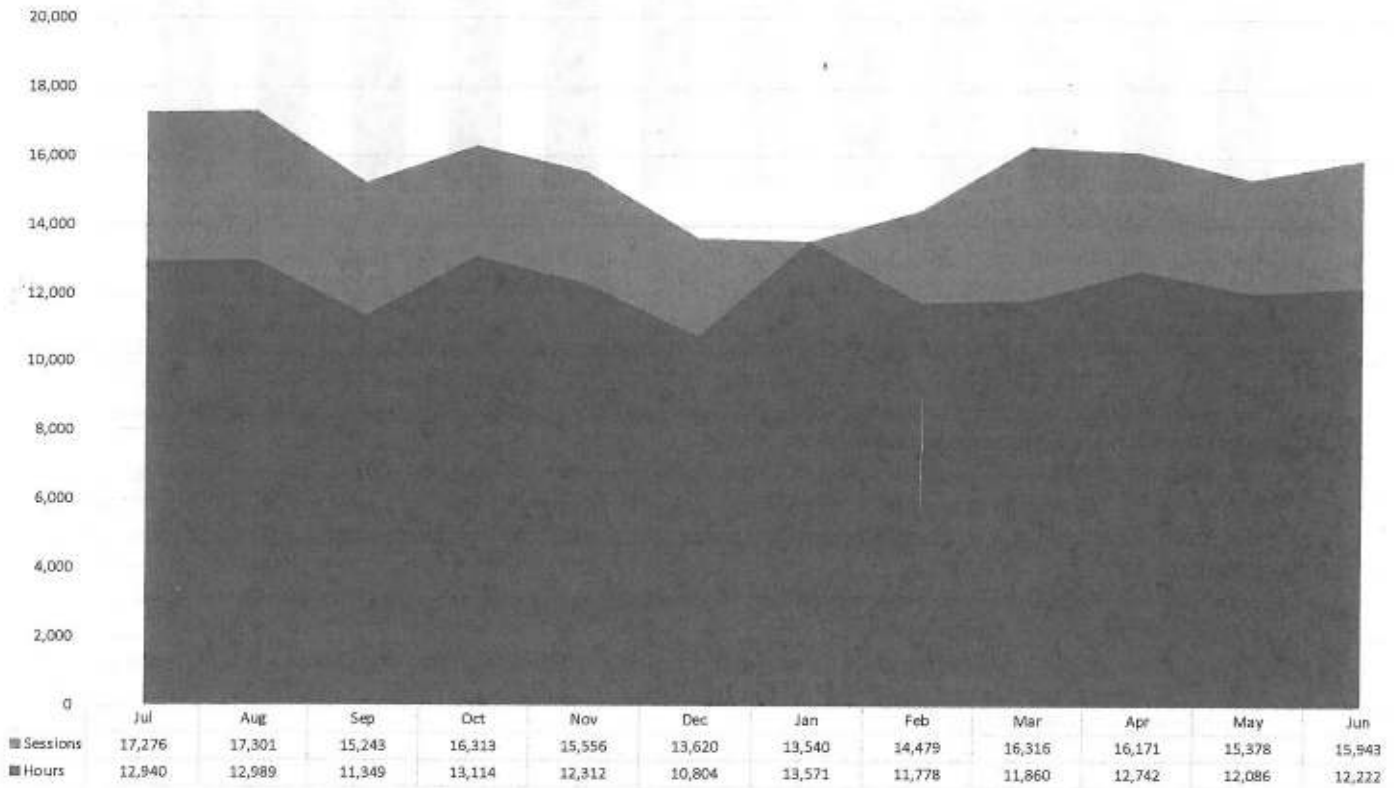
Completed Phase II of the Internet Infrastructure Upgrade project by increasing the speed of our primary Illinois Century Network (ICN) Internet connection from 40Mbps to 100Mbps. The final phase, which will be completed in the next few months, will involve replacing the legacy router to new equipment which can handle 150Mbps. In addition, the Rakow Branch will be configured to fail-over to a local Comcast Internet connection if the ICN connection is down.

### NEW MEDIABANK SYSTEMS

Arranged to have the two MediaBank units from Cedar Rapids Public Library delivered to Gail Borden. Brian went to Cedar Rapids to assist with the transfer of the equipment.

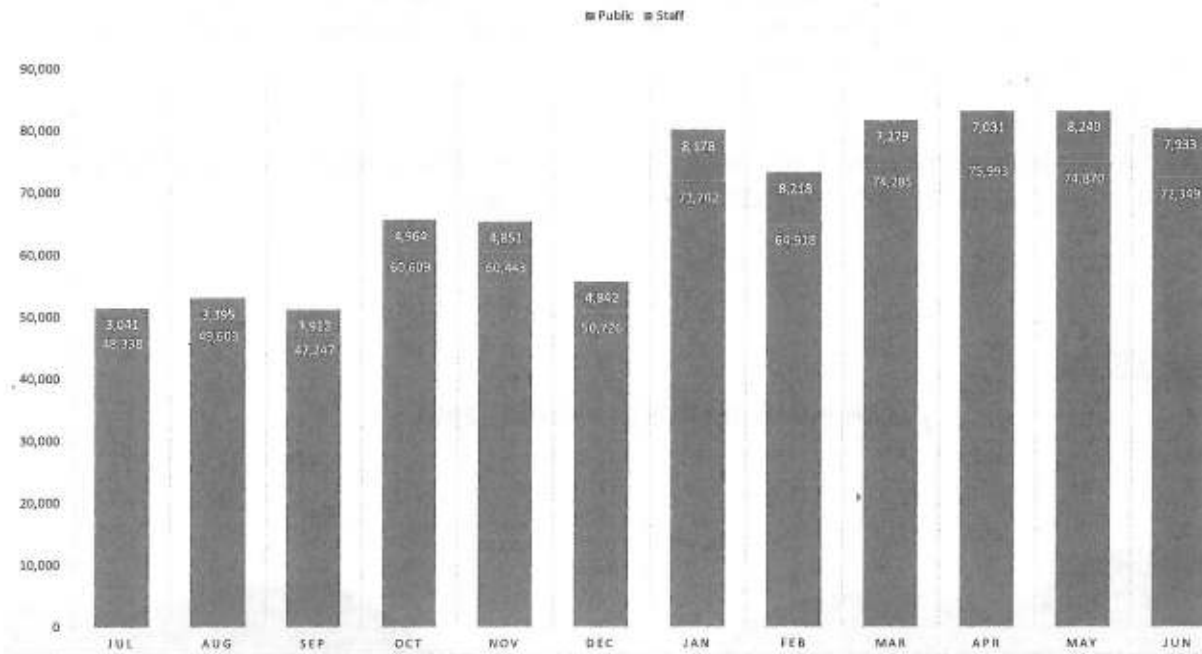
### CUSTOMER SERVICES:

COMPUTER SESSIONS - FY 2012 - 2013



## WIRELESS STATISTICS:

WIRELESS NETWORK USAGE - FY 2012 - 2013



## MISCELLANEOUS:

- Added sheet-fed hardware option for Simple Scan station at the Main Library. This will allow users to quickly scan multiple pages, and allow greater flexibility for our patrons and staff members - **July**
- Ordered the first batch of new computers for deployment / upgrade. Nine new systems have been received and will be deployed in August - **July**
- Worked with Library Applications (Betsy O'Connell) to configure and put a new Teleforms server into production. Teleforms is a system that utilizes telephony (phone) to notify patrons of action for their library account. The previous system was several years old, unreliable and no longer supported by the vendor - **October**
- Purchased 3 new DuraFon units, which can be used for telephone mobility. These will be used in Circulation and TOI - **October**
- Annual preventative maintenance was completed on the UPS unit in the server room. This critical unit provides temporary backup power for all the equipment in the server room as electrical power transfers to our generator units - **April**
- Completed the redesign phase of our network upgrade project. This redesign will improve our Internet speeds, and allow for redundancy for both the Main and Rakow locations. These changes will be implemented over the next few months - **April**
- Sierra server was installed and all firewall work was completed for pre-implementation - **April**
- The Building Controls computer failed, which required the motherboard to be replaced - **April**
- Added a POTS line for use with the ATM machine in the café - Main Library - **April**
- Working on a new type of video player for use with the digital signage system. This new unit is a cheaper hardware solution to the current players - **April**
- Replaced 2 bad cameras at the Rakow Branch - **April**
- Renewed our PCI-Compliance for the library, which is necessary to provide a high level of security for our patrons when using their credit cards for library transactions - **June**
- Completed a working environment to test the ITS: MyPC application, which is being reviewed and considered for replacing PC Reservation - **June**
- Assisted with the Sierra ILS rollout by installing the new Sierra client on all staff systems - **June**
- With the assistance of Melissa Ziel and 3M, upgraded our 3M Cloud Library system - **June**

Respectfully submitted by Brian Hoeg

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2013

**General Fund:**

Receipts for the Year:

Property Taxes	\$ 8,794,308	
State Income Taxes (Personal Property Replacement Tax)	148,998	
Earnings on Investments and Savings	6,744	
Fines and fees	227,247	
Computer, fax and meeting rooms	4,628	
Laminating	4,038	
Copy Machines	55,889	
Reader Printer	751	
Books Lost and Paid	24,418	
Miscellaneous	6,998	
Public Phones	1,000	
Grants Received	173,595	
Developer Fees	23,810	
Transfer from Project Fund	-	
Loan income	-	
	<hr/>	
Total Receipts for the Year		9,472,424

Disbursements for the Year

Salaries	5,184,574
Maintenance Salaries	265,458
Main	
Books	282,728
Periodicals	44,031
Audio Visual Material	197,278
Micro Film	1,792
Electronic Media	220,922
Natural Gas	50,453
Electricity	210,997
Telephone	29,489
Computer	485,933
Interest Expense	22,413
Branch	
Books	50,173
Periodicals	1,686
Audio Visual Material	56,663
Electricity	21,208
Telephone	4,697
Computer	13,323
Natural Gas	2,032
Water and Sewer	3,936
Other Branch	-



Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2013

**General Fund (Cont.)**

Disbursements for the year (Cont.)

Binding	5,228	
Capital Improvements	112,737	
Conferences	27,219	
Consulting and Professional Expense	80,697	
Contingency	8,221	
Continuing Education	30,109	
Copier Leases and Maintenance	32,144	
Dues and Membership	14,393	
Equipment and Equipment Maintenance	21,459	
Fuel	4,219	
Grant Expenditures	-	
Insurance	698,644	
Legal Publications	2,665	
Material Processing Supplies	147,912	
Library Office Supplies and Services	85,408	
Other	41,701	
Payroll Processing	8,125	
Postage and Express	11,950	
Printing	2,488	
Public Programming	36,960	
Public Relations	89,636	
Vehicle Maintenance	4,226	
Water	22,336	
Transfer	72,000	
Loan expense (principal and interest)	133,480	
	<u>133,480</u>	
Total Disbursements for the Year		<u>8,843,743</u>
Excess (Deficit) of Receipts Over Disbursements		628,681
Change in Accruals for year		(104,530)
Cash Balance		
June 30, 2012 (Banking Checking and Savings		
[\$14,300,672]; Petty Cash [\$2,676]		
Investments [(\$7,129,170)])		<u>7,174,178</u>
Cash Balance		
June 30, 2013 (Banking Checking and Savings		
[\$18,476,954]; Petty Cash [\$2,676]		
Investments [(\$10,781,301)])		<u>\$ 7,698,329</u>

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2013

**Illinois Municipal Retirement Fund:**

Receipts for the Year:		
Property Taxes	\$ 727,819	
State Income Taxes (Personal Property Replacement Tax)	7,079	
Transfer from General Fund	<u>72,000</u>	
Total Receipts for the Year		806,898
Disbursements for the Year:		
Library's Contribution to I.M.R.F.	<u>723,541</u>	
Total Disbursements for the Year		<u>723,541</u>
Excess (Deficit) of Receipts over Disbursements		83,357
Change in Accruals for year		(77)
Cash Balance, June 30, 2012		<u>(71,487)</u>
Cash Balance, June 30, 2013	\$	<u><u>11,793</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, 2012		<u>1,361,346</u>
Cash Balance, June 30, 2013	\$	<u><u>1,361,346</u></u>

**Liability Insurance Fund:**

Receipts for the Year:		
Property Taxes	\$ <u>142,896</u>	
Total Receipts for the Year		142,896
Disbursements for the Year:		
General Insurance	66,822	
Unemployment Compensation	9,645	
Risk Management	46,834	
Workmen's Compensation	<u>31,784</u>	
Total Disbursements for the Year		<u>155,085</u>
Excess (Deficit) of Receipts Over Disbursements		(12,189)
Change in Accrual for year		6,970
Cash Balance, June 30, 2012		<u>115,810</u>
Cash Balance, June 30, 2013	\$	<u><u>110,591</u></u>

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2013

**Building and Equipment Fund:**

Receipts for the Year:

Property Taxes	\$	551,507	
Grant Received		<u>5,750</u>	
Total Receipts for the Year			557,257

Disbursements for the Year:

Main			
Building, Ground Repairs and Maintenance		222,002	
Maintenance Supplies		13,539	
Maintenance and Other Equipment		2,489	
Furniture and Fixtures		60,875	
General Cleaning Services		131,435	
Janitorial Supplies		30,554	
Chemical/Water Treatment		919	
Contingency		6,115	
Miscellaneous		9,343	
Equipment Repair and Maintenance		56,186	
Branch			
Building, Ground Repairs and Maintenance		59,374	
Maintenance Supplies		2,984	
General Cleaning Services		29,680	
Janitorial Supplies		7,317	
Equipment Repair and Maintenance		<u>11,238</u>	

Total Disbursements for the Year			<u>644,050</u>
Excess (Deficit) of Receipts Over Disbursements			(86,793)
Change in Accruals for year			(29,688)
Cash Balance, June 30, 2012			<u>176,306</u>
Cash Balance, June 30, 2013	\$		<u><u>59,825</u></u>

**Audit Fund:**

Receipts for the year:

Property taxes	\$	<u>14,979</u>	
Total receipts for the year			14,979

Disbursements for the year:

Audit services		<u>14,500</u>	
Total disbursements for the year			<u>14,500</u>

Excess (Deficit) of Receipts Over Disbursements			479
Cash Balance, June 30, 2012			<u>5,981</u>
Cash Balance, June 30, 2013	\$		<u><u>6,460</u></u>

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2013

**Social Security Fund:**

Receipts for the year:		
Property taxes	\$ 406,623	
Total receipts for the year		406,623
Disbursements for the year:		
Social security contribution	406,133	
Total disbursements for the year		406,133
Excess (Deficit) of Receipts Over Disbursements		490
Change in Accruals for year		440
Cash Balance, June 30, 2012		99,025
Cash Balance, June 30, 2013	\$	<u>99,955</u>

**Gift Fund**

Receipts for the Year:		
Gifts Received	\$ 133,395	
Interest Income	90	
Total Receipts for the Year		133,485
Disbursements for the Year:		
Program Expenditures	62,322	
Total Disbursements for the Year		62,322
Excess (Deficit) of Receipts Over Disbursements		71,163
Change in Accrual for year		54,207
Cash Balance, June 30, 2012		6,068
Cash Balance, June 30, 2013	\$	<u>131,438</u>

**Building Reserve Fund**

Receipts for the Year:		
Interest Income	\$ 179	
Total Receipts for the Year		179
Disbursements for the Year:		
Miscellaneous Budgeted Expenses	-	
Total Disbursements for the Year		-
Excess (Deficit) of Receipts Over Disbursements		179
Cash Balance, June 30, 2012		179,068
Cash Balance, June 30, 2013	\$	<u>179,247</u>

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2013

**Bond & Interest Fund:**

Receipts for the Year:		
Property Taxes	\$ 2,502,690	
Miscellaneous Revenue	-	
Total Receipts for the Year		2,502,690
Disbursements for the Year:		
Bond Principal Paid	1,615,000	
Bond Interest Paid	835,413	
Bond Expenses	1,870	
Total Disbursements for the Year		2,452,283
Excess (Deficit) of Receipts Over Disbursements		50,407
Change in Accrual for year		(175)
Cash Balance, June 30, 2012		373,313
Cash Balance, June 30, 2013	\$	423,545

**Library Materials Statistics  
Annual Report 2012-2013**

**BOOKS**

<b>CATEGORY</b>	<b>ADDED</b>	<b>DISCARDED</b>	<b>CURRENT COLLECTION</b>
<b>Main Library</b>			
KidSpace Fiction	6,436	9,568	67,807
KidSpace Non-Fiction	1,546	935	47,276
<b>Total KidSpace Books</b>	<b>7,982</b>	<b>10,503</b>	<b>115,083</b>
Information Services Fiction	6,364	23,205	63,302
Information Services Non-Fiction	4,368	12,940	115,797
Information Services Reference	370	4,745	15,679
<b>Total Information Services Books</b>	<b>11,102</b>	<b>40,890</b>	<b>194,778</b>
<b>Total Main Library Books</b>	<b>19,084</b>	<b>51,393</b>	<b>309,861</b>
<b>Rakow Branch</b>			
Youth Books	1,595	1,674	10,955
Adult Books	3,545	3,561	13,271
<b>Total Rakow Branch Books</b>	<b>5,140</b>	<b>5,235</b>	<b>24,226</b>
<b>Total Books</b>	<b>24,224</b>	<b>56,628</b>	<b>334,087</b>

**NON-BOOKS**

<b>CATEGORY</b>	<b>ADDED</b>	<b>DISCARDED</b>	<b>CURRENT COLLECTION</b>
<b>Main Library</b>			
Art Prints	0	22	287
AV Equipment	32	32	44
Blu-rays	320	28	924
CD-ROM Software	16	527	720
Compact Discs	2,165	2,767	21,351
Digital History Collection	0	0	1,702
Digital Video Discs	7,690	3,145	31,473
eAudio Books*	2,225	-7,612	16,388
eBook Readers	46	7	50
eBooks	67,043	-29,562	104,343
eVideos	412	0	113
Films	0	0	0
Kits	110	319	1,051
Playaway Views	8	9	30
Puzzles	22	25	681
Recorded Books	789	696	8,883
Toys	34	32	514
Videocassettes**	0	-180	1,137
Video Games	138	248	623
<b>Total Main Library Non-Books</b>	<b>81,050</b>	<b>-29,216</b>	<b>190,314</b>
<b>Rakow Branch</b>			
AV Equipment	26	0	29
Blu-rays	218	174	401
Compact Discs	669	625	2,809
Digital Video Discs	1,684	1,830	3,014
eBook Readers	17	0	17
Playaway Views	10	0	10
Recorded Books	285	249	1,045
Video Games	26	67	167
<b>Total Rakow Branch Non-Books</b>	<b>2,935</b>	<b>2,945</b>	<b>7,492</b>
<b>Total Non-Books</b>	<b>83,985</b>	<b>-26,271</b>	<b>197,806</b>
<b>Annual Library Total Materials</b>	<b>108,209</b>	<b>30,357</b>	<b>531,893</b>

**Library Materials Statistics  
Annual Report 2012-13**

**SINGLE TITLES IN LIBRARY (BOTH LOCATIONS)**

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Youth Services Books	4,110	4,083	83,035
Information Services Reference Books	63	1,001	6,309
Adult Services Circulating Books	7,337	30,666	171,787
Non-Books	12,657	3,457	79,628
<b>Total Single Titles</b>	<b>24,167</b>	<b>39,207</b>	<b>340,759</b>

**PERIODICALS**

Total Periodical Titles Held	396
Bound Periodicals	2,564
Circulating Periodical Issues	4,550
Microfilm	6,836

**NOTES:**

All figures are for the fiscal year period from July 1, 2012 – June 30, 2013.

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

Some materials originally purchased for the Rakow Branch have been transferred to the Main Library.

\*In previous years, statistics for eaudiobooks, ebooks, and evideos purchased and owned were obtained from our Innovative database. This year, they were obtained from the vendors from which the materials were purchased. We have access rights to thousands of electronic materials which are not represented in the database. However, it is very difficult to count the number of copies and titles. Some vendors allow multiple simultaneous access to a title; others require libraries to buy more than one copy. For most titles, access is purchased individually; others are offered in databases which contain indeterminate numbers of titles. In other cases, the number of titles to which we have purchased access is different from the number of titles that can be accessed simultaneously. Access to 412 evideo titles was purchased, but only a limited number can be accessed simultaneously.

\*\*Videocassettes are no longer being purchased. It is possible that this year's collection is 180 larger than last year's because long overdue videocassettes have been returned.

**Circulation Statistics  
Annual Report 2012-2013**

**MATERIAL USAGE COMPARISONS**

	2011-2012	2012-2013
Adult Materials		
Book	513,347	485,658
Non-Book	828,769	833,298
Total Adult Materials	1,342,116	1,318,956
Youth & Children's Materials		
Book	725,026	729,855
Non-Book	266,135	253,569
Total Youth & Children's Materials	991,161	983,454
<b>GRAND TOTAL</b>	<b>2,333,277</b>	<b>2,302,410</b>

**NON-BOOK MATERIAL COMPARISONS**

	2011-2012	2012-2013
Art Prints	711	634
Art Print Bags	516	463
AV Booklets	1	0
AV Equipment	144	288
Compact Discs	181,215	157,416
CD-ROM Software	3,805	2,859
DVDs	747,780	766,294
Freegal	34,479	38,197
Kits - Cassette/Book	7,078	6,659
Kits - Spanish	789	717
Pamphlets	0	0
Periodicals	23,499	31,253
Puzzles	5,761	3,981
Recorded Books	48,792	46,179
Toys and Games	2,807	2,276
Video tapes	5,950	26,573
Video Games	28,932	3,078



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

**NSLS RECIPROCAL BORROWING**

	2011-2012	2012-2013
Algonquin	1,013	809
Antioch	69	8
Arlington Heights	42	45
Barrington	225	317
Cary	259	162
Cook Memorial	29	20
Crystal Lake	392	280
Deerfield	3	0
DesPlaines	18	14
Dundee	24,273	21,066
Ela (Lake Zurich)	25	8
Elk Grove Village	12	16
Evanston	69	97
Fox Lake	0	5
Fox River Grove	2	55
Freemont (Mundelein)	0	3
Glencoe	0	6
Glenview	2	2
Grayslake	2	0
Highland Park	0	3
Highwood	0	0
Huntley	1,757	2,284
Indian Trails (Wheeling)	168	230
Lake Bluff	0	0
Lake Forest	0	0
Lake Villa	0	5
Lincolnwood	0	0
McHenry (Nunda)	87	90
McHenry	5	0
Morton Grove	0	8
Mt. Prospect	55	37
Niles	44	37
North Chicago	2	0
Northbrook	0	0
Palatine	129	106
Park Ridge	1	1
Prospect Heights	10	0
Rolling Meadows	27	114
Round Lake	0	12
Schaumburg	1,181	1,049
Skokie	1	0
Vernon Hills	3	43
Warren-Newport	0	0
Wauconda	3	21
Waukegan	3	0
Wilmette	1	0
Winnetka	0	0
Zion	0	0
Total Borrowings	29,912	29,953

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

**REGISTRATION**

	2011-2012	2012-2013
In District		
Unincorporated Cook County	7,183	7,791
Unincorporated Kane County	1,885	1,802
Elgin - East Side 60120	39,303	42,108
Elgin - West Side 60123/60124	42,145	45,553
South Elgin	9,121	9,705
Out of District		
Contract Cards	29	27
Interlibrary Loan	502	59*
		11,845
Reciprocal Borrowers	11,909	
Grand Total	112,077	

**RESERVES PLACED**

	2011-2012	2012-2013
Total Reserves Placed	174,041	210,512

**REMOTE BOOKDROP SERVICE**

	2011-2012
Jewel - West Side	No longer
Jewel - East Side	tracked
Butera-S. Elgin	
1 <sup>st</sup> Community Bank	
Grand Total	

\*This number is much lower. Betsy and I cannot explain it as it was run the same way as we have in the past years. It could be Susan making changes to the database or the Sierra conversion. Either way, Betsy felt 59 was a good, solid number.