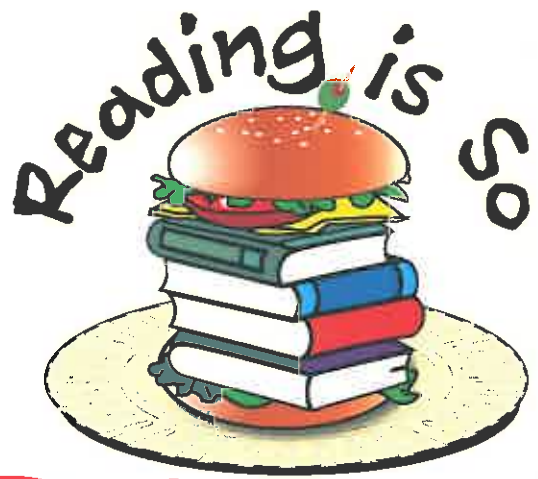


# annual report 2012

## Gail Borden Public Library District

**STORY**  
**TUBES**



**Delicious!**  
Summer Reading 2012



## **ADMINISTRATION**

### **Annual Report 2011-2012**

This was the Year of the Reader ... we saw more adults willing to purchase and use eReaders just as the library and community partners made extraordinary efforts to increase the literacy rates among school children. The eBook market continued to grow even as several leading publishers created a new digital divide by refusing to sell to libraries. At Gail Borden Library we not only embarked on a path to support the growing eBook clientele with intensive staff, then customer training on the ins and outs of eReaders and downloading, we set out to help schoolchildren maintain and improve their reading skills with a large-scale movement to encourage participation in the Summer Reading Program. Results of efforts will be told when student test scores from last year are compared to this year's scores.

Loyal staff members contributed to an ever-increasing variety of programs, support and services for our users. It was another astonishing year of accomplishments as we ...

Watched the eBook explosion continue to evolve, from industry growth to customer enthusiasm & publisher pushback against libraries

Celebrated with Kindle customers, who can now use their devices to check out library ebooks; provided intensive staff training, went live with an eBook information web page and offered training to enthusiastic customers

Debuted a new concept in collection display with the introduction of the "neighborhood" - Pack Your Bags  
Introduced a new StoryTubes web page and voting system

Partnered with libraries in Texas, Connecticut, North Carolina, Ottawa, and Nova Scotia to coordinate the StoryTubes Contest, netting entries from Canada, the U.K., and 14 states

Continued realignment of staffing and services under new library divisions

Rolled out the long-awaited Spanish language catalog

Implemented Collection HQ, an online collection development tool for staff, using evidence-based stock management methods & Novelist Select, an enrichment catalog option offering read-a-like selections as well as discussion guides

Hosted our first World Book Night, an event celebrating the love of reading by sharing books

Served as a beta test site for the Edge Initiative, helping to develop benchmarks to measure best practices in public access technology services, thereby learning our own strengths and weaknesses

Upgraded our commitment and equipment for the Illinois Digital Archives project, culling through materials to expand our digital resources

Hired a new branch manager, Christie Chandler-Stahl, hosted a reception to introduce her to residents, and watched the branch programming and customer base continue to grow

Ended the era of the OCLC cataloging utility by signing an agreement with SkyRiver

Realized a GBL vision from 2000 with installation of an automated sorting system

Developed a dynamic new library web site, set to debut on July 1, 2012

Offered computer and job skills classes, "Tools for the New Economy", to local residents

Implemented Volgistics, an online volunteer management software program and later recognized volunteers with seed packets: "Volunteers Plant the Seeds of Kindness"

Saw check-in statistics soar to a new post-holiday record: 13,098 items in one day

Hosted a variety of festivals: Hispanic Heritage Month celebration with *Colors and Rhythms of Latin America*; Black History Family Festival, *African American First*; Harvest Fest and Zombie Fest as well as The Blizzard Bee, in honor of Foundation member Harry Blizzard's 85<sup>th</sup> birthday

Enjoyed a visit from our favorite bovine, Elsie the Cow, who was joined by Gail Borden himself

Continued community outreach efforts, offering book talks, storytelling and laughter at schools and agencies

Delighted customers with Opera in a Flash (i.e., flash mob)

Accepted the Elgin Hispanic Network award as the Organization of the Year & the Elgin Chamber award as the Best Large Business

Congratulated Liz Clemmons, recognized for her work with the Ecker Festival of Trees & the Rakow Branch for their Distinguished Service award for work with U46 Community Employment Experience

Teamed up with the Elgin Chamber to present *Team You*, a program designed to support small businesses – with 100 entrepreneurs participating

Received an ALA/Fetzer Institute grant for programs with the aim to address gang violence & our second Educating the Digital Divide grant

Hosted Abraham Lincoln as a prelude to a 2014 ALA/NEH exhibit & initiated a new Civil War discussion group, Armchair Generals

Restored decorative concrete at both the Main Library and Rakow Branch and continued with preventive maintenance on HVAC, building controls system and equipment

Coaxed green roof plants along and treated trees for stress during a scorching summer

Collected 18,638 items, filling 744 boxes, in an almost-too-successful-to-manage Food-for-Fines program

Installed new windows at the Main Library after rock-throwing vandals struck (twice!) & repaired four collapsing storm sewer drains

Painted and prepped an area in the Youth Center, creating a highly-successful Middle School Zone

Investigated and identified cost-effective measures for library energy needs

Helped the Foundation host a medieval feast, complete with pirates, ships, jousting, a king and a queen, to cap off a successful Amazing Castle exhibit and 2011 summer reading program

Won the ILA Excellence in Marketing & Public Relations Most Creative Video award (in the over \$5 million budget) – Congratulations to Ana Devine, Faith Brautigam, Kim Anderson and others who helped create and produce an outstanding video

Issued 982 new library cards during National Library Card sign-up month, with participation from 38 businesses in 43 locations

Loaned our favorite Chico's mannequin for the premier of a major motion picture filmed in Elgin, *Contagion*

Hosted the 210<sup>th</sup> birthday party for Gail Borden, then turned the tables to celebrate Mike Alft Day, complete with a commendation from the Illinois General Assembly and a proclamation from Mayor Dave Kaptain

Created artwork for the new ReaderShip van, a joint purchase with the Kiwanis Club of Elgin

Watched Mr. Freeze delight audiences with "Don't Try This at Home" experiments, designed to inspire young students as they prepare for the annual science fair – then hosted a science fair for School District U-46, with projects ranging from volcanoes to batteries to a gravity car – an event so successful it has outgrown the space we can provide

Celebrated National Library Week with a photo-review of Giants/SPACE/The Amazing Castle exhibits

Advocated for libraries at Illinois Legislative Day, meeting with our legislators and their colleagues

Kicked off the Dr. Torres Summer Reading Challenge, supporting the U46 Destination 2015 program - a cooperative venture to increase efforts to maintain and increase reading scores during the summer recess

Created many Delicious Displays and Programs for the 2012 Summer Reading theme, *Reading is so Delicious*

Tripled the number of first-day summer reading sign-ups, starting with Dr. Torres, Sean Stegall & other local celebrities

Installed the Children Just Like Me exhibit, featuring a diversity of world cultures and allowing children to meet their peers around the globe in 11 countries

Created a Countdown to Kindergarten activity booklet to help get kids ready for school

Featured a Summer Reading International Fair, learning what a typical dish from Tanzania, traditional dancing from Laos and intricate henna tattoos from Pakistan have in common --- reading, of course.

Watched Summer Reading Program registrations rise, rise, rise to an all-time high of 8,480

Hosted Celebrity Cook-offs with local chefs and celebrity judges & trained Story Chefs and six new interns to assist with our Summer Reading literacy-initiative

Took to the road with story times at Panera in South Elgin, Dia del Nino at Elgin High & an Every Child Ready-to-Read workshop

Soared to new heights with a video production to educate parents about their role in literacy development, later highlighted at PLA in Philadelphia

Released Librarians on the Loose, to provide eBook demos at the train station and other area events

Watched and listened as staff members presented exceptional programs at area, state and national conferences

Celebrated the release of *Wimpy Kid: Cabin Fever* with 540 excited library users & the release of the *Hunger Games* movie with 175 devotees at Main and 150 at the Rakow Branch

Created an e-newsletter for educators, which is included on the U46 curriculum center web site

Recorded a 5.3% increase in circulation of materials

Installed an LCD TV and BluRay DVD player in Movies, Music and More, to highlight film clips, promote events and show films

Offered a four-part supervisory skills workshop through Dominican University for GBPL staff supervisors and the library community at large

Upgraded the microphone system in the Community Rooms, PCs in the Computer Center, a wireless control system and added wireless access points

Recovered from server crashes, including lost data – just weeks before the purchase of a proposed back-up solution

Completed an extensive two-year project to replace network switches, thereby improving throughput and efficiency of network traffic

Congratulated colleagues at Elgin Community College on the opening of their long-awaited and much-needed new library

Admired the considerable writing talents of staff members Faith Brautigam, author of “Summer Reading on Steroids”, published in *Children and Libraries*, spring 2011; and Christie Chandler-Stahl who became a guest blogger on Rakow’s green features for WebJunction, is contributing to a book on gaming in libraries and co-authoring a book on creating teen spaces in libraries

Said goodbye to Mary Thies and Kathi Gregoline, both retiring after a combined 42.5 years of service.

Created test initiatives at Rakow Branch: an accessible PC-station, including vision enhancements and audio accompaniment & circulating a wireless laptop and iPad for in-branch use

Listened to our customers and offered more programs at Rakow, including DIY (do-it-yourself) demonstrations, additional drop-in story times, a Valentine tea, vermicomposting and a teddy bear sleepover

Watched eagles soar and egrets wading at Main; while observers at Rakow saw muskrats swimming laps and finches eating thistle seed



Carole Medal  
Executive Director

## **Access Services Annual Report 2011-12**

Access Services has been purposeful in restructuring itself as a streamlined division within our 21<sup>st</sup> century library. With the smart use of technology, challenging long-held library processes and institutions, and finding new ways to engage our customers with formats spanning both the physical and virtual, we have had an exciting and challenging year.

### **Library as Destination**

Several collections have been reclassified and reorganized this year:

The first neighborhood, "Pack Your Bags" has been created, allowing travel information to be located more readily within a heavily merchandised, face-out shelving display.

Technical and Collection Services worked closely with the Middle School Librarian to create several new categories for the browser-friendly Middle School Zone.

The Rakow Branch debuted the new "Must Reads" bay at their location.

Other projects included a "Teen Manga" classification and a new Youth "Holiday" CD collection, both allowing a better browsing experience for our customers.

### **Responsiveness & Relevance to the Community**

The Spanish language catalog was unveiled in August 2011.

The library's mobile website was up and running for our increasingly mobile community. Along with the mobile website, a page focused on library apps was created, highlighting the library's own app as well as those from our database providers such as Freegal downloadable music, the Overdrive eBook app and the PrintOn app for in-house wireless printing.

As a direct response to customer demand, the Nintendo DS format was added to the video game collection.

EBook interest continues to rise. EBook records were added to the library catalogue, not only from our vendors, but cataloguers also included hundreds of the free Project Gutenberg titles. For the first time, those using the Kindle eReader device can now download and enjoy eBooks from the MyMediaMall consortia collection.

The Library Applications department led by Betsy O'Connell worked with the CSPD Division and administered the Eliminate the Digital Divide grant. Through this grant, 138 total classes were offered, reaching 1,487 participants. We also received 13 Kindle eReaders at the end of this grant cycle which are now circulating. By the end of the year we learned that the application for a second EDD grant was approved and planning was underway immediately for our next grant-funded round of classes. Collection Development began to use Collection HQ, a web based collection performance tool. This application allows us to make selection and weeding decisions using evidence based stock management.

### **Visionary Leadership & Management with Creative, Knowledgeable Staff**

In a historic move for our library, we ended our 20 year OCLC Cataloging subscription and switched to the new competitor SkyRiver. The move from OCLC to SkyRiver occurred after a thorough review by an internal committee of staff lead by Manager of Technical Services Robert Moffett.

Long-time staff member Mary Thies retired after serving over 15 years in the Materials Handling department.

### **Partnerships That Build Community**

Access Services worked with the Public Services department on a Nationwide World Book Night event. World Book Night is an annual celebration designed to spread the love of reading and books. Held on April 23<sup>rd</sup> in the U.S. as well as the U.K. and Ireland it saw tens of thousands of people go out into their communities to spread the joy and love of reading by giving out free *World Book Night* paperbacks. Technical Services received 26 boxes of books to distribute among the 'Givers' who chose the Gail Borden Library as their pick-up location.

The Elgin Patriotic Memorial Association worked with Digitization Librarian Alissa Medows to add their historically significant materials to the Illinois Digital Archive. This will commemorate the work this association performed in erecting the Elgin Veterans' Memorial.

The Library Applications team continued to work on programming and developing the Storytubes website, a national program that shares videos of children recommending their favourite books.

### **Smart Use of Technology**

While much of the year was spent planning for the new Lyngsoe automatic library sorting system, the sorter opened in June to the public with an Olympic-themed fanfare. In June 2012, during its first full month of sorting, the automatic material handling system sorted 120,479 items.

Nook and Kindle eBook readers were added to the circulating book collection with preloaded content and enjoy high demand from our customers.

The integration of the Novelist database greatly enriched the library's catalog with user reviews, ratings, series listings and more cover art. New icons were added to the catalog to better represent the types of materials in our collections, such as Blu-Ray and digital material.

Library Applications helped implement digital signatures in the library's circulation module. This allows customers' signatures to be stored digitally as they apply for a library card, instead of in a paper file as they had been for several years.

The library served as a beta test site for the national library Edge Initiative. The Edge Initiative measures the impact of public access technology resources specifically in public libraries and compares our results against our national peers. We scored higher than our peers within most benchmarks.

The library website underwent a redesign and switched from the Mambo content management system to the more current Joomla content management system.

This year, the Material Handling department checked in and handled 1,904,303 items.



Margaret Peebles, Division Chief  
Access Services

## **Community Services & Program Development Annual Report FY11-12**

The Community Services & Program Development (CSPD) Division strives to meet community needs through programming and innovative services both inside and outside of the buildings. In 2011-2012, CSPD made significant progress in achieving these top objectives:

- 1) Apply for grants and sponsorships to further enhance GBPLD's vision and mission.
- 2) Reach our growing Hispanic audiences through bilingual and Spanish programs through new partnerships and strengthen existing ones
- 3) Improve services according to the American Disabilities Act (ADA)
- 4) Achieve strategic goals set forth in GBPLD's 2009 Strategic Plan
- 5) Offer an array of adult literacies, cultural programs and events according to the Institute of Museum and Library Services (IMLS) 21<sup>st</sup> Century Library guidelines

### **Awarded more than \$84,000 in grant funding for programs.**

- ✓ \$80,207 for *Tools for the New Economy*, Eliminate the Digital Divide FY10-12 (\$26,000) and FY11-12 (\$54,207) State of Illinois DCEO grants designed to foster achievement from participants ranging from no technology experience and/or English, to those needing skills and confidence, to those who desire better jobs and/or education.
- ✓ \$2,500 funding from the Fetzer Institute and ALA for *Building Common Ground: Discussions of Community, Civility and Compassion* project to focus community perceptions "from turfs to common ground by reaching out to families, embracing common values, supporting common goals, modeling and practicing forgiveness, celebrating diversity, employing empathy of others differences and experiences.
- ✓ Awarded \$750 for scholarly lectures and *Lincoln: The Constitution and the Civil War* traveling exhibition from the American Library Association, the National Constitution Center, Philadelphia, and National Endowment for the Humanities for April 2014.
- ✓ Received various Illinois Arts Council Road's Scholars grants for speakers/performers.

**The Elgin Hispanic Network (EHN) honored Gail Borden Public Library as the "Organization of the Year"**. It was the first time EHN honored an organization consecutively two years in a row. We continued to build on becoming a leading community resource for Spanish-speaking adults and families; a place where they are able to get the information they want and build the skills they need, in a trusted setting with experienced, hands-on assistance. Library's resources and experiences were accessible out in the community by collaborating with partners to engage Hispanic audiences at events around Elgin.

#### **Basic Literacy**

- Continued the partnership with the Literacy Connection to offer weekly English groups.
- Offered weekly Go Bilingual classes for English and Spanish learners.

#### **Information and Technology Literacy**

- Continued the partnership with YWCA on its Family Literacy grant to complement monthly library visits with beginner's computer skills workshops in Spanish for women.
- Developed and delivered a curriculum of basic computer classes in Spanish through the Eliminating the Digital Divide grant.
- Offered various hand-on technology workshops in Spanish including Digital Photography, Skype and Social Networking.

#### **Life Skills and Civic Literacy**

- Continued partnership with Two Rivers Head Start to provide Spanish and English parenting programs for Head Start parents and the general public.
- Offered programs targeted to immigrants in partnership with Centro de Información and the School District U-46 Bilingual Parents Advisory Council (BPAC)
- Gang and substance abuse programs provided in partnership with the Elgin Drug and Gang Task Force.

**Health Literacy**

- Expanded our partnership on nutritional programs for families with the American Cancer Society and Provena St. Joseph Hospital by providing three 8-week sessions of a workshop that activated parents to recognize and choose healthy foods.
- Hosted an informational program on breast cancer with Rush Copley and the American Cancer Society.

**Financial and Business Literacy**

- Offered programs on budgeting and buying a home with partners Harris Bank, Habitat for Humanity, Consumer Credit Counseling and Neighborhood Housing Authority.
- Facilitated resume and job search workshops through the Eliminate the Digital Divide grant.

**Cultural Literacy**

- Held 2nd Annual Hispanic Heritage Moth celebration, involving a committee of diverse individuals and organizations, with music, art, dance, storytelling, crafts and games.
- Held a Three Kings Day program to in partnership with the Organization of Mexico in Elgin (OME) to highlight and explore the Latin American cultural holiday event.
- Partnered with the choir of St. Joseph’s Church to offer a ‘posada’ program for families, a traditional cultural celebration in Mexico, with bilingual stories, crafts and music.

\* Competencies identified by the Institute of Museum and Library Studies (IMLS) that individuals need to succeed in 21st century life and work.

**All adult and family programs increased in FY11-12 inside the main library.**

	FY2011-12		FY2010-11	
	# Programs	Attendance	# Programs	Attendance
Arts & Music & Movies	58	3116	52	2061
Computer/Technology Class	157	1691	119	830
Discussion & Book Groups	119	1496	145	1640
Drop In	108	1719	114	1520
Group Visits	11	121	34	556
Job & Career	41	667	47	560
Lectures	71	2417	65	2368
Spanish/Español	170	8991	94	2195
Special Events	31	8199	60	11468
Workshops	94	1825	105	1151
<b>TOTAL</b>	<b>860</b>	<b>30242</b>	<b>835</b>	<b>24349</b>

**Created and co-chaired an internal ADA Task Force.** We requested an ADA audit from Don Soland, Assistive Technology Specialist, Illinois Department of Human Service, Division of Rehabilitation Services, Rehabilitation Technology Unit. Assigned staff is implementing recommendations.



**Provided innovative new services and strengthened existing service to reach customers in the community outside of the library building.** For example, a new service, Librarians on the Loose provided technology outreach for e-Books, smart phones and library apps. Youth outreach gave thirty-two programs at four low-income locations to at-risk youth during the summer months with 77% of these children finished the summer reading program. Our existing services to reach the Homebound delivered 3002 items total to homes and facilities. FY2011-12 was captured for the first full year using an online Evance Outreach calendar.

Outreach, by type	2011-12	
	# Programs	Attendance
Outreach - Community Relations	60	6046
Outreach - Hispanic - Community Relations	11	1542
Outreach - Nursing Homes	25	440
Outreach - Other	52	1926
Outreach - School Visits - Daycare	2	47
Outreach - School Visits - Elementary	55	3257
Outreach - School Visits - High School	23	2485
Outreach - School Visits - Middle School	15	2599
Outreach - School Visits - Preschool	104	4973
Outreach - School/Parent Night	5	290
Outreach - Seniors	37	543
Story Time Programs	33	373
<b>TOTAL</b>	<b>422</b>	<b>24521</b>

**The CSPD Division has a talented staff.** Stacy Michel joined us as Program Coordinator. Tina Viglucci continued to grow as Hispanic Outreach Coordinator. Catherine Blair, Norma Copes, Ana Devine, Melissa Lane, Ruth Werst and Melissa Ziel also serve in other departments. Meeting monthly to plan, we are dedicated to providing relevant programs and services, and are proud to share these achievements.



Miriam Lytle, Division Chief  
Community Services and Program Development

## **FACILITIES AND BUILDING OPERATIONS**

### **Annual Report 2011-2012**

During fiscal year 2011-2012, Facilities & Building Operations continued to demonstrate initiative, professionalism, and a sense of ownership as we performed work for the Gail Borden Public Library District. Over the course of the past year, there have been many significant and exciting changes that have affected Facilities & Building Operations as well as the community that we serve. Aside from the day to day core responsibilities that are required to get both facilities up and running for business each day, I would like to take this opportunity to highlight a few of the additional projects that took place over the course of the past year.

#### **LYNGSOE SORTING MACHINE PROJECT**

Facilitated construction meetings with representatives from Shales McNutt Construction, FGM Design, and all subcontractors involved in the project. After many months of planning, construction of this project finally started on Monday, 02 April 2012. During the 1<sup>st</sup> week of construction, temporary partitions were installed to keep the construction area safe, and also to minimize the dust and noise associated with this type of work. The old conveyor belt system was then removed, and all interior demolition was completed. Soon after, exterior and interior wall modifications were performed to allow for new electric and data connections. New glass walls were then fabricated and put into place for the walk-up customer inside the main lobby. The glass wall was designed in such a way to allow the walk-up customer to view the returned material as it is carried from the induction point by a series of conveyor belts to the correct sorting bin. This unique glass wall design concept has been a big attraction for children. The Lyngsoe Sorting Machine Project was officially open to the public on 05 June 2012.

#### **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.

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

Removed and replaced (4) collapsing storm drains located in the northwest section of the parking lot at the Main Facility. The scope of work for this project is listed below:

Saw cut and removed approximately 600 sq. ft. of asphalt pavement around storm drains

Removed damaged concrete adjusting rings and replaced with new precast concrete adjusting rings

Reset existing casting and lid set to proper elevation

Poured and finished approximately 600sq. ft of reinforced concrete around storm drains

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

Parking lot preventive maintenance was performed over the Memorial Day weekend. Approximately 130,000 square feet of asphalt pavement was seal-coated, 4,000 linear feet of cracked pavement was repaired with a "Hot Rubberized Joint Filler", and all parking stalls and directional arrows were re-stripped.

#### **PARKING LOT PREVENTIVE MAINTENANCE – RAKOW BRANCH**

During the month of June 2012, parking lot preventative maintenance was performed at the Rakow Branch. Approximately 40,000 square feet of asphalt pavement was seal-coated, 1,000 linear feet of cracked pavement was filled with a "Hot Rubberized Joint Filler", and all parking stalls and directional arrows were re-stripped.

#### **LANDSCAPING - MAIN FACILITY**

Removed all large landscaping stones along the south elevation of the Main Facility and replaced them with a decorative crushed granite gravel mix. The need for this additional landscaping was a direct result of the

(3) Criminal Damage to Property Incidents that have occurred over the last few months where the offender was using the large decorative stones and heaving them through the windows of the Main Facility. All stone removal and replacement work was performed by Pedersen Company Inc.

#### **HORIZONTAL CAULKING & SIDEWALK JOINT PROJECT - MAIN FACILITY**

Removed and replaced 600 linear feet of failed joint sealant calk along the foundation wall at the main entrance (east elevation). Also removed and replaced failed joint sealant along the top of the curb and along the decorative concrete driveway.

#### **ELECTRICAL - MAIN FACILITY**

Low voltage cabling was pulled to multiple locations throughout the 1<sup>st</sup> and 2<sup>nd</sup> floors of the Main Facility. This new low voltage cabling will assist Technology Operations & Infrastructure with the installation of eight additional wireless access points strategically placed throughout the Main Facility. In addition, new wall electrical outlets were installed to provide additional power to the Staff Break Room.

#### **EXTERIOR LIGHTING PROJECT - MAIN FACILITY**

Over the course of the last few years, the in-ground lighting fixtures located on the south elevation have literally been pushed up from the ground, thus causing these in-ground light fixtures to fail. This heaving effect typically takes place during the winter months when the moisture in the ground freezes, which results in upward pressure from below the surface. With this being said, Carey Electric was hired to perform the following repair work on the south and west elevation.

Excavated and installed (8) cylinder tubes (16" diameter x 42 " deep ) , then filled with concrete

Remove and repaired (8) in-ground lighting fixtures

Re-set (19) in-round light fixtures to grade utilizing # 6 stone to achieve proper height

Retrofitted all 27 light fixtures with 38 watt LED medium disbursement flood lamps in lieu of existing 70 watt Metal Halide lamps and ballast. This change will allow us to operate more efficiently.

#### **ENERGY MEETINGS**

Facilitated meetings with Vanguard Energy, Carole Medal, Karen Maki and Sara Johnson to identify cost effective measures to purchase energy for the Main Facility and the Rakow Branch.

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

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

#### **LEED GREEN ASSOCIATE ACREDITATION**

I successfully completed the class requirements for the LEED Green Associate exam, and also successfully passed the LEED Green Associate accreditation exam.

#### **ELGIN DISASTER PREPAREDNESS SUMMIT**

Brian Hoeg and I attended the Elgin Disaster Preparedness Summit that was held at the Hemmens Auditorium on 14 March 2012. Representatives from state, regional, and local agencies provided critical information on citizen and volunteer response to catastrophic incidents.

#### **CONTINUING EDUCATION & TRAINING**

Security Director, John Johnson successfully completed (3) eight hour courses in the following areas: Sex Offender Registration, Responding to the Angry and Enraged, and Street Drugs.

#### **AERIAL LIFT TRAINING & CERTIFICATION**

All members of the Maintenance Department completed the training necessary to operate aerial lift platforms.

### **ISRAELI POLICE COUNTER-TERRORISM WORKSHOP**

attended this unique training opportunity that was presented through a partnership between the Cook County Department of Homeland Security, the Federal Bureau of Investigation, the Israeli Consulate of Chicago and the Illinois Holocaust Museum and Education Center.

### **ELGIN FIRE DEPARTMENT INSPECTION - MAIN FACILITY**

During the month of August, the Elgin Fire Department conducted an unscheduled inspection of the Main Facility. During this visit, members of the Elgin Fire Department were escorted throughout the facility to inspect areas of new construction, fire extinguishers, electrical panels, fire alarms, roof conditions, sprinklers, flammable liquids, hallways etc. With this being said, all areas throughout the facility were in compliance.

### **U-46 SCIENCE FAIR & LEVIATHAN EXHIBIT**

In preparation for the Science Fair and the Leviathan Exhibit, Facilities & Building Operations worked diligently to put effective systems into place to make certain that both events were successful. Facilities and Building Operations worked in a collaborated effort with U-46, staff, city of Elgin, and volunteers for both events.

### **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

Performed and coordinated all event related repairs and cleaning throughout the Main Facility

### **EXHIBIT INSTALLATION - CHILDREN JUST LIKE ME**

The Maintenance Department worked in a collaborated effort with Red Box Inc to provide the necessary manpower for the unloading, assembly, and staging of the Children Like Me exhibit that was displayed at the Main Facility as well as the Rakow Branch.

### **ROOF REPAIRS - MAIN FACILITY**

Small seams along the metal flashing on top of the parapet walls (south and east elevation) allowed water to enter the building after a recent rain storm. After a thorough inspection of the parapet walls, all unsecured seams were immediately sealed by the Maintenance Department. Interior cleanup & repair work was also performed by members of the Maintenance Department.

### **HVAC PREVENTIVE MAINTENANCE - MAIN FACILITY & RAKOW BRANCH**

Facilities and Building Operations continued to put in place effective systems in place to reduce or eliminate costly repairs and downtime of HVAC equipment. Since Chillers and Air Handling Units can literally cost millions of dollars to replace, it is imperative to have scheduled preventive maintenance performed on a routine basis. During the course of the year, preventative maintenance was performed on all Chillers, all A/H/U motors, hot water heaters, ceiling mount pumps, floor mount pumps, gas fired humidifiers, exhaust fans, gas boilers, and condensing units. All motors are greased and oiled. All worn out fan belts have been replaced on exhaust fans and air handling units. In addition, the Maintenance Department worked collaboratively with Mechanical Inc. to enhance the performance of our existing Building Automation System. All antiquated boiler control devices were removed and replaced with new "state of the art" devices.

### **JANITORIAL CLEANING SERVICES**

During the month of March 2012, janitorial cleaning contractors were given the opportunity to submit their proposals for the janitorial cleaning services. A total of five janitorial cleaning companies provided bids to perform the janitorial work. After a complete bid analysis was conducted, it was determined that Complete Cleaning Company, Inc. would be awarded and continue with the janitorial cleaning services for the Gail Borden Public Library District. In addition, minor modifications of the janitorial cleaning schedule were made to ensure both facilities are professionally cleaned before and after large exhibits and events.

### **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.

### **PHOTOGRAPHS OF PAST WORK PERFORMED**



A handwritten signature in black ink, appearing to read "Dave Considine".

Dave Considine, Division Chief  
Facilities and Building Operations

## Public Relations and Development Annual Report



Summer reading finishers doubled in 2012.

Representatives from Highland and Sheridan Elementary Schools accept Dr. Torres Summer Reading Challenge Trophy

### Rolling up our Sleeves with our Partners 2011 – 2012

#### Creating Stronger Community by:

- Supporting community literacy skills and assisting U-46 in their efforts to achieve very ambitious reading goals set by a strategic plan, *Destination 2015*, over 8,500 young people registered for summer reading and over 3,700 completed the programming. This was a 99% increase over the previous summer. This effort involved a multitude of partners including the Elgin Housing Authority, City of Elgin, Boys and Girls Club, churches and local businesses. Many partners donated unique in-kind prizes such as carnival rides, movies and water park passes that proved to be significantly motivational.
- Collaborating with School Dist. U-46 to host the Discovery 2012 Science Expo, which drew more than 1,000 students and their families as well as community volunteers.



- Partnering with ECC, the Chamber and others to present the Team You Elgin Small Business Summits, which exposed more than 100 businesses to local resources available to help them grow their business.



- Nourishing sustainability projects such as supporting Elgin's Harvest Market and community gardens, helping local groups coordinate the annual community art project and spearheading the *Go Green, Win Green* contest on behalf of the Illinois Library Association.
- Hosting hands-on exhibits that drew families to the library and helped stir up interest in summer reading. Children learned about castle life at *The Amazing Castle* and participated in *A Midsummer Knight's Read* summer reading program in 2011. Children from other countries visited the library in 2012 via *Children Just Like Me* to complement the *Reading Is So Delicious!* reading program.

#### **Celebrating Community by:**

- Working with outside groups so that thousands could enjoy Hispanic Heritage Month and Festival, Black History Family Festival, Home for the Holidays Kickoff, Ecker Festival of Trees, Elgin Iron Chef Cook-offs and kickoffs for summer reading and Pack Your Bags.
- Hosting the 210<sup>th</sup> Birthday of Gail Borden and E.C. "Mike" Alt Day
- Receiving the Best Large Business Award from the Elgin Chamber of Commerce
- Inviting bird watchers to the library to view visiting eagles via ABC TV news

Local  **Elgin library becomes hangout for eagles**  
 Monday, February 03, 2012



#### **Continuing Community Connections by:**

- Designing and implementing a more accessible library web site
- Creating a new Readership design
- Enhancing membership on various community committees including Centro de Informacion, ESO Outreach and Education, Downtown Neighborhood Association Special Events and more.



## Development

The library foundation received –

- \$10,000 for the Digital Media Lab at the unique Medieval Feast for a Great Cause where King Jack Shales was kidnapped and ransomed
- \$7,500 from EFS for the digital media lab
- \$3,000 for the Science Fair from Grand Victoria Foundation
- \$4,000 from EFS and Seigle Family Foundations for Summer

## Reading

- In – Kind Summer Reading Gift - estimated \$30,000 for free carnival rides for reading finishers from Windy City Carnival and Anthony Pedote (1,500 students provided with no-charge \$20 free ride arm bands. This estimate is low according to Windy City, but the tickets were not fully counted)
- In- Kind Summer Reading Gift - \$1,500 from the City of Elgin, free passes to water parks and movie behind the library

## ROI

We strive to maximize support for all library activities and to deliver communication that reaches the target audience. In addition to being a part of this “all-library continually striving for excellence effort,” the department Creative Services team satisfied 687 graphics requests, a 29% increase over the previous fiscal year. In addition, there were 297 news articles or photos about the library in the local press with the vast majority of them being positive.

Social Media continues to offer growing impact for two-way communication. The e-newsletter, GailMail, reached a high of 8,730 via one e-newsletter in this fiscal year. It averages between 4,500 and 6,500 readers every two weeks and we plan to grow the “open” rates further. Between 300 – 400 links are clicked per issue. The Facebook event page continues its lively growth reaching 1,480. Likewise, the library Twitter feed continues to gain followers, now numbering over 900. The library’s YouTube channel averages 600 views per month.

***If I had all of the library personnel present, I would simply stop and applaud them effusively, because what you do in the community is magic, simply marvelous.***

**Library Customer, July 4, 2011**

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Denise Raleigh".

Denise Raleigh, Division Chief  
Public Relations and Development



## **PUBLIC SERVICES**

### **Annual Report 2011-2012**

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

The installation of the sorter brought a wealth of workflow changes and re-education as customers were trained on how to check-in their own items. The Registration team successfully incorporated library-wide program registration into their workflow. There were a few personnel changes throughout the year: Sandy Gentile joined the Registration team and Michelle Carter passed away after an extended illness. July 1<sup>st</sup> was the beginning of the end of printed overdue notices. We urged our customers to provide us with their email addresses so that they could receive notification of an upcoming item that was due or about items that were overdue. The annual Food for Fines was a huge event this year. 18,638 items were collected culminating in 744 boxes of food for area pantries. \$15,832 dollars in fines were removed from customer's library cards. An amnesty program entitled *New Beginnings* held from January 8-22 this year, saw 936 items were returned to the library. The oldest item was 3,832 days overdue.

#### **Information Services**

EBook training and services continued to be a front burner topic for Information Services librarians. Librarians Billie Moffett and Melissa Ziel took the point in creating attractive, easy to follow instructions for the public in using our EBook services. They also have worked tirelessly to train Information Services librarians in navigating the EBook world in order that they can assist our customers in this new arena. Librarian Eric Pasteur worked on the organizing committee for the Audiovisual Information and Discussion Group (AVID). Librarians Billie Moffett and Melissa Ziel turned themselves loose and became Librarians on the Loose. They visited early morning train commuters as they waited for their trains and demonstrated how easy it is to get eBooks and audiobooks free to their devices, through the library. Melissa Ziel continued her successful work with the Elgin Area Chamber of Commerce by working on the *Team You: Small Business Summit*. This event was a huge success and showcased the library in a very positive light. Librarians in Information Services conducted Facebook Blitz Days throughout the year. Library Facebook fans could put up a title of a book that they have enjoyed and librarians would blitz back read-a-like titles that they might also enjoy. Fox Valley SCORE counselors began meeting at the library this year. This helpful program partners retired business people with individuals looking to start their own business. A large screen LCD TV and Blu-Ray DVD player was installed in Movies, Music, & More. This has delighted visitors who camp out on the bench across from the TV. We received a visit from the Overdrive Digital Bookmobile. Gail Borden Library is part of a consortium called My Media Mall that runs on the Overdrive EBook and audiobook platform. Gail Borden Library customers are the most robust users of eBooks and audiobooks in the consortium. Director of Information Services Jennifer Ford attended the annual ALA conference in Anaheim. Jennifer had the opportunity to attend a pre-conference on providing customer service the "Disney way". Jennifer returned to the library eager to implement many new customer service practices.

#### **Studio 270**

*"This is what I'm talking about when I say "go to the library", said girl one and girl two responds, "This is what you mean? This place is hooked up!"* This was a conversation overheard by our Studio 270 staff. The traffic in the Studio continues to grow. There has been a great mix of students/teens using the Studio for not only recreational gaming or crafting but for homework. The demand has been so great they we were able to add additional tables. Studio staff offer homework assistance and it has turned into a great place for students working on group projects to meet. Melissa Lane received training and certification in the FAFSA application process. This allows Melissa to work one on one with parents and students completing this online form in order to receive financial assistance for college. Studio staff saw the departures of Patrick Kohlhagen and Judah Legge and the additions of Marcos Salvidar and Andre Dyson. Melissa Lane attended the annual PLA conference in Philadelphia.

## Youth Services

Jennifer Bueche joined the state's iREAD committee. This important group develops the statewide summer reading campaign. Summer reading's theme was *Midsummer Knight's Read*. We registered 7208 members of our community. There were a number of very fun events that went along with this year's theme. The class visit registration process was streamlined allowing teachers to sign up online. Story times at Panera Bread debuted this year. Librarian Catherine Blair continued her middle school technology programming with classes on Scratch and Animoto. Librarian Tina Birkholz was a presenter at this year's ILA conference with the program "The Making of a Latino Library Lover". At ILA, our video promoting summer reading won the Most Creative Video Award. Ana Devine was responsible for writing and shepherding this project to completion. The first ever Zombie Fest was held to the delight of 480 customers and Zombies. November saw the release of author Jeff Kinney's next installment of the Wimpy Kid series, *Wimpy Kid: Cabin Fever*. There was indeed fever in the crowd of 540 *Wimpy Kid* lovers. Judy Hayner created a thought-provoking display for Veteran's Day that depicted the theme of the book *America's White Table*. Faith Brautigam joined the Elgin Partnership for Early Learning and has worked diligently to bring stakeholders on the early literacy frontier to the table. This important partnership created some very fine work over the course of this year. Faith Brautigam created a highly successful video showcasing the library's Early Learning Center and how parents and caregivers can use us as they incorporate the five practices of *Every Child Ready to Read*. This short film was then shown at the PLA conference in Philadelphia by Elaine Meyers. Elaine Meyers provided the library with consulting services in September 2011. The film has been requested repeatedly by libraries across the country that are endeavoring to implement *Every Child Ready to Read* in their library as we have.



*Panera Bread Story Time*



*Middle School Zone*

One of the most exciting events of this year was the opening of the Middle School Zone. This delightful space located in Youth Services is geared for our middle school clientele grades 6-8. Comfortable furniture, flexible table space and a gaming space were created so that middle school students have a place in the library to all their own. Middle school librarian Catherine Blair worked to create a collection of materials for these voracious readers. Faith Brautigam created a booklet entitled *Countdown to Kindergarten*.

This booklet was distributed to 857 families who attended School District U-46 Kindergarten registration events.

Youth Services saw the departure of Dawn Murdock and the addition of Claudia Heinrich. Longtime employee Kathi Gregoline retired. Librarian Faith Brautigam moved from being Director of Youth Services to Director of Literacy and Learning Initiatives. Jennifer Bueche stepped into the role of interim Director of Youth Services. The annual PLA conference in Philadelphia was attended by librarian Catherine Blair and Division Chief Sara Sabo.



Sara L. Sabo, Division Chief  
Public Services

## Rakow Branch Annual Report 2011-2012

### Distinguished Service Award

The Rakow Branch was awarded the *Distinguished Service Award for cooperatively working with U-46 in the field of community employment experience during the 2011/2012 school year*. Rakow staff partnered with U-46 to host a program in which young adults with special needs worked at the Branch with a supervisor. This was one of several initiatives to better serve patrons with disabilities.

### Partnerships That Build Community

During the 2011-2012 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:

- Hawthorne Hill Nature Center
- Elgin Public Museum
- Elgin Community Garden Network
- Heritage Woods Retirement Community
- U-46 School District
- Elgin Historical Museum
- Elgin Community Crisis Center
- Northern Kane County Wild Ones
- Edgewater by Del Webb
- School District 301



A few of the successful programs administered with these partners include: Rakow community garden kickoff with crafts & stories; a ladybug release program; a worm composting program; a *Hunger Games* event that highlighted a display of local edible and poisonous plants, a rattle from an almost extinct rattlesnake and survival skills such as camouflage, fire-making, knot-tying and more. Emphasis continues to be placed on environmental programming, highlighting the Branch's green features and natural wetlands setting.

### Community Groups & the Library Community

A number of community groups and library professionals visited the Rakow Branch to learn more about the green features, cutting edge technology and first-rate services. Some of these include area Girl Scouts, Boy Scouts, elementary grade students, Judson University Architecture Students, library professionals from Illinois and states further away. The Eastgate Branch of the Algonquin Public Library is in the midst of rearranging their youth collection so that it will be modeled after the Rakow Branch de-emphasized Dewey system.

### Looking Forward with New Uses of the Library Indoor and Outdoor Spaces

Two new initiatives to Rakow this past year specifically highlight the Branch as a 21<sup>st</sup> century *creation* library in which patrons use the library as a *maker space* to create content. These include the popular *Do-It-Yourself* monthly program and the new Rakow Community Gardens. These initiatives also acknowledge green concerns by connecting the



community to the labor involved in producing what they use.

### **Responsiveness & Relevance to the Community**

*Programs:* The Rakow Branch hosted a number of monthly and special programs throughout the year. A brief sample includes a live chat with the Mayor, the monthly *Rakow Readers* book club, *Medicare Made Easy*, *Wild Ones: Native Plants*, weekly story times for children; eReader Programs; and a *Valentine's Day Family Program* with music, stories & craft.

*ADA:* As part of the library's efforts to expand services to patrons with disabilities, the Rakow Branch set up a pilot test of an accessible computer equipped with the following features: enlarged font, magnifier, narrator (text to speech program), black screen, wheel-chair accessible desk height, on-screen keyboard, and accessibility wizard. Visual enhancements, comfortable seating, and wheelchair accessibility are the features that customers have used most.

### **Staff**

Staff welcomed the new Branch Director, Christie Chandler-Stahl, in November of 2011, Branch Clerk Matt Marshalek in August of 2011, and Ana Devine from Youth Services as a temporary Branch Assistant and PIC. A reception was held at the Rakow Branch in January to welcome the new Branch Manager and to re-establish and forge new partnerships in the community. The library board meeting was held at the Branch following the reception.

### **Library as Destination**

The Rakow Branch rolled out a new *Must Reads* collection in the adult section, complementing the *All Time Favorites* collection in the children's area.

### **Rakow Statistics, 2011-2012**

Rakow Gate Count	117,828
Rakow Circulation	268,094
Drive-Up Visits	8,594
Mediabank Checkout	78,804
Automatic Sorter	90,667
Program & Tours Total	2,557



Christie Chandler-Stahl  
Director of Branch Services

## **Staff & Organization Development Annual Report 2011-2012**

### **Professional Development**

The Gail Borden Public Library supports the professional development of its staff from staff training days to participation in local, regional, state and national conferences and workshops. We send as many individuals as we can to events both live and in virtual format. Often our staff members are part of the programs for local, regional, state and national conferences and workshops. We share what we have learned and we also gain good ideas from our colleagues.

In the past fiscal year we have offered more than 70 webinars for our staff members to attend. The range of educational topics is quite large and we average 30 participants each month. We do take advantage of Virtual Conferences offered by the American Library Association and the Public Library Association. These events each have 10 or more virtual programs offered and we average 30 participants for a virtual conference. We do archive the webinars and list them on our Staff Intranet page for later use by our staff members.

We do sponsor memberships in our professional associations for many Library Leadership Team Members plus those working in highly specialized areas e.g. Finance and Human Resources. We also sponsor ten staff members in the Listen Learn Lead Toastmasters Club that meets twice monthly at the GBPL. We use this as a tool for developing leadership and public speaking skills. We also use the Star 12 program from National Seminars as a way to build supervisory, interpersonal and communication skills. This program allows us to send an individual to unlimited training for one year for a total fee of under \$200.00. This has proven to be a very economical way to train our staff members.

### **Human Resources**

*Eva Arciuch, HR Manager*

Insurance Open Enrollment, from mid-August to September 14, 2011, was the second year in a row that GBPL was able to offer its full-time employees three Blue Cross Blue Shield health plans to choose from. With higher premium costs for the traditional PPO plan, more employees have been switching to the more economical BlueChoice Select PPO and HMO plans.

GBPL continued its longstanding commitment to United Way and the Elgin community by holding its annual donation campaign. The campaign was open to employees from mid-September to end of November. Employees were able to make either direct gift payments to United Way or pledge donations that would be taken out of their payroll checks effective with the next calendar year in January 2012. A total of \$1860 was pledged and donated by GBPL employees to United Way.

Human Resources continued to utilize the resources available through the Management Association (MA) including their Hotline, as well as attending their monthly Library Roundtables. The Roundtables provide ample opportunity for participants from various libraries to share ideas, information, and challenges with each other, and partake in open discussions regarding current employment issues. MA provides legal and human resource experts to mediate the roundtable discussions and answer employment and legal questions. In addition, MA offered two Employment Law Conferences (Fall 2011 & Spring 2012), for which GBPL was able to send its Human Resource Manager in order to attend the various workshops and get updates on current employment issues.

In the spring of 2012, GBPL was able to host Dominican University's Supervisory Skills series of interactive workshops. The series of workshops was facilitated by Diane Decker who has extensive experience in facilitating and coaching groups to improve their effectiveness. The series of workshops was specifically designed for all levels of library management and was available to other libraries for participation. The series included: 1) Interpersonal Skills for Supervising Others, 2) How to Motivate Staff, 3) Professional

Hiring and Meaningful Performance Reviews, and 4) Building a Productive Team. GBPL was able to send several staff members from various departments to each of the sessions.

Back Injury Prevention Training was provided to employees in two separate meetings during the Spring of 2012. The training session was facilitated by Tim Johnson, Senior Risk Control Consultant from Travelers Insurance. The training objectives were to enable participants to understand the basic types of back injuries, recognize the risk factors that can contribute to an injury, and how to minimize the risks that cause back injuries. The training sessions included time for Q&A after the presentation so that staff members could ask specific questions related to lifting techniques or other back injury topics. Approximately 65 staff members participated in the training program.

The long awaited answer to the Supreme Court's decision regarding the constitutionality of the Patient Protection and Affordable Care Act (PPACA) came to a close on June 27, 2012. In a 5-4 vote, the Supreme Court upheld the majority of the PPACA provisions. The Court found that the individual mandate provisions of PPACA, when considered as a tax, were constitutional. Many portions of the law have already gone into effect, including dependent coverage to age 26, no cost-sharing for certain preventive care, no limits on annual or lifetime benefits, and guaranteed health insurance coverage for children under nineteen.

Lundstrom, the Library's insurance broker, has been in contact with Administration and will continue to keep us abreast of key PPACA provisions and necessary changes that need to be made to be in compliance with the Act.

### **Volunteer Services**

*Danielle Henson and Nancy Haggard, Volunteer Coordinators*

**Over 250 volunteers served over 13,000 hours**

12 Orientations resulted in 74 new volunteers

10 Interviews resulted in 10 additional new volunteers

4 Volunteer Webinars and ICOVA Conference (IL Conference on Volunteer Admin.) attended

10-month Greeter Tally Total of 6401 (October 2011-June 2012)

2 Greeters Trainings resulting in 6 new Greeters

July 2011 Magazine Helpers begin

September 2011 Volgistics is purchased and activated

September 2011 Four Vocational Volunteer Partnerships formed

October 2011 Volunteer Background checks begin

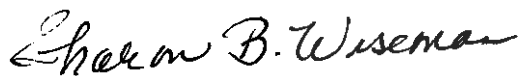
October 2011 Change Your World Volunteer Fair 245 attendees 23 Agencies

February 2012 Elgin Area Volunteer Coordinators Network established

February 2012 First Volunteer Brainstorming Session

**Book Sale Volunteers:** Under the very capable leadership of Foundation Book Sale Co-chairs, Jean Bednar and Karen Schock, the collection and sorting of materials and preparation for the Fall 2012 Book Sale Extravaganza took place. More than 30 additional volunteers were recruited for this activity.

In order to accomplish the above professional development, human resources, and volunteer achievements, it has taken the entire team of library departments and staff members who are part of this library. Though we are thinly staffed, there is eagerness on the part of leaders, managers, staff and volunteers to do what it takes to learn, grow and develop. The Board of Trustees deserves a thank you for their support of continuing education.



Sharon B. Wiseman  
Assistant Deputy Director

## **TECHNOLOGY OPERATIONS & INFRASTRUCTURE (TOI)**

### **Annual Report 2011-2012**

**PC RESERVATION UPGRADE:** During July, the PC Reservation application was upgraded at the Rakow Branch. The same upgrade was completed in June at the Main Library, so now both sites are on the same version. This upgrade allows compatibility with Windows 7 computers and Mac computers. PC Reservation is our software for controlling user sessions on the library computers.

**INTERNAL SECURITY AUDIT:** Technology Operations & Infrastructure completed an internal security audit of passwords and file security on all workstations, servers and networking equipment. This consisted of strengthening information security parameters on over 400 systems, which helps minimize the ability of both internal and external attack on library systems.

**TRAINING LAB:** Money received from the "Eliminate the Digital Divide" Grant was applied to the purchase of a new printer, memory upgrades, Windows 7 Operating System and Office 2010 for our existing 11 computers in the Training Room. These systems were all reconfigured with the upgraded hardware and software, and will be ready for training sessions in September. In addition, 6 new laptops were purchased with the grant money, and were configured with the latest software. This brings the total number of computers available for training to 17, including the teaching computer.

**MEDIABANK TOUCH SCREEN REPLACEMENT:** Three touch screens were replaced on the MediaBank computers to eliminate or reduce downtime due to environmental conditions. In extreme hot or cold weather, the previous screens would stop functioning, causing downtime on the MediaBank. The new screens were an improvement – early testing showed they were fine during many hot days in August.

**COMPUTER REPLACEMENTS:** All 60 computers have been replaced in the Computer Center. The new computers are running the latest versions of software, including Windows 7, Office 2010 and OpenOffice. In addition, 29 patron computers (OPAC computers and Internet computers) were replaced on the first floor. The older systems were replaced by computers that were previously deployed in the Computer Center. Old systems were recycled through the Kane County Recycling program.

A total of 54 computers have been upgraded throughout the library from the systems previously used in the Computer Center. These computers are replacing systems from 2003 – 2004, and greatly enhance the speed and reliability of our public computers.

Since August 2011, a total of 137 public computers have been upgraded or installed throughout the Main Library. This includes 60 new computers in the Computer Center, 6 new laptops in the Training Room and reimaging / redeployment of 71 computers. Technology Operations then began concentrating on reimaging and upgrading staff computers where necessary.

**CISCO WIRELESS CONTROL SYSTEM (WCS):** Technology Operations worked with our technology vendor (SinglePath) to install Cisco's WCS for planning, monitoring and reporting on our wireless networks. Cisco WCS is the industry leading platform for wireless LAN planning, configuration, and management. Cisco WCS provides a powerful foundation that allows us to design, control, and monitor enterprise wireless networks from a centralized location, simplifying operations and reducing the total cost of ownership. With Cisco WCS, we have a single solution for RF prediction, policy provisioning, network optimization, troubleshooting, user tracking, security monitoring, and wireless LAN systems management. Cisco WCS includes tools for wireless LAN planning and design, RF management, location tracking, Intrusion Prevention System (IPS), and wireless LAN systems configuration, monitoring, and management. Starting in November, we were able to provide wireless usage statistics.

**STAFFING CHANGES:** Jim Chambers who was brought in as a contractor in August, was hired as a Gail Borden Employee in October. Jim was hired as a Technology Operations Assistant II. Adam Villalobos, who worked previously in the Computer Center, was promoted to Technology Operations Assistant I. Following the changes in July 2011, Technology Operations is now fully staffed. The Computer Center also hired Claudia Heinrich in September 2011, who subsequently was transferred to Youth Services in March. Elena Padilla replaced Claudia in the Computer Center in March 2012.

**PRINTCARD SYSTEM REPLACEMENT:** Technology Operations has completed the build and software installation for the new Print Card System with the assistance of Today's Business Solutions (TBS). In addition, all network infrastructure modifications have been verified and completed, and actual installation took place in January 2012.

**VOLGISTICS (VOLUNTEER TRACKING SYSTEM):** Two workstations were installed for recording and tracking all volunteer hours. We used machines we already had available, so no hardware costs were incurred to complete this system. Wiring for electrical and low voltage (network) was completed in-house by our Maintenance Department.

**COMMUNITY ROOM ENHANCEMENTS:** New microphones were installed December 12<sup>th</sup> through December 14<sup>th</sup>. Technology Operations staff was trained by Sound Vision personnel, and library staff were trained by Technical Operations.

Sound Vision Incorporated worked with Technology Operations to fix a programming bug in the Crestron remote in the Community Rooms. Several lines of bad code were removed, which improved the performance of the remote switching between functions. In addition, the re-programming seems to have fixed a problem with the Creston occasionally locking up between programs.

**SYSTEM BACKUP / DISASTER RECOVERY:** Unitrends backup solution was installed on December 7, 2011 at the Main Library, and December 12, 2011 at the Rakow Branch. All configuration and testing was completed in December and we have a main backup at each location as well as a backup archive of each location that is transferred between sites. In addition, we are cross-vaulting critical data from the Rakow Branch to the Main Library, and vice versa – this creates a tertiary backup for disaster recovery purposes. In addition, we have tested file-level and folder-level restores in both locations to verify integrity of the data. A bare metal restore was tested in January 2012 followed by regular testing was conducted throughout the year.

**PRINTCARD SYSTEM REPLACEMENT:** The Print Card System was replaced in the Main Library and Rakow Branch on January 12, 2012. The new print card system allows patrons greater flexibility with funds on their library card and/or print card, and allows for reporting from a network-based server. In addition, patrons are required to use a PIN, which enhances security. Library staff was trained on the new system, and after a few days of tweaks and a fair learning curve, the system has been working properly.

Reporting features were implemented on the new Print Card System and Library Applications and Finance staff members were trained on how to access the reports. This will allow us to balance the money received in the card vending machines, as well as providing reporting on patron usage on the print system.

**ADA INITIATIVES:** As part of the ADA initiatives at Gail Borden Library, TOI implemented accessibility enhancements on a test system at the Rakow Branch. This system is in a wheelchair accessible location, and has many integrated Windows XP features available on the desktop, including on-screen keyboard, text to speech, larger fonts and icons, and magnification. This system is being used as a test for what equipment TOI we will be recommending for implementation at the Main Library.



**APPLE MAC NETWORK:** Implemented Apple Lion Server and Apple Remote Desktop on Mac Mini hardware to support Mac systems in Studio 270. This will allow Technology Operations to remotely administer all Apple machines and deploy software.

**WIRELESS NETWORK ENHANCEMENTS:** Installed 8 new wireless access points throughout the library, which replaced older units, and provides enhanced wireless coverage. These access points are now part of a complete wireless infrastructure, which is controlled from a Wireless LAN Controller (WLC) and a server running Wireless Control Software (WCS). In addition to the wireless statistics that we are now able to provide, we can also monitor wireless performance, identify areas of poor coverage, and be proactive on any wireless issues.

**NOTIFICATION SYSTEM:** Finished implementation on automated dialing software, which can be used to reach all library staff in case of emergency.

**SOFTWARE DEPLOYMENT:** SolarWinds Patch Management is successfully working on all machines configured for Windows Services Update Server (WSUS). This includes all public computers, and currently about 30% of staff computers. We are now able to automatically download pre-packaged updates from either Microsoft or other third-party vendors to update our system software. This will help protect Gail Borden from security vulnerabilities and ensure system compliance.

**NETWORK MODIFICATIONS:** The last 2 remaining legacy network switches were upgraded on Friday, April 27<sup>th</sup>. This completed an extensive 2+ year project to replace all the dated network switches that were installed when the main library building was opened in 2003. The entire Gail Borden Public Library network is now running on 1GB Cisco switches, and the core backbone is running at 10GB. This improves the throughput and efficiency of network traffic, and reduces bottlenecks to the workstations and servers. Also on April 27<sup>th</sup>, we upgraded our two Cisco ASA5500 firewalls, and locked down the Access Control List (ACL) which restricts outside access to our network resources. The firewall modifications were necessary in advance of our Innovative Millennium server upgrade on May 3, 2012.

**CIRCULATION TESTING – RAKOW BRANCH:** Met with Rakow Branch Management to discuss the challenges, benefits and options for circulating an Apple iPad and wireless laptop to the public. Configured the iPad and laptop for the staff, who are now working on developing procedures and feedback on how we could possibly do this at the Main library on a larger scale – stay tuned!

**PCI COMPLIANCE:** Worked with SinglePath and Security Metrics to identify and address all vulnerabilities for PCI Compliance.

**LYNGSOE SORTER:** Worked to finalize connectivity and integration of Lyngsoe sorter into other Gail Borden systems. Received training from Lyngsoe on support and maintenance; TOI staff member Matt Lutzow provided additional detailed training for Material Handling staff on basic support actions. We still have two outstanding issues in relation to technical operations; automated alerting when system is down, and creating a private VPN (Virtual Private Network) between Lyngsoe and GBPL for support. We are working with Lyngsoe on both open technical issues.

**PHONE ISSUES AT RAKOW:** Rakow staff reported static on the main line number, and when a technician from Sound Incorporated was dispatched, found a failed CPU card in the phone system. The CPU was replaced, but this did not correct the problem. AT&T was dispatched to correct a problem with the actual line.

**MEDIABANK PROBLEMS:** Experienced a high number of failures with the MediaBank during the month of June, resulting in a higher than average amount of downtime. Problems with media getting stuck in the robot grabber caused the machine to get out of calibration, and two belts were slipping. After several attempts and working with MediaBank support, we have tightened the parts that create tension on the belts – this should hopefully correct the problem.

**MISCELLANEOUS:**

- Completed working operational budget draft submission for 2012-2013. Met with several vendors to obtain pricing for projects and support agreements.
- Completed 2011-2012 Performance Appraisals with Technical Operations & Infrastructure staff.
- Replaced / upgraded and imaged 7 systems for staff throughout the main campus
- Completed draft of 2012-2013 operating budget. Met with several vendors to obtain pricing for projects and support agreements.
- Looking into a cell phone recycling program with Vintage Tech Recyclers. Unlike most programs, this service would pay GBPL a small fee for recycled cell phones
- Worked with Lyngsoe and GBPL staff to get the sorter operational. Still working on ways to remotely monitor all sorter systems, and receive status updates on down equipment. Also working on remote access for Lyngsoe support personnel in Denmark – creating VPN tunnel between our two sites.

**CUSTOMER SERVICES:**

The numbers below indicate the number of computer sessions and total hours used. NOTE: This is for 10 months of data, since data was not recorded for November 2011 and March 2012 due to server issues.

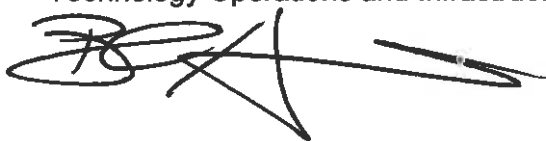
AREA	PREVIOUS YR SESSIONS	CURRENT YR SESSIONS	PREVIOUS YR HOURS	CURRENT YR HOURS
Computer Center	103,493	92,814	99,858	91,630
Adult	27,984	23,823	11,721	9,633
Youth	27,379	24,897	11,501	10,496
Teen / Studio 270	4,911	8,686	1,534	4,897
Rakow Branch	15,980	17,329	10,345	10,389
<b>TOTALS</b>	<b>179,747</b>	<b>167,549</b>	<b>134,959</b>	<b>127,045</b>

**WIRELESS STATISTICS:**

Wireless access statistics include the breakdown of Main Library and Rakow Branch, as well as Public access versus Staff Access. These totals are for seven months, since we started keeping statistics in December 2012.

LOCATION	TOTAL SESSIONS	AVERAGE PER DAY	PUBLIC	STAFF
Main Library	212,144	7,049	183,441	28,703
Rakow Branch	15,015	498	14,755	260
<b>TOTALS</b>	<b>227,159</b>	<b>7,547</b>	<b>198,196</b>	<b>28,963</b>

Brian Hoeg, Director  
Technology Operations and Infrastructure



Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2012

**General Fund:**

Receipts for the Year:

Property Taxes	\$ 8,868,563	
State Income Taxes (Personal Property Replacement Tax)	140,347	
Earnings on Investments and Savings	4,857	
Fines and fees	224,475	
Computer, fax and meeting rooms	4,460	
Laminating	1,863	
Copy Machines	46,402	
Reader Printer	1,064	
Books Lost and Paid	23,173	
Miscellaneous	58,155	
Public Phones	744	
Grants Received	148,284	
Developer Fees	16,403	
Transfer from Project Fund	44,300	
Loan income	<u>700,000</u>	
Total Receipts for the Year		10,283,090

Disbursements for the Year

Salaries	5,078,785
Maintenance Salaries	249,606
Main	
Books	428,705
Periodicals	32,877
Audio Visual Material	222,133
Micro Film	19,474
Electronic Media	197,080
Natural Gas	37,790
Electricity	219,684
Telephone	25,997
Computer	584,546
Interest Expense	12,245
Branch	
Books	45,290
Periodicals	826
Audio Visual Material	52,920
Electricity	25,896
Telephone	6,695
Computer	13,939
Natural Gas	2,555
Water and Sewer	4,272
Other Branch	-

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2012

**General Fund (Cont.)**

Disbursements for the year (Cont.)

Binding	10,335	
Capital Improvements	809,124	
Conferences	33,526	
Consulting and Professional Expense	91,121	
Contingency	8,935	
Continuing Education	36,082	
Copier Leases and Maintenance	30,129	
Dues and Membership	12,582	
Equipment and Equipment Maintenance	20,083	
Fuel	3,865	
Grant Expenditures	-	
Insurance	749,772	
Legal Publications	5,525	
Material Processing Supplies	59,369	
Library Office Supplies and Services	74,119	
Other	36,591	
Payroll Processing	7,862	
Postage and Express	11,412	
Printing	10,028	
Public Programming	29,800	
Public Relations	81,363	
Vehicle Maintenance	3,355	
Water	20,902	
Loan expense (principal and interest	117,666	
Total Disbursements for the Year	9,524,861	9,524,861
Excess (Deficit) of Receipts Over Disbursements		758,229
Plus accrued expenses (June 2012 accounts payable)		111,337
<b>Cash Balance</b>		
June 30, 2011 (Banking Checking and Savings		
[\$10,321,770]; Petty Cash [\$2,676]		
Investments [(\$4,026,222)]		6,298,224
<b>Cash Balance</b>		
June 30, 2012 (Banking Checking and Savings		
[\$14,294,284]; Petty Cash [\$2,676]		
Investments [(\$7,129,170)]		\$ 7,167,790

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2012

**Illinois Municipal Retirement Fund:**

Receipts for the Year:		
Property Taxes	\$ 654,604	
State Income Taxes (Personal Property Replacement Tax)	<u>4,985</u>	
Total Receipts for the Year		659,589
Disbursements for the Year:		
Library's Contribution to I.M.R.F.	<u>656,804</u>	
Total Disbursements for the Year		<u>656,804</u>
Excess (Deficit) of Receipts over Disbursements		2,785
Cash Balance, June 30, 2011		<u>(74,276)</u>
Cash Balance, June 30, 2012	\$	<u><u>(71,491)</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, 2011		<u>1,361,346</u>
Cash Balance, June 30, 2012	\$	<u><u>1,361,346</u></u>

**Liability Insurance Fund:**

Receipts for the Year:		
Property Taxes	<u>\$ 129,831</u>	
Total Receipts for the Year		129,831
Disbursements for the Year:		
General Insurance	70,255	
Unemployment Compensation	10,038	
Risk Management	21,361	
Workmen's Compensation	<u>31,369</u>	
Total Disbursements for the Year		<u>133,023</u>
Excess (Deficit) of Receipts Over Disbursements		(3,192)
Plus accrued expenses (June 2012 accounts payable)		988
Cash Balance, June 30, 2011		<u>118,015</u>
Cash Balance, June 30, 2012	\$	<u><u>115,811</u></u>

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2012

**Building and Equipment Fund:**

Receipts for the Year:

Property Taxes	\$	<u>563,359</u>	
Total Receipts for the Year			563,359

Disbursements for the Year:

Main

Building, Ground Repairs and Maintenance	234,392	
Maintenance Supplies	12,928	
Maintenance and Other Equipment	19,636	
Furniture and Fixtures	28,452	
General Cleaning Services	131,889	
Janitorial Supplies	29,044	
Chemical/Water Treatment	441	
Contingency	783	
Miscellaneous	3,284	
Equipment Repair and Maintenance	47,485	

Branch

Building, Ground Repairs and Maintenance	59,840	
Maintenance Supplies	1,352	
General Cleaning Services	26,414	
Janitorial Supplies	7,043	
Equipment Repair and Maintenance	<u>15,163</u>	

Total Disbursements for the Year		<u>618,146</u>
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Excess (Deficit) of Receipts Over Disbursements		<u>(54,787)</u>
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Plus accrued expenses (June 2012 accounts payable)		64,835
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Cash Balance, June 30, 2011		<u>166,258</u>
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Cash Balance, June 30, 2012	\$	<u><u>176,306</u></u>
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**Audit Fund:**

Receipts for the year:

Property taxes	\$	<u>13,283</u>	
Total receipts for the year			13,283

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		<u>(1,217)</u>
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Cash Balance, June 30, 2011		<u>7,198</u>
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Cash Balance, June 30, 2012	\$	<u><u>5,981</u></u>
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Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2012

**Social Security Fund:**

Receipts for the year:

Property taxes	\$	385,467	
Total receipts for the year			385,467

Disbursements for the year:

Social security contribution		394,803	
Total disbursements for the year			394,803

Excess (Deficit) of Receipts Over Disbursements			(9,336)
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Cash Balance, June 30, 2011			108,360
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Cash Balance, June 30, 2012	\$	99,024	
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**Gift Fund**

Receipts for the Year:

Gifts Received	\$	28,796	
Interest Income		33	
Total Receipts for the Year			28,829

Disbursements for the Year:

Program Expenditures		91,124	
Total Disbursements for the Year			91,124

Excess (Deficit) of Receipts Over Disbursements			(62,295)
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Cash Balance, June 30, 2011			68,363
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Cash Balance, June 30, 2012	\$	6,068	
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**Building Reserve Fund**

Receipts for the Year:

Interest Income	\$	191	
Total Receipts for the Year			191

Disbursements for the Year:

Miscellaneous Budgeted Expenses		-	
Total Disbursements for the Year			-

Excess (Deficit) of Receipts Over Disbursements			191
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Cash Balance, June 30, 2011			178,877
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Cash Balance, June 30, 2012	\$	179,068	
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Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2012

**Project Fund**

Receipts for the Year:

Grant Received	\$	-	
Investment Income		1	
<b>Total Receipts for the Year</b>		<b>1</b>	<b>1</b>

Disbursements for the year:

Building costs		-	
Furniture and Fixtures		-	
Transfer to General Fund		44,300	
<b>Total Disbursements for the Year</b>		<b>44,300</b>	<b>44,300</b>

Excess (Deficit) of Receipts Over Disbursements (44,299)

Cash Balance, June 30, 2011 44,299

Cash Balance, June 30, 2012 \$ -

**Bond & Interest Fund:**

Receipts for the Year:

Property Taxes	\$	2,252,753	
Miscellaneous Revenue		-	
<b>Total Receipts for the Year</b>		<b>2,252,753</b>	<b>2,252,753</b>

Disbursements for the Year:

Bond Principal Paid		1,345,000	
Bond Interest Paid		919,356	
Bond Expenses		(2,881)	
<b>Total Disbursements for the Year</b>		<b>2,261,475</b>	<b>2,261,475</b>

Excess (Deficit) of Receipts Over Disbursements (8,722)

Plus accrued expenses (June 2012 accounts payable) 525

Cash Balance, June 30, 2011 381,510

Cash Balance, June 30, 2012 \$ 373,313



**Circulation Statistics  
Annual Report 2011-2012**

**MATERIAL USAGE COMPARISONS**

	2010-2011	2011-2012
<b>Adult Materials</b>		
Book	516,071	513,347
Non-Book	751,969	828,769
<b>Total Adult Materials</b>	<b>1,268,040</b>	<b>1,342,116</b>
<b>Youth &amp; Children's Materials</b>		
Book	687,341	725,026
Non-Book	261,394	266,135
<b>Total Youth &amp; Children's Materials</b>	<b>948,735</b>	<b>991,161</b>
<b>GRAND TOTAL</b>	<b>2,216,775</b>	<b>2,333,277</b>

**NON-BOOK MATERIAL COMPARISONS**

	2010-2011	2011-2012
Art Prints	820	711
Art Print Bags	582	516
AV Booklets	47	1
AV Equipment	143	144
Compact Discs	186,418	181,215
CD-ROM Software	5,190	3,805
DVDs	696,641	747,780
Freegal		34,479
Kits - Cassette/Book	6,961	7,078
Kits - Spanish	369	789
Pamphlets	1	0
Periodicals	15,595	23,499
Puzzles	6,174	5,761
Recorded Books	46,339	48,792
Toys and Games	2,569	2,807
Video tapes	12,669	5,950
Video Games	28,893	28,932

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

**NSLS RECIPROCAL BORROWING**

	2010-2011	2011-2012
Algonquin	1,269	1,013
Antioch	21	69
Arlington Heights	30	42
Barrington	203	225
Cary	159	259
Cook Memorial	17	29
Crystal Lake	324	392
Deerfield	0	3
DesPlaines	16	18
Dundee	28,533	24,273
Ela (Lake Zurich)	37	25
Elk Grove Village	5	12
Evanston	0	69
Fox Lake	10	0
Fox River Grove	2	2
Freemont (Mundelein)	1	0
Glencoe	0	0
Glenview	0	2
Grayslake	28	2
Highland Park	23	0
Highwood	0	0
Huntley	1,699	1,757
Indian Trails (Wheeling)	93	168
Lake Bluff	0	0
Lake Forest	0	0
Lake Villa	0	0
Lincolnwood	1	0
McHenry (Nunda)	0	87
McHenry	42	5
Morton Grove	0	0
Mt. Prospect	33	55
Niles	23	44
North Chicago	0	2
Northbrook	2	0
Palatine	121	129
Park Ridge	0	1
Prospect Heights	28	10
Rolling Meadows	134	27
Round Lake	1	0
Schaumburg	1,195	1,181
Skokie	8	1
Vernon Hills	4	3
Warren-Newport	0	0
Wauconda	99	3
Waukegan	5	3
Wilmette	45	1
Winnetka	0	0
Zion	0	0
<b>Total Borrowings</b>	<b>34,212</b>	<b>29,912</b>

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

**REGISTRATION**

	2010-2011	2011-2012
<b>In District</b>		
Unincorporated Cook County	7,650	7,183
Unincorporated Kane County	2,136	1,885
Elgin - East Side 60120	44,598	39,303
Elgin - West Side 60123/60124	47,873	42,145
South Elgin	10,338	9,121
<b>Out of District</b>		
Contract Cards	40	29
Interlibrary Loan	618	502
Reciprocal Borrowers	14,928	11,909
<b>Grand Total</b>	<b>128,181</b>	<b>112,077</b>

**RESERVES PLACED**

	2010-2011	2011-2012
<b>Total Reserves Placed</b>	<b>198,727</b>	<b>174,041</b>

**REMOTE BOOKDROP SERVICE**

	2010-2011	2011-2012
Jewel - West Side	40,315	No longer tracked
Jewel - East Side	22,654	
Butera-S. Elgin	22,884	
1 <sup>st</sup> Community Bank	843	
<b>Grand Total</b>	<b>86,696</b>	

**Library Materials Statistics  
Annual Report 2011-2012**

**BOOKS**

<b>CATEGORY</b>	<b>ADDED</b>	<b>DISCARDED</b>	<b>CURRENT COLLECTION</b>
<b>Main Library</b>			
Youth Services Fiction	7,673	12,481	70,939
Youth Services Non-Fiction	2,315	4,672	46,665
<b>Total Youth Services Books</b>	<b>9,988</b>	<b>17,153</b>	<b>117,604</b>
Information Services Fiction	6,294	2,342	80,143
Information Services Non-Fiction	5,002	12,349	124,369
Information Services Reference	487	478	20,054
<b>Total Information Services Books</b>	<b>11,783</b>	<b>15,169</b>	<b>224,566</b>
<b>Total Main Library Books</b>	<b>21,771</b>	<b>32,322</b>	<b>342,170</b>
<b>Rakow Branch</b>			
Youth Services Books	1,082	969	11,034
Information Services Books	2,116	3,393	13,287
<b>Total Rakow Branch Books</b>	<b>3,198</b>	<b>4,362</b>	<b>24,321</b>
<b>Total Books</b>	<b>24,969</b>	<b>36,684</b>	<b>366,491</b>

**NON-BOOKS**

<b>CATEGORY</b>	<b>ADDED</b>	<b>DISCARDED</b>	<b>CURRENT COLLECTION</b>
<b>Main Library</b>			
Art Prints	0	38	309
AV Equipment	0	0	44
Blu-rays	307	28	527
CD-ROM Software	23	51	1,231
Compact Discs	2,181	2,255	21,953
Digital History Collection	1,702	0	1,702
Digital Video Discs	6,773	3,492	26,928
eAudio Books	867	0	6,551
eBook Readers	11	0	11
eBooks	2,990	121	7,738
eVideos	0	0	87
Films	0	0	0
Kits	117	92	1,260
Playaway Views	32	1	31
Puzzles	23	65	684
Recorded Books	923	1,420	8,790
Toys	52	46	512
Videocassettes	1	548	957
Video Games	252	129	733
<b>Total Main Library Non-Books</b>	<b>16,254</b>	<b>8,286</b>	<b>80,048</b>
<b>Rakow Branch</b>			
AV Equipment	0	0	3
Blu-rays	201	21	357
Compact Discs	677	565	2,765
Digital Video Discs	1,421	1,299	3,160
Recorded Books	205	84	1,009
Video Games	51	39	208
<b>Total Rakow Branch Non-Books</b>	<b>2,555</b>	<b>2,008</b>	<b>7,502</b>
<b>Total Non-Books</b>	<b>18,809</b>	<b>10,294</b>	<b>87,550</b>
<b>Annual Total</b>	<b>43,778</b>	<b>46,978</b>	<b>454,041</b>
<b>Library Total Materials</b>			

**Library Materials Statistics  
Annual Report 2011-12**

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

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Youth Services Books	4,962	7,155	83,008
Information Services Reference Books	60	137	7,247
Information Services Circulating Books	7,290	10,856	195,116
Non-Books	11,606	4,894	70,428
<b>Total Single Titles</b>	<b>23,918</b>	<b>23,042</b>	<b>355,799</b>

**PERIODICALS**

Total Periodical Titles Held	407
Bound Periodicals	2,335
Circulating Periodical Issues	4,518
Microform	6,749

**NOTES:**

All figures are for the fiscal year period from July 1, 2011 – June 30, 2012.

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

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

The microform count has dropped from 58,983 to 6,749 because the library is eliminating microfiche. This count is for microfilm only.