

Access Services Annual Report | July 2020-June 2021

The public health emergency caused by COVID-19 continued to affect library customers, staff, and operations during the last twelve months. We reopened our physical doors to the public twice due to the pandemic: first on July 6, 2020, after being closed for 114 days, and second on January 25, 2021, after being closed for 66 days.

During the second closure staff supported taxpayers with *essential services* (Drive-Up Window Open; Main Library MediaBank Disc Dispenser Open (via Drive-Up Window); ILL and LINKin Libraries Consortial Borrowing Open; Shelving library returns; pulling items to fulfil holds and receiving and processing newly arriving titles from merchants).

When physical library doors reopened and when *Essential Services* were offered the overwhelming feeling and communication heard was an excitement that the building/Drive-Up Window was reopen and a genuine spirit of kindness and gratitude.

Change will certainly continue, unabated, however the commitment to serve the community continues as well. The last year afforded challenges but Access Services and the library district had a productive and successful year. This conclusion is drawn by looking back proudly on a year of service with us: (1) Enriching collections with new service models and/or formats and (2) Offering new services for library users and supporting library employees.

Enriching collections with new online services and/or formats

Enriching Collections

- Beginning Readers Collection: The library collection includes *beginning readers* to help parents easily identify books for their children to read by reading difficulty. Joining the already established yellow, green, and red levels is the easiest reading color, purple.
- Hoopla continues to be a popular service and monthly checkouts were increased from ten to fifteen checkouts.
- KidSpace Book Categorization Project: To make it even easier for kids and/or parents to find a book to take home, juvenile fiction materials were categorized like materials in the Main Library MarketPlace. Categories include Kids Action/Adventure Fiction, Kids Historical Fiction, Kids Fantasy Fiction, Kids Mystery Fiction, Kids Realistic Fiction, Kids Science Fiction, Kids Scary Stories, and Kids Sports Fiction.
- Learning at Home Kits: Twenty-three learning at home kits were added to the collection. These kits contain a variety of activity sets, games, and other fun learning tools to help customers reinforce skills in subjects such as language, mathematics, and social studies.
- One Book One Community: To support the annual read copies of the selection, News of the World, were acquired in the wealth of formats (print; large print; Spanish; audiobook; PlayAway; and Kindle) for community members to enjoy.
- Spanish Board Books and new book sections in KidSpace: Spanish board books, which had been interfiled with Spanish picture books, are now shelved in their own collection – *Libros para bebés*. New book sections have been created for Juvenile Fiction, Juvenile Ready for Chapters and Juvenile Spanish Fiction in KidSpace and these items will be shelved in front of each collection to highlight what new items have recently arrived.

- Virtual Programs: Over the past year GBPL staff have created virtual programs for library customers to enjoy from the comfort and safety of their homes. Records have been added to the catalog to increase access to these videos.
- WIFI Hotspots: The devices are a hot commodity – fifty-six new devices were added!
- Wonderbook read-alongs: Just push play to experience read-alongs with “Wonderbook.” The hardcover book with a pre-loaded audiobook player attached is available Early Learning Center, Main Library.

New Online Services

- LOTE Online For Kids, a website that offers access to digital books in over 30 languages. Developed for libraries to grow and diversify LOTE, *Language Other Than English*, and engage CALD, *Culturally and Linguistically Diverse* families, and support kids learning languages, the interface is available in English, Spanish, and/or French.
- Medici.tv, a streaming service for classical music lovers that provides access to the world’s most timeless, beautiful music is now available! The service features over 2,000 programs including: concerts and archived historical concerts; operas; jazz music; ballets; documentaries, artist portraits and educational programs; and master classes.
- *Pressreader*, an online service offering over 7,000 newspapers and magazines from 120 countries and 60 different languages.

Offering new services for library users and supporting library employees

Library Users

- Address Verification: For the first time ever, staff partnered with our vendor Unique to verify customer addresses for adult library cardholders. After the vendor verifies the customer lives at the same address, the expiration date on their library card will be extended. Additionally, patrons that prefer to use our virtual resources only will no longer be required to visit a branch to verify their address and pick up a physical card.
- License Plate Renewal Stickers: Beginning Sept. 28, 2020, Illinois residents can renew license plate stickers at the Main Library (library card not required). Between Oct. 2020-June 2021, staff processed 663 license plate stickers.
- Register for a library card online: Easily register for a library card [online](#)! The form collects customer information, checks the address against GBPLD boundaries, writes the information to Sierra, creates a permanent card number, and sends a conformation email.
- Smartphone App: Skip the lines and check out books with your smartphone! The new App that allows you to check out and renew items using just your mobile device! The features you love are still available such as digital library cards, searching the library catalog, and placing holds.
- Telephone Notices System: Our vendor, Innovative updated the system that calls customers to notify them of their hold waiting to be picked-up or overdue material. The vendor hosts and maintains the new system offsite.

Supporting Library Employees

- Staff Technology Ticketing System: The new ticketing system (Zendesk) used by staff to troubleshoot technology related issues and jointly monitored by Library Applications and IT successfully launched.

-Respectively submitted, Robert Moffett, Division Chief of Access Services

Community Services & Program Development (CSPD) Division FY20-21 Annual Report

Respectfully submitted by Miriam Anderson Lytle, CSPD Division Chief

In fiscal year July 1, 2020 through June 30, 2021, the Community Services & Program Development Division (CSPD) consists of the following departments: Community Engagement (Tish Calhamer Manager, Sarah Vetter, Julia Langlois, Glenna Godinsky, Fernando Chang, Phyllis Seyller, Laura O'Neill), Hispanic Services (Tina Viglucci Director, Flor Chavez, Nohora Chacon, Madeleine Villalobos), Neighborhood Services (Ana Devine Director, Stacy Rausch as Rakow Branch Manager, Angela Bouque as South Elgin Branch Manager and Danny Rice as Mobile Services Manager, Stephanie Muro), Public Programs (Sadia Ahmed Coordinator) and many more.

Miriam Anderson Lytle, the Division Chief oversaw 21st century library programs and services human-centered design flourish over the decade at the hands of these and many more talented, compassionate, and motivated staff, volunteers, and partners. Indomitable staff spirit reigned during this year-full of the Covid-19 pandemic. Sadia Ahmed and other programs were **featured in ALA's book, *Going Virtual: Programs and Insights in a Time of Crisis***. Beyond their adaptability and staying power, the synergy of creative and caring people can be measured in several different ways—statistics, stories, facts, customer testimony, and infographics.

CSPD by the Numbers One would have to fly far and wide above the library district to see many concurrent CSPD activities at three library buildings, with mobile services, at community events, in homes, care facilities, remote learning sites. That is why CSPD collects statistics for the return-on-investment monetization of its services and programs. Using American Library Association's "I Love Libraries Calculator" and Illinois standards for pro bono and Independent Sector Illinois' volunteer hours, the CSPD Division staff, partners and volunteers collectively provided customers with **\$3,150,010 of ROI value in FY20-21**.

Despite our room closures due to the SARS-CoV-2 pandemic, mandated face coverings, capacity limitations, and social distancing, CSPD staff hosted programs which reached nearly 70,000 participants on Zoom, YouTube and Facebook, and later in-person as permitted by the Illinois State and County Health Department.

- 546 virtual adult programs reached 54,438 people
- 141 virtual youth programs reached 14,896 children and families
- 673 passive programs provided activities for 34,036 individuals
- 63 in-person adult programs reached 8,718 people
- 34 in-person youth programs reached 6,458 children and families
- 319 volunteers gave 1553 hours to make these programs and events possible
- Passive programs (non-staff led kits, activity sheets, etc.) were provided at 673 events with more than 34,000 people participating, including the 1,240 Home Deliveries customers.
- 71 piano performances in the lobby by talented volunteers entertained customers at Main.
- Life Enrichment held 329 programs serving 17,200+ vulnerable customers with 820.50 volunteer hours.

Synergistic partnerships for community impact are another measure of success:

- 434 partner organizations and 154 presenters gave 224.5 hours of pro bono CSPD programming.
- Designated for equity and distributed at community events and partner locations like Boys & Girls Club, books donations equaled about \$17,000.
- 8,915 picture and baby board books donated to the ReaderShip for Early Learning.
- 2,292 books for summer reading's Gold Star Partners and elementary school age children.
- 1,700 donated children and adult-size cloth masks were distributed in the community to Moms in the WIC Program, Soup Kettles, Mobile Food Pantries, Family Focus, Children Home and Aid, community events, library buildings and by mobile library services.

- Glenna Godinsky, Manager of Life Enrichment Services, received the two prestigious awards: Illinois Library Association Alexander J. Skrzypek Award and the Association of Bookmobile and Outreach Services Rising Stars Award.

CSPD on Topic The Community Engagement Team hosted **civic engagement discussions** which included a wide variety of hot topics: **Community Reads on Racism** with the Coalition of Elgin Religious Leaders (CERL), City of Elgin’s Human Relations and Cultural Arts Commissions, Kane County Sheriff’s Office, and Fox Valley Citizens for Peace & Justice partnered on three Zoom book discussions. **Voterpalooza** was held virtually in September and **Extreme in The Mainstream** in November. **Black Voices/Black Joy** story times were interactive on Facebook in February. **Not Quiet and Not Submissive: Asian-American Women Speak Out** in March were followed by **Study Circles Elgin**, a new 6-week discussion series focusing on social issues such as racism, policing, and poverty debuted, created over 20 years ago by Everyday Democracy Now, and ever relevant today. **Veterans Voices** also went virtual as veterans told their stories for U-46 students and the public. See gailborden.info/veterans

One Book One Community launched library-wide in May 2021 with the book **News of the World** by Paulette Jiles as a new literacy initiative. CSPD’s environmental literacy initiative which began in January 2020 in partnership with Wild Ones of Greater Kane County called **Start in Your Yard** also continued to grow (see following reports for details).

Neighborhood Services Annual Report

Submitted by Ana Devine, Director of Neighborhood Services

Rakow Branch Library – South Elgin Branch Library – Mobile Library Services

- 134,340

Total Circulation
- 1,019

In-person
Program Attendance
- 205

Volunteer Hours
- 83,893

Total Visitors
- 598

Stops Visited
- 15,451

Drive-up/Curbside Service

The year began by safely reopening in July 2020 to a grateful community in the midst of the lingering COVID-19 pandemic. We continued to bring uplifting service to our customers in traditional and newly reimagined ways with strict protocols and social distancing. We welcomed our volunteers back to greet, count visitors, and shelve books.

Unfortunately due to the rise in COVID-19 positivity rates, on November 20, 2020, library doors closed to the public again. However, library service did not cease. Staff continued to offer drive-up and curbside service, wireless printing, reference phone service, virtual programming, and program craft kit pick-ups. Bookmobile service continued with window service. Doors reopened on January 25, 2021. On June 11, 2021, Restore Illinois moved to Phase 5; all furniture and customer computers were put back in place and capacity limits were lifted, however, as children under the age of 12 were unvaccinated, programs continued online.

A NEW vehicle joins the fleet! – In August 2020, a used 2014 Mercedes-Benz **Sprinter Bookmobile** from the Glenwood-Lynwood Public Library was purchased by GBPL Foundation’s generous donation. The vehicle was immediately put into service. We visited eLearning sites throughout the library district and put much needed reading materials into the hands of children who were attending school remotely. By February 2021, the repainted and rebranded proved an invaluable addition to our fleet visiting schools as a free book distribution vehicle, attending



special events, and as a stand-in for the Bookmobile. The Sprinter does not require a commercial drivers license, so a team of drivers were trained, a tremendous asset to our mobile services.

Mobile Library Services – To better reflect our growing services, by the end of the fiscal year Bookmobile Services was officially changed to Mobile Library Services encompassing the Bookmobile, Sprinter, ReaderShip and Book Bike. We added new Bookmobile stops in Streamwood and Hoffman Estates, now reaching all five cities within our library district.



Virtual Programming - All programming continued virtually. Stephanie Muro created and presented weekly **Adventure Storytime** and **Journey into Storytime** for preschool children. For elementary students, Jenn Gunn and Jill Dieckhoff led **STEAM** and **Creativity Corner** sessions. Weekly virtual Chess Club was launched by Fernando Chang from South Elgin Branch. Facilitated by Stacy Rausch, Ana Devine and Tish Calhamer,

Rakow Readers Book Club continued via Zoom. **Bilingual Bedtime Stories on the Bus** video series featured Bookmobile staff reading stories in English and Spanish and singing songs from the Bookmobile. These delightful videos had 6,912 views on Facebook.



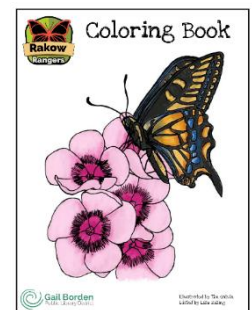
To-Go Craft Kits – Creative staff assembled popular craft kits for preschool children to adults to do at home. Over 3,000 kits were picked up at the drive-up window, curbside, and on the Bookmobile, ranging from Decoupage Candle Holders to Popsicle Stick Hot Chocolate Mugs for kids and everything in-between.

Rake-O Family Fall Fest – Our annual Fall Festival transitioned to a drive-thru experience. Families stayed in their cars and slowly drove to various stations in the parking lot to pick up craft kits, pre-packaged snacks, pumpkins, and prizes. They listened to Mr. Danny (Rice) on guitar and enjoyed a car family photo-op. In all, 114 cars came through our lot, which included 375 people. Before and after the event, staff hosted virtual programs to maximize the engagement.



Science and Nature at Rakow Branch – The environmentally friendly landscape and natural setting of Rakow Branch provide a wonderful backdrop for providing science and nature programs. Our butterfly habitat fluttered with activity as we raised several swarms of Monarch butterflies and then, much to the delight of our customers, released them into our pollinator/butterfly garden. Greater Kane County Chapter of Wild Ones donated and planted new native plants in our butterfly garden in June.

Rakow Rangers – Rakow Rangers, for elementary students, was created as a contribution to the Start in Your Yard program series, in partnership with Wild Ones. A bi-lingual coloring book, illustrated by Tim Galvin and edited by Lisa Rising, features wildlife and plants all found at Rakow. Staff scripted and presented two virtual programs: “The Puddle Garden,” featuring author Jared Rosenbaum, and Pond Scooping, featuring Friends of the Fox River -- both released on Facebook with over 675 total views. Registrants received a coloring book and special program kits to supplement the learning and viewing experience. We distributed over 150 kits.



Story Walk – Constructed by Elgin Area Men’s Shed Inc. and funded by GBPL Foundation, a new portable Story Walk was built to display story pages for the public to read and enjoy together in our outdoor spaces.



Book Bike service was back on June 2021 and staff and volunteers visited several community events per week including Elgin Farmer’s Market, Lords Park Zoo, and Rivers Landing Apartments.



Community Engagement – Staying connected to the community remained a high Neighborhood Services priority. The Bookmobile joined the Elgin Partnership for Early Learning (EPEL) in free diaper distribution events, took part in “From Aurora to Elgin” raising awareness for the Kane County Census, and visited Good Shepherd Preschool. The Sprinter was dispatched to free meal distribution sites, Food Truck Fest at Panton Mill Park in South Elgin, TRIAD’s Veteran’s Day Parade, and many more. At Rakow we hosted a Bike Drive with Working Bikes of Chicago.

Digital Equity – The ad-hoc Digital Equity Committee, co-chaired by Danny Rice and Miriam Lytle, began meeting in January to discuss strategies to bridge the digital divide in our community which was exacerbated by the pandemic. Staff members from various library departments and guests from the community met weekly to dialog on this pressing equity issue. The goal of the committee is to ensure that everyone in our community has access to connectivity, devices, and digital skills and technology support. Plans are underway to hire a dedicated full-time **Digital Equity Coordinator**.

Dementia Friendly Elgin – Angela Bouque was actively involved with Dementia Friendly Elgin and offered several trainings to local businesses along with staff member Glenna Godinsky. Angela hosted **Memory Cafes** and **Dementia Advisory Council** via Zoom and helped to lead a **Stress Busters** course for area caregivers. All Neighborhood Services staff received Dementia Friendly training.

Learning and Leading –

- Danny Rice continued to serve on the **Advocacy Committee of the Association of Bookmobile and Outreach Services (ABOS)**
- Ana Devine and Danny Rice presented at the annual **Reaching Forward Conference** in May on the topic of adapting library services in times of crisis; Angela Bouque presented with Glenna Godinsky on the topic of senior programming with the Area Agency on Aging
- Ana Devine and Angela Bouque attended Library Journal’s **Designing a Flexible Future**
- Angela Bouque and Stacy Rausch attended **Evolving Manager Book Camp**, a three-day virtual training
- Ana Devine attended the **U-46 Equity Matters Symposium**
- Jill Dieckhoff attended the virtual **Carly & Adam STEM conference**
- Ana Devine co-presented with Noah Lenstra, **Libraries as Gateways to the Outdoors**, for the Nature, Culture, and Human Health Network (NCH2)
- Angela Bouque, Stacy Rausch, Danny Rice, and Ana Devine served on **Reopening with Care Task Force**

Staffing - We said goodbye to Bookmobile Assistant Alyssa Tovar and welcomed Natalie Vargas in her place. Lisa Rising was promoted to full-time Neighborhood Services Administrative Assistant. Fernando Chang accepted the full-time Home Services Coordinator position, and we welcomed Anamika Dua to South Elgin as Branch Clerk. The year was filled with unprecedented challenges and our Neighborhood Services team remained positive, flexible, creative, resilient, and customer focused.

HISPANIC SERVICES 2020/21 REPORT

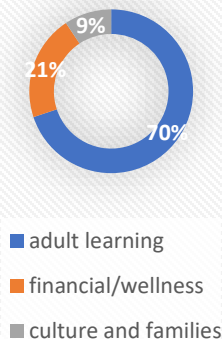
PREPARED BY TINA VIGLUCCI, HISPANIC SERVICES DIRECTOR



| | Number of programs | | Participation | Value |
|--------------|--------------------|-----------|----------------|------------------|
| Online | 210 virtual | 39 hybrid | 33,000+ views | \$495,000 |
| In person | 13 | | 590 attendance | \$8,850 |
| Total | 262 | | 33,590 | \$512,295 |

Reaching Out, Meeting Needs and Touching Lives Through Programs

number of programs by type



Adult Learning

Adults gained new tools to improve their lives and support their children's learning: at **Aprende @ tu Biblioteca** classes they navigated software and devices; at **job-focused workshops** with *Career Librarian Alex Broustos* they gained job search skills, completed resumes and submitted online applications; at **Sounds of English** they gained confidence with spoken English; at **conversation groups and Go Bilingual** they acquired second languages and immigrants studied for citizenship. Most were offered virtually and hybrid and in-person meetings followed social distancing guidelines and took advantage of outdoor spaces in the summer.



Health & Financial Literacies

Programs responded to the needs of our community during the pandemic. At **Conversaciones de Salud** partners provided information on COVID, vaccines, cancer prevention, health care and mental health. **Consejitos Financieros** helped equip viewers with the knowledge to make decisions related to taxes, mortgages, loans, credit, scams and more. We offered two courses: at **Stressbusters** participants learned to manage stresses associated with the care of a family member, and at Sherman Hospital's **Take Control of Diabetes** they learned to manage the disease.



Culture & Families

We supported the understanding of cultural experiences and the strengthening of our communities. **No Todos los Héroes Llevan Capas** recognized the role of Latino workers' invaluable services during the pandemic. We supported bilingualism and engaged students and parents in literacy activities at a weeklong **Día de los Niños** which was featured on the Reforma Association page as one of 10 nationwide celebrations awarded a mini-grant. **In Your Yard Family Fiestas** bilingual series with the Kane County Wild Ones promoted sustainability while learning about native species and connecting with nature. We were joined by 5 area libraries in launching **De la Página a la Fama**, the component of the Illinois Author contest that will connect local authors writing in Spanish with readers. We also celebrated **Three Kings' Day, Mexican Independence, Día de los Muertos** and **posadas**.



The classes are helping me to use the computer and be able to participate in online learning opportunities.
Computer classes

Thank you for changing my nutrition and life.
Diabetes workshop

I would never have known I needed help if I had not attended this workshop." Stressbusters course

It is the first time I have taken a class like this. The representative of an organization I work with has told me that I have improved the way I speak thanks to recommendations made during class. Sounds of English

Bringing Together Resources, Partners and Talented Individuals

Helping Hands

Giving volunteers supported our activities by assisting peers at tech and ELL classes, Spanish Cafes, creating crafts, inventorying materials, translating and much more.

| | |
|----------------------|-------------------|
| Volunteers | 57 |
| Hours Donated | 147.60 |
| Value | \$4,129.80 |

<https://independentsector.org/value-of-volunteer-time-2020/>

Financial Support

HS and Kidspac applied for and obtained a mini-grant from the Reforma Library Association to celebrate Dia del Niño with School District U-46. We also obtained funds from Comcast Internet Essentials based on our computer class participant attendance.

| | |
|----------------------------------|-----------------|
| Grants | \$11K+ |
| Sponsorship and Donations | \$1175 |
| Total | \$12,175 |



Valued Partners

We are grateful to the organizations that enriched our programs and services with their expertise, and helped us lift others with their “sí se puede” attitude.

Fifty-one gratis presenters donated 38.5 hours of their valuable time and expertise to present information on a variety of topics including financial, health and wellness.

\$10,763 in-kind donations



Thank you for your tireless efforts in supporting our Latino community, U-46 and ELL. Annette Acevedo, School District U-46.

We value your partnership.

Joan Kanute, Advocate
Sherman Hospital

It's because of you that we can make a difference in the lives of others. Tiffany Trewartha, Alignment Collaborative

Thank you for taking on the initiative to facilitate this program and sharing your feedback. You and your team are fantastic presenters. Cindy Robles, Well Med

An Accomplished Staff

I'm so glad for our team that through their hard work and the huge challenges people faced, we were still able to touch lives.

Elgin Hispanic Network (EHN) presented *Flor Chavez* with the **Member of the Year** award at its annual holiday celebration. EHN President-Elect Paola Velasquez recognized Flor with the following words, “her determination is evident as she connects with the community providing programs that are inclusive and culturally relevant.”



To help bring our customers on board the virtual world the team texted, emailed and called program participants, helped them in person, and recorded many videos in Spanish.

Our bilingual staff also translated story times, publicity materials, signage, scripts and more into Spanish and English to help create greater access to resources and opportunities.

99.1 hours translation and customer assistance

**Facilities and Building Operations
2020 – 2021 Annual (Fiscal Year) Board Report**

| DESCRIPTION | 2019-2020 * | 2019-2020 |
|---|-------------|-----------|
| Total Number of Servers | 50 | 51 |
| Total Number of Workstations | 357 | 389 |
| Total Number of Help Desk Tickets Closed | 2,440 | 2,278 |
| Total Number of Maintenance Tickets Closed | 3,171 | 2,861 |
| Number of Computers Replaced (New or Upgraded) | 244 | 276 |
| Server and Network Availability (During Open Hours) | 98.7% | 99.1% |
| Internet Availability (AT&T) | 97.5% | 98.3% |
| Internet Availability (Comcast) | 93.2% | 96.7% |
| MediaBank and MediaBox Availability | 97.3% | 92.9% |
| Number of Wireless Sessions | 1,691,311 | 1,271,982 |
| Wireless Availability (During Open Hours) | 99.8% | 90.1% |
| Zoom Meetings | 748 | 5,150 |
| Zoom Meeting Participants | 7001 | 19,753 |
| Zoom Meeting Minutes | 354,797 | 1,012,507 |
| Zoom Webinars | 178 | 202 |
| Zoom Webinar Participants | 4,218 | 4,948 |
| Total Computer Sessions | 69,144 | 33,304 |
| Total Computer Session Hours | 58.175 | 22,592 |

* COVID-19 impacted statistics this year

July 2020

Most of Fiscal Year 2020 – 2021 was spent maintaining the protocols and procedures that were put in place when the library first closed for COVID in March 2020. This impacted all of Facilities and Building Operations (Maintenance, Security, and Information Technology) as we provided support of the grounds, buildings, technologies, and safety/security of the library. Many changes were made to the operations of the library, and Facilities and Building Operations needed to be flexible to maintain the physical spaces, but to provide support of our staff – in supporting our patrons. While some departments were able to adjust in how they worked, Facilities and Building Operations was physically onsite every single day throughout the periods the library was closed over the past 18 months. The challenges of providing informational security were also increased as we needed to not only provide security for the library but needed to support a mobile workforce.

FACILITIES / MAINTENANCE:

- Lost 10 trees around the property due to storms. Many others were damaged, and the entire property was littered with the remains. Davey Tree and our own staff had quite a time getting our ground ready to open by 9am. Later staff also spent several hours on the roof removing twigs and branches and ensuring that roof drains were open and functioning. Fortunately, the building was undamaged, and we had no water damage.
- Had three separate pump failures in July 2020. The first was at Rakow Branch and involved a hydronic heating pump that had become very noisy. It leaks a little also but at this moment does work. We cannot repair it yet, because the isolation valves on either side of it will not shut off, so we are exploring other options. The second failure involved the Hot water recirculating pump for the North end of the building. We purchased and installed a new one on the 23rd. Arguably the most important pump in our building is the

main Chilled Water Pump, and it started acting up on Monday the 13th due to bad motor bearings which could be heard from the 3rd floor all the way down to the first floor! New bearings were ordered, and the motor was rebuilt and returned to service.

- Part Time maintenance technician John Sabo stepped up to Full Time as of August 8th.

INFORMATION TECHNOLOGY:

- Rob Nelson became full-time in the position of **Senior Technology Operations Support Technician**.
- To minimize the possibilities of the entire IT Department being impacted with COVID-19 exposure, IT developed a schedule to allow IT staff to flex time working from home part of the week. This helped to protect the library should someone be infected – we could continue providing support without having the entire department quarantine.
- In advance of opening the facilities on 06 July 2020, IT performed over 45 adjustments to systems hardware and software to accommodate the reopening. This included changes to the phone system, security systems, badge and access systems, computer reservation systems, etc. In all, there were no problems experienced due to being proactive on these changes.

August 2020

FACILITIES / MAINTENANCE:

- In August we shifted gears a bit, getting back into our regular maintenance routines. It's not that COVID-19 was any less on our minds, but by now we have completed our initial setups and are settling in for the long haul. Our main concern now is re-stocking, supporting, and fine-tuning for the various COVID-19 procedures we have put in place for the public and our staff.
- In late May 2020 temperatures really started climbing and throughout June were hovering around the 90's. July averaged closer to 95, and our trees and plants really started getting stressed. August was even worse as we approached or tied record after record. Our staff did a great job of saving our 100 trees but by the end of August, with practically no rain to help us, we needed to call in Davey Tree Service to do deep root water injection. In fact, we called them in twice in August, due to the long-term drought. The good news is that our efforts seem to have worked – no trees were lost.

SECURITY:

Security responded to a false fire alarm on a Sunday August 23rd. The Fire Department responded, and Security escorted them throughout the building, determining it was a faulty detector.

INFORMATION TECHNOLOGY:

- In July, the audio-conferencing capabilities in the Meadows Community Rooms were not working, so we had to devise a workaround for the July Board Meeting. AVI/SPL came out in August and re-programmed the ability for us to use the audio-conferencing feature again in that room. Although there were some issues experienced at the Board Meeting, we worked with AVI/SPL to increase the gain and volume for future meetings. In addition, we noticed at the August Board Meeting that one of the Beyerdynamic QUINTA microphone base units was not working properly. We have since corrected this problem and the microphones are all working properly.

September 2020

FACILITIES / MAINTENANCE:

- We fine-tuned our procedures to try to make COVID-related changes as easy as possible on staff and ourselves. Towards that end we purchased new storage cabinets to hold our new PPE inventory, and that has

required many hours re-configuring our existing storerooms. The result was surprisingly good and so it inspired us to clean/ organize our other areas; Boiler Room, Shop/Offices, and the 3rd floor. It's quite amazing how much junk we'd collected 17 years.

- Many hours were spent preparing our new Sprinter Bookmobile for service and it received new tires, brakes, back-up camera repair and several deep cleanings. We are getting estimates for the needed bodywork, painting and graphics.
- Along that same subject, we completed the winterization of our buildings plumbing systems, and the preparation of our snow-removal equipment.

SECURITY:

- Security staff evaluated digital radios. Presently Security carry two radios, one to communicate internally at the main facility using analog channels and a digital (vertex) radio to communicate with the Rakow and South Elgin Branch. Working with a local company "Illinois Communications" we were able to reprogram the vertex radio carried by Security and the home base allowing communication with both analog and digital radios without switching radios or channels.
- Library staff were issued two cotton face mask along with two PM2.5 filter inserts. The mask can be worn and is highly effective with or without the filter inserts. Replacement filter inserts are being provided to staff on a as needed basis.
- The library's night cleaning service "Complete Cleaning" performed additional disinfecting, sanitizing at the main facility and both branches. The process is called Electrostatic Fogging and was completed during the Labor Day holiday closing weekend. The process is another layer of proactive protection for the library, its staff, and visitors in addition to the daily and nightly sanitizing being performed by the library custodial staff, library staff and the nightly cleaning crew.

INFORMATION TECHNOLOGY:

- The September Board Meeting was the first meeting to use our new Owl Systems Pro camera and microphone. This camera allows for a panoramic 360-degree view of the room and was beneficial in having Board Members physically onsite as well as one member attending via Zoom.
- Have completed the initial research and preparation for our Parallels Remote Application Server. This project will allow library staff to access GBPL network resources remotely without any special equipment. If the person has a computer, they will be able to initiate a remote session on Parallels and have access to the same desktop software as in the office
- We fully switched over to the new AT&T 500MB circuit between the Main Library and the Rakow Branch. Up until the end of September, we still had the old circuit in place in case there were issues. Since everything has been smooth, the old circuit was switched off on 9/29

October 2020

FACILITIES / MAINTENANCE:

- Changing weather kept us busy. As the temperature fell and we swung (several times!) from Cooling to Heating modes, it caused us to make constant changes to keep up with the weather. It also allowed us to idle our systems and do repairs and modifications.
- At the Rakow Branch we have been putting off major repairs on one of our rooftop Geothermal units since mid-summer. About June / July we started noticing erratic operation of the unit that provides air to the public side of the building. A small Freon leak was discovered, located in an inaccessible part of the unit. Our only good option was to continue operating and refilling the system as needed, about every 3 weeks. During this period sometimes the unit was working well, while other times it iced over, and then dripped water into the Boiler Room below. It is scheduled for repair the first week of November. A timelier summer repair would have necessitated closing the branch for two days.

- In August we developed a problem with a large 3-way cooling valve on the 3rd floor South. Because we could not shut down and drain such a large system in the summer months to replace the valve, we made manual adjustments for the rest of the season based on our experience with this building.
- On the 19th, Verde Electric was here to convert all lights in the public areas of the 2nd floor to LED. The project went well, and the 2nd floor appears much cleaner and brighter. There are still several more phases to complete our building, but that will be budgeted/ scheduled later.
- Of course, every October is also the time when we prepare for winter. All our snow equipment needs to be maintained, started, and positioned. Vehicles get maintenance, tires, and plows too. Salt is procured and positioned in the garage, Patios cleared, and fountains drained and flushed. Six months from now all will be reversed.
- We are always looking to improve things here and to that end we've done a major cleaning and restructuring of our workshop and storage areas, while at the same time creating a large area to store and inventory all our new COVID supplies for all three buildings. Simply finding the space for all our PPE's and cleaners was quite a challenge.
- Air Handling units were upgraded. We have already improved the MERV rating from 6 to 8 to 10. Our goal is to reach a filtering capability of MERV-13, which is about the highest a non-hospital commercial building can reach. Merv-14 filters are entry level for medical buildings.

SECURITY:

- With Permission from COO Considine the storage rack for materials going to and from Rakow and South Elgin Branches was moved from the Maintenance dock to an convenient place in the staff hallway. This move benefited staff as they now have a shorter distance to move occasional heavy loads, eliminates some safety concerns with work being done around the dock area and reduces possible covid related interactions between staff and outside contractors / vendors.
- Security worked closely with the election judges monitoring the early voting lines. On the first day the line extended from the the building to Kimball Street since then the lines were steady but past the half wall in front of the library. Early voters policed themselves wearing mask and social distancing.
- Security continued to monitor and remind mask violators within the facility to wear their mask properly, 99% of the interactions have been positive.

INFORMATION TECHNOLOGY:

- Lyngsoe Systems completed the replacement of the computers for the sorting system and did preventative maintenance – including the replacement of several sections of the belts
- Configured RAIDS, installed Operating System, and starting testing Parallels Remote Access Server.
- IT worked with Library Applications to replace our legacy Ticket System with ZenDesk. We selected ZenDesk to replace our existing system based on features and functionality.

November 2020

FACILITIES / MAINTENANCE:

- November had a week of record and near record-breaking heat, then the first snow of the season a few days later. All our HVAC equipment performed as designed with one exception on November 27th, and that was a rotating shaft seal on our Main Boiler pump sprung a leak. It is small leak but required the complete teardown of the pump. During that first snow staff noticed several leaks on the ceiling of Studio 270. Knickerbocker roofing was called out to repair.
- Maintenance workers converted all the parking lot lights at Rakow Branch to LED. At that time, we added a LED light over the Drive-up window. Also, at Rakow, major repairs were completed on the smaller of the two rooftop heat pumps by DeKalb Mechanical, the original installers.

- We remain ever vigilant of Covid protocols to maintain the best possible environment for our staff and eventually our returning customers. To that end, as a test, we have converted one of our four air handling units to operate using MERV 14 air filters. MERV 14 filters are considered minimum for hospitals and other medical facilities. The MERV 14 filters are protected from common dust and dirt by MERV 8 pre-filters. Results are promising and we hope to have all four units converted by early 2021.
- Maintenance and I.T. crews worked together just before the time change to get samples of radio-controlled clocks to replace our antiquated original system. We conducted a test during the time change to prove that these clocks would indeed follow the time change in all areas of the building. After good results in the farthest, most obscure areas of the building, we purchased a total of 50 clocks for the main building and installed them. Most of the old ones had stopped responding and we needed to reset by hand about half of them. Any good ones will be saved for the branches, as being much smaller buildings, the transmitters still work well.
- Our grounds crew was busy with final fall cleanup, closing the fountain, and a final pressure wash of the entrances, then setting up pallets of salt and equipment used to spread it.

SECURITY:

- As an ongoing safety precaution Complete Cleaning performed electrostatic misting of the main building and the two branches. The system and chemical used is medical grade, EPA certified to kill COVID-19 along with many other viruses.
- Security took possession of new digital communication radios. These radios allow Security to communicate internally at the main building as well as Rakow and South Elgin Branch. Security previously had to carry, switch channels and monitor separate radios for communication with all the facilities. The new radios allow this all to be done on one radio with a scan feature for all the channels.
- The month of November presented a challenge with some of the library homeless clientel around the outside of the libray sleeping, leaving lots of trash, pan handling, consuming alcoholic beverages and relieving themselves. Security worked closely with EPD Rope Officer Alva to alleviate the issue and monitored the situation.
- While the library was closed to the public for COVID protection the Kane County Teachers Credit Union remained open. Security met with the Branch Manager to come with a plan for their customers to access the bank safely.

INFORMATION TECHNOLOGY:

- As the library closed our doors on November 20th, IT again shifted gears to prepare equipment for staff to work at home. We prepared 27 laptops for staff, 5 iPads and 1 Chromebook. In addition, we started using our Parallels Remote Access Server (RAS) for several staff members to be able to directly connect to their work computers. Parallels allows staff to remotely access the GBPL network securely by using Windows Authentication. Staff can access their own workstation or use a standard GBPL Windows 10 image through this system.
- Another enhancement for WFH was the creation of blueprints in Jamf for Staff who received iPads. Jamf allows us to maintain administrative control over the device for pushing out software and updates which maintaining a level of security on the device.

December 2020

FACILITIES / MAINTENANCE:

- We used much of the time in December to catch up on routine maintenance of our HVAC Equipment, mostly for our different Boiler pumps, but we are also completing the testing phase of our first MERV14 air handler setup.

- We did plenty of work on our library vehicles, getting them ready for winter if it ever turns up. Our new Sprinter received a new coat of paint, a new back rack was installed on our F-250 plow truck. We repaired the door-latch on our Kubota grounds vehicle, broken drawers repaired in our Bookmobile bus, our Transit van received new Tire Pressure Sensors and windshield wipers.
- Skirmont Mechanical repaired two of our mandated Backflow Preventers. New seals and bearings were installed in one of our two largest Boiler Water distribution pumps. The Archive room and offices on the second floor North got duct filter changes. All three of our elevators were inspected for their annual Full-Load test.

SECURITY:

Sunday, December 6th Electrostatic Thermal Fogging was performed throughout the facility. the fog is certified by EPA to help kill and prevent the spread of HIV, Hepatitis A, B, C, TB, Corona Viruses, and a magnitude of other viruses/ bacteria.

INFORMATION TECHNOLOGY:

- Completed the Camera System Upgrade project, including 2 sessions for user training. Both Security Staff and IT were trained. The new Milestone software client was installed throughout the organization and the old Truvision Navigator software was decommissioned.
- A major vulnerability was identified that impacted users of SolarWinds Orion Performance Monitoring software (system monitoring) that led to a Supply Chain Attack. IT quickly identified any impacted systems and applied a patch.
- Worked with Human Resources to develop an Equipment Agreement Form for all library-provided devices. This will assist both Human Resources and IT in retrieving all equipment being used to work from home.
- Due to limitations created by social distancing, IT moved several staff members to library study rooms. In addition, worked to relocate staff members to the newly created Hispanic Services Office.
- Negotiated with Unitrends and Digicorp to upgrade our Rakow backup appliance through a 3-year agreement. With the new agreement, Gail Borden saved over \$14,000.00 over the next three years for what we would have paid for maintenance alone.

January 2021

FACILITIES / MAINTENANCE:

- Two moderate snowfall events occurred in January 2021, and in both cases, we were well forewarned and had both staff and equipment in place. Due to persistent diligence and action in both cases, our property looked great well before opening time on Monday.
- Our crews spent much time effecting repairs at our Rakow branch, rebuilding and replacing hot water heating pumps and then pulling Cat-6 cables to allow the upgrade of the existing “dumb” thermostats to “smart units that will be user-friendly for Rakow staff, and will also allow integration into our existing Building Automation System.
- For South Elgin, we purchased new UV-C units for the existing furnaces to help keep bacteria and virus counts as low as possible. The air handlers at Rakow branch are of a slightly different type. Due to their size, a little between both residential and commercial, we are looking at two purifying systems; one based on UV-C disinfectant lighting, and another called “iWave” based on positive/ negative ions in the air stream.

SECURITY:

- With the continued curbside services at the South Elgin Branch, signage was added at the curbside as a extra level of safety and security. Signage was also placed in the window at Rakow and South Elgin entrance points.

INFORMATION TECHNOLOGY:

- Additional cabling was needed for one camera in the front of the Main Library, and a non-functioning connection was corrected in the rear of the Main Library. Made some changes to the software, including labeling the cameras and verifying user rights with staff requesting access outside of the Security Department. This completed the camera project.
- IT provided general support as the library re-opened our doors the end of January 2021. Several changes needed to be made to our systems including the phone system, MyPC, badging and access systems and re-imaging systems for staff and public use
- Rakow Branch received a new Unitrends Backup appliance.
- Expanded the usage of our Parallels Remote Access System (RAS) for staff requiring direct access to their office workstation. In all, we have 22 users to use this functionality remotely
- Worked with Call One and GBPPL Maintenance staff to resolve issues with the phone service in our elevators. All elevators' phones are now working properly

February 2021

FACILITIES / MAINTENANCE:

All four of our air handling units at main were converted to MERV 14 levels, and we have no mechanical issues related to the new filters. At South Elgin we have installed UV-C lighting inside the four furnaces. They have been operating about two weeks with no problems. UV-C lights for Rakow have been delivered and will be installed as soon as weather permits.

SECURITY:

Electrostatic Thermal Fogging service was completed at all locations.

INFORMATION TECHNOLOGY:

- Worked with SenSource to calibrate our door sensors (Main) for use with the Safe Space application. This allows the ability to monitor real-time counts of people entering / leaving the building for safe occupancy.
- Continue to use Parallels Remote Access System (RAS) for staff requiring direct access to their office workstation. We added an addition 8 users in February 2021.

March 2021

FACILITIES / MAINTENANCE:

- Experienced some significant temperature swings, high winds, and typical rainy weather, all of our buildings and equipment performed as designed with the exception of two tiny roof leaks at 270 and Rakow. Both leaks were in equipment areas, causing no disruptions in service and were just a matter of a few drips. Both are being repaired by Knickerbocker Roofing Co.
- All COVID-19 modifications to our air handlers at all three sites was completed early this month as we finalized 120 volts wiring to the UV-C lighting installed inside the air-handling units on Rakow's roof. Both Rakow and South Elgin buildings are protected by UV-C lighting inside the air-handlers, while 270/ Main is protected by MERV-14 filters. MERV level 14 is considered adequate for general hospital areas.

SECURITY:

Thanks to a generous donation from one of Madeleine Villalobos outside contacts, the library was gifted with a large donation of cloth face masks. Masks were placed the staff room as well as South Elgin and Rakow Branches. Security also provided one of the masks to any patron visiting the library who may have forgotten their mask.

INFORMATION TECHNOLOGY:

- Completed the rollout of Microsoft Defender for Office 365 and Advanced Threat Protection (ATP) for all users. This will help protect the library from potential threats received via email, OneDrive and other Office 365 applications.
- Worked with Library Applications to launch our new Zendesk ticket system successfully and fully. This new system will enable both IT and Library Applications to work more effectively without the need for customization and coding changes.
- Upgraded the Cradlepoint router in the Bookmobile to to a CAT18 gigabit LTE class modem – improves performance.
- Prepared and installed all technology for the Sprinter Van, including laptop, hotspot, receipt printer and scanner.

April 2021

FACILITIES / MAINTENANCE:

- We had a few serious mechanical issues in April, the first being the freon leak in the main heat pump at Rakow. Back in November of 2020 We had Dekalb Mechanical inspect the unit for leaks, of which they found two and repaired them. However, it seems they missed one, and a quite major one at that. You will learn more about this in my executive summary on this subject.
- The other major malfunction in April was our main chilled water pump seizing up due to ingesting a large piece of metal. We do not know exactly when the pump stopped running, but I found the problem early on the 23rd, as I tried to start the chiller system for anticipated warm weather. Emergency mechanical service was called to disassemble the pump and a large piece of metal (approx. 7” x 14”) was discovered jammed inside the pump. The part had broken loose from an air/ water separator installed ahead of the pump, traveled a few feet down an 8” pipe, where it jammed the pump, stopping all movement. Repair parts were ordered, delivered on Monday and the unit was back in operation Monday afternoon just in time for anticipated warm weather in the high 70’s – mid 80’s. Without this pump, there was a good chance we would have had to close on Tuesday afternoon.
- We are working diligently on a permanent solution this 1-pump bottleneck, but it will need to be a budget item due to the cost. All other HVAC systems have redundancies built in, but this critical system was overlooked during construction/ planning.

SECURITY:

- On April 3rd, 2021, Complete Cleaning Company completed the monthly Electrostatic Fogging of the three library locations. The solution used is of hospital grade, EPA certified to kill and prevent COVID-19 along with many other viruses.
- While Rose Paving performed work on the main public lot, Security Staff monitored and assisted traffic flow into and from the library. Security also assisted any patrons who requested assistance with carrying their materials out to their vehicles.

INFORMATION TECHNOLOGY:

- Two-Factor Authentication (2FA) was completed across all staff at all three locations. This is to help protect the library from outside actors gaining access to our email system, as well as meeting a requirement for our cybersecurity insurance.
- Upgraded Studio 270 Digital Studio iMacs. Incorporating these iMacs into Jamf and upgrading to Adobe Cloud. Created Blueprints and enrolled iMacs in Apple Business. Also installed new low voltage cabling to accommodate new equipment and moved equipment.

May 2021

FACILITIES / MAINTENANCE:

- We have maintained all our COVID-19 protocols for a little over a year now and for the most part we do not expect to make any significant changes as we enter the final phases of the COVID recovery. Most of our HVAC modifications are of a permanent nature (filtration, UV-C lights) and our programming and cleaning schedules have worked so well and become part of our routine that we have no plans to revert to our old ways. There is simply no need to change.
- COVID protocols continue to mitigate the normal propagation of viruses, molds, and bacteria that all buildings experience, so we have provided a generally cleaner, healthier work environment at all our locations for many years to come.
- All construction and punch-list items for our new 270 refurbishing project were completed on Friday the 28th. Construction cleaning was completed, and furniture moved June 1st and 2nd.

SECURITY:

- May 1st, Complete Cleaning Company completed the monthly fogging process of disinfection of the three library facilities. The system and chemical used is hospital and EPA certified to kill and prevent COVID-19 along with many other viruses.
- As the library opened more areas to the public, Security worked with the overnight cleaning service ensuring all areas are being serviced.

INFORMATION TECHNOLOGY:

- Installed a new (additional) SenSource counter in the KidSpace Youth Gateway. This counter will assist KidSpace with monitoring the amount of traffic in/out of their areas.
- Made many changes to our phone system, announcement system and various other systems to accommodate expanded library hours that began on May 17th.
- Updated PC's that had been in storage.
- Retrieving all laptops that were provided for work at home and integrating back into pre-pandemic usage.
- In preparation for the work in Studio 270, IT needed to move equipment to accommodate the closing of the studio. As the construction completed with Studio 270, we will be setting up the new iMacs and putting together the mac lab for our teenage patrons. This involved upgrading and updating iMacs in the Digital Studio lab. Two of the three iMacs have been configured and deployed.

June 2021

FACILITIES / MAINTENANCE:

- Most notable this month, from a Maintenance point-of-view was the extreme heat and drought, followed immediately after by extreme heat and rain. Days and nights such as these tax all our HVAC equipment to its limits. Cooling air is obviously of utmost importance for all our buildings, but just as important is the removal of humidity to ensure comfort in all our buildings and especially inside the equipment itself to prevent the growth and redistribution of molds and other airborne germs and viruses.
- All our equipment performed as designed last month with only minor exceptions that were easily handled by our staff and our regular maintenance contractors. This type of extreme weather also plays havoc with our landscaping and our crews that support it. Our grounds crews did a wonderful job reacting to and anticipating the extreme watering needs of our 150+ trees during the first few weeks, and then switching over to pruning mode for the end of the month. We did contract with Davey Tree to do high-pressure root

watering of the trees during the drought, and then again in the last week to do heavy pruning, lifting/lightening, and thinning. The entire campus looks clean, and healthy.

- Our carpentry department did a beautiful repair/ rebuild of the ELC counter and sink, including new backsplash, laminate counter, tile, and cabinet doors. Also opened walls in the new studio 270 to allow for new electrical work, then patched and painted as needed.
- We also installed new conduits and data cables from our 3 boilers to the main control panel. The new cable will enable our older “dumb” boiler controls to be directly incorporated into our Building Automation System and give us remote control and communication with them.

SECURITY:

- Detail cleaned entire Studio 270 after construction to include the following - All doors and door handles, all appliances and handles, all counter tops, all tables and chairs, all light switches, all desktops, all surfaces. Detail scrubbed all floors, pre-spot, shampoo, and steam extract all carpet.
- Meadows Community Rooms was thoroughly clean by the library contract cleaning service.
- The overnight cleaning service (Complete Cleaning) stripped and waxed the terrazzo floors, they also cleaned the carpet in the youth workroom.

INFORMATION TECHNOLOGY:

- In the beginning of June 2021, we opened the Computer Center. This involved tearing down the temporary Business Center moving PC’s back to the Computer Center. Coordinating with Maintenance and setting up the additional Computer Center Desk and iPad register while making sure all the PCs were updated and ready for our Patrons. I.T. also brought out all the public PCs for Information Services and additional PCs were added in Kid Space.
- I.T. setup the Studio 270 mac lab after the renovation. Updated MacBook’s in Studio 270 to Catalina OS. Completed setting up the Studio 270 PC desk.
- Moved staff members back to their respective locations after then have been working in library study rooms.
- Laptops that were configured for working remotely were returned, and IT re-imaged them to be deployed back to the original purpose.
- All wireless access points in all three locations were replaced, and we created new SSIDs for the wireless network. IT is limiting the use of personal devices on the staff wireless network, as to minimize the security risks to the library. In addition, we have – once again – isolated the public wireless from our staff network. Meraki has additional monitoring tools we can use to take a detailed look into the traffic on our wireless networks. A much-improved system!

Input provided by:

Terry Gordon, John Johnson, Matt Lutzow and Jim Chambers

Report compiled and prepared by:

Brian P. Hoeg

PUBLIC SERVICES ANNUAL REPORT 2020/2021

- After being closed on March 15, 2020 per state pandemic guidelines, library buildings re-opened July 6, 2020. However, the Computer Center opened earlier on June 15th with appointments required, while the rest of the inside building remained closed. Our second building shutdown began November 20, 2020 but many from Public Services worked from within the building to provide services during the closure.
- We opened for passport service on July 27th after the first closure. We closed passport service again early in November and were able to fully resume via appointment on May 3rd. Most of our team needed to be recertified as passport agents and had to wait for the State Department to re-open after their shutdown.
- Our Early Learning play area remained closed, picture book browser bins were cordoned off, and visitors were counted at the entrance to the KidSpace area due to capacity limits. With lessening mitigations, we opened the picture book bins for browsing on May 3, 2021 and concluded our people-counting table on May 29th. We thoughtfully re-opened the ELC by offering “low-touch” play items like stepping-stones, balance beam and a hopscotch mat, and of course our climber. We rearranged furniture into play pods.
- The Illinois Library Association virtually presented the 2020 Davis Cup Award to our own Katie Clausen. The Davis Cup recognizes the best in Children’s Librarianship. We attended the virtual ILA conference where Librarian Phil was a presenter and Librarian Katie received the Davis Cup award.
- Teen Librarian Billie began a two-year commitment on the *ILA Best Practices Committee*.
- KidSpace hosted virtual class visits for all age groups as schools were not doing field trips.
- Summer Reading and programs were almost all virtual during the summer of 2020. We saw 1,867 Summer Reading finishers in 2020. A challenging year with schools, nursing homes and daycare sites closed to visitors.
- We closed public study rooms due to the small space and spread of Covid. We encouraged people to use newly identified Virtual Meeting spaces which were spaced throughout the public floor since so many customers needed wi-fi and access to attend virtual meetings for work, school, court appointments and more. June 11, 2021 the Study Rooms were opened and included new air purifiers in each room.
- As more and more staff are hosting virtual programs, Digital Services offered staff training on the Padcaster—an all-in-one, easy video recording solution that staff can use for virtual programming.
- In September 2020 we slowly offered in-person computer classes again. Very small classes with 8 or less students were our first dip back into in-person programming as pandemic restrictions began to lessen.
- Also in September, KidSpace offered their first in-person, outdoor program since the pandemic shutdown, called *Wiggle in Your Spot*.
- Digital Media lab staff got creative with curtains, special equipment cleaning supplies, and utilizing Zoom technology to offer in-person appointments in the Digital Media Lab and continued to offer fully virtual appointments as well.
- On October 23rd, 2020, the newly renovated Computer Center closed based upon guidelines from the CDC regarding “close contact”. We moved upstairs and created a space in a more open area, which allowed for customers to spread out.

Due to a surge in Covid-19, all library buildings were closed a second time from Nov. 20, 2020-Jan. 25, 2021. Throughout the closure, the Information Desk provided virtual reference services during regular library operating hours and Digital Services handled all ‘print-from-home’ requests while KidSpace and Studio 270 answered phone calls, offered virtual classes and prepared craft kits for pickup through the Drive-Up Window.

A text message sent to the library:

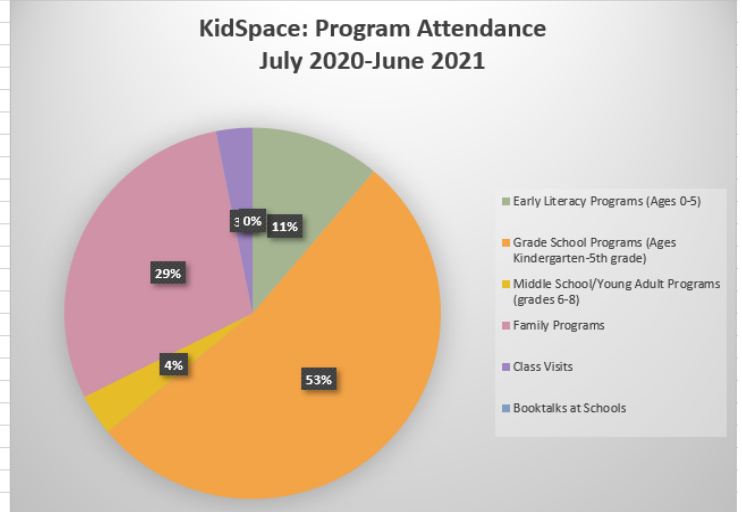
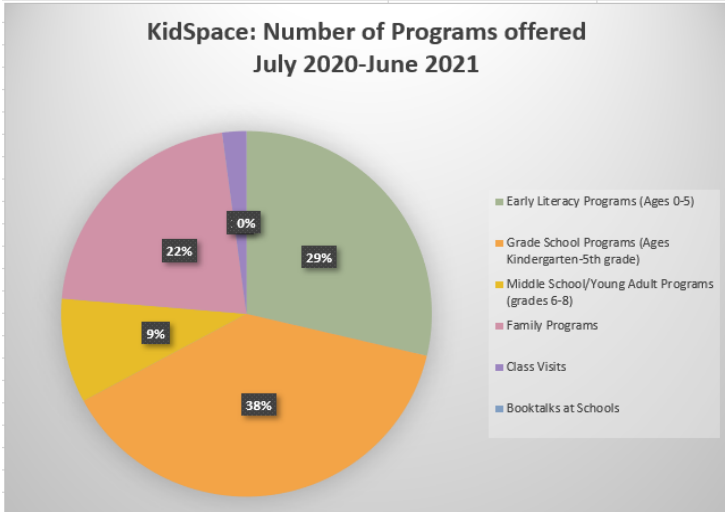


- Entering into Tier 1 mitigation efforts at the end of October 2020, we cancelled Librarian one-on-one appointments and moved to Zoom appointments when possible. The rest of our classes and programs began to be move online, if not already there.
- To offer more outdoor activities during the pandemic, we created a Story Walk along the library river path. The book *Wiggle* by Doreen Cronin was chosen as our first Story Walk title.
- We closed the building completely on Nov 20-January 25, 2021. While closed, Digital Services staff moved their center of operations back downstairs in order to provide remote printing to our customers delivered through the Drive-Up Window. KidSpace moved all of our Storytime kit bags to the Drive Up window and created a process for smooth distribution. The Studio pivoted when we closed and began offering virtual opportunities for Teen volunteers who often need those hours for school requirements. We held virtual Digital Media Lab appointments and celebrated the Digital Media Lab's 5 year anniversary! Info Services staff shifted while we were closed and helped pull books to fulfil holds at the drive-up window. We kept our phone lines and text service open to answer reference calls while closed.
- Zoom and Facebook programs were provided heavily in December while closed. We offered passive programs including craft kits at the drive-up window and activities for kids on our website.
- For the first time in its history, the 46th Annual Battle of the Books season was offered virtually using the CrowdPurr online trivia platform. We had 949 total online participants in this program. Katherine Arden, the author of a popular BOB title, was the guest speaker at the virtual Final Event.
- KidSpace received a \$3000.00 grant from the Believe in Reading Foundation. We used these funds to purchase copies of the book *Can I Touch Your Hair?* Author Charles Waters also visited us virtually on February 15th for the program: "*Raising Black Voices: An Author Visit with Charles Waters*". Each child who attended received a free book to keep! We had such an overwhelming response to this visit that the *Gail Borden Library Foundation* helped fund another 100 titles!
- The Studio formed a new partnership with the Kane County Juvenile Justice Council Subcommittee on Restorative Practices and are offering programs on teen rights. The Studio also reached out to the Illinois Student Assistance Commission to provide college readiness resources & programs to our students.
- We received notice in January 2021 that one of our regulars in the Digital Media Lab had a song air on the Chicago Hot 97 radio station! This is the third patron and fifth song recorded at the library that has reached radio airplay!
- Kidspace purchased a Baby Garden play area at a large discount from another library. We re-arranged picture book shelving and planned a wall mural to prepare for this exciting addition to the room.
- Over Spring Break, we had to open more Zoom events as our KidSpace events filled up quickly. Additionally, we hosted performers over Facebook Live which was very popular. Mr. Jon's virtual concert had over 1.3K views! Miss Katie's preschool programs, puppet shows, and Ms. Grisel's Spanish storytimes are just a few of our other popular Facebook Live programs.
- In March, Andrew and Billie were named EPEL Key Piece of the month due to their work on a video project with this group. And in July 2021, Tanya and Katie were also named a Key Piece due to their work on the Story Walk project.
- After several closures of microfilm vendors, we made the momentous decision in March to solely move forward with digitizing our newspapers. From 2021 on, all newspapers will be digitized and searchable.
- The Studio briefly closed on May 8th for a Studio refresh project with carpet/paint/furniture replacement. We re-opened in June and were excited by the brand-new sink we can use for crafting as well as all the extra storage, new furniture and fun spaces for the teens to enjoy!

-Respectfully submitted, Margaret Peebles, Division Chief of Public Services

FY 20/21 Public Services' Year-End Statistics

| | Number of Programs offered | | Attendance |
|---|----------------------------|---|------------|
| Early Literacy Programs (Ages 0-5) | 177 | Early Literacy Programs (Ages 0-5) | 893 |
| Grade School Programs (Ages Kindergarten-5th grade) | 237 | Grade School Programs (Ages Kindergarten-5th grade) | 4228 |
| Middle School/Young Adult Programs (grades 6-8) | 57 | Middle School/Young Adult Programs (grades 6-8) | 292 |
| Family Programs | 133 | Family Programs | 2345 |
| Class Visits | 13 | Class Visits | 251 |
| Booktalks at Schools | 0 | Booktalks at Schools | 0 |



KS total number of programs: 607

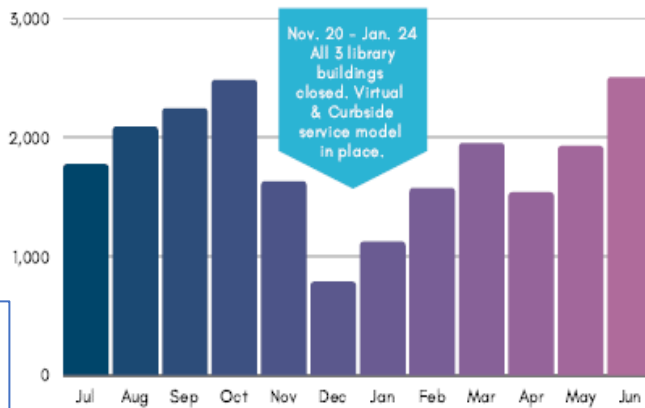
KS total attendance (does not include Facebook): 7804

Info Services & Digital Services Classes:
 No. of Classes: 132
 Attendance: 617 (includes Live Views)

101 assistance with vaccine questions / appointments

**to note: We are grateful to the Pandemic Navigator Team who took over many of the vaccine appointments/questions.*

REFERENCE TRANSACTIONS BY MONTH



2020

- July 6:** Library buildings reopened to the public
- July 27:** Passport Services resumed
- November 20:** Library buildings closed - service models switched to Virtual & Curbside Services - Passport Services suspended

2021

- January 25:** Library buildings reopened to the public
- May 3:** Passport Services resumed
- June 11:** Study Rooms opened for public use

FY20-21: Passports + Photos by Month

| Month | Passports | Photos | % ** |
|----------------|------------|------------|------|
| July 2020 | 19 | 16 | 63% |
| August 2020 | 81 | 59 | 64% |
| September 2020 | 86 | 74 | 71% |
| October 2020 | 108 | 74 | 58% |
| November 2020 | 39 | 27 | 62% |
| December 2020 | | | |
| January 2021 | | | |
| February 2021 | | | |
| March 2021 | | 1 | |
| April 2021 | | | |
| May 2021 | 112 | 95 | 75% |
| June 2021 | 170 | 153 | 77% |
| Totals | 615 | 499 | |

** Shows the percentage of Passport applications that include a photo taken at the library (photo-only transactions not included).

Passport Services available:
 07/27/20 - 11/18/20 and 05/03/21 - 06/30/21

All-Time Summary: 12/27/2017 to Present

Total Passports + Photos by Fiscal Year

| Fiscal Year | Passports | Photos |
|-----------------------|--------------|-------------|
| FY 2017-2018 | 1,415 | --- |
| FY 2018-2019 | 2,777 | --- |
| FY 2019-2020 | 2,107 | 886 |
| FY 2020-2021 | 615 | 499 |
| All Time Total | 6,914 | 1385 |

Passport Services began on 12-27-17, Photos began on 10/09/2019

Total Passport Services Profit *

| | | |
|---------------------------------|-----------|-------------------|
| Execution Fees Collected | \$ | 234,720.00 |
| Photo Fees Collected | \$ | 16,536.00 |
| - Postage Expenses | \$ | 12,812.99 |
| Passports Profit to Date | \$ | 238,443.01 |

* before additional expenses (staff & supplies)

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2021

General Fund:

Receipts for the Year:

| | | | |
|--|----|---------------|------------|
| Property Taxes | \$ | 13,216,441 | |
| State Income Taxes (Personal Property Replacement Tax) | | 228,802 | |
| Earnings on Investments and Savings | | 5,078 | |
| Fines and fees | | 11,565 | |
| Computer, fax and meeting rooms | | 1,001 | |
| Laminating | | 769 | |
| Copy Machines | | 15,902 | |
| Reader Printer | | - | |
| Books Lost and Paid | | 14,113 | |
| Miscellaneous | | 16,277 | |
| Public Phones | | 2,845 | |
| Passports | | 27,055 | |
| E-Rate Program | | 41,697 | |
| Grants Received | | 315,235 | |
| Developer Fees | | 77,854 | |
| Insurance claim revenue | | - | |
| Transfer from Working Cash | | - | |
| Loan income | | - | |
| Rental income | | <u>38,956</u> | |
| Total Receipts for the Year | | | 14,013,590 |

Disbursements for the Year

| | | |
|-----------------------|--|-----------|
| Salaries | | 6,672,173 |
| Maintenance Salaries | | 403,135 |
| Main | | |
| Books | | 270,122 |
| Periodicals | | 22,460 |
| Audio Visual Material | | 95,818 |
| Micro Film | | 15,747 |
| Electronic Media | | 519,462 |
| Natural Gas | | 95,780 |
| Electricity | | 220,275 |
| Telephone | | 68,181 |
| Computer | | 674,132 |
| Interest Expense | | 21,018 |
| Branch | | |
| Books | | 37,180 |
| Periodicals | | 2,849 |
| Audio Visual Material | | 25,133 |
| Electricity | | 29,160 |
| Telephone | | - |
| Computer | | - |
| Natural Gas | | 3,206 |
| Water and Sewer | | 6,008 |
| Other Branch | | 32,885 |

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2021

General Fund (Cont.)

Disbursements for the year (Cont.)

| | | |
|--|--------------|------------|
| Binding | - | |
| Capital Improvements | - | |
| Cleaning and Janitorial Supplies | 329,706 | |
| Conferences | 6,771 | |
| Consulting and Professional Expense | 33,039 | |
| Contingency | 3,481 | |
| Continuing Education | 27,447 | |
| Copier Leases and Maintenance | 50,477 | |
| Dues and Membership | 16,875 | |
| Equipment and Equipment Maintenance | 49,886 | |
| Fuel | 5,464 | |
| Grant Expenditures | - | |
| Insurance | 847,502 | |
| Legal Publications | 1,558 | |
| Material Processing Supplies | 110,671 | |
| Library Office Supplies and Services | 53,099 | |
| Other | 45,531 | |
| Payroll Processing | 32,593 | |
| Postage and Express | 6,242 | |
| Printing | 6,622 | |
| Public Programming | 43,338 | |
| Public Relations | 101,490 | |
| Vehicle Maintenance | 11,108 | |
| Volunteers | 1,581 | |
| Water | 12,440 | |
| Real Estate Taxes | - | |
| Transfer | - | |
| Loan expense (principal) | 110,000 | |
| Total Disbursements for the Year | 11,121,645 | 11,121,645 |
| Excess (Deficit) of Receipts Over Disbursements | | 2,891,945 |
| | | |
| Change in Accruals for year | | (136,448) |
| | | |
| Cash Balance | | |
| June 30, 2020 (Banking Checking and Savings [\$49,694,392]; Petty Cash [\$6,934] Investments [(\$45,502,903)]) | | 4,198,963 |
| | | |
| Cash Balance | | |
| June 30, 2021 (Banking Checking and Savings [\$54,319,192]; Petty Cash [\$7,243] Investments [(\$47,371,975)]) | \$ 6,954,460 | 6,954,460 |

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2021

Illinois Municipal Retirement Fund:

| | | |
|--|------------|----------|
| Receipts for the Year: | | |
| Property Taxes | \$ 869,758 | |
| State Income Taxes (Personal Property Replacement Tax) | 8,127 | |
| Transfer from General Fund | - | |
| Total Receipts for the Year | | 877,885 |
| Disbursements for the Year: | | |
| Library's Contribution to I.M.R.F. | 819,206 | |
| Total Disbursements for the Year | | 819,206 |
| Excess (Deficit) of Receipts over Disbursements | | 58,679 |
| Change in Accruals for year | | (689) |
| Cash Balance, June 30, 2020 | | (23,408) |
| Cash Balance, June 30, 2021 | \$ | 34,582 |

Liability Insurance Fund:

| | | |
|---|------------|---------|
| Receipts for the Year: | | |
| Property Taxes | \$ 223,455 | |
| Total Receipts for the Year | | 223,455 |
| Disbursements for the Year: | | |
| General Insurance | 97,976 | |
| Unemployment Compensation | 8,723 | |
| Risk Management | 33,532 | |
| Workmen's Compensation | 19,920 | |
| Total Disbursements for the Year | | 160,151 |
| Excess (Deficit) of Receipts Over Disbursements | | 63,304 |
| Change in Accrual for year | | 1,613 |
| Cash Balance, June 30, 2020 | | (5,687) |
| Cash Balance, June 30, 2021 | \$ | 59,230 |

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2021

Building and Equipment Fund:

Receipts for the Year:

| | | |
|-----------------------------|------------|---------|
| Property Taxes | \$ 487,350 | |
| Transfer from General Fund | - | |
| Total Receipts for the Year | - | 487,350 |

Disbursements for the Year:

| | | |
|--|---------|---------|
| Main | | |
| Building, Ground Repairs and Maintenance | 240,908 | |
| Maintenance Supplies | - | |
| Maintenance and Other Equipment | 4,283 | |
| Furniture and Fixtures | - | |
| General Cleaning Services | - | |
| Janitorial Supplies | - | |
| Chemical/Water Treatment | 869 | |
| Contingency | 20,975 | |
| Miscellaneous | 5,368 | |
| Equipment Repair and Maintenance | 93,139 | |
| Branch | | |
| Building, Ground Repairs and Maintenance | 54,587 | |
| Maintenance Supplies | - | |
| General Cleaning Services | - | |
| Janitorial Supplies | - | |
| Equipment Repair and Maintenance | 37,504 | |
| Total Disbursements for the Year | 457,633 | 457,633 |

| | | |
|---|--|--------|
| Excess (Deficit) of Receipts Over Disbursements | | 29,717 |
|---|--|--------|

| | | |
|-----------------------------|--|----------|
| Change in Accruals for year | | (11,579) |
|-----------------------------|--|----------|

| | | |
|-----------------------------|--|--------|
| Cash Balance, June 30, 2020 | | 63,369 |
|-----------------------------|--|--------|

| | | |
|-----------------------------|----|--------|
| Cash Balance, June 30, 2021 | \$ | 81,507 |
|-----------------------------|----|--------|

Audit Fund:

Receipts for the year:

| | | |
|-----------------------------|-----------|--------|
| Property taxes | \$ 20,664 | |
| Total receipts for the year | 20,664 | 20,664 |

Disbursements for the year:

| | | |
|----------------------------------|--------|--------|
| Audit services | 16,876 | |
| Total disbursements for the year | 16,876 | 16,876 |

| | | |
|---|--|-------|
| Excess (Deficit) of Receipts Over Disbursements | | 3,788 |
|---|--|-------|

| | | |
|-----------------------------|--|-------|
| Cash Balance, June 30, 2020 | | (768) |
|-----------------------------|--|-------|

| | | |
|-----------------------------|----|-------|
| Cash Balance, June 30, 2021 | \$ | 3,020 |
|-----------------------------|----|-------|

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2021

Social Security Fund:

| | | |
|---|------------|---------------|
| Receipts for the year: | | |
| Property taxes | \$ 628,545 | |
| Total receipts for the year | | 628,545 |
| | | |
| Disbursements for the year: | | |
| Social security contribution | 522,907 | |
| Total disbursements for the year | | 522,907 |
| Excess (Deficit) of Receipts Over Disbursements | | 105,638 |
| | | |
| Change in Accruals for year | | (4,570) |
| | | |
| Cash Balance, June 30, 2020 | | (6,962) |
| Cash Balance, June 30, 2021 | \$ | <u>94,106</u> |

Gift Fund

| | | |
|---|----------|---------------|
| Receipts for the Year: | | |
| Gifts Received | \$ 9,700 | |
| Interest Income | - | |
| Total Receipts for the Year | | 9,700 |
| | | |
| Disbursements for the Year: | | |
| Program Expenditures | 37,215 | |
| Total Disbursements for the Year | | 37,215 |
| Excess (Deficit) of Receipts Over Disbursements | | (27,515) |
| | | |
| Change in Accrual for year | | - |
| | | |
| Cash Balance, June 30, 2020 | | 54,329 |
| Cash Balance, June 30, 2021 | \$ | <u>26,814</u> |

Building Reserve Fund

| | | |
|---|---------|----------------|
| Receipts for the Year: | | |
| Transfer in | \$ - | |
| Investment Income/(Loss) | 2,907 | |
| Debt Proceeds | - | |
| Total Receipts for the Year | | 2,907 |
| | | |
| Disbursements for the Year: | | |
| Investment Fees | 2,383 | |
| Capital Expenditures | 410,982 | |
| Debt Issuance Fees | - | |
| Total Disbursements for the Year | | 413,365 |
| Excess (Deficit) of Receipts Over Disbursements | | (410,458) |
| | | |
| Change in Accrual for year | | 7,705 |
| | | |
| Cash Balance, June 30, 2020 | | 1,384,166 |
| Cash Balance, June 30, 2021 | \$ | <u>981,413</u> |

Gail Borden Public Library District
 Financial Report of Cash Receipts and Disbursements
 For The Fiscal Year Ended June 30, 2021

Bond & Interest Fund:

Receipts for the Year:

| | | | |
|-----------------------------|----|-----------|-----------|
| Property Taxes | \$ | 1,455,588 | |
| Bond Proceeds | | - | |
| Miscellaneous Revenue | | - | |
| Total Receipts for the Year | | 1,455,588 | 1,455,588 |

Disbursements for the Year:

| | | | |
|----------------------------------|--|-----------|-----------|
| Bond Principal Paid | | 2,485,000 | |
| Bond Interest Paid | | 110,593 | |
| Bond Expenses | | - | |
| Total Disbursements for the Year | | 2,595,593 | 2,595,593 |

| | | | |
|---|--|-------------|-------------|
| Excess (Deficit) of Receipts Over Disbursements | | (1,140,005) | (1,140,005) |
|---|--|-------------|-------------|

| | | | |
|----------------------------|--|---|---|
| Change in Accrual for year | | - | - |
|----------------------------|--|---|---|

| | | | |
|-----------------------------|----|-----------|--|
| Cash Balance, June 30, 2020 | | 859,428 | |
| Cash Balance, June 30, 2021 | \$ | (280,577) | |