

Access Services Annual Report | July 2021-2022

The last year saw the health emergency caused by COVID-19 begin to recede with society shifting from virus mitigation to learning to live with the illness as it does with the seasonal flu. With no mandates for closures the library resumed normal operations and the library did not close during the last twelve months. The Access Services Division made up of the Departments of Collection Services, Customer Relations, Library Applications, Materials Handling and Technical Services had a productive and successful year. Our areas of focus this fiscal year were (1) enhancing library collection(s) and shelving arrangements; (2) library cards and library catalog; (3) LINKin Resource Sharing and Interlibrary Loan; and (4) Library Website and Online Mapping.

Enhancing library Collection(s) and Shelving Arrangements

- To support at-home caregivers and professional caregivers, as well as to provide items to engage those living with dementia, the Main Library now includes a *Memory Care* collection.
- The *Library of Things* collection continued to grow with the following additions: Coin Counter, Backyard Movie Bundle, Giant Jenga, Finch Robot 2.0, Metal Detector, USB Microphone, Wireless Digital Microscope, and Video to Digital Converter.
- Fifty Chromebooks, fifty WIFI hotspots and four USB 4-port hubs were added to the *TechKnow Mobile* Collection. The vehicle is a one-stop technology assistance vehicle that visits locations in the community.
- *Tonies*, a screen-free interactive digital listening experience that puts preschoolers in control of their own audio adventure were added to the Tiny Tech collection at the Main Library.
- To support the Rakow Rangers program at the Rakow Branch, *Tree Exploration Kits* are now available. The kits include guidebooks, wood slices, tree ID sheets, binoculars, and more.
- To support the annual Community Read, copies of the titles chosen (Finding Dorothy, The Barnabus Project and Into the Beautiful North) for the event were acquired.
- Midwest Tapes, the provider of Hoopla added *Craftsy* classes to the service. The addition adds 1,000+ on-demand classes in categories like knitting, baking and more. The platform also added *BingePass* that provides unlimited access to third-party services including magazines, *Great Courses*, *Curiosity Stream* and *hellosaurs*.
- To make it easy to find books based on genre staff categorized, relabeled and reshelved 9,000+ individual items for the Main Library Juvenile Fiction.
- Materials Handling moved all books (18,000+) in the Early Learning Center and reshelved all items after shelving units were reconfigured. The new shelving arrangement resulted in the creation of five new sections to help visitors find suitable books.

Library Cards and Library Catalog

- April 14, 2020, the Library Board voted in favor of removing fines on several library collections. December 14, 2021, the Library Board revisited the topic and voted to eliminate all remaining fines from all library collections.
- Feb. 8, 2020, the Library Board supported the creation of two new library card options: (1) *Residents without Permanent Housing* and is intended for those who are homeless, in emergency housing, transitional housing or supportive housing and (2) teens ages 14-18 who

have a barrier to registering for a library card with a parent/guardian and/or may not have an ID with an address on it.

- To enable students at three (O'Neal, Highland, and Washington) U-46 schools to checkout library material on the Bookmobile, *Student Success* library cards were created.
- To give users better control of their holds on library materials, staff enabled *Pause Hold* functionality. When enabled users' position in the hold queue will be skipped over until the hold is resumed.
- To feature new books and movies on the front page of the library website a *Just In* carousel was configured and implemented.

LINKin Resource Sharing and Interlibrary Loan

- We, along with Arlington Heights Memorial Library and Skokie PL founded the LINKin Libraries Resource Sharing Consortia. Over the years the number of libraries in the group has grown and now includes eleven members after Aurora PL joined in Oct. 2021. The shared union catalog launched Jan. 11, 2006. Fifteen years later in Jan. 2021 the catalog was updated and now uses the *Discovery Layer, Encore*.
- The \$5 fee assessed on ILL borrowed from out-of-state libraries was removed. The fee applied to print materials that were not available within in Illinois.

Library Website and Online Mapping

- The *Can't Find It* [page](#) used by customers to request items not in the library collection was redesigned to add accessibility features and accommodate a how-to-video.
- The Studio 270 [page](#) was refreshed with a new color palate and design with a focus on highlighting curated resources.
- A new *TechKnow Mobile* [page](#) was designed and launched and includes germane information related to the collection and upcoming stops.
- A new *Kids' Virtual Summer Showcase* [page](#) was created that invites users to upload submissions of talent, hobby, or project.
- A new *Rakow Rangers* [page](#) was created for the program. The initiative is aimed at exposing youth to nature in our service area and includes library programming and materials and other resources.
- A new *Meeting Room Use Application* [page](#) to request a room booking for outside groups was deployed. The form allows staff to gather initial information necessary for organizations to reserve a meeting room and supplies an estimated cost to those making a request.
- To identify areas within our district that would be good candidates for Bookmobile or *TechKnow Mobile* stops, an *Active Card Holder Map* was created using several GIS tools. The information was laid on top of our boundaries and Google Earth App to enable zoom in or out for the desired level of detail.
- To better find underserved areas or identify opportunities to better balance finite library resources, staff began adding geocodes to library cardholder records.
- To enable the use of a new database (Candid), staff built a custom authentication page to be compliant with single building access. The solution prevented the need to purchase a proxy service or not providing access to the service all together.

—Respectfully by Robert Moffett, Division Chief of Access Services

Community Services Annual Report

Branch Library Services – Community Engagement – Mobile Library Services

The **Community Services Division** was created this year to accommodate the tremendous growth of the Neighborhood Services Department. We reorganized in preparation of district residential growth, especially impacting Branch Services with the anticipation of the South Elgin Branch expansion coming in 2023. With the addition of Digital Equity Services, the ReaderShip, and Home Services, Bookmobile Services became Mobile Library Services to better encompass the broader services offered. In addition, the Community Engagement Department joined the Division as we all work together to reach our patrons where they live, work, and learn.

While COVID-19 certainly continued to affect how we served the community, by the end of February 2022 we began to see positive changes. All public computers were back in service, in-person programs commenced, and masks became optional. Our customers were quite eager to return to pre-pandemic activities and our gate counts, circulation, and program attendance quickly began to increase as a result.

Branch Library Services

- Staff adapted to the ever-changing COVID rules. Moving from in-person to virtual and back to in-person programming required our staff to be flexible and creative. Fun **Grab & Go Craft Kits** created for children and adults became very popular and over the fiscal year we handed out over 6,000 kits.
- Early Literacy programs included **Journey into Storytime**, **Mini Rangers**, **Welcome Baby!** and the very popular **Messy Play Fridays** at Rakow Branch. Children’s Area **Scavenger Hunts** continue to delight young customers at both branches.
- Elementary Programs continued with **STEAM**, **Creativity Corner**, and **Summer Discover**. Popular topics included Balloon Powered Race Car, Shamrock Slime, and Stained-Glass Art.
- Adult programs picked up again in person with **Rakow Readers**, **Device Advice**, **Painting Classes**, **Coffee with the Mayor**, **Illinois Storm Chasers**, **AARP Smart Driver Class**, **Dementia Friendly Elgin Memory Café**, and **South Elgin Stories**. Staff hosted the first **PhD (Projects Half-Done) Club** at Rakow.
- **South Elgin Branch five-year celebration** took place at Panton Mill Park. Trustees John Kokoris and Joy Symonds attended and announced that plans were underway to explore the future expansion of the Branch.
- The **Rake-O Family Fall Festival** attracted nearly 250 people for the annual outdoor event which included a pumpkin patch, live music, games, and a photo-op. A Storywalk debuted and remained on display outside at Rakow through the Winter and Spring.
- Tree Exploration was the theme for **Rakow Rangers** program. Branch staff created an interactive Field Guide encouraging families to visit our local forest preserves. A webpage featuring each year’s content was created. We debuted the **Rakow Rangers Backpack Collection** in June. www.gailborden.info/rakowrangers

South Elgin Branch Expansion

Branch managers met with Studio GC architects to reimagine a new floorplan for South Elgin Branch. The expansion will include a shared break room with KCT Credit Union, a Children’s Area, an Activity Room, Study Rooms, and more. We prepared a Needs Assessment Survey which included a stakeholders meeting, South Elgin resident survey, family questionnaires, and a staff needs survey. The report was submitted for the State of Illinois Library Construction Grant and the Community Project Funding Request through the Illinois 8th Congressional District.

- 151,797**

Total Circulation
- 105,598**

Total Visitors
- 7,019**

Program Attendance
- 619**

Number of Programs
- 733**

Stops Visited
- 9,800**

Drive-up/Curbside
- 2,960**

Volunteer Hours

Community Engagement

Notable programs:

- **Open Book: Black Excellence** interviews aired Thursdays in February on Facebook Live.
- **Elgin Celebrates International Women's Day** - We partnered with AAUW, Elgin History Museum, and YWCA to celebrate women who have contributed to the cultural, intellectual, and political life of Elgin. 55 attended.
- **Open Book: Asian-American Heritage** featured local Asian-Americans Steve Moon of the Grand Victoria Foundation, jazz musician Matthew Munenes, author Laura Robertson, D301 board member Junaid Afeef, and resident Ling Low.
- **LWV Candidates Forums** - US Rep Raja Krishnamoorthi (D-8th) faced his primary opponent Junaid Ahmed in a lively and well-attended forum. We used the Elgin Room to accommodate overflow; 230 people attended.
- **News Of The World** with author Paulette Jiles - Author Paulette Jiles chatted about her novel, her love of bluegrass and folk music, Texas history, and her writing process in a Zoom Q & A session attended by 79 people.
- **Meet Elizabeth Letts**, Author of "Finding Dorothy" - Elizabeth Letts delighted the audience with her vast knowledge of the Oz books and the 1939 movie. 79 people attended in person, 20 online.
- **Elgin's Children in Poverty: Awareness and Advocacy** – Community Engagement staff worked with Women On the Brink, the YWCA, and AAUW to present a panel discussion on local children in poverty and the challenges they face. 70 people attended.

In the community:

- **National Night Out!** - we participated in the festivities on Spring St. hosted by our ROPE Officer Edwin Alva.
- **Juneteenth Festival** - we took the TechKnow Mobile to Festival Park to join the community celebration.
- **Gold Star Partners** Summer Reading Program had 3,948 finishers at 37 partner sites, the highest number of finishers and partner sites since Covid.
- **Veterans Voices** was not in the schools due to Covid. Instead, we offered a panel discussion of local veterans on YouTube and Zoom visits between teachers and veteran volunteers. Overall, Veterans Voices 2021 reached 2,516 students with 53 hours of volunteer time.
- **Life Enrichment** - In-person programming resumed gradually in summer of 2021 at senior/developmental care communities and at the Elgin Memory Café. The activity kits that premiered in April 2020 continued to be a welcome additional, monthly library support mechanism for activity directors at all 25 senior/developmental care communities.
- **Memory Care Collection** - a collection of books, puzzles, games, toys, and assistive devices for family caregivers and health professionals caring for people with dementia, cognitive impairments, or any serious condition is now available for checkout on the 2nd floor of Main Library.

Mobile Library Services

- The **Bookmobile** visited our regularly scheduled 23 stops in all 5 of the cities and villages within our district boundaries on a two-week rotation, which has been its core service since it launched in April of 2019.
- In the Fall we embarked on the **Student Success Card** program. Working with three local elementary schools, Ronald O'Neal, Highland, and Washington, we registered each student at these schools with a full-service library card. We then scheduled monthly Bookmobile visits and placed book return bins inside each school. Our first visit was in November, and by April of 2022 we had already hosted over 4,000 students.
- **Digital Equity** - In October we were awarded a \$25,187 grant from the State of Illinois to launch the **TechKnow Mobile**. With the grant funds we purchased a circulating collection of 50 WiFi Hotspots and 50 Google Chromebooks. Staff members on the TechKnow Mobile are all adept at offering technology assistance and it has become an incredibly popular service that is now the primary outreach effort of our Digital Equity Team.
- The **Sprinter** has become our go-to vehicle for community events. Elgin Police Department's Easter Egg Hunt, Autism Acceptance Program, and the South Elgin Holiday Event were just a few exceptionally well-attended

events. In the Summer, it also attended the weekly Food Truck Fest at Panton Mill Park in South Elgin and was invited by the Elgin Partnership for Early Learning to visit “Summer Learning on the Go” stops, which visited hundreds of children.

- The **ReaderShip** Early Literacy Coordinator joined us in August of 2021. The ReaderShip, one of our longest running outreach services, provides storytime programs and early literacy resources to children birth-6 years old outside of our library buildings’ walls. This year, the ReaderShip held 27 total programs with 1,932 in attendance.
- **Home Services** also came under the purview of Mobile Library Services. Home Services delivered library materials to over 140 customers monthly.
- Two **new drivers** on our staff were trained to safely drive the Bookmobile. We now have four Mobile Library Services employees to cover the various Bookmobile routes.
- Our Book Bike Summer Assistant took the lead on taking the **Book Bike** to our regularly scheduled stops like the Elgin Farmers Market and River’s Landing Apartments. The Book Bike engaged with 1,443 people throughout the community.

2021-2022 FISCAL YEAR REPORT
FACILITIES AND BUILDING OPERATIONS

FACILITIES / MAINTENANCE:

- Repaired the Area of Rescue Assistance system, which is an emergency intercom system designed to alert us of people trapped in any of our three stairwells.
- Our 3 boilers at main were brought up to speed and incorporated into our Building automation system. New communication modules were installed and programmed.
- Completed a big move with KidSpace shelving. This was a separate maintenance project complementing LFI's big shelving project.
- Ordered many replacement parts and repaired lots of damaged/ disfigured toilet paper dispensers.
- Repaired several Mobility Scooters that needed axle and fork yoke bearings, and just generally tune-ups from much customer use.
- Installed a new hot water heater in the South Elgin janitor's equipment closet.
- Service from Kellenberger Electric installed a new Surge protector for the main building.
- Set up new furniture from KI in the remodeled Studio 270 area.
- Received a new, larger carpet cleaner to allow us to self-perform extractions in a timelier fashion, rather than always waiting for nighttime cleaning crew.
- 14 new Air Purifiers were installed, for the most part in customer Study Rooms.
- Repaired a 12" high-pressure flexible air duct in the Computer Training room.
- Repaired several toilets and sinks in various stages of disrepair at our three buildings.
- Our Kubota grounds vehicle received normal preventative maintenance service.
- Assembled and installed new Media Console in 270.
- Repaired water damaged walls in Rakow Women's Public washroom from leaky A/C rooftop.
- Repaired sagging sink counters in the same washroom.
- Installed blinds in storage areas of the South Elgin branch.
- Installed new lock and modified RH door of Book Sorter in main lobby.
- Davey Tree performed tree-trimming and lawn maintenance at our main building.
- JM Irrigation made several repairs and programming changes to our sprinkler system at main.
- Verde Electric did warranty work on our new LED fixtures in our Meadows Rooms.
- Flushing performed in our parking lot hydrant at main.
- Atlas Boiler and Welding has completed exploratory work, locating two leaks in boilers at main.
- Reorganized and re-labeled fire/ emergency keys and regular building keys used on an infrequent basis. All Maintenance staff carries their own keys as are deemed important to their daily work, but with an upcoming fire drill we wanted to be prepared.
- Re-wired the loading dock doorbell system to enhance its overall function.
- Re-lamped and installed new ballasts in various areas throughout our three buildings.



- Workers from Aquascape of were here to rebuild the front garden fountain. The main Basalt columns were stabilized, and new pumping equipment was installed. The fountain was damaged when a small boy and his father accidentally knocked down the 3 Basalt columns, damaging the equipment below. As you can see the result was quite good, better than the original in fact.

- Purchased and installed 2 new refrigerators in the Staff

Room.

- Checked and replaced 120-volt outlets deemed inadequate (broken/ or worn) throughout the building.

- Trained KidSpace staff on the correct operation of the movable wall in the Sally Lee room.
- Setup and installed the steel cable gridwork to display articles of clothing for Spanish Heritage Month's ballet folclórico.
- Removed credit card reader holders from the self-checks to accommodate operational changes for all buildings.
- Installed new "Wrong Way" & "STOP" signs and changed out a bent signpost at Main building.
- Patched and painted front rotunda at Main.
- Repaired carpet/ floor transition strips at Material Handling to Customer Service area.
- Painting and touchup at South Elgin.
- Repaired damaged sheet metal and rooftop air conditioner on bookmobile bus.
- After a thorough cleaning, patched and painted all 2nd floor study rooms.
- Repaired and painted metal doors on compactor doors.
- Installed "No Parking" signs near dock area.



- Had a failure in the Server Room split-system air conditioner. The unit was repaired and returned to service in 24 hours. Because of the condition and age of the unit, we are considering purchasing a new system.



- Installed new directional signage (two) at our 270 building. They were installed close to the original

locations, designed to follow closely, and to compliment the two main signs that were installed on Grove Ave. last year. The main difference being that these new signs are to be lighted.

- Spent many hours setting-up and dismantling the Foundation Booksale.
- In September, we started phase one of our VAV controller update/ rehabilitation program with AHU 2nd floor North.
- Rose Paving re-stripped the parking lots.
- North automatic entrance door at 270 received a new motor and associated mechanical linkage.
- All touchless faucets in our buildings were set to run for ~20 seconds.
- All fire extinguishers in our buildings were checked/ tested and tagged for 09/21.
- Repaired several lockers in the main Staff Locker Room.
- Reconfigured several staff desks and move furniture throughout the 270 building.



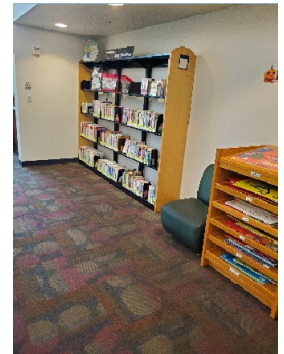
- Rebuilt several hot water pumps in preparation for the upcoming heating season.
- Davey Tree performed tree and lawn maintenance for the upcoming Fall/Dormant period.
- Replaced the evaporator coil on the roof at Rakow and the air separator replacement at 270.

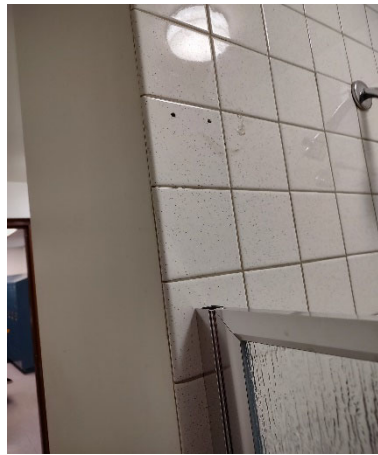


- Fabricated and installed 48' of Heavy-duty, deep shelving for book bins in our back hallway.
- Outdoor lighted signs were completed, by Kellenberger Electric.
- Industrial Water Management tested outside water systems for proper antifreeze %.
- Skirmont Mechanical repaired and adjusted the Backflow Preventer at Rakow.
- Relocated a recessed Fire extinguisher cabinet.
- Had sidewalks raised/ leveled using hydraulic pressure.

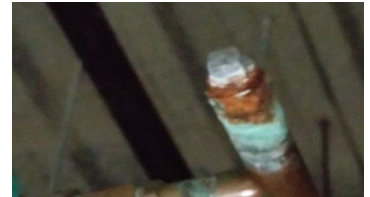


- Installed snowplows and prep other snow equipment for the season.
- Painted and touched up walls throughout the 270 building.
- Cleaned and packed up patio items and shutoff outside water spigots for the season.
- Knickerbocker Roofing repaired flashing leaks on the N/E corner of the 2nd floor.
- Moved furniture and install new recliner in Staff Sick Room.
- Repaired and tested 4-way fireplace in River Room.
- Installed a new fire extinguisher at South Elgin.
- Verde Energy completed the current phase of LED conversions.
- We repaired or replaced lots of standard bulbs and ballasts awaiting the next LED phases.
- Suffered a burnt circuit board in the lighting controller at Rakow. We had replacement boards on hand and were able to rebuild the controller the next day. Dekalb Mechanical was at Rakow the next day and with several servicemen and a large crane, they were able to replace the Condensing Coil on the rooftop air handler #1.
- At about the same time we also lost compressor control of the #2 Rakow unit. We called in our regular service crew from Helm Inc., and they were able to get the unit running the same day.
- Electrostatic painting of metal shelves in MMM and KidSpace was completed.
- Tuckpointing performed on fireplace chimney and Monument sign at Rakow Branch.
- Sealed the 3-story brick face on the North stairwell at 270/ Main, wall was leaking from rain.
- Modified two rolling drop boxes for book mobile use.
- Staff were able to complete a much-needed renovation in the washroom for the Staff Locker room. Patched, painted, Stainless and chrome fixtures cleaned and polished, with new tile-backer board and tiles in the shower stall, old caulk was removed and reapplied the result was spectacular and much needed after 13 years of hard use.





- Our staff also located a dripping HVAC hot-water line and repaired it and replaced several ballasts and bulbs in the 2nd floor clerestory ceiling.
- Workers from Acitelli contracting installed the new air/ water separator on the main building's Chilled Water system.
- Fine-tuned the Glycol levels in both our Chilled and our Boiler water systems.
- Finished renovating all 2nd floor study rooms with new outlets, switches, and data covers.
- Started 120v to 277v conversion of the big pendant lamps in the clerestory and entry rotunda.
- Re-lamped all our highest ceiling lights over the 2nd floor spiral stairs and the elevators.
- Updated BAS programming to improve operation and efficiency of the 4 AHU's and 3 boilers.



- Patched/ painted 2nd floor Study Rooms.
- Installed chair rails to prevent future damage in Study Rooms.
- Adjusted movable glass partitions at South Elgin.
- Replaced back glass on Readership van, bodywork to be scheduled.
- Repaired plows on both F-250 and the Kubota, both got a good workout this month.
- Opened Climber Play Area in Children's Dept. Built and re-configured two walls to control access.

- Replaced broken door handle, Study Rm. "D", second floor, main.
- Removed Covid table dividers, second floor, main.
- Repaired dragging door at South Elgin, South entrance.
- Repaired laminate counter at Rakow drive-up.
- Installed new 120v receptacles in the Café' kitchen. They were causing problems with 2 coolers.
- After attempting to rod in-house, called Restore Plumbing to rod plugged drain in Café' kitchen.
- Assisted PRAD w/ display install and de-installs.

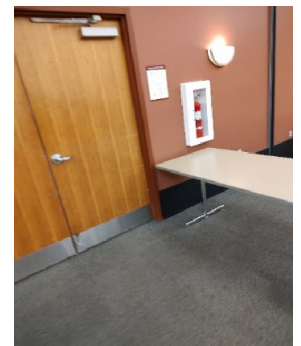
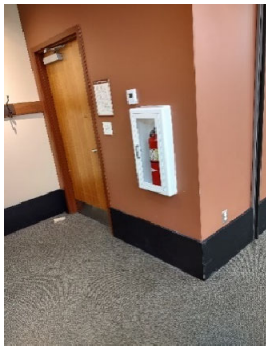


- Assisted Verde Electric as they completed another phase of LED upgrades at main.
- Repaired Dock Leveler device at main.
- Verified and updated Visitor/ Contractor Security Badges.
- Adjusted/ tightened/ leveled Grove Room tables.



- Davey Tree trimmed trees around flagpole at Main.
- Adjusted/ repaired the glass door to Study Room in South Elgin branch.
- Lowered workstation desk height of the 1 East Workroom.
- Replaced ReCirc pump on Dom HW system for First floor South fixtures.
- Completed the safe removal of old HVAC chemicals w/ Safety-Kleen.
- Replaced 10 duplex outlets in the Community Rooms.
- Inventoried and installed new fire extinguishers as needed at the Main Library.
- Negotiated with Kellenberger Electric, and setup a retrofit for LED pendant lamps in the clerestories at Main.

- Kellenberger repaired a clerestory fixture at Rakow branch.
- Verde Electric repaired under warranty some new LED fixtures at main.
- Converted the switch to a motion sensor on the toilet exhaust 2E workroom.



- Installed a "Lockout" "Tagout" lock kit in our shop to enable OSHA compliance.
- Window washing and parking lot sweeping contracts completed the last week of March.
- Moved and removed literally tons of used books for the Foundation Booksale.
- Installed new Carbon Monoxide Detector in the Sprinter Book Bus.
- Repaired leaky skylight and exhaust fan in the Main Book Bus.
- Painted background wall and installed new Baby Garden in ELC.
- Collected/ reviewed new proposals for 2022/ 2023 snow removal contracts.
- Took Readership van into Kard's Autobody in Elgin for bodywork and repaint.
- Installed new lockset w/ Occupancy Indicator to washroom in 2E workroom.
- Performed a total rebuild and renovation to our 20 yr. old pull-behind salt spreader.
- General Dock Maintenance completed, installation on new power outlets, rework low-voltage wiring.

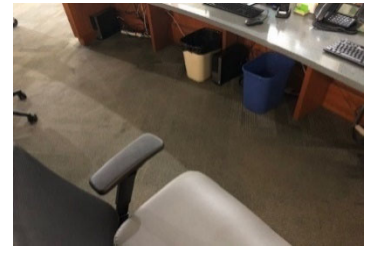
- Negotiated with Waste Management to repair/ renovate our 20 yr. old compactor/ dumpster.
- Repaired plow-damaged lighting bollard in our Main/NE parking lot.
- Bought 3 new table umbrellas to replace the weathered ones in our front garden at Main.
- Removed snowplows and seasonal de-commissioning of all snow removal equipment.
- Installed new GPS antenna cable for Rakow clock system.
- Repaired both electric hand dryers in the Main ELC. washrooms.
- Repaired/ rebuilt faucet on bubbler in the ELC.
- R&R air filters on portable HEPA filters throughout our buildings.
- Rose Paving made several large pavement repairs prior to Crack-filling/ sealcoating and restriping at Main and Rakow lots.
- Had crack-filling, sealcoating, and re-striping of our parking lots at the main and the Rakow branch across the Memorial Day weekend.
- Received estimates for brick and stone repairs around the Loading Dock, and self-repairing some of our curbs as we power washed the dock and the ELC outdoor play areas and associated furniture and equipment.
- Our F-250 truck passed emissions testing, our Kubota grounds vehicle got routine maintenance, while our Readership Van went in for repainting.
- Ceilings and ductwork in our #2 study room at South Elgin were raised to alleviate scraping/ rubbing between the door and the ceiling.
- Davey Tree composted and mulched tree and garden areas.
- Major cleaning and sweep/ mop in 3rd floor equipment rooms.
- Assisted PRAD, providing a place to develop our 4th of July float.
- Worked with/ assisting Trane Service maintaining our chiller capacity.
- Reported several warranty replacements needed throughout the main building for our new LED lights. They have been exceptional in this, even doing the replacements themselves.
- Completed setting and blocking the main parking lot to accommodate Shredding/ Food Truck events.
- Aided Fox Valley Fire & Safety to certify our piping, gauges, and extinguishers.
- Repaired curbing and sidewalks at main.
- New brakes installed on our F-250 truck, new airbag on ProMaster van.
- Organized/ inventoried paint stocks.
- Installed new locks on our book drop.
- Repaired shelving unit in Adult Services.

(Submitted by Terry Gordon – Director of Maintenance)

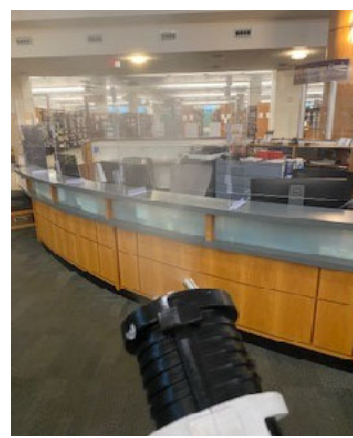
SECURITY:

- Fire hydrant testing and flush at the main facility was conducted by Fox Valley Fire Protection. Annual service for the hydrant was established.
- Fire hydrant and water pressure was reported to be in good condition; there was lots of debris and soot in the line.
- The overnight cleaning service (Complete Cleaning) performed detailed cleaned of the high foot traffic carpet area around the Information Desk and stand-up computer stations.





- Worked with our overnight cleaning service, Complete Cleaning, to deep clean the carpet in the ELC play area.
- Provided ongoing building emergency training to new staff and individual departments. The café and KCT staff were also given refresher training.
- Monthly meeting with ROPE Officer Alva regarding any possible ongoing behavior issues at the library. He also provided security updates of current neighborhood issues that may could affect library operations.
- Conducted a fire drill at all three facilities. Elgin Fire Department was on site at the main facility to observe and critique the drill. The fire inspector found no issues with the drill or the polices the library have in place.
- Electrostatic thermal fogging was performed at all library locations in multiple months. The fog is certified by the EPA to help kill and prevent the spread of HIV, Hepatitis A, B, C, TB, Corona Viruses, and a magnitude of other bacteria.



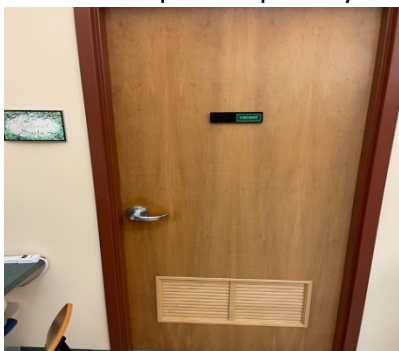
- Fox Valley Performed the annual service of the library BluePoint Emergency Alert System. The system was tested, and batteries replaced at all three library facilities.



- The overnight cleaning service, Complete Cleaning, stripped and waxed the main lobby floors and second floor around the staircase.



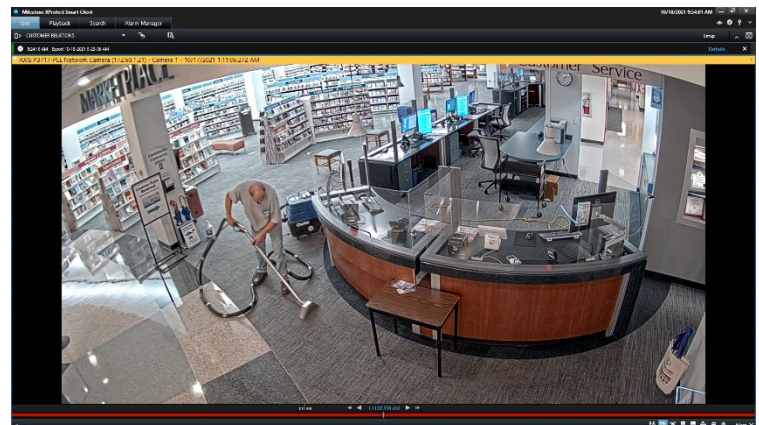
- The overnight cleaning service, Complete Cleaning, performed some targeted deep cleaning of carpets in high foot traffic area after hours on Saturday, October 17th.
- The staff retreat suite was detail cleaned and sanitized.
- Security continued to monitor mask compliance throughout the facilities. There were very few outright violations. Reminders of proper wearing of the mask is ongoing with the great majority of violators coming into compliance politely and immediately.



- Met with EPD Rope Officer Alva. Now that the weather is becoming colder Officer Alva and Security talked to some of the homeless population regarding behavior expectations in and around the library.
- Security staff attended webinars discussing updated security and safety solutions, building access control.
- The month of November and continuing

into December, Security negative contact with the homeless population in and around the main facility increased significantly.

- From the situations that required incident reports to be written seven of them involved the homeless population. Security contacts included alcoholic beverages being consumed in the facility or on the grounds, urinating on library grounds, panhandling, theft of newspapers, threatening behavior and language towards staff, domestic altercation inside the facility with the allegation of a weapon (knife) being displayed. Several of these incidents required police intervention.
- Met with Elgin Police Department Rope Officer, Edwin Alva to discuss ongoing and the uptick of behavior issues occurring in and around the library. Officer Alva will be asking for additional patrols for the parking lot overnight. He will also provide the library with courtesy walkthroughs.
- Several of the security team participated in a webinar for libraries and homeless shelters **Too Many Bags: How to address someone bringing in too much stuff.**
- Set up and assisted Fox Valley Fire Protection with the annual sprinkler inspection for the library main campus.
- The overnight cleaning service Complete Cleaning deep cleaned the tables and chairs on the second floor as well as vacuumed the carpet.





- River Room carpet and chairs were deep cleaned and sanitized by the overnight cleaning service.

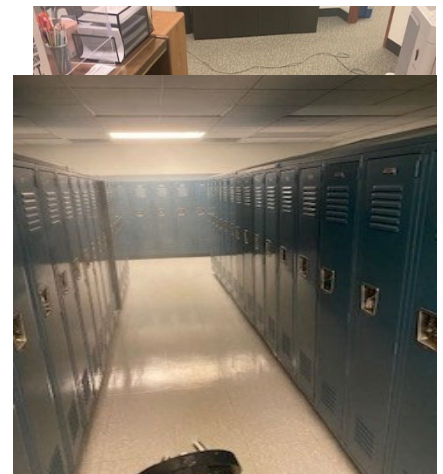
- During the periods of subzero weather security allowed patrons waiting for the library to open to make early entry. Patrons were only allowed to wait in the front atrium until the official 9am opening.



- Security staff participated in several webinars discussing topics of safety / security, de-escalation, homelessness.

- Security Director met with EPD Resident Officer Alva, besides the regular updates on community and library issues the discussion included protocol for threatening behavior rather in person, phone or written.

- The overnight cleaning crew (Complete Cleaning) performed a deep cleaning of the Literacy Connection.

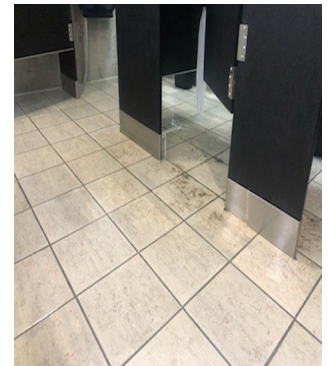
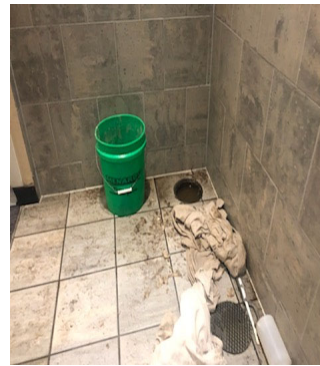
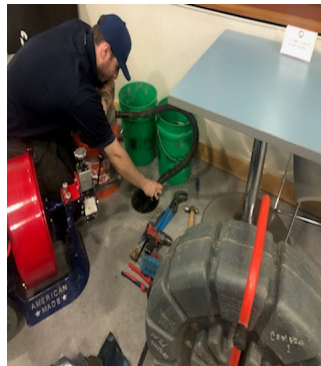


- Security staff provided emergency procedures and building familiarity training to new staff.
- Several security staff attended webinars on dealing with difficult patrons, de-escalation techniques and identification of too many bags.
- The overnight cleaning crew cleaned and sanitized partitions in the public bathrooms.



- C-Fold dispensers were installed at the Rakow Branch. The dispensers match the ones at the main facility allowing for uniformity of products. It also frees up counter space for staff and having loose hand towels in the bathrooms.
- Conducted an internal fire-safety assessment of the three library facilities. Gail Borden was found to be within compliance, the only exception were a few housekeeping issues which were corrected immediately. As the result of the inspection, we decided to a few fire extinguishers for convenience.
- Security trained several new staff on library safety procedures, this includes the Blue Point Emergency Alert, Fire and Tornado, Emergency Exits and Building Familiarization. Security also attends department meetings and regularly provide individual staff members a refresher on the emergency procedures.
- Security worked with staff to accommodate some upcoming special events to take place outside of the library. Sections of the parking lot were reviewed to ensure high visibility and safety for everyone.
- A positive story - A young member of the unhoused community stated to us that he would like some assistance with his situation. The gentleman said he has tried but could not seem to find the right answers. Working with the person we were able to put him in touch with several local organizations.

- On the evening of Monday, May 9th, Restore Plumbing was called out for service and needed to stay past the library closing hours. They did not vacate the building until 10:45pm. Security remained with the plumbers until the job was complete, working with the cleaning crew ensuring the building was ready for staff the next day.



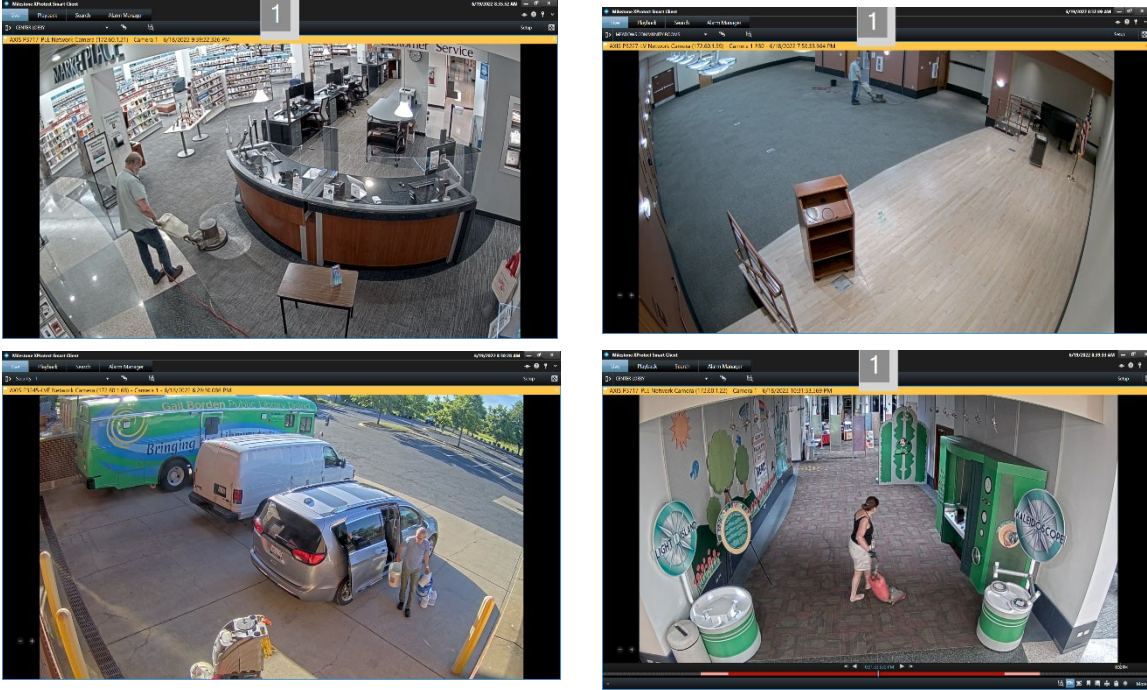
- The evening of 5/20 Complete Cleaning performed detailed vacuum, pre-spot, and steam extract on all fabric chairs and benches at the main facility.
- On Wednesday May 26th the tornado sirens were activated at all three

facilities. Security and staff did an outstanding job moving patrons to designated areas.

- Following the horrible news of the school shooting that tragically took place in Uvalde, Texas, The Security Department immediately took action to ease staff concerns. Included in our plan, we increased our physical presence at all 3 facilities for the remainder of the week. In addition,

Security also continues to keep a clear line of communication / open dialog with local law enforcement and fire department officials, reviewed Active Shooter Training (**Run, Hide, Fight**), and Rapid Emergency Response System (**Blue Point Alert Solutions**). We also reviewed and recommended revisions of established safety plans to make them even more effective. Going forward, Security will be offering to attend staff department meetings for refresher training on emergency situations and established library policies.

- Meadows Community Rooms and public traffic lanes were given a thorough cleaning.



- As part of our continuing commitment to the safety and well-being of all staff, The Security Services Department. Spear headed by Security Training Coordinator provided a review to all library staff, of **Blue Point Emergency Alert System and Run, Hide, Fight**. Additionally, security provided a walk-through of the facility to point out the physical location of Blue Point pull stations and blue strobe lights Training was offered every hour beginning at 11:00am on June 28th and 29th starting at 11am and continuing until 6:00pm. Security is also attending department meetings, offering the training. South Elgin and Rakow Branch staff training was provided at each of their locations. In addition, the training is part of the on boarding process of all new hires. As of June 30, a total of 113 staff have completed the training.
- Fox Valley Fire and Safety conducted the 5-year hydrostatic testing and annual sprinkler system testing. All systems are up to date and passed the inspection test.



(Submitted by John Johnson – Director of Security)

INFORMATION TECHNOLOGY:

- Updated Apple iPads to 14.7.1. MacBook's and OSXSERVER to Big Sur 11.5.1.
- Updated Unitrends Appliance and Sever Agents to 10.5.4-2.
- Updated/Rebuilt PCs to stay current with fixes and security patches. Some PCs due to peripheral equipment needed to be rebuilt. There have been staff moves and position changes that required changing workstations from multiuse to single staff use.
- Removed a broken section of plastic support track from the Sorter Span Tech. A small section of center track broke off and created a knocking noise on the Span Tech. Once discovered, the protective Plexiglas on the sides and bottom had to be removed, the Span Tech Belt opened, and the piece removed. Sorter

down time was minor and only affected LM2 and LM3. LM1 and the Book Run through the Staff Induction were never closed.

- Planning and prepping for live streaming events was completed. Using Coffee with Carole as a template IT and Creative Services worked in tandem to do a hybrid in person\live stream event.
- Copper lines (old phone service) will be obsolete by the middle of 2022. As a result, IT started working with Call One to replace legacy phone services and should be able to reduce spending by re-negotiating our contracts.
- Maintenance assisted IT with an ongoing problem with the locks on the Lyngsoe sorting machine at main. To replace the paper in these units, a heavy shelf must be opened to access the equipment. This has been an ongoing issue in the past, so Maintenance improved the design with a better solution.
- The Board approved spending for laptops/docks and desktops at the July Board Meeting. We have ordered the first batch of 20 desktops and 14 laptops/docks have been ordered. Due to the delay with chips, this equipment is now projected to be here in October 2021.
- Spent a great deal of time patching and monitoring the PrintNightmare issue that was reported in July 2021. This issue is being exploited by attackers to achieve local privileges and remote code execution through the Windows Print Spooler service. As always, IT proactively monitors potential vulnerabilities to our environment, and was able to get this addressed before it was even reported in the media.
- Replaced (upgraded) the LCD projector in the Elgin Room at the Main Library. The old equipment failed, so we took the opportunity to upgrade to a 4K bulb-less model.
- We received the initial order of 14 laptops ahead of the projected delivery and have started deploying these to staff and (4) for the public.
- Microsoft has stated that Windows 11 will be available to the public on October 5, 2021. Although IT did not plan to do a general upgrade of the operating system right away, we began testing with our laptop build and our applications.
- Microsoft released Server 2022. We upgraded one of our Domain Controllers to Server 2022 to do some testing, as well as testing the functional level for 2022. Functional levels determine the available Active Directory Domain Services (AD DS) domain or forest capabilities. They also determine which Windows Server operating systems we can run on domain controllers in the domain or forest. This way, we can use as many AD DS features as possible.
- Monthly Unitrends update to 10.5.5-2. Resolved a resource blocking issue that could cause an appliance to hang when attempting to add an asset. Fixed an image-level recovery issue and several security vulnerabilities. Resolved Rakow backup failures by switching to image-level backups for the Hyper-V Virtual servers on 2751-VIR1.
- Worked with TBS to test and install new MYPC client for older macs running the Big Sur operating System.
- Finance and IT submitted a package for reimbursement for over \$48,000.00. IT and Collection Services also submitted requests to USAC (Universal Service Administrative Company) for the Emergency Connectivity Fund (ECF) for reimbursement related to equipment used / purchased to support the public during the pandemic.
- Worked with Today's Business Solutions (TBS) to identify a problem with our laptops communicating wireless with MyPC, which is our booking program. A setting was identified that could be causing a timeout between the hardware and the software, and we are doing additional testing to resolve the problem.
- Received 25 new desktop computers, so in addition to the 14 laptops we received in August, we continue to roll out new equipment and replace outdated systems.
- Windows 11 started releasing new systems pre-installed with Windows 11, and they have started pushing Windows 11 to systems currently running Windows 10. As we control our own updates at Gail Borden through WSUS and MDT, we will not be releasing Windows 11 until we are certain there are no driver

incompatibilities, performance problems or other issues that may cause downtime. Once we are comfortable with how Windows 11 is working, we will begin migration with our staff and public PCs.

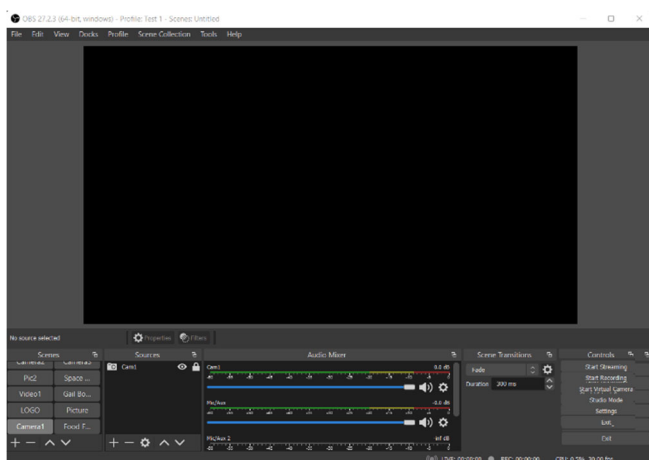
- Worked with Administration and Maintenance to recycle a large amount of electronic equipment. This is a big process, as each piece of equipment must be inventoried and recorded, and then all data securely removed prior to pick up. Equipment was picked up from our dock and was properly disposed.
- Unitrends monthly update to 10.5.6-2 which addressed security vulnerabilities and software updates.
- Updated iPads to 15 which came with a host of new features to “Find Focus” and reduce distraction. Updated chosen iMacs to macOS Big Sur Version 11.6. Testing MyPC on older MacBook’s with Big Sur installed. Will start to deploy and rebuild existing Macs and MacBook’s once testing appears to be successful.
- Microsoft initiated a change to SMTP during September which “broke” some messages that are sent from certain systems to our email. As a results, we needed to work to identify the systems and address how SMTP is delivered through our MX email record rather than an SMTP server.
- Maintained accurate updates to deploy to our desktops and laptops requires updating AMDX files on our deployment servers. This month we added updated AMDX for Google Chrome and Mozilla Firefox, as well as Windows 10 21H2.
- Updated Meraki MX (firewall) at Main to 15.42.3
- Updated Windows Domain Controller DC03 to Server 2022 as we begin migrating to the latest versions of server software.
- Addressed security vulnerability in ManageEngine ADSelfService Plus, which we use to monitor password expirations and provide email reminders.
- Updated Domain Controller at South Elgin (127-DC01) and deployment server (127-WSUS) from Windows Server 2012 r2 to Server 2019.
- Migrated DHCP server at South Elgin.
- Migrated Print server at South Elgin.
- New (additional) Uninterruptible Power Supply (UPS) installed in South Elgin for server rack.
- Completed Distributed File System (DFS) cleanup at Branches.
- Updated our DUO authentication proxy from 5.2 to 5.4.2.
- Worked on a Network Attached Storage (NAS) for Information Services newspaper archival. Have been waiting on disks, and this should be completed in October.
- Made progress on the replacement of systems throughout the library that needed to be updated. This is generally not as simple as replacing one system, since we often provide a new computer to one staff member, then take that system and rebuild for subsequent distribution. We strive to get the most powerful and best computers into the hands of staff member that take advantage of the increased processing power. Updated Windows images in 270-WDS to Windows 21H1. Also updated apps, settings, and features.
- Due to a storage requirement for newspaper archives, IT purchased and configured a Synology Network Attached Storage (NAS) device for Information Services. This NAS was configured to allow significant growth for this purpose and has simple integration with our Active Directory Services for security.
- Universal Service Administrative Company awarded Gail Borden with \$7,400.00 from the Emergency Connectivity Fund. This will be used to provide reimbursement for laptops to be purchased for patrons.
- We chased a problem at South Elgin for several months where the laptops were losing connection on the wireless, specifically with our MyPC application. MyPC is used to check out our equipment, and after much work, we brought up a server at South Elgin for direct connection. In addition, all laptops were rebuilt with the latest drivers and software – the issue was resolved.
- Unitrends appliance and agent monthly updates to version 10.5.7-2. Licensing no longer requires the primary NIC to be connected. Resolved an issue that could cause the Inventory Sync process to hang. This could occur when selecting > Inventory Sync or when adding/modifying virtual host assets. Windows

replica on Hyper-V – Resolved an issue with creating replicas where required Hyper-V host information was not being detected (in the Create Windows Replica - Define Location dialog, the Storage and Network dropdowns were empty). NDMP – Resolved an issue where restores failed in some cases if a recovery target directory was specified.

- Security updates completed for iPads to 15.1.
- Purchased Chrome Provision licenses from CDW for the 20 Chrome books going to the Book Mobile.
- Did troubleshooting of 3M Pad service disconnection issue for the PC at the Drive-up Window at Main. Replaced PC, installed new 3M software, and switched out FEIG box.
- Worked with Information Services and the Genealogy Society on a Hybrid Zoom\In person presentation set up.
- Replaced Diverter in the sorter earlier this month. Repaired broken diverter.
- Upgraded the firewall at South Elgin to version 16.4 so we could beta-test Cisco AnyConnect VPN. This required a lot of work, including the configuration of split tunneling and configuring multifactor authentication with DUO.
- Approved feature update to Windows 10 20H2 in WSUS as a test for staff in IS and IT.
- Performed several system and server upgrades in October, including:
 - TBS server upgrades
 - Upgraded ADK for MDT
 - Upgraded PXE environment for MDT
 - Worked on PXE boot slowness with WDS
 - Updated SolarWinds from 2.6 to 2.6 HF2
 - New MYPC server config with TBS at SE
- Due to some challenges synchronizing time across the network, we installed and configured an internal Network Time Server to provide a consistent source for Network Time Protocol (NTP). This allowed us to synch the clocks, systems – including phones – and announcements to within a few milliseconds. We also noticed with the change back to Standard Time, there were two clocks that were not replaced during our clock replacement last year. Also, clocks at South Elgin did not update automatically, so we updated them manually and re-connected them to our wireless network.
- Purchased 20 licenses, setup User and Device settings in Google Admin Console, then deployed 21 Chrome Books to the Bookmobile staff.
- Upgraded the OPACs to OptiPlex 50xx's with OS WIN 10 21H2 and retiring the OptiPlex 7020's.
- Planned MAC lab upgrades with Studio 270 staff. Reached out to our Apple Representative, went over specs, and received a quote. Reviewed printer options.
- Updated iMac OS and 270-OSXSERVER OS to Monterey. Updated iPads to 15.1 which fixes certain bugs and comes with more widgets, new apps like Quick Note, and additional security updates.
- Completed Unitrends update to 10.5.8. Resolved Cloud replication issue. Added a Backup.net Settings dialog for easier configuration for the Backup Portal. This update included a Kernel update.
- Replaced the Power Sequencer in the Meadows Room. Temporarily, ran the equipment through the UPS, so there was no down time for Staff Programs.
- Started replacing the laptops in South Elgin with new equipment. Part of this project is to replace/upgrade the power supplies in the laptop dispenser, which will be done in-house by IT staff.
- Upgraded the physical server in Rakow to accommodate new virtual machines. Coordinated with Today's Business Solutions (TBS) with migrating their applications from the old servers.
- Upgraded Exchange Server Cumulative Update 11 (SU2) to address security vulnerabilities.
- Call One was purchased by Peerless Network, and our account representative was let go in November. This delayed our legacy telecommunication upgrade.

- Completed Lyngsoe Performance Maintenance for 2021. Jonathan Michael replaced several broken links in the Span-Tech belt. He replaced the reflective material in the Library Mates which cuts down on pec errors. Jonathan took apart Library Mate One and adjusted the gap in the door of the drive up.
- Installed the latest round of Apple updates. Apple systems were updated installing OS fixes and security updates.
- Enabled Unitrends Encryption feature on all our backups. Encryption adds an additional layer of security to our backup system.
- OPAC replacement project was completed. Once the image was created in WDS, IT went to work updating the OPACs with updated PCs and monitors in most areas with an updated OS, WIN10 21H2.
- Two HP Pavilion laptops were repurposed for staff. These laptops were used specially to help support staff stream their programs, broadening Gail Borden's reach into the homes of our patrons.
- In early December, a serious vulnerability was identified in Apache Log4j, known as "Log4Shell." Log4j is very broadly used in a variety of consumer and enterprise services, websites, and applications, as well as in operational technology products – to log security and performance information. IT immediately started to identify all applications that were impacted and created a method to check remediation. Since many applications need to be patched by the vendor or manufacturer, we continue to track and monitor progress. Any internal applications were immediately patched.
- A problem with AT&T DNS (Domain Name System) was identified and corrected. This issue caused certain websites and systems to not resolve correctly through a web browser, so we needed to work directly with AT&T to fix this problem.
- Negotiated an update price with Paragon Micro for Microsoft Licensing, including Microsoft Defender and Office 365. We were able to renew this year at last year's prices, instead of the initially proposed 15% increase.
- Completed the upgrade of all laptop systems for South Elgin. In January and February 2022, we upgraded the laptop dispenser to accommodate the new laptops.
- Worked with Dell to resolve a maintenance issue with our primary Storage Area Network (SAN) that houses most of our data at the Main location. Equipment was upgraded and is now at optimum performance.
- OPAC replacement project was completed in December, but we continue to roll out new systems to staff and the public. We retired all Dell OptiPlex 7020 desktops by the end of July 2022. In addition, we upgraded several laptops in January, including new program laptops at the Main Library. All public laptops at the South Elgin Branch were also upgraded, and we are waiting for D-Tech to schedule the upgrade of the laptop dispenser.
- Completed an internal assessment of all technologies for presentation to Gallagher Bassett. This was part of a complete library-wide appraisal which included approximate purchase price and replacement costs.
- Due to rising COVID-19 numbers, IT prepared several laptops for staff to work from home. Each laptop is configured specifically for the end-user depending on the type of work that staff member is required to perform remotely.
- Addressed an issue with the Parallels Remote Access Server related to memory problems. RAM was replaced, which corrected the issue.
- Both Unitrends appliances and Server agents have been updated to Unitrends update to 10.5.9-3. This update addressed File-level backups optimizing a database query for quicker incremental and differential file level backups. In addition, this update resolves a case-sensitivity issue that could cause file-level recovery or instant recovery to fail.
- Apple released Security updates for Macs, iPads, and Apple TV. These updates addressed security vulnerabilities that an attacker could exploit to take control of an affected system.
- Wrote and deployed a batch file to remap drives after connecting to the VPN.

- Installed a security update for Microsoft Exchange (SU3) for cumulative update (CU11). This update closed 3 newly discovered vulnerabilities which can cause remote code execution (RCE).
- Received 40 new desktop computers in February. These systems were deployed, and the process of “bump-down” ensured the oldest systems are replaced within the environment. These oldest systems were wiped and set aside for proper electronics recycling.
- Updated Unitrends to 10.6 which resolves an issue where certain logs were not being rotated as expected. Over time these logs could fill a directory that is used during upgrades, causing the installation to fail. In addition, this update, resolves an issue that caused offline upgrades to fail in some cases.
- The department renewed support for Unitrends through DigiCorp Inc. for the next year. When we worked on the technology plan for South Elgin, we determined the best course of action for our backup systems was to continue with Unitrends.
- Updated Apple devices to the newest security release that addresses vulnerabilities in multiple products.
- Updated driver for the Konica in Tech Services. Now staff that have received the update can successfully print in color.
- Resolved Media Bank one going out of service. Worked with Michele to program the Media Banks to put disks in the dump bin if it has trouble scanning the label. In addition, replaced the grabber in Media Bank 1. Since this work, Media Bank 1 has stopped randomly going out of service.
- Resolved a power loss on a network switch, which ended in a loss of configuration – total down time was less than 30 minutes thanks to the quick actions of Matt Lutzow.
- Cisco Smart licensing reconfiguration was completed to allow better management of our Cisco equipment.
- Ordered physical replacement Domain Controllers (DC) for main which replaced old equipment with new hardware. The old equipment was moved to branches to upgrade the older equipment at Rakow.
- Updated the firmware on the two Global Positioning System (GPS) clocks that we use for time across the network. Working on high accuracy time in the domain to set mess than a few milliseconds.
- Continued to provide the highest level of monitoring across the network for security vulnerabilities. With the situation in Ukraine, the level of threats increased exponentially, and we monitor no less than 50 sites and sources to stay on top of security.
- Information Technology worked in tandem with Application Services to successfully redesign and upgrade the OPAC Stations. Application Services had to rework the links on the front page to reflect two new Foundation Links. While IT upgraded the Public Web Browser and made the necessary setting adjustments for all the links to function appropriately.
- Creative Services and Information Technology



reviewed OBS Studio (Open Broadcaster Software). This service is available to our patrons and staff. OBS can be used for live video production, live streaming, and video recording.

- Unitrends update 10.6.1-1 was successfully deployed. Appliances were upgraded as well as server agents.
- Apple updates were applied to iMacs and iPads throughout the organization.

- Demoted and replaced DC01 and DC02.
- Updated Carbon Black from 3.7 to 3.8
- Approved Microsoft (WSUS) Updates for February
- Cleaned up Carbon Black - deleted 150 old machines from console.
- GEO blocked Russian and Belarusian IPs on firewall.
- Working on Space Team for Strategic Planning.
- Replaced B&W printer in Computer Center.
- Installed SU on exchange closing this CVE <https://support.microsoft.com/en-us/topic/description-of-the-security-update-for-microsoft-exchange-server-2019-and-2016-march-8-2022-kb5012698-440c5421-dc0e-448f-93ef-4e686c18f7c3>
- Updated our GPS clocks firmware.
- Updated Unitrends to 10.5.9 which optimized a database query for quicker incremental and differential file level backups and resolved a case-sensitivity issue that could cause file-level recovery or instant recovery (IR) to fail.
- Cross-trained staff on iPad and iMac updates and the overall Apple environment in Studio 270. Staff learned how to build and deploy a MacBook.
- Worked with Peerless Network to finish analog to digital PRI conversion. Our phone system is now using the Gail Borden network for all phone calls – except a few special phone lines which will be completed in May or June 2022. If our network would go down, we have designed the phone system to have a cellular failover at all three locations.
- Worked on deployment of a Windows 11 staff image, which was rolled out to a group of test users in May 2022. Windows 11 has many nice features, most of all the level of security features.
- Experienced problems with the sorter toward the end of April, and IT worked with Lyngsoe to get the sorter operational through parts replacement, several phone calls and hard work.
- Had coax pulled onto roof at the Rakow Branch so we have a real GPS antenna on the clock. We now have site redundancy between the Rakow and Main.
- AVI-SPL corrected a pixilation issue on the projectors in the Elgin and Grove Rooms. This ultimately was due to the newer laptops we use not syncing video correctly through the A/V system. Equipment software versions were updated, and the problem has been corrected.
- The laptop dispenser at the South Elgin Branch was completely updated and is working properly after a long delay for Murphy Solutions waiting for parts.
- The Meeting Room Owl was added as an option in our Communico system. This allows staff more options when doing either a hybrid meeting or hold staff events.
- Updated Unitrends Appliances and agents to 10.6.3. This update resolves an issue that could cause a failed backup to display on the UI as successful and resolves a signature issue that could cause instant recovery and file-level recovery jobs to fail.
- Apple security updates were deployed in May to address vulnerabilities. OSXSERVER was updated to Big Sur 11.6.6, iPads OS 15.5, and tvOS 15.3.
- Worked with Security Team establishing individual sign-ins to the PCs in the office.
- Worked on NetBox to show infrastructure resource modeling (IRM) of the network.
- Worked with Peerless Network and Intrado to resolve an issue with the emergency alerting from our Revolution paging system. Functionality was lost when we did upgrades to the Revolution software and the phone system infrastructure.
- Our audio-visual vendor, AVI-SPL was onsite to resolve an issue in our Elgin and Grove Rooms at Main. The projector and system were not displaying properly from the projector. This has now been resolved.
- The RFIDshelf PC, was upgraded at Rakow.
- Purchased replacement MFP printers which are being deployed to replace old equipment.

- Worked with Library Applications and the Maintenance and Security Departments to implement the Zendesk ticketing system. IT, Library Applications, Maintenance and Security are all now using the same industry-standard ticketing system.
- Worked on building a new server which runs an upgraded version of the Pinnacle system. Pinnacle is used for our badging access system at Main and Rakow locations.
- Updated OSXSERVER at Main.
- PCI Compliance questions and renewal completed.
- Replaced laptop batteries in 12 of the TechTub laptops.
- Our VOIP (voice) network was changed so that our overhead announcements were played correctly without requiring manual intervention from IT staff. This was due to two factors; one our IP schema was using a public address and the way that Intrado (our announcement vendors software) handles sending those announcements thru the system.
- Replaced our aging access server. This server controls all door strikes and as we began testing Windows 11, we ran into an issue with the current release.
- Our electronics recycling was inventoried, palletted and disposed.
- With the dissolution of Community Services and Program Development a new department was created called Community Services. Information Technology sunset Community Service and Program Development's folder and created a folder for Community Services. This included – creating new security groups, setting permissions for all new folders, and migrating data into the new folders as well as the removal and relinking of group policies in active directory.
- Worked with our MediaBank contact on an ongoing issue with the reservation display that shows a blank screen, even though there are reservations.
- Worked with Libraries International (our Mediabox vendor) on a firmware issue. They identified the issue and have remediated.
- Updated RealVNC, which is our remote access software we use, closing a local privilege escalation flaw.
- Updated all job descriptions and submitted payroll change requests for position changes starting in July.
- Purchased three iPads for Hispanic Services through Apple Business. These iPads were purchased with grant money.
- Updated Unitrends appliance and agents to 10.6.4.2. Resolved an issue that could cause “out of memory errors” on the appliance while backups were being purged. This update also fixes an issue where in the UI Configure> Appliances page loaded very slowly if many managed appliances were added. This update also addressed an issue with creating an image-level replica.

(Input by Matt Lutzow – Director of IT and Jim Chambers – Technology Project Specialist)

STATISTICS:

DESCRIPTION	2020-2021	2021-2022
Number of Computers Replaced (New or Upgraded)	276	178
Internet Availability (AT&T)	98.3%	97.6%
Internet Availability (Comcast)	96.7%	98.2%
MediaBank and MediaBox Availability	92.9%	91.7%
Number of Wireless Sessions	1,271,982	175,574
Wireless Availability	90.1%	98.8%
Zoom Meetings	5,150	2,187
Zoom Meeting Participants	19,753	10,319
Zoom Meeting Minutes	1,012,507	640,267
Zoom Webinars	202	187
Zoom Webinar Participants	4,948	2,486

Total Computer Sessions	33,304	43,466
Total Computer Session Hours	22,592	30,291
Total Maintenance Tickets Closed	2,861	2,921
Total Information Technology Tickets Closed	2,278	2,302

Report compiled and prepared by:

Brian P. Hoeg

Division Chief – Facilities and Building Operations

PUBLIC SERVICES ANNUAL REPORT July 2021-2022

- In July, we hosted Paulette Jiles, author of *News of the World*, our ‘One Book, One Community’ choice via Zoom.
- *2021 Summer Reading*: We launched without knowing what to expect. We offered the “Choose Your Own Adventure” Summer Reading program online and printed logs in the newsletter for the first time. Several local care communities and summer camps would shut down during Covid outbreaks. We saw a lower-than-average number of visitors in our KidSpace. However, our finisher numbers still were higher than the previous all-virtual summer reading. As vaccines became more available for all ages, the trend we’ve seen throughout the year is that the youngest children, babies, and toddlers want in-person programming, while our older elementary students seem engaged in both formats.
- KidSpace’s Katie and Tanya were named “Key Piece Partners” from the Elgin Partnership for Early Learning for their work on a portable Story Walk for the community.
- The Digital Media Lab held appointments over Zoom. As restrictions eased, we saw more in-person use, including school visits returning to the Studio and Digital Media Lab. Our partner, the Boys & Girls Club of Elgin, reported that their group was selected to perform at a 2022 National Conference after recording their submission in the Digital Media Lab. The Digital Media Lab was pleased to host the *2021 Soon To Be Famous Author*, who chose our lab to record her award-winning bilingual book in English and Spanish.
- Our passport services were inspected by the State Department virtually in August. A letter from the Chicago Passport agency stated: “the Gail Borden Library is a part of a small group of Passport Acceptance facilities throughout IL, IN and WI, to receive a perfect score on the acceptance facility oversight *Acceptance Facility Review Report*.” In October 2022, we accepted our 10,000th passport! By the end of the 2022, we realized we need to separate out Passport Services from the Information Desk. Planning is underway to have a separate passport service point by early 2023.
- After the COVID hiatus, our first *Sunday Afternoon Concert* of the season began in-person in October 2021 with the *Woodwind Trio*. Chairs were spaced out in the room for more distance, and 86 attendees thanked us and said how happy they were to be back in person. However, by January/February 2022, we had to cancel 86 in-person programs due to re-instated Covid-19 restrictions.
- Like the *Sunday Afternoon Concerts*, *Comic Book Mania*, our *Job Resource Fairs* and many other programs, our Hispanic Heritage month celebration was also held again virtually. An event highlight was the Facebook Live bilingual Mexican Independence Celebration, a reenactment of the historic cry of independence and a celebration of the arts. Even in February, Black History Month programming was held online. Highlights included: *Every Song Has a Story: Black Music’s Impact on America and Pre-Civil War Quilts*, *Secret Codes to Freedom on the Underground Railroad* and author Angela Joy visited us via Zoom for a children’s program to discuss her book *Black is a Rainbow Color*.
- The Illinois Library Association conference was fully virtual in 2021, and KidSpace Librarians’ presented an online session and cohosted the *Youth Services Unconference*.
- Studio 270 staff visited Larkin High School in person in October, their first school visit since the pandemic.
- As the world was slowly opening from pandemic restrictions, we saw an uptick in job searching and were frustrated that IDES, like many organizations, was short-staffed and had limited hours for assistance. We spent many hours assisting job seekers and those receiving unemployment benefits.
- Our Teen Librarian presented at the Young Adult Library Services Symposium in person and presented virtually to the Nassau County Library Association.
- Hispanic Services launched the popular online bilingual class “En La Cocina” in November 2021. Our segment about arroz con leche took-off on YouTube and reached close to 4000 viewers!
- Hispanic Services facilitated the first series of Study Circles in Spanish “Confronting Race” with U46 Bilingual Parent Advisory Council (BPAC)’s.

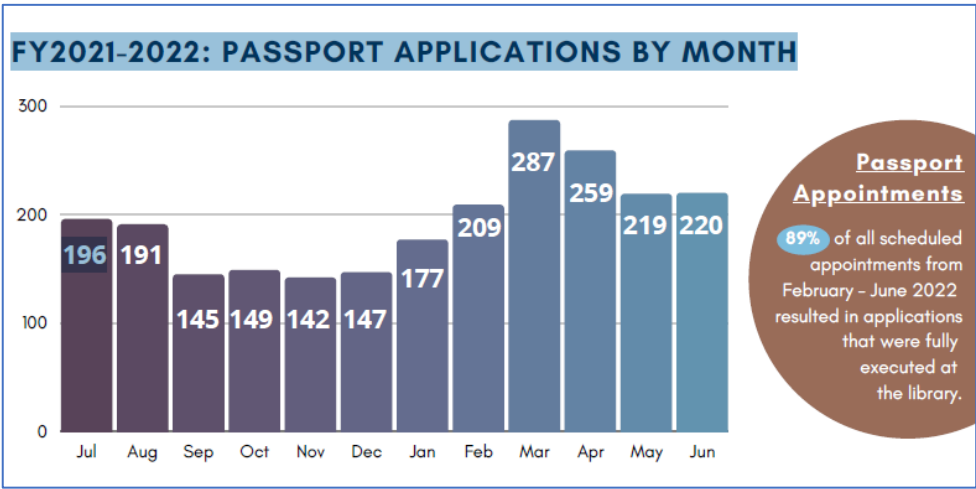
- Information Services coordinated with a local VITA tax preparation site. Due to COVID concerns the library operated as a drop-off location for this free tax prep service.
- Our Computer Center Interim Manager from Information Services joined the Computer Center as permanent manager in January. The CC team continued their thorough cleaning of high-touch areas. Unfortunately, in January 2022, all in-person computer classes were postponed due to the high rate of COVID infection in the community. The computer center remained open with every other computer shut down to promote social distancing and plexiglass remained between each computer. In-person computer classes resumed by February 16th and, by March, all PC's were back in use in the Computer Center. We continue to use our Comcast Internet Essentials grant to pay for technology teachers and technology products to assist with our classes.
- Also, in response to the January increase in COVID cases, the Early Learning Center play area was closed. We turned the partition blocking the area into a Story Walk and encouraged families to enjoy the space via individual activities and offering several take-home projects. The Early Learning Center play area reopened for imaginative play on Friday, Feb. 18th. A four-foot wall was installed between the climber and far wall to create a "speed bump" for kids and their circuitous route around the climber in order to discourage running/falling. Programmers spent the last two weeks of February planning their Spring storytimes and preparing for the return of in-person programs.
- KidSpace's Early Learning Services Manager was chosen for the *ALSC Notable Recordings Committee* as one of only 9 librarians from across the country.
- Information Services presented at the *Computers In Libraries* conference. This was the first year the conference moved fully online and will likely move that way going forward.
- The Digital Media Lab implemented the *biblioboard* platform, where media creators can share their work on the library's website. We began using this as a platform for our online local history collection.
- There was huge demand for the Mexican Mobile Consulate, serving 900 attendees over 3 days.
- In May 2022, Programs & Meeting Room Services joined the Public Services Division. The Manager of Public Programs presented at the Texas Library Association in April and at the Illinois Library Association conference in October.
- WorkNet Batavia joined us to begin offering regular resume review sessions starting in July 2022.
- "Follow the Yellow Brick Road" was the theme for Summer Reading 2022. We received a donation of 100 tornado tubes from American Science & Surplus used for our kick-off event, which all tied into the *Wizard of Oz Educational Exhibit*. An adult programming highlight, tying into the exhibit, was author Elizabeth Letts, who visited us in-person to discuss her book *Finding Dorothy*.
- After a COVID postponement, in June 2022 we were finally able to celebrate in memoriam our past beloved Board Member E.C. Mike Alft with the program *Abraham Lincoln in Song* as part of the re-dedication of the River Room to be named: The E.C. and Fran Alft River Room.
- Hispanic Services ended a 10-week grant funded caregiver program in June with a grateful group of caregivers who felt supported throughout this endeavor. While in July, we welcomed new Director of Hispanic Services.
- In Info Services, we switched to a new vendor to digitize our newspapers and received an anonymous donation in 2022 to help continue this important preservation practice.
- KidSpace Librarian Tina was recognized by the *Daily Herald* for "45 years and counting" as Gail Borden's longest-serving employee!
- In Oct. 2022, La Ofrenda was installed on the 2nd floor, with community members submitting photos to remember their loved ones. The response has been overwhelming, and many visitors have thanked us for sharing this information and creating a space for all to participate in such a touching tradition.

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

Digital Media Lab

July 2021- June 2022

Appointments: 395
Hours in Use: 501
Patrons: 51



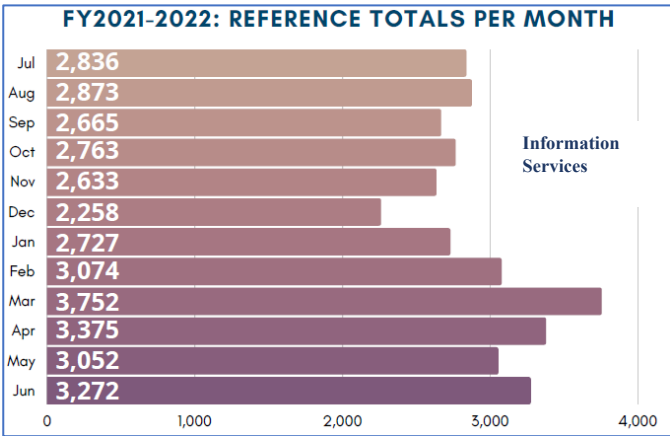
Hispanic Services

Total Programs: 281
Attendance: 25,088

\$108,409
Passport Execution + Photo Fees Collected

\$5,267.55
Postage Expenses

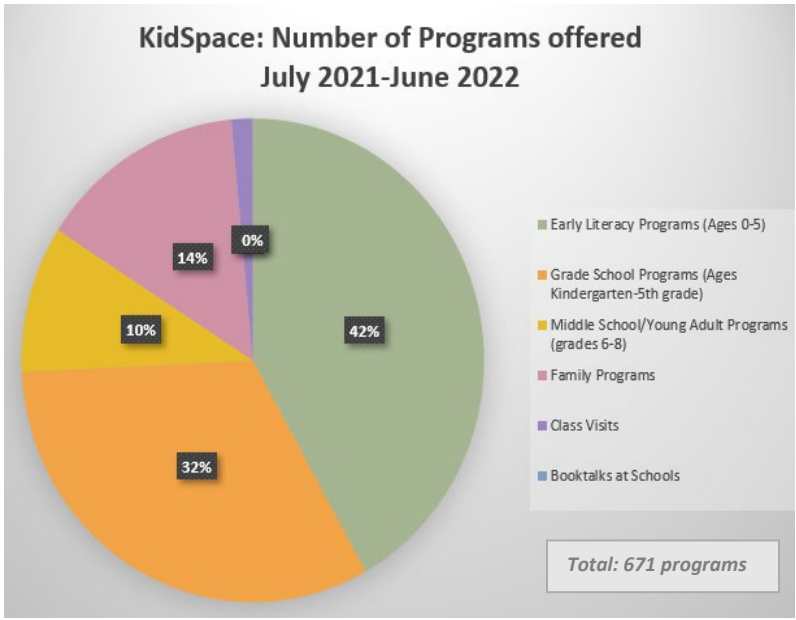
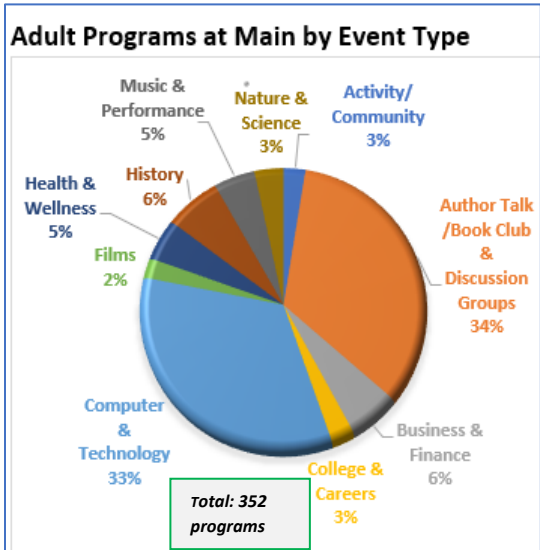
\$103,141.45
Monthly Profit (before additional expenses)



354
total operating days

6.6
average # of passports per operating day

6.3
average # of photos per operating day



**Circulation Statistics
Annual Report 2021-2022**

MATERIAL USAGE COMPARISONS

	2019-2020	2021-2022
Adult Materials		
Book	274,329	262,364
Non-Book	647,038	477,543
Total Adult Materials	921,367	739,907
Youth & Children's Materials		
Book	307,994	371,060
Non-Book	128,108	59,593
Total Youth & Children's Materials	436,102	430,653
 GRAND TOTAL	 1,357,469	 1,170,560

NON-BOOK MATERIAL COMPARISONS

	2019-2020	2021-2022
Art Prints	441	338
Art Print Bags	328	241
AV Equipment	3,168	3,126
Compact Discs	24,606	19,915
DVDs	415,619	205,985
E music	94,255	74,730
E Movies	11,567	11,198
E Music Videos	38	881
E TV	6,514	5,325
Movies (Roku)	**	N/A
Kits - Cassette/Book	1,641	690
Library of Things	894	928
Periodicals	4,499	4,261
Puzzles	1,581	2,621
Recorded Books	14,991	N/A
Toys and Games	2,651	2,208
Video tapes	158	49
Video Games	6,127	5,031
ebooks	99,567	97,348
eaudiobooks	68,344	91,129
Digital Magazines	18,157	0

**Circulation Statistics, cont.
Annual Report 2021-2022**

RAILS RECIPROCAL BORROWING

	2019-2020	2021-2022
Algonquin	497	586
Antioch	35	98
Arlington Heights	5	5
Barrington	12	36
Cary	93	78
Cook Memorial	0	0
Crystal Lake	380	520
Deerfield	0	0
DesPlaines	2	0
Dundee	6,952	7,135
Ela (Lake Zurich)	9	0
Elk Grove Village	17	6
Evanston	0	0
Fox Lake	11	6
Fox River Grove	5	0
Freemont (Mundelein)	10	0
Glencoe	0	0
Glenview	0	0
Grayslake	12	0
Highland Park	17	0
Highwood	0	0
Huntley	533	284
Indian Trails (Wheeling)	63	101
Lake Bluff	0	0
Lake Forest	0	0
Lake Villa	0	0
Lincolnwood	0	0
McHenry	7	2
River East	0	0
Morton Grove	0	0
Mt. Prospect	79	90
Niles	0	0
North Chicago	0	0
Northbrook	0	0
Palatine	24	30
Park Ridge	0	0
Prospect Heights	0	0
Rolling Meadows	102	0
Round Lake	0	0
Schaumburg	418	323
Skokie	1	0
Vernon Hills	14	11
Warren-Newport	0	0
Wauconda	8	0
Waukegan	0	10
Wilmette	0	0
Winnetka	0	0
Zion	0	0
Total Borrowings	9,306	9,321

**Circulation Statistics, cont.
Annual Report 2021-2022**

REGISTRATION

	2019-2020	2021-2022
In District	88,854	90,553
Out of District		
Contract Cards	14	17
Reciprocal Borrowers	7,268	5,790
Total	96,136	96,360
Summer Camp (temporary)	741	0

RESERVES PLACED

	2019-2020	2021-2022
Total Reserves Placed	140,018	134,965