



# Gail Borden Public Library District Annual Report

2013 - 2014

## 140 Years of Service



140th Anniversary



Clifford the Big Red Dog Exhibit



Rakow Branch  
5th Anniversary



Maurice Sendak Exhibit



Summer Reading  
Finishers  
Carnival



Manufacture Your Future



BabyFest



Hispanic Heritage Month



The Big Read

2013 - 2014

## ADMINISTRATION

### Annual Report 2013-2014



There is much to celebrate at GBPL every year but the added emphasis in 2014 was the 140<sup>th</sup> birthday of the library affectionately known to its community as "Gail Borden". The celebration featured time-traveling librarians, a birthday cake, a photo mural and timeline, a story video and Gail Borden himself.

Other celebratory moments included the announcement that Carole Medal was named Illinois Librarian of the Year; programs and partnerships surrounding GBPL's first Big Read project; and the Elgin Chamber Workforce Development award presented to Melissa Ziel and Denise Raleigh.

No less noteworthy is the work done by dedicated staff members who are the lifeblood of the library, accomplishing more than words can adequately describe. Each idea was nurtured with the cooperation of a talented, dedicated team and the nod of approval from a supportive division leader. This year they ....

- Began a concerted effort to "shift outward", Harwood-style, to take action rooted in community, led by our Harwood trainees Margaret Peebles and Sara Sabo
- Began to categorize Picture Books in preparation for face-out display in the Early Learning Center
- Shifted emphasis to a Popular Materials collection, increased face-out displays and created a "Trending" bay
- Designed methods to offer remote library card registration and checkout for "Library on the Go" services
- Began a project with the HVAC building control system to integrate several diverse systems and devices and to provide remote access to systems
- Replaced 17 trees due to stress from drought and/or improper planting in 2003
- Designed and installed a butterfly garden at the Rakow Branch, then hatched and released butterflies for the garden and adjacent prairie
- Thrilled visitors with a super exhibit, featuring a 40-foot long replica of the crocodile that ate dinosaurs, SuperCroc
- Hosted a SuperCroc reception and tour for a delegation from Chile
- Hosted our 2nd Edible Book Festival, *Eat on the Wild Side*, featuring edible creations with a book theme
- Cheered at the success of *Read on the Wild Side* summer reading program, with more than 9,000 participants
- Entertained 4<sup>th</sup> of July parade attendees at both Elgin and South Elgin parades
- Completed a project focusing on redundancy by connecting fiber optic ports in all wiring closets
- Migrated staff PCs to a new Windows Network domain
- Realized the goal of a **Big Read** Project for Elgin with the award of an NEA grant: reaching thousands of residents with the book, *The Things They Carried*, and related programming
- Brought "The Wall that Heals", a half-scale replica of the Vietnam Veterans Memorial to Elgin, that was viewed by 8,871 visitors during its 4-day display
- Created and displayed the Cultures We Carry exhibit, showcasing the Latin American cultures carried in the hearts and minds of community members
- Hosted our 4<sup>th</sup> Hispanic Heritage Month celebration, the "Cultures We Carry", celebrating the Latino experience through cultural arts

Oversaw the second annual Book Sale Extravaganza, demonstrating that print on paper is still in demand

Continued to help customers with their e-book devices, with assistance of all types from A to Z

Hosted the first Manufacture Your Future (MYF) exhibit, featuring local manufacturers in an effort to strengthen communication between them and students & to highlight career opportunities with the local firms

Received an Elgin Chamber Elgin Development Group Workforce Award on behalf of the MYF event

Continued to offer a special needs story hour to an appreciative audience

Marked the first anniversary of GBPL's unique concierge service

Celebrated Star Wars Day with 300+ attendees, many in costume & presented ComicCon 2013 with a special appearance by The Ghostbusters: Chicago Division

Retrieved a record number of "available" items for our customers in one month: 7,116

Saw the debut of two new Media Bank machines at Main as we try to solve problems of DVD theft

Preserved more of Elgin's history on our Elgin Area Memories web site, including the 100 year history of the Elgin Garden Club

Congratulated Executive Director Carole Medal, chosen as Illinois Librarian of the Year

Continued planning and work on the Digital Media Lab and improved sound systems for the Elgin and South Elgin Rooms

Developed a policy regarding Illinois' new Conceal-Carry law and presented same to the library board for passage

Formed a Western Development Consolidation committee to investigate an annexation referendum for fall 2014

Mourned the loss of librarian Bill Blohm, a 17-year veteran of GBPL, respected colleague, esteemed genealogy researcher and devoted collection development manager

Displayed a Shelter Box tent and contents in conjunction with the Rotary Club, in response to the Philippine Typhoon Haiyan

Hosted the annual Festival of Trees and Home for the Holidays event

Continued service to people with Alzheimer's and Related Dementias with the *Tales & Travel* program; created a *Tales & Travel* DVD, narrated by Chicago's own Bill Kurtis, then presented information sessions on the service at ILA and PLA

Collected over 15,000 items in the annual "Food for Fines" program

Offered customers the option to stream music as well as videos and TV episodes through Freegal

Felt fortunate that the "wind wall" was installed at Rakow (to protect the Media Bank and customers) prior to winter's arrival

Instituted emergency repairs when the "no heat" call came from Rakow in the middle of the winter known as the "Winter of the Polar Vortex"

Learned that Elgin won the 2013 Hometown Governor's Award, based on the support for the 2012 *Reading is so Delicious* summer reading program at GBPL

Offered Tootsie Pops to opening day customers at the *Sweet Home, Chicago* exhibit, which featured information on Brach's caramels, Snickers, Milky Way, Cracker Jacks and more of Chicago's sweet creations

Celebrated the 140<sup>th</sup> anniversary of the Gail Borden Library with a birthday party, librarians representing various decades of service, and displays highlighting services through the years

Enjoyed a visit from Mrs. Claus at both Main and Rakow

Initiated a Chessmaster Junior Chess Club for grades 2-12

Capitalized on a new fad and offered Pop-up Rainbow Looms programs

Focused on security and safety at Staff Training Day, with presentations from a security expert and the new Illinois conceal-carry law

Completed a year-long program with Hamilton Wings, introducing bilingual parents to library services

Recognized staff at training day for 5, 10, 15, 20, 25 and 30 years of service, totaling 235 years

Introduced Boopsie, a new branded phone application for searching the library catalog, registering for events and more

Survived the winter of the Polar Vortex, keeping the library open despite subzero temperatures and snowstorms

Repaired heaving terrazzo in the entry rotunda

Assisted 48 students and parents with their FAFSA applications

Received a Kane County Health Department mini-grant for two bilingual Parent Cafes, focusing on parenting and literacy

Hosted the traveling exhibit, Lincoln: The Constitution and the Civil War, an ALA grant award

Received an ArtsTour grant from the Illinois Arts Council for a program featuring Chris Vallillo during the Lincoln exhibit

Watched *Welcome, Baby!* take shape with funding from key grant partners and celebrated the first "birth" on Mothers' Day 2014

Utilized the Kline Foundation Grant to create Technology Boxes (iPads in protective cases) for children otherwise unable to access this tool for playing/learning/creating

Asked Rakow Branch users to participate in a contest to help design a recycled garbage can

Strengthened a partnership as Jennifer Bueche served as Co-Chair of Elgin Partnership for Early Learning

Enhanced teen services with a foosball table

Hosted the 9<sup>th</sup> annual Black History Family Festival, honoring African American veterans

Participated in the cultural phenomenon known as *Downtown Abbey* with "A Chat and Biscuits"

Held the kick-off program for the 5<sup>th</sup> annual STEM Expo, a joint effort with School District U46

Shared 1,973 compliments among cordial colleagues

Installed the Kaspersky Endpoint Security Suite for protection from viruses, Malware and various nasty network threats

Introduced Patron Driven Acquisition, partnering with customers to offer book choices

Took part in the Google Glass Explorer program and introduced staff and customers alike to the world of Google Glass

Watched Rakow's statistics continue to grow on all fronts

Launched the first Seed Library at Rakow, a community-requested pilot program with numerous library partners

Initiated a frog monitoring program at Rakow, with Spring Peepers, Chorus and Leopard Frogs & hosted a frog calling event, learning about the pivotal role of frogs in wetlands

Began work with Civic Technologies to initiate CommunityConnect, a product that allows us to combine library circulation data with census demographic and market segmentation data – enabling data-driven decisions

Distributed boxes of books to 17 givers at the 2014 World Book Night event

Partnered with the Elgin YWCA and The Literacy Connection for each of their family literacy grants

Unveiled a new 24/7 eLibrary on our web site – putting all digital services in one easy-to-find location

Partnered with others to offer our 4<sup>th</sup> joint Dia de los Niños program

Ended the 2013 Summer Reading Program, then nine months later, kicked off the 2014 Summer Reading Challenge, *Paws to Read*, and brought Clifford, the Big Red Dog to GBPL

Cheered on Team Read, the library running team, as they participated in the GBPL Foundation's Team Read Challenge

Opened the doors for Google Maps, who provided 360 degree virtual tours of Rakow and Main  
Shared in the celebration of the ILA/RAILS "Soon to Be Famous Illinois Author" project as the  
winning book and author were unveiled

Continued to build stronger Laotian community partnerships, adding Laotian books and  
formalizing call numbers on Southeast Asian books

Improved landscaping at Main and Rakow, removing damaged turf and installing salt-tolerant  
plantings

Offered local researchers a newly digitized and searchable product: Elgin Area Death Records

Welcomed 2,282 visitors to Rakow during Bike.Walk.Move week, featuring a pedal-powered  
bicycle exhibit

Honored Rick McCarthy, member and president of the GBPL Board of Trustees, who  
resigned after 25 years of service

Presented the library board with a motion to adopt a resolution to initiate certification of public  
questions for annexation of unserved territory, within our current boundaries, into the  
GBPLD and began work to achieve that end.

Carole Medal, Executive Director

## **ACCESS SERVICES**

### **Annual Report 2013-14**

#### **Collection Services**

As print and e-publishing continue to evolve, so does the role of Collection Services within the library. This year we expanded our vendor partnerships so that the majority of our selection lists arrive electronically through a program called "Customized Library Services". We leveraged these electronic lists to delve deeply into Patron Driven Acquisitions, allowing us to identify and purchase exactly what our customers truly want. Collection Services worked hard to support both *the Big Read* and the *Soon to Be Famous Illinois Author* programs by highlighting the titles: *The Things They Carried* by Tim O'Brien and *The Things We Save* by Joanne Zienty. Through a competitive application process, the library was chosen to participate in the Google Glass Explorer Program and we were able to acquire this wearable, cutting-edge technology. Librarian Julie Anne Robbins was honored to serve as a committee member on the state-wide *Rebecca Caudill Young Readers Book Award*. Work began in earnest to prepare for the installation of the new Main Library Mediabank machines and to provide the materials to fill them. Collection Services also registered to participate in the international World Book Night event on April 23<sup>rd</sup>, allowing 17 'Community Givers' to share copies of free books with those reluctant to read. Five new Kindle Paperwhite devices were added to the KidSpace collection and the existing adult Kindles were updated to include current bestsellers. Sadly, in November, the Gail Borden family suffered the loss of Bill Blohm, the Manager of Collection Services. Bill had worked at the library for the past 17 years and was well-respected within the library and community. Bill's stewardship led Collection Services toward a more streamlined selection process using vendor partnerships. In May we welcomed Joan Hull onto the team and she continues to lead us down the innovative paths for which Bill helped lay the groundwork.

#### **Library Applications**

Demand to support a variety of web applications and specialty software continues to grow. Gail Borden now offers a mobile app which allows better searching and discovery for our mobile device users. We've created webpages for large-scale library programs such as *The Big Read*, and *Welcome Baby Program*. Library Applications staff organized and help build our 24/7 eLibrary - a user friendly webpage where digital entertainment and research resources are found. Library Applications was heavily involved in planning and configuring the new Main Medibank disc dispensers. The team also worked hard to create a "New at the Library" web page, which culls the newest materials added to the library catalog. Besides supporting the day-to-day troubleshooting and upgrades within our digital realm, Library Applications Specialist Betsy O'Connell designed and coordinated our public access technology classes. While juggling two different grants, she was able to coordinate such classes as *Basic Internet*, *Google Drive*, *Using Windows 8* and many more. Betsy laid the groundwork for successful technology class offerings and at the end of this year, passed the torch to the library's new dedicated Technology Trainer, Monica Dombrowski.

#### **Local History and Digitization**

In August we welcomed Melissa Lane, the new Local History and Digital Preservation Librarian. Melissa was busy during *the Big Read* program, preserving the impactful *The Things I Carried* photo exhibit onto the *Elgin Area Memories* webpage. Melissa has worked hard to secure the rights from local authors allowing us to preserve their works not only on the *Elgin Area Memory* page, but also within the Illinois Digital Archive. She met with representatives from the Elgin History Museum, the Elgin Area Veteran's group and the Elgin Heritage Commission. Using a grant from the Elgin Genealogical Society, she has been able to preserve and make accessible

many of the local resources that the genealogists use, such as *The Elgin, Illinois Death Records*. Good Shepherd Lutheran Church, whose history dates back to the thirties, gave Melissa a tour of their archives which resulted in the digitization and preservation of a photographic history of this institution. Melissa assisted with Gail Borden Public Library's celebration of 140 years of service, even dressing as a librarian from the 1800's. Also, an ongoing collaboration with the Elgin Historical Society kept our digitization volunteers busy by scanning issues of the locally unique and historic "Watch Word" magazines.

### **Materials Handling**

Our total circulation continues to reach over 2 million items annually and the Materials Handling Department works quickly and accurately to move physical items back to the shelves. The Materials Handling department is responsible for keeping the shelves dusted and cleaned, and assuring each area of the library is orderly and well-kept. The reorganization of this department was completed this year, adding Shift Leaders who are responsible not only for troubleshooting the Lyngsoe Sorter as needed, but also to control the flow of materials and carts out of the Materials Handling workroom. Libraries that visited us to learn about our sorter and workflows included Mt. Prospect and Normal Public Library.

### **Technical Services**

Besides the important day-to-day work of cataloging, processing and materials acquisition, Technical Services worked collaboratively to find new and interesting ways to better serve our customers and provide access to our entire collection. Our processing team worked fervently over the course of 14 months to label over 18,000 picture books into browser-friendly categories. Our staff helped level Beginning Reader books so that the newest readers can find the perfect book by identifying the correctly-colored label. Technical Services worked closely with the Mediabank dispenser, not only loading bibliographic records into the machine but also tackling some of the ongoing database maintenance processes. Staff also took the opportunity to learn and implement new RDA cataloging standards. Interlibrary Loan began using the new WorldShare Interlibrary Loan program to enable borrowing and lending between libraries, and also attended meetings about our Linkin library partnership lending program. Robert Moffett, the Director of Technical Services, served on a system-wide committee that is reviewing material lending options across the state. Robert also presented at several conferences explaining best practices for vendor partnerships.

### **Final Thoughts**

The Access Services Division has experienced highs and lows this year, but it is truly through the dedication and hard work of our staff that the library is recognized as a beloved destination within our community.

Respectfully submitted by Margaret Peebles, Division Chief of Access Services

# COMMUNITY SERVICES & PROGRAM DEVELOPMENT (CSPD)

## Annual Report 2013-2014

Fiscal year 2013-2014 yielded strong accomplishments, grants, sponsorships and partnerships in alignment with GBPLD's Strategic Direction's mission, values and vision by excelling in the following Key Priorities with new, innovative, and ongoing 21<sup>st</sup> century library services and programs.

### Responsiveness and Relevance to the Community

The Big Read (Sept. 1-Nov. 11) showcased GBPL's vision *where imagination and transformation flourish, fueled by the power of community*. This community-wide project, as imagined by 63 committee members and 50+partnering organizations, addressed the experience of the Vietnam War with the book *The Things They Carried* by Tim O'Brien. Funded by the National Endowment for the Arts and JP Morgan Chase, The Big Read exhibits, events, and programs reached more than **142,000** people. The Wall That Heals volunteers gave 1,466 hours, winning the 2013 Elgin Image Award. The project's ripple effects: veterans serving veterans in homes and hospitals, the State of IL and City of Elgin's July 19 ceremony and \$14,000 plaque added to Veterans Memorial Park in memory of Lao veterans who fought alongside U.S. troops, continuation of Lao Oral History filming, a Veterans Networking Group, 225 print books donated to school libraries and personal testimonies of long-awaited "homecoming" by Vietnam veterans and their families. Grant funding = \$33,000+, and 892 volunteer hours = \$20,685. Our library's penchant for galvanizing, educating, and discussing also inspired higher level thinking about democratic values. In addition to The Big Read, 419 programs reached 23,411 individuals outside the library buildings. Plus, we saw an increase in summer reading participation outside the building.



Gold Star Partners	FY 13 – 14	FY 12 - 13
Summer Reading finishers	2,280	1,589
Community Partner sites	27	23
% of total GBPLD SRP finishers	45%	33%

**Smart Use of Technology** The need for digital literacy is a snowball rolling downhill; it will continue to grow. Library on the Go (formerly called Outreach) created and brought Tech Boxes (iPads, etc.) to underserved children, thanks to a \$6,000 grant from the G. Kline Foundation. Inside the library, 1132 adults attended Device Advice and computer classes in English and Spanish, with the support of a ComCast Internet Essentials grant (\$17,000). Rakow Branch rolled out social media for their Seed Library. A remote check out process was innovated for ReaderShip sites. ADA equipment was installed from a State of Illinois DCEO Eliminate the Digital Divide grant. CSPD works from iPads and laptops when at large.

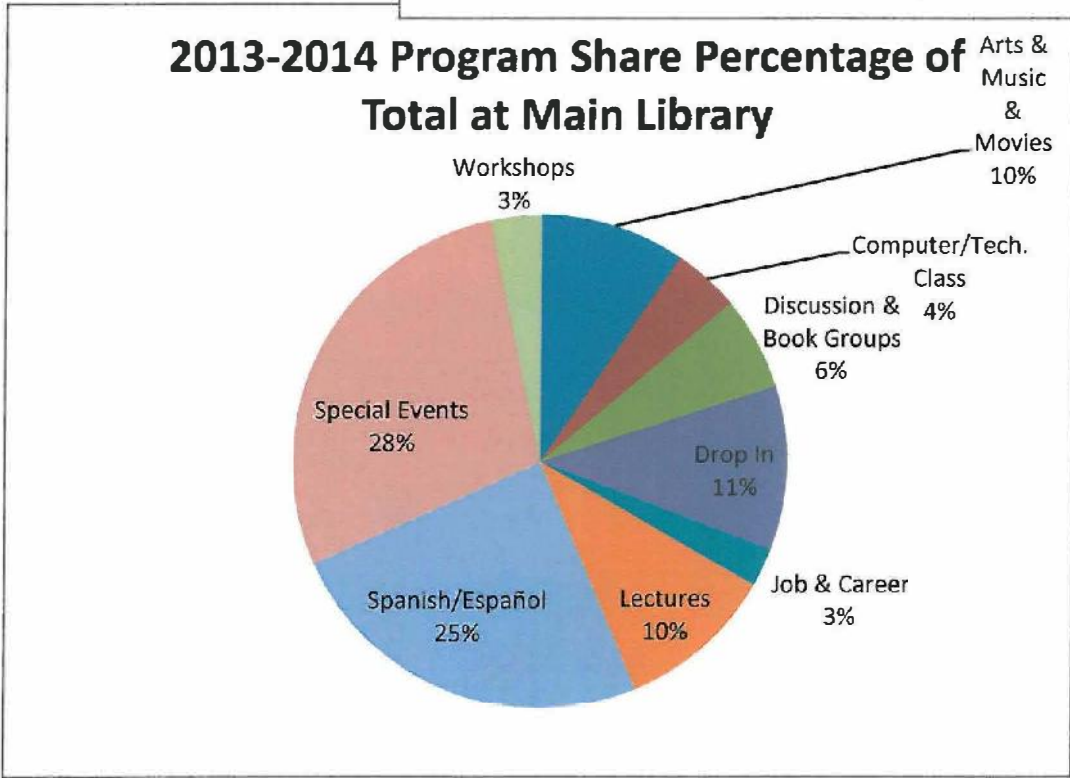
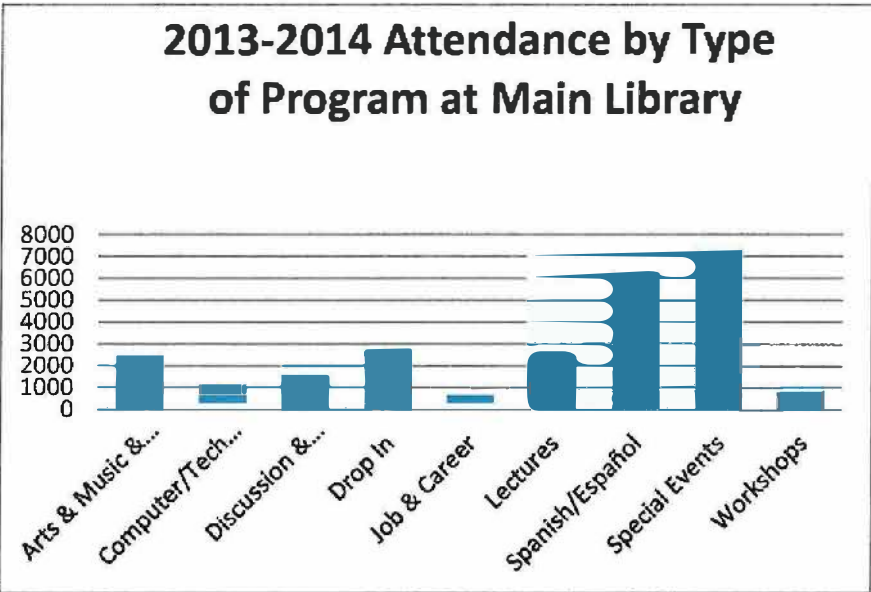
**Relevant Partnerships That Build Community** CSPD staff applies principles of ABCD – Asset-Based Community Development and sees GBPL as integrally embedded in the community. Hundreds of partnerships and volunteers weave in and out of projects. An example of a sustainable new service is *Welcome Baby!* Since its birth on Mother's Day 2014, 150+ babies now have Baby's First Library Card, signed up by the State of Illinois birth registrar at



Sherman Hospital. Through the support of community sponsors (Advocate Sherman Hospital, U-46, Greater Elgin Family Care Center, Junior League of Kane & DuPage Counties, One Hope United, Senior Services of Elgin, The Learning Tree, United Way of Elgin), we have tote bags filled with gifts for these babies and parents. Baby's First Library Visit classes teach parents about library services, community resources, and early literacy. Old hands touch new as Senior Services ladies knit and quilt blankets to wrap the little ones in warmth – what every baby needs to grow and thrive.

**Library as Destination**

CSPD's adult and family programs totaled **921 programs** which attracted **32,000 customers** to the main library and Rakow Branch. At the main, 708 programs attracted 26,040 people, including 6,347 Spanish speakers. The charts show the importance of Spanish and bilingual programs and services that are relevant to our community's demographics.



**Knowledgeable & Visionary Staff** An innovative, well-connected team, CSPD's success results from talented, dedicated staff. **Laura Bedolla**, Hispanic Program Assistant (18 hr./wk) is invaluable for connecting GBPL with our Spanish-speaking population in a variety of programs.

**Ana Devine**, Library on the Go (formerly Youth & Family Outreach) Manager, received the PLA Innovations in Literacy Scholarship for her work with at-risk children, and Advocate Sherman Hospital's MVP Value Leader. Ana presented *Ready Set Read Playful Learning Centers* at Lincoln Story League and BabyFest at ILA. Working with Tina V., Ana received a \$200 Parent Café Mini-Grant from Kane Co. Health Dept.'s MIECHV (igrow); and implemented the \$6,000 Kline grant for Tech Boxes. **Norma Copes**, Senior Outreach Specialist, provided programs to nursing homes. Prior to her retirement in March, Norma reached 3,000 seniors with 220 programs during her four years with CSPD. **Christie Chandler-Stahl**, Director of Branch Services, and **Rakow Staff** have grown services and programs in FY13-14 (see separate report). Christie is a proven innovative leader. **Danielle Henson**, Community Engagement Liaison, joined CSPD part-time in Nov. 2013. She is a valued addition, working with many partners and initiatives (Black History Family Festival, Black History Arts and Education, March into Health, International City of Peace, Coalition for a Safe and Healthy Elgin, the Man Cave series, and many events). **Stacy Michel**, Program Coordinator: The Big Read Special Events Committee Chair contributed greatly to NEA report, Elgin Home for the Holidays Kickoff chair, Toastmasters Club officer (Secretary), Elgin Young Professionals Network Board Member, completed PLA's *Winning Grants for Your Library*, then won her first grant from the IL Arts Council Agency for the ALA traveling exhibit *Lincoln: The Constitution and the Civil War*. Stacy's work in adult and family programming is a GBPL mainstay. **Karina Nava**, ReaderShip Assistant, was with us (18 hr/wk) from Oct. through Feb. Her talents and Spanish fluency were greatly appreciated. **Hector Ocampo** served as The Big Read Project Coordinator, a temporary part-time position. His expertise with veterans, an Iraq War veteran himself, was invaluable. **Tina Viglucci**, Hispanic Services Manager supervised coordination of all Spanish and bilingual adult programs, computer and technology classes and services to Hispanics. Tina presented at ILA *Hot & Spicy Hispanic Programming*; and at Wisconsin Library Association, "*Mi Casa es su Casa: Libraries Building Community for Hispanics*". She received accreditation for Parent Empowerment Training and the grant to administer bilingual Parent Cafes with Ana Devine. Tina served LULAC council (VP), Elgin Hispanic Network (Sec.), Organization of Mexico in Elgin, Toastmasters (Membership VP) and was awarded the YWCA Leadership Luncheon Racial Justice Award. She has hosted numerous events to serve our Spanish speaking population. **Madeleine Villalobos**, ReaderShip Assistant, hired (25 hrs/wk) in April 2014, has been delivering engaging storytimes to preschools. Over the summer months, she brought storytime to Rakow Branch. **Ruth Werst**, Home Services (formerly Homebound) Coordinator, continues to serve approx. 50 residents on a part-time monthly basis. Ruth began reporting to CSPD in FY13-14, and also works in Info Services, as do other staff who report to the CSPD Division part-time. These include **Catherine Blair** (Middle School), **Erin Donlan** (ADA), **Jennifer Ford** (Citizen Education), **Melissa Lane** (Teen), **Melissa Ziel** (Jobs/Business). **Susan Lytinen** (Data Specialist) attends meetings regularly to support endeavors. Lastly, **Miriam Lytle**, Division Chief is honored to serve such a dynamic team. The CSPD leadership role has grown dramatically along with division goals and staffing. I've presented at ILA, PLA and People Connect Institute webinar for Tales & Travel Memories Project, LACONI for Targeted Programming, and have spoken and written professionally for various venues. Our work results in positive community impact. This gives me great hope for 21<sup>st</sup> century libraries. We realize the importance of non-partisan tax-funded organizations, as public libraries are positioned as cornerstones of a strong democracy to instill 21<sup>st</sup> century literacies, equal access and accessibility for all.

Respectfully submitted by *Miriam Anderson Lytle*, Division Chief Community Services and  
Program Development

## **FACILITIES AND BUILDING OPERATIONS ANNUAL REPORT 2013-2014**

### **HVAC BUILDING CONTROL UPGRADE PROJECT:**

Over the course of the past year, the Maintenance Department worked collaboratively with Mechanical Inc. Advanced Automation Solutions Group to install a new Web Based Front End Building Automation System (BAS) for the Main Facility. This new BAS will now allow the GBPLD to integrate diverse systems and devices regardless of manufacturer or communication protocol into a unified platform. In addition, the new Building Control System will also allow the end user to address HVAC related concerns from a remote location and also may also be accessed through the use of smart phone applications.

### **LANDSCAPING RAKOW BRANCH:**

During the month of July 2013, Elgin Landscape Designer Pat Hill generously donated a landscaping design to be used for the creation of the Rakow Branch Butterfly Garden. Frank and Sons Landscaping Inc. created the planting bed, and then installed the native plants for the Butterfly Garden. This garden is located on the southwest portion of the property and will be used to enhance the positive perception of the Rakow Branch.

### **AED-AUTOMATIC EXTERNAL DEFIBRILLATORS:**

During the month of September 2013, members of the Security Team ordered and Installed 4 new AED's at the Main Facility as well as the Rakow Branch. Automated External Defibrillator also referred to as AED is a portable electronic device that automatically diagnoses a potentially life threatening cardiac arrhythmias.

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

During the month of November 2013, Davey Tree Expert Company removed 15 Maples trees and 2 Lindens that were stressed or have been on decline for a number of years due to improper installation, lack of irrigation, and poor soil conditions. According to Davey Tree Expert Company, the problem was also compounded due to the mono-culture of trees. The replacement trees were a combination of Hackberry, Swamp White Oak, Skyline Honey Locust, Hybrid Elm, and Autumn Gold Ginkgo's. The new trees that were selected and planted are salt tolerant and will thrive in this particular geographical location. In addition, the planting of shade trees can often reduce "Heat Island Effect", lower energy cost, and create windshields in open areas.

### **PUBLIC WASHROOM RENOVATION PROJECT:**

During the month of December 2013, the Maintenance Department was actively involved with the 1<sup>st</sup> floor men's public washroom renovation project. This project consisted of removing and replacing all partitions, mirrors, handrails, and faucets. In addition, all existing grout was removed from the floor and walls tiles and replaced with an epoxy grout that is impervious to water and stains.

### **STUDIO 270-TEEN CENTER RECORDING STUDIO:**

Over the course of the past year, I had the opportunity to facilitate several meetings with DLA Architects and the GBPLD staff to discuss and review drawings for the future digital recording studio. Bruce Dahlquist, the president of DLA Architects utilized his expertise along with other experts in the field of mechanical engineering, electrical engineering acoustics and audio/video design to complete the architectural drawings for this future project. In addition to the design of

the digital recording studio, DLA Architects also created drawings for an A/V storage closet that was recently constructed in Elgin Room. This new room will store audio visual equipment for additional programming demands.

**MEDIA BANK CONSTRUCTION PROJECT:**

During the month of August 2013, the Maintenance Department along with Technology Operations & Infrastructure designed and constructed a small room in the northeast corner of Music Movies and More that will allow for the installation of two Media Banks that were recently purchased from the Cedar Rapids Library District.



**SUPER-CROC DE-INSTALLATION:**

Members of the Maintenance Department, Project Exploration, and Red-Box Inc. worked in a collaborative effort to provide the necessary labor to de-install, crate, and load three large semi-trucks Quick Facts: The Super-Croc exhibit took 12 men, 1 forklift, 1 forklift operator and approximately 200 worker-hours to perform the installation.



**R-NEWAL SERVICE PROJECT:**

During the month of October 2013, the Trane R-Newal Service Project was started and completed. This comprehensive compressor over-hall project restored the south chiller compressors back to their original performance levels. Three R-Newal compressors were brought into the building while the old compressors were being removed from the south chiller. Each compressor weighing in excess of 2000 LBS had to be carefully hoisted utilizing portable lifting I-beams and chain pulls to safely position them correctly into the chiller unit.



**POLAR VORTEX:**

During the month of January 2014, the Elgin area was “crushed” with multiple rounds of extreme winter weather conditions that produced subzero temperatures and frequent snowstorms that blanketed the area. Members of Facilities & Building Operations along with our snowplow subcontractors, Tovar Snow Professionals & Frank and Sons Landscaping worked collaboratively to put effective systems in place to appropriately address the Snow and Ice Management responsibilities for the Main Facility and the Rakow Branch.

**SHELTER BOX DISPLAY:**

During the month of November 2013, I had the opportunity to work with members of the Elgin Rotary Club, representatives from Shelter Box, and members of the GBPLD staff to erect a Shelter Box Survival Kit in the rotunda of the Main Facility. Rotary has partnered with an organization called Shelter Box who currently has teams in place to assist in the areas impacted by the typhoon. Shelter Box is an organization that responds to natural disasters by providing immediate aid to those who need it. Each Shelter Box supplies an extended family with a tent and essential equipment to use while they are displaced or homeless. The contents are tailored to the type of disaster, but typically contains a disaster relief tent for an extended family, blankets, water storage and purification equipment, cooking utensils, a stove, a basic tool kit, a children’s activity pack and other vital items. In addition, Brian Hoeg installed a kiosk & computer adjacent to the display to allow for the community to get directly involved by making monetary contributions by using a credit card or PayPal account.

**WIND-WALL PROJECT-RAKOW BRANCH:**

Just in time for blustery winter conditions, the Rakow Branch Wind-Wall project was completed on 17 December 2013. The Wind-Wall system was designed by Engberg Anderson and was installed by Shales McNutt Construction Company. This new “L” shaped storefront glazing system was designed to offer maximum protection for customers accessing the Media Bank, and will also shield the Media Bank from adverse weather conditions.

**HVAC RAKOW BRANCH:**

Due to the extreme winter weather conditions that were upon us during the month of January, the Rakow Branch Heat Pump System #1 experienced multiple failures that started on 03 January 2014 and continued throughout the month as temperatures dropped below zero. After further investigation, it was revealed that the heat pump system was not capable of handling the heat loads due to low refrigerant that resulted in irrational pressure readings and irrational amperage readings when the HP system was initially checked. Since the outdoor temperatures reached -20 degrees below zero, and -40 below zero with the wind-chill, a decision was made to immediately install emergency electrical heat system to heat pump # 1 to help to stabilize the building just prior to another round of subzero temperatures.

### **CONSTRUCTION MEETINGS:**

During the month of January 2014, I had the opportunity to facilitate meetings with representatives from DLA Architects, Shales McNutt Construction, and subcontractors that expressed an interest in bidding on the construction for the Digital Recording Studio. The Digital Recording Studio project went out to bid on 06 January 2014, the Pre-Bid Meeting was held on 13 January 2014, and the Bid Opening was conducted on 22 January 2014. In addition, pre-construction meetings were held on 29 January 2014 at the offices of Shales McNutt Construction. All low bid contractors were present at this meeting and all documentation / scope of work was reviewed.

### **CONSTRUCTION - DIGITAL RECORDING STUDIO:**

During the month of March 2014, construction commenced on the long awaited Digital Recording Studio. At this juncture, the project is moving along very well with the following work performed over the course of the past month; demo of existing drywall, installation of new electrical circuitry, installation of multiple layers of drywall, installation of fire suppression sprinkler system, and HVAC work.

### **TERAZZO FLOOR REPAIR PROJECT-MAIN FACILITY:**

Due to extreme weather conditions, coupled with a possible failure in the vapor barrier, the epoxy based terrazzo floor system began to show signs of heaving in an area located adjacent to the café. The original installer, Metropolitan Terrazzo was contacted immediately to perform an inspection of the terrazzo floor and also to schedule the necessary repair work. During the month of February 2014, repair work was performed on the areas of the epoxy terrazzo floor system that failed last.



### **CONSTRUCTION - AV EQUIPMENT ROOM:**

During the month of March, construction was started on the new AV Equipment Room which is located inside the South Elgin Room. The construction project consisted of erecting new walls, penetrating an existing wall for a new door, installing HVAC duct work, installing new electrical, new low voltage cabling, new VCT tile, new ceiling grid system, installation and rerouting existing can lightings, patching and painting and the fabrication and installation of new counter tops. At this juncture, we are still waiting on the installation of two new doors and some minor painting touch-ups.

### **LANDSCAPING BEAUTIFICATION PROJECT-MAIN FACILITY & RAKOW BRANCH:**

During the month of May 2014, the Landscaping Beautification Project was put into motion with the following work being performed: removed severely damaged turf areas throughout the Main facility, planted a salt tolerant plantings to enhance overall appearance ( Karl Foerstes Grass, Gaillardia Blanket Flowers, Dwarf Fountain Grass, Stella-D-Oro Day lilies), and also implemented a core /aerate re-seeding program for damaged areas of turf.



**PARKING LOT PREVENTIVE MAINTENANCE PHASE 1– MAIN FACILITY & RAKOW BRANCH:**

During the month of May 2014, Rose Paving Company performed the 1<sup>st</sup> phase of Parking Lot Preventative Maintenance Project located at the Main Facility and the Rakow Branch. The project consisted of utilizing infrared pavement re-heating technology to heat up the existing asphalt in specific areas to immediately repair the failed pavement at a fraction of the cost associated that is typically associated with the standard removal and replacement. **Rakow Branch:** Since the damage to the pavement at the Rakow Branch was beyond the point of utilizing the infrared technology, a removal and replacement strategy was put into place for the removal of 850 sq ft took place on 20 May 2014.



**PARKING LOT PREVENTIVE MAINTENANCE PHASE 2 – MAIN FACILITY & RAKOW BRANCH:**

Phase 2 of the Parking Lot Preventive Maintenance Project was performed over the Memorial Day weekend. This project consisted of crack filling 4000 linear feet of cracked pavement with a “Hot Rubberized Joint Filler”, seal coating approximately 170,000 sq. ft. of asphalt pavement, and re-stripping all parking stalls and directional arrows in both lots with a Heavy Duty Roadway product.



Respectfully submitted by Dave Considine, Division Chief Facilities and Building Operations



## Public Relations & Development FY 2013-14

### **PUBLIC RELATIONS & DEVELOPMENT**

#### **Annual Report 2013 – 2014**

Productivity and impact were continual strands throughout the year. Our fundamental work is supporting the work of others, creating library value in the community through partnership activities and landing the library message. In addition, we work with the foundation on fundraising.

We work very hard as a division to add library value to the community; some of these dynamic projects are featured below. First, some backbone productivity evaluation. We are very proud to work in a library district where new possibilities that benefit our community come to fruition. With all the energy in other divisions, the work supporting others doubled this fiscal year from 922 in fiscal year 2012 – 2013 to 1,821 in fiscal year 2013 – 2014. Simply stated, staff members were dedicated. Effective storage processes, duty allocation for efficiency and adding a part-time display assistant were helpful in meeting these challenges.

Graphic requests are a leading indicator for the division, meaning all staff members were the catalyst for more text, more social media, more web work, more copies and more community impact. This also resulted in the newsletter increasing from 16 to 20 pages.

#### **Social Media**

We used Facebook and Twitter to promote programs and special events as well as post photos of events afterwards during fiscal year 2013 – 2014. The number of people following the library via Twitter increased steadily throughout the fiscal year, with a 23% increase from July 1, 2013 to July 1, 2014. Like Twitter, Facebook usage increased as well during the year. The number of Facebook friends of the library climbed each month with the number increasing by almost 21% for the year. Facebook and Twitter have been wonderful tools to get the word out on weather closings and upcoming low-registration programs.

#### **Exhibits**



140th Anniversary Celebration

The Library celebrated its 140<sup>th</sup> anniversary on March 19, 2014. The entire division contributed time and talent to the celebration. Graphic Designer Deb Huffman created 15 historic panels, one for each decade of library service with photos of the library's history, world history and pop culture. Displays Designer Mary Amici-Kozi built a centerpiece for the lobby, re-creating all Gail Borden Public Library buildings as well as iconic Elgin buildings such as the Elgin Watch Factory. Liz Clemmons talked about the



140<sup>th</sup> Anniversary on *Chamber Chat*, the Elgin Chamber's monthly radio show on WRMN. Laura Espinoza created a video about the library and videotaped the speakers to commemorate this special event. The PRAD team coordinated costumes and wrote scripts for time-traveling librarians and created a *Where's Waldo*-type poster of our customers as well as an all-staff poster to make this a memorable occasion.



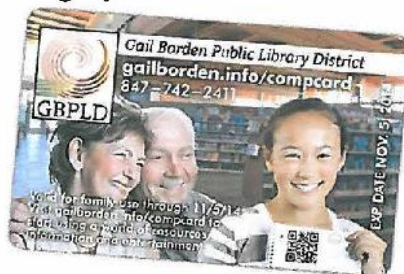
Future anthropologists were inspired by *SuperCroc* from Project Exploration, on display during the summer of 2013. Partnering with the Illinois State Museum, the Elgin Public Museum and local collectors, we enhanced the *SuperCroc* exhibit with *Illinois Rocks: A Guided Tour Through Geographical Time*. With more than 263,000 visitors during the *SuperCroc* exhibit, we can only wonder how many children's imaginations were ignited and where their interests will lead them.

*Sweet Home Chicago: the History of America's Candy Capital* was a fun, nostalgic look back at our favorite childhood candy and the history behind Chicago's candy-manufacturing companies. *Lincoln: the Constitution and the Civil War* was a thought-provoking exhibit that gave us a more complete understanding of Abraham Lincoln as president and the Civil War as the nation's gravest constitutional crisis.

The 2014 summer exhibit, *Adventures with Clifford The Big Red Dog*, provided play-focused activities to bring families back throughout the summer. The exhibit encouraged children to play together, engaging all of their senses. The sound of waves and seagulls welcomed them to the library to read, count, create plays and learn all summer long. The importance for this type of exhibit is described by the IMLS report *Growing Young Minds: How Museums and Libraries Create Lifelong Learners* as they "build on how children learn best...[through] content-rich, play-based experiences." One parent said that she increased her family's visits to the library because her children loved to play at the Clifford exhibit.



### Geographic Referendum



The Library Board approved work on a geographic referendum to fill in unserved areas on our western borders. This department has worked on informational materials and made presentations relative to this effort.

### Partner Impacts

The City of Elgin was recognized with the **2013 Governor's Hometown Award**, and was a Governor's Cup finalist, for the 2012 Summer Reading Program. The award signified the power of community organizations working together toward the goal of raising the reading levels of our children. Karen Fox, Trevon Flowers, U-46 Principal Steve Johnson, Carlos Trujillo and Denise Raleigh presented the city's nomination in Springfield.



At the first **Manufacture Your Future** in 2013, 12 local manufacturers and educational organizations exhibited at the

library for a week. Students from three school districts visited the expo to learn about local manufacturing and career opportunities with a breakout session focused on employability skills and educational opportunities/career planning. The students also visited several local manufacturing facilities. The expo was coordinated by Elgin Development Group's Workforce Development Committee. Denise Raleigh and Melissa Ziel accepted the EDG Workforce Award in recognition of the Manufacture Your Future Fair at the Elgin Area Chamber's Annual Awards Celebration.



The **Soon to be Famous Illinois Author** project, kicked off at ILA, was the product of many Illinois libraries. The brainchild of the RAILS Marketing Group, it was developed to demonstrate the power of Illinois libraries by finding a previously obscure author and making him or her famous. The project received 103 entries from libraries from across the state. Joanne Zienty became the Illinois Famous Author during National Library Week. Many Illinois library dignitaries starred in *It's a Writing Life*, a spoof based on *It's a Wonderful Life*, to promote project fun. Project coordinators have been asked to write a book about this project and work has commenced. The project is a collaboration of the Illinois Library Association and Reaching Across Illinois Library System and supported by the American Library Association Digital Content Working Group, the Illinois Heartland Library System and the Public Library Association.

### Fundraising/In Kind

The EFS Foundation, KCT Credit Union and Elgin State Bank supported the project 2014 Summer Reading Challenge and Adventures with Clifford The Big Red Dog exhibit financially for \$14,000. Windy City Carnivals and Anthony Pedote provided the \$20 free-ride wristband for almost 4,000 summer reading finishers while the City of Elgin provided pool passes and the outdoor movie behind the library.

The Book Sale and Gail's Sales volunteers do a wonderful job. The 2013 Book Sales earned approximately \$20,000. Gail's Sales brought in \$48,648.43 during this fiscal year.

We tried a new fundraising project this year, the Team Read Challenge. It consisted of a 7K fun walk and one-mile Family Fun Run.

### Additional Impact



New Library Logo - We were pleased to introduce a new Gail Borden Public Library District logo in December. An image of a building will no longer represent the library because library district services now encompass so much more including a thriving Rakow Branch, community outreach and e-services. The new logo is based on a number of elements:

- \* The swirl represents movement as the library serves people throughout their lives.
- \* The swirl also signifies a "hub" connecting community.
- \* The open circle symbolizes openness to new ideas.
- \* The five green bars represent five communities served.
- \* Lines of varying widths reflect the many ages and cultures of people served.

Two of our graphic staff members received special recognition. Laura Espinoza was filmed during her work day at the library by a crew from Elgin Community College. She is a graduate of

ECC's Graphic Design department and will be featured in promotional advertising as a successful graduate. A photographer from the Daily Herald was so impressed by the buildings that Mary Amici-Kozi created for the 140<sup>th</sup> Anniversary that he came back the following week to photograph Mary working on projects and interviewed her for a story.

We made presentations at ALA, Soon to Be Famous Illinois Author Needs to Cross State Lines, PLA, Better Together: Maximizing the Impact of Your Summer Reading Program, and ILA, e-Book Essentials.

Respectfully submitted by Denise Raleigh, Division Chief of Public Relations and Development

## **PUBLIC SERVICES**

### **Annual Report 2013-2014**

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

It was another busy and productive year for the Customer Service and Registration team. The Concierge group celebrated their one-year anniversary with over 1700 questions in the month of September. Customers are appreciating the service and staff is thriving in this new role. The Registration team along with Laura Clark designed a new model for library staff to offer remote/off-site library card registration. They created a remote registration packet that is streamlined and low-tech and yet gets a card into the hands of the customer instantly. Once the packets are brought back to the library, all the data entry is performed and a welcome letter is sent. The customer is asked to visit the library to complete the full registration process. At that time, the library card is transformed into a full use card. Along the same lines as remote registration is remote check-out. Library staff works tirelessly outside of the walls of the library. Getting materials into the hands of our customers was a priority. Laura Clark worked to refine a process of check-out with a laptop and an internet connection. It has worked remarkably well and we hope it will boost our circulation numbers.

The Customer Service and Registration staff conducted two fine relief weeks this year. In July, *School Supplies for Fines* collected over 4,300 school supply items that could then be donated to Project Backpack. In November, *Food for Fines* collected 15,175 food items that were then donated to six local agencies. Customers appreciate these opportunities and the agencies that receive the largess also appreciate it.

Two new library card designs were added to an already robust selection of cards. We hope that by offering the designs customers appreciate the variety. All library self-check kiosks had an option to have the receipt emailed. We anticipate and hope that this decreases paper usage and lends itself to a greener footprint.

#### **KidSpace**

KidSpace has very little down time throughout the year. Reflecting on large events alone garners the following numbers: Summer Reading finishers 4877, Star Wars Day 300, Comic Book Mania 625, Halloween Happening 543, Valentine Tea 156, Catching Fire Release party 700, Dixon Dance party 267 and Seuss-tastic 157. These events take a tremendous amount of planning and require plenty of staff and volunteers. It is a credit to our innovative KidSpace staff that they respond in a timely fashion to trends and topics that kids are interested in. Minecraft and Rainbow Loom are two other hot topics in which staff responded with pop-up programs.

Catherine Blair wrote and received a \$1000 YALSA/Best Buy grant to purchase 4 digital cameras and various accessories. This grant allows us to introduce kids to digital photography. The goal is to allow the cameras for check-out.

Jennifer Bueche was chosen the inaugural co-chair of the Elgin Partnership for Early Learning Executive Committee. Jennifer has worked hard to bring this group along. The goal of EPEL is to prepare each child for kindergarten. Through the model of collective impact, EPEL is able to leverage the commitment of its partners to contribute to sustainable outcomes. KidSpace staff assists in creating the getting ready for kindergarten calendar each year. This calendar provides daily tips and recommendations to parents preparing their child for kindergarten.

KidSpace completed another successful summer reading program with 4877 readers completing their logs. The Dr. Torres challenge winner was Highland Elementary school with the largest percentage of children who finished.

The Early Learning Center saw the completion of the subject categorization project. This project moved the picture book collection into various categories that appeal to young children and will aid the browsers in navigating the collection. The next step in the project is to purchase browsing bins that will allow face out shelving making the collection even more attractive.

### **Information Services and Movies, Music & More**

The Big Read project was fully embraced by the Information Services staff. Tish Calhamer provided the training for individuals who were going to run the various book discussions throughout the community. The Affordable Care Act went into effect in October. Information Services staff prepared by creating a webpage devoted to various web links and other resources. They also attended many webinars and training in order to be prepared for the questions that might be asked.

Jennifer Ford became a member of the newly formed U-46 Business and Civic Advisory Counsel. She also worked to increase voter registration among high school students by conducting a successful registration campaign at South Elgin High School.

Downton Abbey fever gripped the library. Jennifer Ford and her staff spearheaded a Downton Abbey party in advance of the new season. Over 40 attendees swapped stories and Downton tidbits for a very enjoyable evening.

Gail Borden Public Library celebrated its 140<sup>th</sup> anniversary with a celebration of the decades. Staff from Information Services dressed in period costumes and enjoyed regaling our customers with fun facts and figures from that time period.

The main library installed two MediaBank media dispensers in Movies, Music, and More. We took a relaxed approach to moving the various materials into the machines. This helped our customers in transitioning away from the three-day Quick Flick shelving bins. We moved new Blu-Ray DVDs, games, and all new DVDs into the machine. Customers are allowed four items and check out is for three days. Customers took to the technology with very little fuss. It has been a smooth ride and the option of remote reservation and five-hour pick-up is attractive.

Librarians continue to lead the way in education and partnerships. Erin Donlan joined the Executive Committee of the Kane County Community Health Improvement Plan, Melissa Ziel participated in a highly successful WebJunction webinar on Digital Literacy, and Tish Calhamer was a judge in the Soon To Be Famous Illinois contest.

### **Studio 270**

The year was filled with the anticipation of the creation of the Digital Media Lab. Andre Dyson was promoted to Digital Media Lab Assistant. His music recording skills will allow our high school students to create original music in a professional recording studio setting.

The Studio continues to be a destination for high school students. Whether for studying, gaming, or just listening to music, it is a popular spot. This year a foosball table was added. The Studio also hosted a number of programs such as poetry readings, career fairs, and college information night.

Billie Moffett was invited to work with the Elgin Youth Leadership Academy. She found this time quite rewarding in helping these students research and create their community projects.

### **Closing Thoughts**

It has been a busy and productive year. I would like to acknowledge Tina Birkholz of KidSpace for 30 years of library service and Grisel Leon who celebrated her 15<sup>th</sup> year at the library. Norma Copes retired at the end of May. We mourn the passing of our colleague and long-time Information Services librarian Bill Blohm. Bill was an integral part of our team and we will miss his sense of humor and big brain.

Public Services continue to be a vibrant and evolving division. A two-page report can never do justice to the quality of work that is created on a daily basis from Customer Service & Registration, Information Services, KidSpace, Movies, Music & More and Studio 270.

Respectfully Submitted by Sara L. Sabo, Division Chief of Public Services

## RAKOW BRANCH Annual Report 2013-2014

*A year of planting seeds of growth,  
transformation, innovation, turning  
outward and outdoors*



This year at the Rakow Branch we witnessed exciting transformations on a number of fronts, beginning with our butterfly garden planted in July 2013, comprised of host and nectar plants and designed by Elgin resident Pat Hill and developed in collaboration with community partners. By June of 2014, our young Branch customers discovered hungry monarch caterpillars in the garden feeding on swamp milkweed. In addition to this outdoor splendor, we reaped a bountiful harvest of programs, partnerships, new and streamlined processes, smart uses of technology and welcomed new staff. It is the Rakow staff, cross-trained, warm and welcoming and remarkably creative and talented that make the Branch truly sing in all seasons.

Together with a number of community partners, we responded to a request rooted in community and launched a seed library of heirloom vegetables; we hosted seed harvesting sessions, planted some in our community garden in which to demonstrate harvesting seeds and created a social media site to disseminate further information. As summer gave way to fall, the community-wide *Big Read* event reached the West and South sides of Elgin via the photography exhibit of the veterans and “the things they carried” and book discussions that took place at Edgewater, Bowes Creek, and the Rakow Branch where Vietnam Veterans shared their stories. A sampling of other adult programs offered include an Affordable Care Act informational table, a program on safety presented by Lt. Lindenman, a genealogy program and a demonstration on Kumihimo, the art of Japanese braiding. As autumn hewed to “the winter of the polar vortex,” a wind wall was installed to protect the Mediabank and customers, and the fireplace and emergency repairs at the Branch helped us endure the subzero temperatures.

In response to data from *Community Connect* highlighting the many young families in our service area, we added an evening family story time, bedtime stories, family events including a Halloween Hoot, a Chinese New Year program, the children’s flea market, family picnics and story times celebrating SuperCroc and Clifford. We hosted *Science Saturdays*, a series of hands-on programs in which youth constructed miniature solar houses, explored geothermal energy, and took on the role of energy detectives, as well as a series of writing workshops for youth. Rakow Branch hosted a U-46 STEM Expo event with hands-on activities facilitated by Northern Illinois students, the Elgin Technology Center, local boy scouts and Friends of the Fox River.

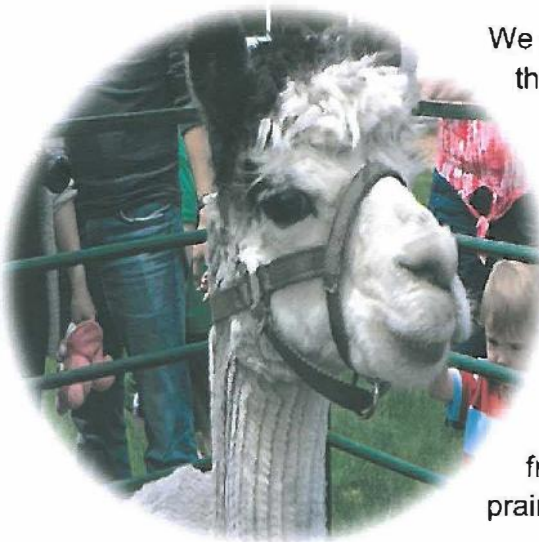
Responding to frequent requests for assistance with tablets, smart phones, eReaders and laptops, we added a bi-monthly Device Advice program, popular with older adults and staffed by volunteers. In addition, Rakow staff facilitated a number of demonstrations of Google Glass. The

Rakow Tech Team sent out Tech Tips on Tuesdays to keep all staff updated and cross-trained. We created laminated Tech Tip forms now used daily for frequently asked questions in the Computer Café. Rakow staff prepared training forms on Mediabank procedures for the Main staff and assisted with training as colleagues launched Mediabank services at Main.



We added a new collection bay in the children's area, *As a Matter of Fact*, that highlights STEM books, a designated area for new *Large Type* books in the adult browsing collection in response to customer requests, and a *Must Reads Nonfiction* collection bay. The 'bookstore' browsing and green features continue to attract many library staff from places near and far for tours.

Ever grateful that winter unfolded into a spring ushered in with great fanfare by spring peepers, chorus and leopard frogs, we eagerly stepped outside to the great outdoors with a family frog calling event, frog monitoring groups, butterfly programs, nature art and writing, animal detectives and pond scooping. We welcomed alpacas to the Branch from the Muirhead's Rivendell Farm and learned about their history, behavior and care with 270 enthusiastic customers while kicking off the summer reading program, *Paws to Read*. Another local Alpaca Farmer, Susan Waldron, demonstrated felting techniques with alpaca wool. We capped off the year in June with 2,282 visitors during *Bike•Walk•Move Week* at the Branch, featuring a pedal-powered machine bike, programs on bicycle maintenance, tai chi, a nature walk, a bike drive, and related science experiments and crafts for youth. KidSpace staff brought additional programming to the Branch in June to the delight of many customers.

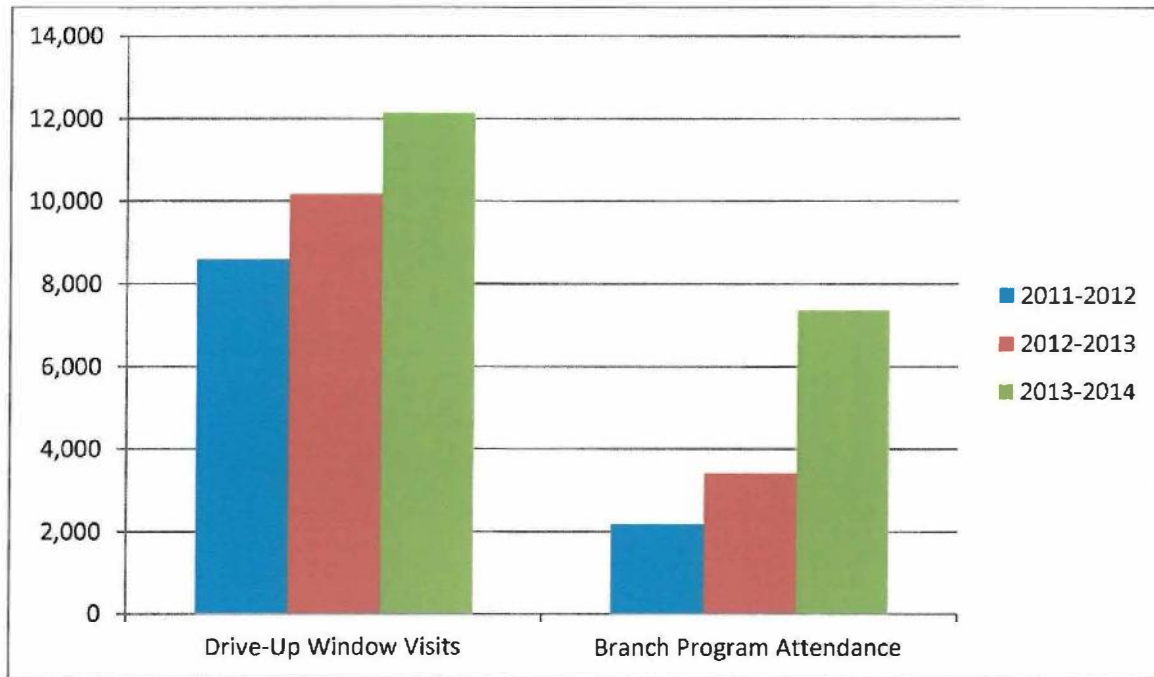


We welcomed Marisa Robinson, Philipp Rejmer and Susana Milic to the Rakow staff, Kimberly Osko and Kelly Pemrick as Temporary staff, and Danielle Nieto as a Rakow Page. Daniel Escamilla left the Branch staff to join the PRAD department, and we said goodbye to Anne Bedard and Sue Larson. Angela presented at two professional sessions on *Tales and Travel* and coordinated volunteers for the program. Robust opportunities for staff training and development emboldened Rakow staff to take flight with innovation, create more programs as well as new and streamlined procedures, and deliver extraordinary customer service. At the same time, we released butterflies from our indoor butterfly habitat to the butterfly garden and prairie, and the fiscal year concluded in full circle.

Respectfully submitted,  
*Christie Chandler-Stahl, Director of Branch Services*



Rakow Branch Statistics at a Glance



- Visits to the drive-up window increased 18% in the past year, with 12,146 car visits, and 34% in the past 2 years
- Branch program attendance increased 54% in the past year, and 92% in the past 2 years
- 72,536 DVDs were checked out from the Mediabank
- 120,553 customers visited the Branch and checked out 251,071 items
- 5,954 customers attended 213 events
- The Branch science kits circulated more than 100 times in the past year

Respectfully submitted by Christie Chandler-Stahl, Director of Branch Services

## **STAFF & ORGANIZATION DEVELOPMENT**

### **Annual Report 2013-2014**

#### **Human Resources – HR Manager, Eva Arciuch**

During this fiscal year the library moved forward to a defined contribution plan in which an established amount of funds is contributed towards each type of plan coverage. (Ex: employee only receives \$6500, employee + child receive \$9500, employee and spouse receive \$12,500 and family receives \$15,500.) The employee must pay the balance, depending on the plan they choose. The library continued to offer its three health plans.

Eva works closely with Division Chiefs regarding staffing changes including creating new or changed positions, job descriptions and ads. All year Eva and Sharon Wiseman work closely with individual employees as well as various directors and supervisors. Counsel and guidance is given to all levels of employees in order to constructively address employment and human resources issues.

An IMRF (Illinois Municipal Retirement Fund) workshop was hosted on-site to inform and educate staff about the various benefits that IMRF offers to its members. An additional session was held with an IMRF representative providing one-on-one Personal Benefit Reviews for any staff members who are looking to retire within the next few years.

**Continuing Education-**We continue to provide quality educational opportunities for our staff members. We participate in Toastmasters International with approximately 15 staff members serving as members in the local club - Listen Learn Lead. Our staff members learn both communication and leadership skills. Our local club achieved Distinguished Toastmaster Club for membership growth, achievement of communication goals and quality meetings. Sharon Wiseman served as President for the past fiscal year and Margaret Peebles is serving as the new President.

Star 12 is a special program of Rockhurst University and National Seminars. For a modest fee we can enroll employees in a plan that permits them to attend unlimited high quality workshops in person and online. These workshops and online programs cover a vast array of topics. This past fiscal year we were able to have approximately 15 people utilize this special service.

**Professional growth-** we encourage our staff to participate in library conferences, forums and formal education. We do provide for association memberships for our professional staff and encourage their attendance at conferences. The conferences include local, regional, state and national conferences and virtual conferences. In addition to our librarians other professional staff attend a variety of professional meetings, programs and round tables in their areas of expertise including human resources, finance, volunteers and museum exhibits.

GBPL was heavily involved in the Illinois Library Association conference was in Chicago. 31 Library staff members and trustees attended at least one day of the three day event. Our Executive Director Carole Medal was named Librarian of the Year for her leadership and innovation in the field. Our staff members were involved in programs, poster sessions, table topics and committee work on the following topics: volunteers, concierge service, serving people with Alzheimer's, eBooks, programs for the Hispanic community, programs for middle schoolers and community gardens and summer reading programs.

### Public Library Association – Indianapolis, Indiana

We were fortunate to send 14 individuals to the conference including staff members and trustees. This library was involved with three different programs at the conference. An additional 10 employees attended the PLA conference.

GBPL as provider of staff continuing education (including staff from other libraries): we hosted Dominican University Professor Chris Hagar “Preparing and Responding to Natural Disasters: Roles for Public Libraries.”

Community Connect – intensive two day hands on training included an overview and usage training. Librarians and other library leaders learned about segmentations of the community and library service implications. This information will be used for future planning.

Employee Assistance Services helped many of our staff cope with the untimely death of Librarian Bill Blohm. Several grief sessions were offered to all staff members.

Staff Training Day- ½ day in December focused on security issues with Dick Sem “Security Related Trends in Libraries” and Elgin Police Department “The State of IL Conceal Carry Law and How it Can Impact Your Organization.”

Pathways to Learning – a couple of these sessions were offered this past year. Staff members attend and give a quick overview of a recent learning experience.

Webinars- More than 20 webinars were offered to the staff at large this year. Many more webinars were available to specific departments and individuals.

GBPL Foundation September Book Sale – Under the capable leadership of co-chairs Karen Schock and Suzanne Smith, volunteers and some staff the sale went smoothly.

### **Technology Education Manager – Monica Dombrowski**

This past spring we created and advertised the new Technology Education Manager position. We hired Monica Dombrowski who has a wealth of experience in technology education and is a degreed librarian. Monica will be managing technology training for the public as well as the staff. This past fiscal year the library has offered a total of 116 classes (74 in English, 42 in Spanish) for a total 1,652 attendees (1,066 English, 586 Spanish.) We look forward to many more offerings for the public and library staff.

### **GBPLD Volunteer Services – Nancy Haggard & Danielle Henson, Volunteer Coordinators**

667 volunteers served approximately 12,100.00 hours in the 2013/2014 Fiscal Year.

Illinois Volunteer rate is \$24.08

Total hourly equivalent: \$291,368.00

[http://www.independentsector.org/volunteer\\_time](http://www.independentsector.org/volunteer_time)

FTE: 5.54

### **Highlights from this year:**

- SuperCroc- 300 tours served over 2320 people, 41 volunteer docents gave over 540 volunteer hours and 22 greeters manned the base camp desk for over 550 hours (1,090) –Nancy Haggard, Karen & Dan Fox.
- Seed Library volunteer core created.
- Device Advice volunteers expanded to Rakow.

- Clifford Companions launched by Nancy and Karen Fox.
- Genealogy volunteers organized and managed by Nancy.
- **Shelving, Program Hosts and Book Sale volunteers have the highest service reported**-see reports
- Billie Moffett has a regular schedule for teens helping with special events and projects throughout the departments. She has taken on Food for Fines as a teen project. This has worked beautifully.
- Volunteer program continues to be a strong source of help for Youth- Judy
- *Library on the Go!* Volunteers launched. Outreach volunteers are community storytellers, homebound providers, technology assistants, dementia program helpers, and community events hosts.
- We have increased our school volunteer service/tour offerings requested by teachers. Our middle school to high school volunteer tours help us with craft preparation, dusting shelves, cleaning cases and computer surfaces before the winter and summer holiday breaks. This also allows us to give Studio & Zone tours to large groups while explaining programming and volunteer opportunities.
- VolunteerPaloosa connected over 50 local organizations and served hundreds of attendees.
- Team Read connected us to athletic departments in two high schools and Judson University.
- ILA Volunteer presentation collaboration with Arlington Heights and Prospect Heights Public Library.
- Our volunteer reporting has been increasingly more accurate over the last two years. We continue to work with departments to capture as much of the volunteer landscape that we can gather and report.
- We continue to network with area libraries, local nonprofits and take advantage of training shared by other organizations and GBPLD. We are also fortunate to be in a position to help answer volunteer management questions requested by other Volunteer Coordinators and Directors at libraries and nonprofits.
- The volunteer celebration, small gifts throughout the year, thank you cards (and statements) from staff and book vouchers are appreciated by volunteers.
- Vocational Volunteer placement remains steady; U-46 & District 300 place students and Job Coaches.

**Last year's statistics:**

- 400 (approximate total) volunteers served 14,594.54 hours
- We had an increase of active volunteers serving less hours overall. Our volunteers in 2012/2013 included Super Croc Docents that logged 1,090 last summers.

**Comparison:** 2013/2014 shows a 267 increase in volunteers and a 2,494.00 decrease in reported hours.

Respectfully submitted by Sharon B. Wiseman, Assistant Deputy Director

# TECHNOLOGY OPERATIONS & INFRASTRUCTURE (TOI) ANNUAL REPORT 2013 – 2014

## Major Initiatives, Projects and Announcements

July 2013

### TECHNOLOGY OPERATIONS STAFFING

Larry Pepper was promoted to Computer Center Technology Assistant Team Leader on July 22<sup>nd</sup>. Diana Martinez resigned as Technology Assistant on July 18<sup>th</sup>.

August 2013

### TECHNOLOGY OPERATIONS STAFFING

Two new Technology Assistants were hired and started in August - Magdalena Bromberg and Lisette Bermudez.

### REDUNDANT NETWORK CONNECTIONS

Completed the final phase of the network redundancy project by connecting additional fiber optics ports to all wiring closets in the Main Library. Also created a redundant network core in the server room, in case we lose one of the main network switches. We created a redundant network infrastructure that rivals most public and private businesses.

September 2013

### COMPUTER CENTER USAGE

The Computer Center experienced normal than average numbers, due to a policy change of relaxing the allowed usage of Guest Passes in the Computer Center.

### TECHNOLOGY OPERATIONS STAFFING

The Computer Center bid farewell to Elena Padilla as she joined the Movies, Music and More Department. Technology Operations hired Benito (Ben) Villagomez to replace Elena.

### NEW NETWORK DOMAIN

All Staff computers were migrated to a new Windows Network Domain at the Main Library. Jim Chambers was the TOI Project Manager, who coordinated with all department and staff members to ensure a smooth transition. All user data was migrated from an aging hardware platform to new equipment, and the overall security and integrity of the network was enhanced with redundant hardware.

### MEDIABANK INSTALLATION

Completed the physical hardware installation of the two new MediaBank units at the Main Library. This involved installing new computers, completing a full calibration and system check of the equipment.

October 2013

### NEW NETWORK DOMAIN

All Staff computers at the Rakow Branch were migrated to the new domain in October.

### CYBERNET COMPUTER BID



A bid recommendation for Cybernet Computer – for the Rakow Branch, was presented to the Board and approved. These

computers replaced the existing Cybernet Computers, which were purchased in 2010. The new computers service our patrons with new, better technology, and the old units were relocated to the Main Library to find new life in another purpose.

November 2013

### PUBLIC COMPUTER USE SYSTEMS UPGRADE



Originally, the plan was to upgrade the public computer usage systems in November, but this turned into a much more detailed – and complicated – project. Starting on November 5<sup>th</sup>, and continuing through November 15<sup>th</sup>, TOI not only upgraded all our public computers to MyPC and PaperCut, we upgraded 92 computers from Windows XP to Windows 7. In addition, we removed all public computers from the GAILB.COM Windows Domain, and installed them into the GBPL.COM Domain. We also moved all computers to new networking VLANs to maximize network efficiency. In all, TOI completed what would have normally been 5 separate projects in the short period of 2 weeks.

### MEDIABANK MAINTENANCE – RAKOW BRANCH

Brian worked with Michele from MediaBank, Italy on upgrading the 3 computers at the Rakow Branch. We also completely cleaned, lubricated and calibrated the unit, ensuring all parts were working properly at the time of the maintenance. Also completed, was the installation of 3 Plexiglas doors on the front of the MediaBank. This enhancement greatly contributed to the physical up-time of the MediaBank units over the harsh 2013-2014 winter.



January 2014

### KASPERSKY ENDPOINT SECURITY

Selected Kaspersky Endpoint Security Suite to replace McAfee as the main software to protect our workstations and servers against viruses, Malware, Internet Threats and network attack. Kaspersky provided very aggressive pricing to allow Gail Borden to get into this industry-leading protection suite for about the same cost as McAfee. In addition to greater administration and reporting, Kaspersky offers a higher level of protection and scanning, including the real-time scanning of removable drives. Since implementing Kaspersky and implementing Software Restriction Policy (SRP), Gail Borden has not experienced any virus outbreaks on any of our systems. In comparison during this same period from October 2013 through April 2014, other US-based companies experienced the highest number of viruses in their environment.



February 2014

### COMPUTER REPLACEMENT

Upgraded all the public use computers at the Rakow Branch with new Cybernet systems. These systems are running improved hardware, Windows 7, and are touch screens in the Café area.

Several older Cybernet systems from the Rakow Branch were given additional memory, rebuilt with Windows 7, and installed in Movies, Music and More. These systems are used by customers to find library resources, including movies in the MediaBanks.

March 2014

ELGIN / SOUTH ELGIN A/V EQUIPMENT

Completed the preliminary installation and configuration of the audio/visual equipment in the Elgin and South Elgin Rooms. New equipment has successfully gone through initial testing, and has been used for several programs for the public and staff. We still need to complete final testing and staff training on the equipment, and hope to demonstrate the equipment capabilities to the Library Board in May 2014.

Section 2: Tech Bytes

July 2013

Assisted with Community Connect project by working through the setup and testing of SSH File Transfer Protocol (SFTP) – used for sending data files to Community Connect for processing. Re-negotiated phone service contract with CallOne – saved 50% on Plain Old Telephone Services (POTS) lines used at the Main Library and Rakow Branch. This is a savings of \$2500.00 to \$2700.00 per year.

Assisted Lyngsoe with completing maintenance on the sorting system at the Main Library. Working collaboratively with Building Facilities on replacing the hardware and software for our HVAC system.

Completed electronics recycling through the Association for Individual Development (AID). From their website, “The collection and sorting of electronic recyclables is the first step in the beginning a new program that will eventually have AID clients learning how to disassemble and extract valuable materials from electronics.” AID’s mission is to empower individuals with disabilities, mental illness and special needs to achieve independence and community inclusion.

August 2013

Completed a preliminary planning work for the Microsoft Domain Migration project which will impact all the computers in the library. Actual migration took place in September. Planned for hardware installation and initial configuration of the MediaBank which was completed in September.

October 2013

Participated in planning sessions for the new Digital Media Lab. Submitted an equipment bid package to the Board in December.

Planned for an equipment proposal for Audio/Visual equipment purchases in the Elgin and South Elgin rooms. Equipment was approved in January 2014.

November 2013

Worked on completing the GAILB.COM to GBPL.COM domain migration. In November, 95% of the work was completed.

Bid document for the Audio/Visual equipment purchases in the Elgin and South Elgin rooms was distributed. Final recommendations was presented to the Library Board in January 2014.

December 2013

Completed preparations for the Audio/Visual equipment purchases in the Elgin and South Elgin room. Equipment specifications and final recommendations were presented to the Library Board and approved.

Worked with Human Resources to expedite the processing of employee background checks by implementing an electronic response procedure through the Illinois State Police.

Implemented several modifications and enhancements to the ITS:MyPC and PaperCut systems. Enhancements included queuing and monitoring stations in the Computer Center and

KidSpace, adjustments to the Guest Pass options, staff print release options at the public desks and fixing problems with Internet wireless printing.

Worked on extensive plan to update and improve Windows 7 images throughout the library.

This involves creating a base image for all distinct hardware systems, and performing extensive testing. New images were rolled out in the first few months of 2014 to replace all Windows XP in the enterprise.

Successfully completed and renewed PCI Site Certification Compliance.

#### January 2014

The MediaBank units at the Main Library were down due to hardware failures, and after spending several days trouble-shooting, the machines were fixed and put into full production.

We had no additional hardware down time since fixing the machines, and since January, the up-time has been 98.5%.

#### February 2014

Worked with Ana Devine in CSPD to order and configure 10 iPad Airs and wireless keyboards.

Worked with Billie Moffett and Andre Dyson on equipment for the Digital Media Lab. Equipment went out to bid.

#### March 2014

With the assistance of Building Operations, TOI installed a PC and monitor in the Main Library café for them to view the security camera feed of the front counter.

Jim Chambers worked with Lyngsoe support to adjust the timing settings on the Main Library sorter.

Support for Microsoft Windows XP was discontinued in April 2014. TOI replaced and/or upgraded all systems within the library to be in compliance.

#### April 2014

Met with a representative of Rieke Office Interiors to review specs for furniture in the Digital Media Lab.

Lyngsoe was onsite to assist TOI with the re-configuration of the network infrastructure on the sorting machine at the Main Library. In addition, maintenance was completed on 2 rollers, as well as a complete cleaning of the sorter.

Matt Lutzow worked with The Literacy Connection to incorporate their computers and equipment within the Gail Borden network. This included creating a separate Microsoft Domain for their equipment, changing all their systems to a domain login, re-addressing their systems and printers, and installing our anti-virus software. This allowed better control of their infrastructure with our standards, while still maintaining their own independence for the performance of their job functions.

Purchased EMCO software to allow TOI to remotely wake-up all staff and public computers.

This is used to better monitor and update software to maintain system security.

Had a failure of the printing capabilities in Creative Services, so TOI installed an independent print server to all them greater control of their print environment.

#### May 2014

Brian worked with Plugged In Audio-Video to install and configure new digital signage displays and a new digital media player at the Rakow Branch.

Matt Lutzow completed the initial configuration of all Mac equipment for the Digital Media Lab (DML).



Worked with Today's Business Solutions (TBS) on a BETA version of their MyPC batch guest pass system. Guest Pass system is just now ready for deployment throughout the library (and other libraries) after working with Gail Borden TOI.

A new custom computer was configured and installed for the new Creative Services graphic artist. This high-end system needed to be specially configured to accommodate the hardware and software needs of this position.

Started tracking statistics in the Computer Center for usage, number of interactions with customers, etc.

June 2014

TOI said farewell to Adam Villalobos who resigned in June. Adam had spent his entire working career at Gail Borden, first starting in 2001.

Worked with Clarkmen Square to upgrade the PC system that controls the Main Library's lighting system. The old system was a Windows XP-based system, and was upgraded to Windows 7. The system specifications are also improved, which provide increased stability.

Maintained Gail Borden's PCI compliance by completing the annual Self-Assessment Questionnaire (SAQ) version 2.0 with Security Metrics. This assessment, along with quarterly scans of our infrastructure, allow Gail Borden to have PCI Compliance in accordance with the PCI Security Standards Council

Due to the ever-increasing threat of viruses, malware and bots, TOI worked (and continue to develop) an improved method of pushing out Microsoft Security Updates, and updates to other critical system programs. This method will allow TOI greater automated control of updates while providing the least amount of impact on our staff. We are in the early testing phases of this project.

Upgraded 9 staff computer systems in June.

### Section 3: Statistics

Total number of servers: 40

Total number of workstations: 338

Total number of Help Desk Tickets closed by TOI (July 2013 – June 2014): 1,916

Since January 2014 (when we implemented Kaspersky) potential viruses or Malware that has been blocked on Staff and Public computers: 9,476

Number of computers replaced (new or upgraded): 76

Server and Network availability (during open hours): 98.9%

Internet availability (Illinois Century Network): 99.8% (One extended outage)

Computers moved from old (GAILB.COM) Windows Domain to new (GBPL.COM) Domain: 354

Number of wireless connections to Gail Borden Network 2012-2013 (See graph below): 823,027

Number of wireless connections to Gail Borden Network 2013-2014 (See graph below): 1,697,227 (Missing April 2014 data)

Percentage increase in wireless connections over last year: 106.22%

Percentage of wireless downtime (during open hours): .553%

Number of computer sessions 2012-2013: 187,136

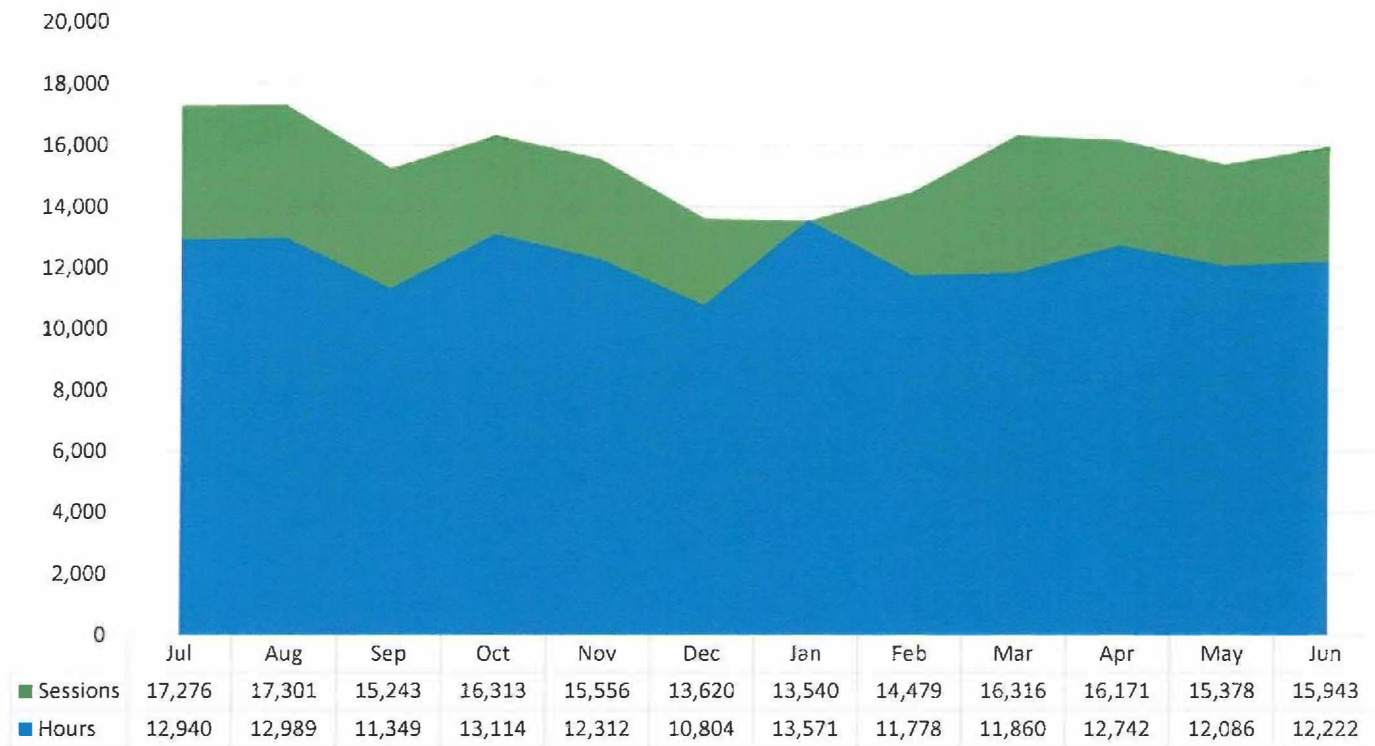
Number of computer sessions 2013-2014: 167,718 (November 2013 data missing)

Hours of computer usage 2012-2013: 147,767

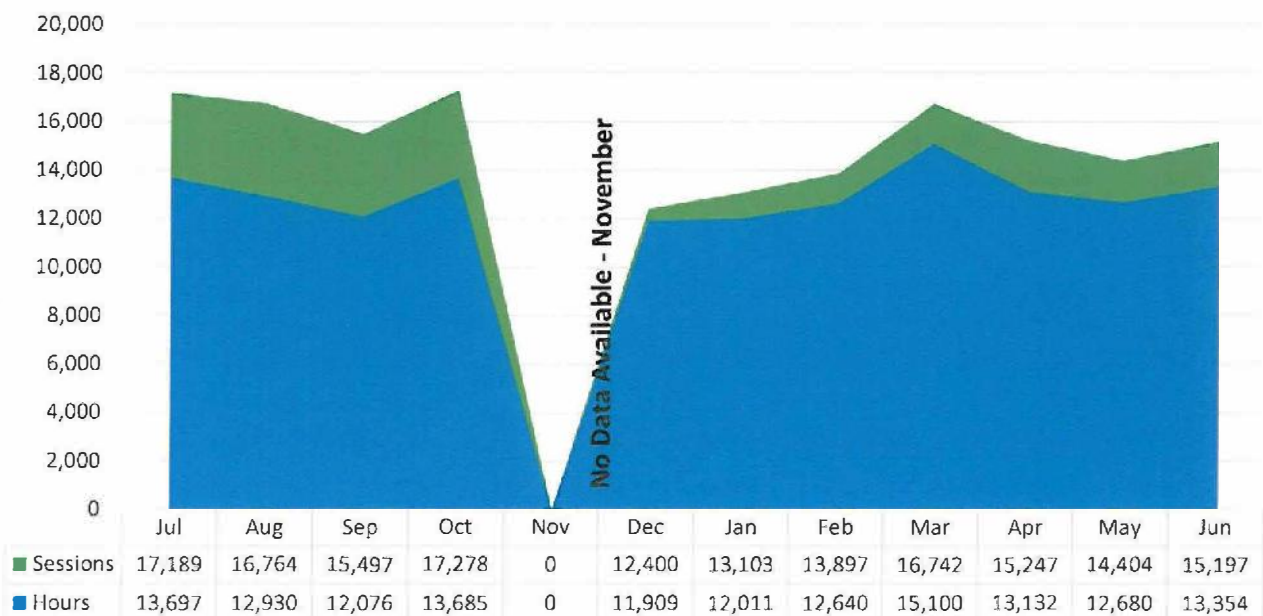
Hours of computer usage 2013-2014: 143,214 (November 2013 data missing)

The charts below show the number of computer sessions for FY 2012-2013 and FY 2013-2014.

### COMPUTER SESSIONS - FY 2012 - 2013



### COMPUTER SESSIONS - FY 2013 - 2014



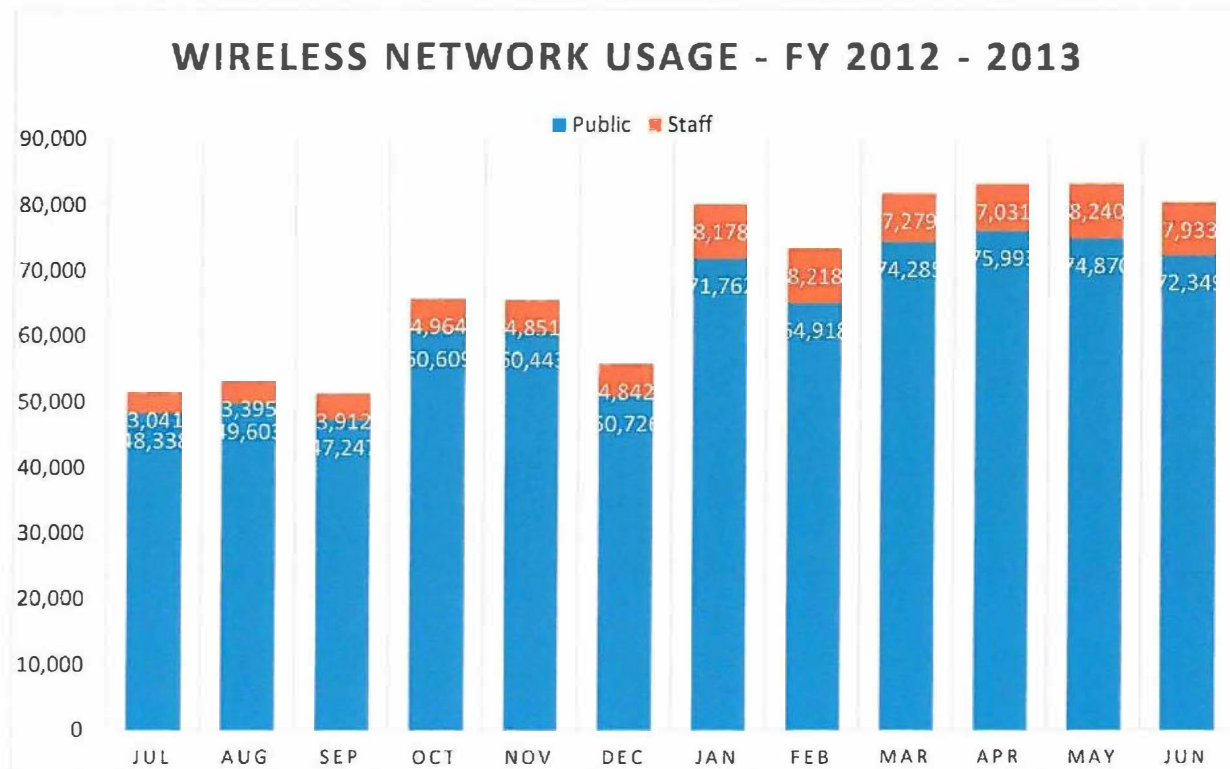
Raw data table for the FY 2013-2014 Computer Sessions and Hours.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
Computer Center	9422	9453	8810	10242	0	8211	8801	8966	10876	10505	9709	10093	105088
Adult	2329	2418	2192	2150	0	871	990	1129	1472	1088	1172	1049	16860
Youth	2973	2391	2147	2459	0	1553	1713	1796	2330	1784	1599	2068	22813
Teen / Studio 270	696	741	570	556	0	521	317	512	448	265	340	337	5303
Rakow Branch	1769	1761	1778	1871	0	1244	1282	1494	1616	1605	1584	1650	17654
	17,189	16,764	15,497	17,278	0	12,400	13,103	13,897	16,742	15,247	14,404	15,197	167718

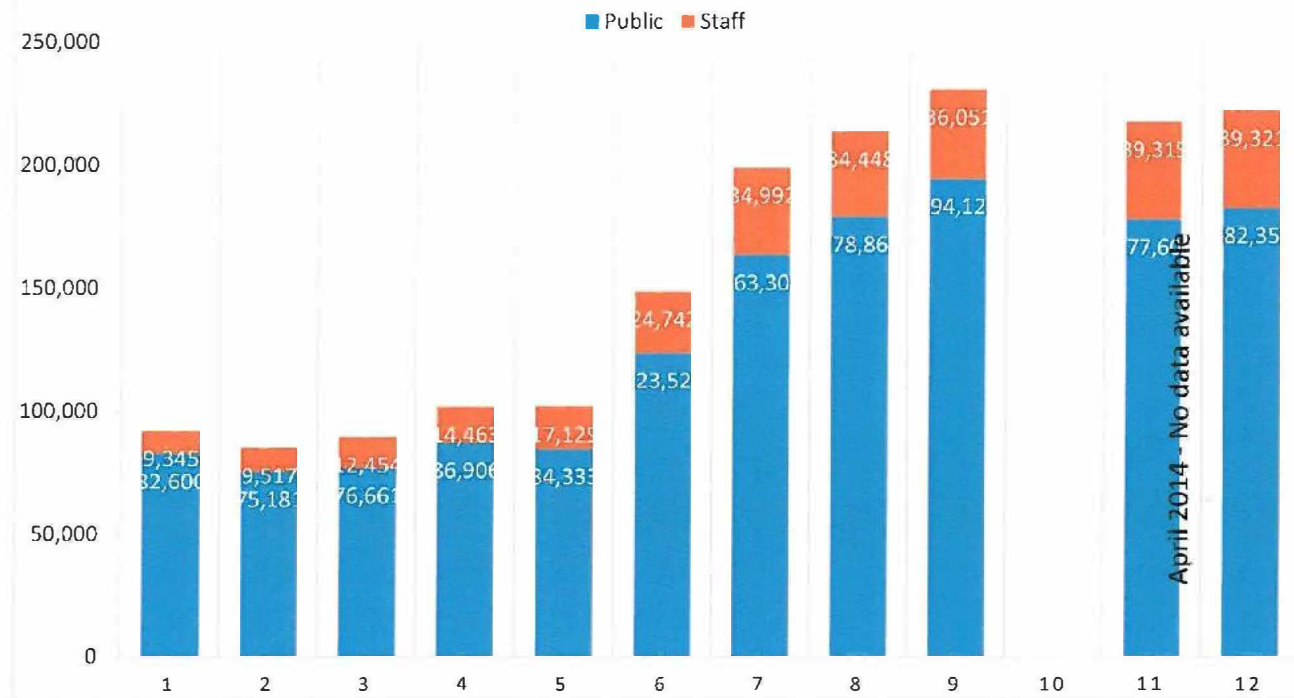
  

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTALS
Computer Center	9589	9374	8625	10075	0	9038	9351	9848	11744	10178	9975	10510	108307
Adult	1335	1382	1275	1227	0	513	570	626	695	676	596	508	9403
Youth	1292	1000	862	963	0	897	906	950	1324	930	794	936	10854
Teen / Studio 270	524	204	430	428	0	489	236	241	176	94	148	223	3193
Rakow Branch	957	970	884	992	0	972	948	975	1161	1254	1167	1177	11457
	13,697	12,930	12,076	13,685	0	11,909	12,011	12,640	15,100	13,132	12,680	13,354	143214

The charts below show the wireless usage for FY 2012-2013 and FY 2013-2014.



## WIRELESS NETWORK USAGE - FY 2013 - 2014



### Section 4: Summary

Fiscal Year 2013-2014 was filled with several challenges, major projects and a lot of improvements. I am pleased to report that the Technology Operations & Infrastructure and Computer Center teams did an exemplary job of handling the many initiatives, while still remaining focused on our internal and external customers. For the first time since I joined the library in 2009, I am able to provide statistics that include the uptime of critical systems and infrastructure, and our team has been able to deliver a Service Level that is higher than most organizations (public or private). The number of wireless connections on our network increased over 100% from last year, and through tools and technologies we have put in place, we have been able to meet (or exceed) the needs of our Staff and the Public.

Overall improvements to the library included adding extensive cutting-edge technology to our Elgin and South Elgin meeting rooms, and we now have 3 state-of-the-art rooms where we can provide audio-visual support to internal and external customers. In addition, we put in place several enhancements that improve the information security and data integrity of the library systems, and we have updated critical systems to improve job performance of the staff. While many public and private organizations are still trying to replace Windows XP in their environments, TOI identified and replaced all internal Windows XP computers before the April 2014 end-of-life support by Microsoft. Also through strong partnerships with Facilities and Building Operations, we improved the tools and technologies used to monitor and administer the systems used to provide heating and cooling, as well as lighting controls.

With all the critical systems and support we have provided this year, TOI delivered all the goals and objectives which were outlined in our 2013-2014 strategic plan. We also delivered all these initiatives while coming in on-time and under budget. In summary, I feel the Technology Operations team has highly contributed to the overall success of the library throughout this past year. We look forward to what lies ahead!

Respectfully submitted by Brian Hoeg, Director of Technology Operations and Infrastructure

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2014

**General Fund:**

Receipts for the Year:

Property Taxes	\$ 8,991,816	
State Income Taxes (Personal Property Replacement Tax)	152,474	
Earnings on Investments and Savings	1,396	
Fines and fees	215,653	
Computer, fax and meeting rooms	5,408	
Laminating	1,576	
Copy Machines	43,111	
Reader Printer	1,200	
Books Lost and Paid	19,824	
Miscellaneous	9,959	
Public Phones	2,281	
Grants Received	205,746	
Developer Fees	32,828	
Transfer from Project Fund	-	
Loan income	-	
	<hr/>	
Total Receipts for the Year		9,683,272

Disbursements for the Year

Salaries	5,447,208
Maintenance Salaries	296,349
Main	
Books	299,240
Periodicals	24,424
Audio Visual Material	192,526
Micro Film	3,223
Electronic Media	232,250
Natural Gas	63,939
Electricity	219,467
Telephone	26,008
Computer	584,797
Interest Expense	16,553
Branch	
Books	59,227
Periodicals	1,766
Audio Visual Material	59,862
Electricity	23,718
Telephone	3,445
Computer	17,176
Natural Gas	4,920
Water and Sewer	4,220
Other Branch	-

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2014

**General Fund (Cont.)**

Disbursements for the year (Cont.)

Binding	4,104
Capital Improvements	303,678
Conferences	38,531
Consulting and Professional Expense	66,286
Contingency	15,242
Continuing Education	40,100
Copier Leases and Maintenance	36,064
Dues and Membership	17,497
Equipment and Equipment Maintenance	57,257
Fuel	4,031
Grant Expenditures	-
Insurance	735,564
Legal Publications	2,900
Material Processing Supplies	150,691
Library Office Supplies and Services	100,549
Other	52,473
Payroll Processing	8,982
Postage and Express	10,449
Printing	7,409
Public Programming	47,879
Public Relations	105,261
Vehicle Maintenance	5,307
Water	18,975
Transfer	4,000,000
Loan expense (principal)	139,341

	13,548,888
--	------------

Excess (Deficit) of Receipts Over Disbursements	(3,865,616)
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Change in Accruals for year	219,256
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Cash Balance

June 30, 2013 (Banking Checking and Savings  
 [\$18,476,954]; Petty Cash [\$2,676]  
 Investments [(\$10,781,301)])

7,698,329

Cash Balance

June 30, 2014 (Banking Checking and Savings  
 [\$23,011,732]; Petty Cash [\$3,308]  
 Investments [(\$18,963,071)])

\$ 4,051,969

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2014

**Illinois Municipal Retirement Fund:**

Receipts for the Year:

Property Taxes	\$ 815,319	
State Income Taxes (Personal Property Replacement Tax)	5,416	
Transfer from General Fund	<u>-</u>	
Total Receipts for the Year		820,735

Disbursements for the Year:

Library's Contribution to I.M.R.F.	<u>773,469</u>	
Total Disbursements for the Year		<u>773,469</u>

Excess (Deficit) of Receipts over Disbursements 47,266

Change in Accruals for year 119

Cash Balance, June 30, 2013 11,793  
 Cash Balance, June 30, 2014 \$ 59,178

**Working Cash Fund:**

Receipts for the Year:

Total Receipts for the Year \$ -

Disbursements for the Year:

Total Disbursements for the Year -

Excess (Deficit) of Receipts Over Disbursements

Cash Balance, June 30, 2013 1,361,346  
 Cash Balance, June 30, 2014 \$ 1,361,346

**Liability Insurance Fund:**

Receipts for the Year:

Property Taxes	\$ <u>162,889</u>	
Total Receipts for the Year		162,889

Disbursements for the Year:

General Insurance	72,849	
Unemployment Compensation	9,470	
Risk Management	23,733	
Workmen's Compensation	<u>35,552</u>	
Total Disbursements for the Year		<u>141,604</u>

Excess (Deficit) of Receipts Over Disbursements 21,285

Change in Accrual for year 3,563

Cash Balance, June 30, 2013 110,591  
 Cash Balance, June 30, 2014 \$ 135,439



Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2014

**Building and Equipment Fund:**

Receipts for the Year:

Property Taxes	\$ 514,400	
Grant Received	-	
Total Receipts for the Year		514,400

Disbursements for the Year:

Main

Building, Ground Repairs and Maintenance	260,513	
Maintenance Supplies	15,858	
Maintenance and Other Equipment	2,301	
Furniture and Fixtures	-	
General Cleaning Services	132,827	
Janitorial Supplies	32,987	
Chemical/Water Treatment	1,119	
Contingency	13,612	
Miscellaneous	5,425	
Equipment Repair and Maintenance	65,435	

Branch

Building, Ground Repairs and Maintenance	51,392	
Maintenance Supplies	1,131	
General Cleaning Services	31,775	
Janitorial Supplies	9,510	
Equipment Repair and Maintenance	22,877	

Total Disbursements for the Year 646,762

Excess (Deficit) of Receipts Over Disbursements (132,362)

Change in Accruals for year 8,011

Cash Balance, June 30, 2013 59,824

Cash Balance, June 30, 2014 \$ (64,527)

**Audit Fund:**

Receipts for the year:

Property taxes	\$ 15,089	
Total receipts for the year		15,089

Disbursements for the year:

Audit services	15,000	
Total disbursements for the year		15,000

Excess (Deficit) of Receipts Over Disbursements 89

Cash Balance, June 30, 2013 6,460

Cash Balance, June 30, 2014 \$ 6,549

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2014

**Social Security Fund:**

Receipts for the year:		
Property taxes	\$ 427,262	
Total receipts for the year		427,262
Disbursements for the year:		
Social security contribution	427,330	
Total disbursements for the year		427,330
Excess (Deficit) of Receipts Over Disbursements		(68)
Change in Accruals for year		(1,367)
Cash Balance, June 30, 2013		99,955
Cash Balance, June 30, 2014	\$	<u>98,520</u>

**Gift Fund**

Receipts for the Year:		
Gifts Received	\$ 212,578	
Interest Income	232	
Total Receipts for the Year		212,810
Disbursements for the Year:		
Program Expenditures	118,158	
Total Disbursements for the Year		118,158
Excess (Deficit) of Receipts Over Disbursements		94,652
Change in Accrual for year		16,000
Cash Balance, June 30, 2013		131,438
Cash Balance, June 30, 2014	\$	<u>242,090</u>

**Building Reserve Fund**

Receipts for the Year:		
Transfer in	\$ 4,000,000	
Investment Income/(Loss)	5,326	
Total Receipts for the Year		4,005,326
Disbursements for the Year:		
Miscellaneous Budgeted Expenses	1,297	
Total Disbursements for the Year		1,297
Excess (Deficit) of Receipts Over Disbursements		4,004,029
Change in Accrual for year		(6,157)
Cash Balance, June 30, 2013		179,247
Cash Balance, June 30, 2014	\$	<u>4,177,119</u>

Gail Borden Public Library District  
 Financial Report of Cash Receipts and Disbursements  
 For The Fiscal Year Ended June 30, 2014

**Bond & Interest Fund:**

Receipts for the Year:

Property Taxes	\$	2,666,765	
Miscellaneous Revenue		3,098	
Total Receipts for the Year		2,669,863	

Disbursements for the Year:

Bond Principal Paid		1,745,000	
Bond Interest Paid		720,285	
Bond Expenses		-	
Total Disbursements for the Year		2,465,285	

Excess (Deficit) of Receipts Over Disbursements 204,578

Change in Accrual for year (350)

Cash Balance, June 30, 2013 423,545

Cash Balance, June 30, 2014 \$ 627,773

# Library Materials Statistics

## Annual Report 2013-2014

CATEGORY	BOOKS		CURRENT COLLECTION
	ADDED	DISCARDED	
<b>Main Library</b>			
KidSpace Fiction	5,931	8,771	64,967
KidSpace Non-Fiction	1,858	2,447	46,687
<b>Total KidSpace Books</b>	<b>7,789</b>	<b>11,218</b>	<b>111,654</b>
Information Services Fiction	7,688	6,048	64,942
Information Services Non-Fiction	5,143	10,491	110,449
Information Services Reference	401	881	15,199
<b>Total Information Services Books</b>	<b>13,232</b>	<b>17,420</b>	<b>190,590</b>
<b>Total Main Library Books</b>	<b>21,021</b>	<b>28,638</b>	<b>302,244</b>
<b>Rakow Branch</b>			
Youth Books	2,047	2,291	10,711
Adult Books	3,730	4,356	12,645
<b>Total Rakow Branch Books</b>	<b>5,777</b>	<b>6,647</b>	<b>23,356</b>
<b>Total Books</b>	<b>26,798</b>	<b>35,285</b>	<b>325,600</b>

CATEGORY	NON-BOOKS		CURRENT COLLECTION
	ADDED	DISCARDED	
<b>Main Library</b>			
Art Prints	3	66	224
AV Equipment	3	2	45
Blu-rays	437	28	1,395
CD-ROM Software	4	581	143
Compact Discs	1,880	3,345	19,886
Digital History Collection	0	0	1,702
Digital Video Discs	8,383	6,862	32,994
eAudio Books*	2,351		18,770
eBook Readers	5	22	33
eBooks*	8,977		159,860
eVideos*	128		241
Films	0	0	0
Kits	122	99	1,074
Playaway Views	2	15	17
Puzzles	60	107	634
Recorded Books	716	1,487	8,112
Toys	77	50	541
Videocassettes	5	413	729
Video Games	257	207	673
<b>Total Main Library Non-Books</b>	<b>23,410</b>		<b>247,073</b>
<b>Rakow Branch</b>			
AV Equipment	1	0	30
Blu-rays	311	276	436
Compact Discs	547	1,224	2,132
Digital Video Discs	1,921	2,318	2,617
eBook Readers	0	13	4
Playaway Views	9	0	19
Recorded Books	220	301	964
Video Games	39	61	145
<b>Total Rakow Branch Non-Books</b>	<b>3,048</b>	<b>4,193</b>	<b>6,347</b>
<b>Total Non-Books</b>	<b>26,458</b>		<b>253,420</b>
<b>Annual Library Total Materials</b>	<b>53,256</b>		<b>579,020</b>

# Library Materials Statistics

## Annual Report 2013-14

### SINGLE TITLES IN LIBRARY (BOTH LOCATIONS)

CATEGORY	ADDED	DISCARDED	CURRENT COLLECTION
Youth Services Books	4,231	5,358	81,908
Information Services Reference Books	167	679	5,797
Adult Services Circulating Books	7,497	12,931	166,353
Non-Books	12,487		83,896
<b>Total Single Titles</b>	<b>24,382</b>		<b>337,954</b>

### PERIODICALS

Total Periodical Titles Held	397
Bound Periodicals	2,564
Circulating Periodical Issues	4,709
Microfilm	6,688

#### NOTES:

All figures are for the fiscal year period from July 1, 2013 – June 30, 2014.

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

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

\*In previous years, statistics for e-audiobooks, e-books, and e-videos purchased and owned were obtained from our Innovative database. This year, as for last year, they were obtained from the vendors from which the materials were purchased. We have access rights to thousands of electronic materials which are not represented in the database. However, it is very difficult to count the number of copies and titles. Some vendors allow multiple simultaneous access to a title; others require libraries to buy more than one copy. For most titles, access is purchased individually; others are offered in databases which contain indeterminate numbers of titles. In other cases, the number of titles to which we have purchased access is different from the number of titles that can be accessed simultaneously. Also, most of these resources are purchased by us as part of a consortium, which can add and delete items at will. Under such conditions, "discarded" numbers cannot be meaningfully calculated, and they are not provided for these resources.

**Circulation Statistics  
Annual Report 2013-2014**

**MATERIAL USAGE COMPARISONS**

	2012-2013	2013-2014
Adult Materials		
Book	485,658	453,234
Non-Book	833,298	793,405
Total Adult Materials	1,318,956	1,246,639
Youth & Children's Materials		
Book	729,855	679,103
Non-Book	253,569	240,928
Total Youth & Children's Materials	983,454	920,031
GRAND TOTAL	2,302,410	2,166,670

**NON-BOOK MATERIAL COMPARISONS**

	2012-2013	2013-2014
Art Prints	634	473
Art Print Bags	463	389
AV Booklets	0	0
AV Equipment	288	3,826
Compact Discs	157,416	132,867
CD-ROM Software	2,859	1,283
DVDs	766,294	716,023
Freegal Music	38,197	31,267
Freegal Movies	0	394
Freegal Streamed Songs	0	31,085
Kits - Cassette/Book	6,659	5,347
Kits - Spanish	717	609
Pamphlets	0	0
Periodicals	31,253	33,700
Puzzles	3,981	3,447
Recorded Books	46,179	40,757
Toys and Games	2,276	2,103
Video tapes	3,078	1,372
Video Games	26,573	18,940

**Circulation Statistics, cont.  
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**NSLS RECIPROCAL BORROWING**

	2012-2013	2013-2014
Algonquin	809	632
Antioch	8	1
Arlington Heights	45	29
Barrington	317	154
Cary	162	178
Cook Memorial	20	0
Crystal Lake	280	299
Deerfield	0	0
DesPlaines	14	26
Dundee	21,066	18,762
Ela (Lake Zurich)	8	1
Elk Grove Village	16	16
Evanston	97	0
Fox Lake	5	3
Fox River Grove	55	21
Freemont (Mundelein)	3	0
Glencoe	6	11
Glenview	2	0
Grayslake	0	0
Highland Park	3	0
Highwood	0	0
Huntley	2,284	1,137
Indian Trails (Wheeling)	230	137
Lake Bluff	0	0
Lake Forest	0	0
Lake Villa	5	16
Lincolnwood	0	16
McHenry (Nunda)	90	59
McHenry	0	0
Morton Grove	8	5
Mt. Prospect	37	24
Niles	37	17
North Chicago	0	0
Northbrook	0	0
Palatine	106	28
Park Ridge	1	0
Prospect Heights	0	0
Rolling Meadows	114	37
Round Lake	12	0
Schaumburg	1,049	860
Skokie	0	0
Vernon Hills	43	123
Warren-Newport	0	3
Wauconda	21	1
Waukegan	0	0
Wilmette	0	0
Winnetka	0	0
Zion	0	0
Total Borrowings	29,953	22,596

**Circulation Statistics, cont.  
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**REGISTRATION**

	2012-2013	2013-2014
In District		
Unincorporated Cook County	7,791	7,856
Unincorporated Kane County	1,802	3,551**
Elgin - East Side 60120	42,108	42,211
Elgin - West Side 60123/60124	45,553	45,005
South Elgin	9,705	9,669
Out of District		
Contract Cards	27	24
Interlibrary Loan	59*	515
Reciprocal Borrowers	11,845	11,566
Grand Total	118,890	120,397

**RESERVES PLACED**

	2012-2013	2013-2014
Total Reserves Placed	210,512	203,831

\* This number is much lower. Betsy and I cannot explain it as it was run the same way as we have in the past years. It could be Susan making changes to the database or the Sierra conversion. Either way, Betsy felt 59 was a good, solid number. According to Alissa we only use 3 of the accounts for check out purposes and Karen said maybe we should stop reporting the number altogether since no one knows what it is and it is down to 3.

\*\* Includes complimentary cards