

**Director's Report
June 2020**

Administration

May 2020

Prepared by Amy Crump, Library Director

Staff

- The Leadership Team (Zoom) meetings were held on May 11, 19 and 27.
- The Staff (Zoom) Meeting was held on May 14.
- SAFE Team meetings (re-opening plan) were held on May 5, 21 and 28.
- Staff are continuing to work remotely.

Facility

- The work on the ADA required Wall/Railing is still in progress.

Meetings /Training

- Attended SLAM meeting on May 8.
- Attended Construction Grant review session on May 20.
- Attended webinar about curbside app on May 21.
- Was at library on May 27 for bidders to see boiler.

Adult & Bibliographic Services Report

May 2020

Prepared by ABS Department Head Kara Spizzirri

Staff

The staff in our department has been focusing on the online resources we have available. We have watched tutorials that are already available and are developing additional information to assist patrons in accessing and using these resources. Laurel & Kara have started filming short videos on using the online resources to help patrons visually learn how to use our digital offerings.

With many changes coming to our website, the staff has also been doing usability tests to see how easy it is for them to access information and the general user friendliness to the website and the new changes.

We have also been watching webinars on a variety of topics. We have looked at how other libraries are improving digital skills in their patrons and thinking about ways that we can implement some of those strategies and resources. There have also been webinars & articles about the current COVID-19 situation and what libraries across the country are doing that we have watched/read and given our input and feedback as it related to our library. In addition to that we have watched webinars on dealing with patron behaviors and deescalating situations.

Reference Questions

	In Person	Phone/Email	TOTAL
May 2019	120	71	191
June	122	80	202
July	132	108	240
August	122	75	227
September	113	76	189
October	131	63	194
November	125	63	188
December	78	76	155
January 2020	114	83	199
February	107	79	186
March	41	39	80
April	NA	5	5
May	NA	3	3

Adult Services Programming for May

Day	Date	Time	Adult Services Programs	# Patrons
Wednesday	5/13/2020	1:00 p.m.	Introduction to RBdigital	11
Wednesday	5/20/2020	1:00 p.m.	Power of Attorney forms	7
Thursday	5/21/2020	6:00 p.m.	Conversando con Mis Amigos	7
Thursday	5/28/2020	6:00 p.m.	Conversando con Mis Amigos	4

Chair Yoga

Susan Wilken, who teaches Chair Yoga at the Library, has started teaching classes through Zoom.

Yoga

Rhonda Fentry, who teaches yoga at the Library, has been uploading videos to Youtube. Videos are released weekly.

Zumba Classes

LaToya Towns regularly teaches Zumba at the Library, has taken to Facebook to livestream classes.

Website: 708 users visited our website 1,338 times.

Download and Streaming Services

- Patrons across all platforms: 113 patrons
- Checkouts across all platforms: 545 checkouts
 - Media on Demand: 44 patrons (10 new) 194 Checkouts

- o Hoopla: 53 patrons (13 new) 229 Checkouts
- o Kanopy 4 patrons 13 Streams
- o RBdigital 12 patrons See below for breakdown

RBdigital Magazines	20 checkouts
RBdigital Newspapers	9 checkouts
RBdigital Comics	4 comics
RBdigital Acorn TV Pass	6 passes / 74 titles watched
RBdigital The Great Courses Pass	2 passes / 2 titles watched

Database Usage

		J	F	M	A	M	J	J	A	S	O	N	D	YTD
Database Name														
African American Heritage	Documents /images	0	32	NA	NA	NA								32
Ancestry Library Edition	Documents /images	0	0	0	194	37								231
Chicago Tribune	documents	0	0	0	3	16								19
Flipster	downloads	3	0	3	3	4								13
Gale Courses	sessions	14	36	11	35	36								132
History Reference Center		0	0	0	0	0								0
Hoopla Digital	circulations	102	153	183	163	229								860
Kanopy	circulations	0	24	27	4	13								68
Mango Languages	sessions	3	9	9	9	9								30
Masterfile Complete	Documents /images	2	5	0	4	0								11
MEDLINE	abstracts	0	0	0	0	0								0
Newsbank	Documents /images	0	25	0	10	1								35
Niche Academy	sessions	28	12	19	213	78								350
NoveList Plus	abstracts	53	10	5	17	10								95
NoveList Plus K-8	abstracts	0	2	0	2	1								5
NuWav Legal	Documents sessions	6	5	7	0	5								23
Overdrive (MediaOnDemand)	circulations	166	163	156	231	194								910
RBdigital		NA	NA	NA	NA	109								109
ReferenceUSA	logins	0	0	3	10	13								26
	successful retrieval	299	328	459	895	223	0	0	0	0	0	0	0	2204
	Usage of electronic material	106	136	142	154	532	0	0	0	0	0	0	0	1070

Youth Services Report

May 2020

Children/Teen Department

Prepared by Sophia Brown

Summer Reading Program

Kelsey and Sophia attended a live seminar to assist us with putting together a reading Program for babies, kids and teens.

We planned the program and Kelsey set it up a format in Readsquared data base for babies, children and teens. This software will also assist student and parents with readers advisory. They will be able to log their reading time, reach their reading goals and win prizes.

We created summer reading booklist for children of all ages. New books were purchased through overdrive to give our students new and more titles to choose from that could be checked out and read online.

Arthur and Deloris assisted greatly with this project by searching subject titles in our library's catalog database. They were able to create a list of every picture book title we owned. With this list we were able to find out what we didn't have or need more of. We purchased more of what we felt we needed.

Virtual Reading by all staff

Sophia, Deloris and Kelsey has created to videos of reading stories on Loom.

Goodnight you – 2 views

Goodnight Bob 1 view

Tiny T Rex – 0 views

The Giving Tree – 2 views

Stick and Stone – 1 view

Missing Daddy – 1 view

Goodnight Little Blue Truck – 0 view

Tomorrow Most Likely – 0 views

Hair Love – 3 views

Other Virtual Storytime Online

Sophia created story time videos on youtube that go live every Thursday Morning at 10:00 a.m.

Craft Time –

The Mouse Craft – 1 view

Make a Puppet -5 views

Butterfly craft – 11 views

Homemade bean bags – 5 views

Big Green Monster – 15 views

Dance and exercise –

Clap Your Hands – 41 views
Happy Song – 3 views
Freeze Dance – 14 views
Hear oh Hear My Cry – 13 views

Visits from Roscoe

Naptime Lullaby – 8 views
Love Song – 9 views
Happy Birthday Song – 1 view
Laughing with Roscoe – 21 views
Roscoe sings – 9 views

Stories by Ms. Sophia

Big King Cat – 0 views
The Empty Pot – 2 views
The Selfish Crocodile – 7 views\Willie Jerome – 8 views
Giraffe Can't Dance – 6 views
Pete the Cat – 5 views
Dirty Water – 4 views
Yo Yes – 10 views
Go Away Big Green Monster – 39 views
Hot Day on Abbot Avenue – 7 views
Sneak Peak – 36 views

Training seminars with Staff

- Children staff was given a list of 12 videos throughout May to watch on teen behavior and managing the space we work in.
- We were also required and completed the Sexual Harassment video

Trainings and Workshops

- Training on how to gather some fresh ideas about virtual services and programming to go beyond e-storytimes.
- Read Squared Training
- Kelsey is currently scheduled to attend her first toddler story time sign language workshop.
- Met with Laura on Zoom to discuss teen programs, readers advisory and summer reading program for teens

Working with community

- Collaborated with businesses in Bellwood to award summer reading prizes to patrons.
- Performed storytime by Zoom with local daycare

Patron Services Report

May 2020

Prepared by Linda DuPree

- Three of our staff have been taking calls from the public for one hour daily, Monday through Friday. They have also been signed in to our Chat service which is connected to our website. They have been fielding questions from patrons who have questions about their library card or how to obtain a digital library card. At the end of the week, each staff member turns in a report with their time worked and activity is documented.
- Our circulation associate, Naomi Taylor created a great video regarding what our library offers for streaming services, and databases. The video was posted on our Facebook page.
- I have been attending weekly SWAN fireside chats which are conducted (online) through go to meeting. Each week SWAN administration informs and educates library managers and staff on pertinent information that is very important to prepare us for re-opening of all libraries. We discuss and ask questions about safety for our staff and patrons. I am receiving excellent information from SWAN and the consortia libraries. Timetables are being set up for starting deliveries and receiving deliveries from other libraries, which are still at least 2 months away. Our main focus is for staff and patrons to be safe and prepare the library for curbside service as we gradually begin to receive patrons. There are a handful of libraries who have been doing this procedure for the past 3 weeks, and I am following these libraries through our SWAN community forum website.
- I averaged approximately 15 calls last month. Most were inquiries on when will we open. Patrons were receptive, understanding and missing our services! We had a few calls that we instructed patrons to use streaming services, such as Hoopla.
- Patrons were extremely happy that we offer streaming services and e-books; I believe we have “converted” quite a few patrons to the digital world!
- Also, patrons who obtain digital library cards (or e-cards) are welcome to visit our library when we open to the public and receive our regular library card, so that they may borrow books. The digital cards are active until August 31 per recommendation of SWAN.