

**Director's Report
December 2020**

Administration

November 2020

Prepared by Amy Crump, Library Director

Staff

- Teen Associate Laura Swangin left because she is moving to the east coast.
- Randy Mason was hired as new Security Monitor.
- The Leadership Team (Zoom) meetings were held on the 13th and 23rd.
- The Staff (Zoom) Meeting was held on 20th. We went over the checklists from Serving Our Public 4.0.
- A SAFE Team meeting was held on the 13th.

Meetings /Training

Did not attend any in November.

Adult & Bibliographic Services Report

November 2020

Prepared by ABS Department Head Kara Spizzirri

Staff

Staff have been working hard on getting new items processed and ready for checkout. They have also been helping with the overall collection inventory which has given them an opportunity to go into the shelves which they don't do normally.

Reference Questions

	In Person	Email/Chat	Phone	TOTAL
November 2019	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
June	NA	6 email/5 chat		11
July	16	2 emails/11 chat		29
August	48	0 emails/15 chat		63
September	52	3 emails/8 chat		63
October	49	2 emails/2 chat	62	115
November	11	0 email/9 chat	31	51

Adult Services Programs

Day	Date	Time	Adult Services Programs	# Patrons
Monday	11/2/2020	6:00	Shades of Fiction	2
Tuesday	11/3/2020	1:00	Auto Repair Source	5
Thursday	11/5/2020	6:30	Pre-recorded Yoga	5
Friday	11/6/2020	1:30	Chair Yoga	7
Friday	11/6/2020	5:00	Whatcha Watchin & Readin	6
Saturday	11/7/2020	10:00	Zumba	7
Tuesday	11/10/2020		Escape Google Form	1
Tuesday	11/10/2020	1:00	Using Consumer Reports Online	6
Thursday	11/12/2020	6:30	Pre-recorded Yoga	2
Friday	11/13/2020	1:30	Chair Yoga	7
Saturday	11/14/2020	9:00	Zumba	7
Tuesday	11/17/2020	1:00	Home Improvement Reference Center	2
Tuesday	11/17/2020	6:00	Virtual Resume Workshop	8
Thursday	11/19/2020	6:30	Pre-recorded Yoga	5
Friday	11/20/2020	1:30	Chair Yoga	7
Saturday	11/21/2020	9:00	Zumba	7
Saturday	11/21/2020	1:00	Original Acoustic Soul & Americana with Clarence Goodman	12
Monday	11/23/2020	6:30	Holiday Technology Gifts	2
Tuesday	11/24/2020	1:00	Explora Primary School	0
Friday	11/27/2020	1:30	Chair Yoga	7
Friday	11/27/2020	5:00	Whatcha Watchin & Readin	9
Saturday	11/28/2020	10:00	Zumba	6
			Total Attendance	120

Website: 1,179 users visited our website 1,707 times.

Download and Streaming Services

- Patrons across all platforms: 87 patrons
- Checkouts across all platforms: 316 checkouts
 - Media on Demand: 46 patrons (6 new) 159 Checkouts
 - Hoopla: 39 patrons (3 new) 148 Checkouts
 - Kanopy 2 patrons 9 Streams
 - RBDigital 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
Academic Search Premier	NA	NA	NA	NA	NA	0	8	1	1	1			11
African American Heritage	0	32	NA	NA	NA	NA	NA	NA	NA	NA			32
Ancestry Library Edition	0	0	0	194	37	0	0	0	15	0	0		246
Business Source Premiere	NA	NA	NA	NA	NA	0	0	0	1	2			3
Chicago Tribune	0	0	0	3	16	0	0	0	0	0	0		19
Consumer Health Complete	NA	1	0	0	0	0	5	0	0	9			15
Ebook PL collection	NA	NA	NA	NA	NA	5	6	0	0	0			11
Flipster	3	0	3	3	4	0	0	2	0	0			15
Gale Courses	14	36	11	35	36	13	35	38	48	30	2		296
History Reference Ctr	0	0	0	0	0	0	0	0	0	1			1
Hobbies & Crafts Ref Ctr	NA	NA	NA	NA	NA	NA	1	0	6	39			46
Home Improvement Ref Ctr	NA	NA	NA	NA	NA	NA	1	0	0	0			1
Hoopla Digital	102	153	183	163	229	157	133	189	167	146	148		1652
Kanopy	0	24	27	4	13	13	8	17	14	36	9		156
Legal Reference Ctr	NA	NA	NA	NA	NA	0	13	0	0	0			13
Mango Languages	3	9	9	9	9	17	18	2	2	1	1		70
Masterfile Complete	2	5	0	4	0	11	1	0	1	0			24
MEDLINE	0	0	0	0	0	0	0	0	1	0			1
Newsbank	0	25	0	10	1	0	7	5	1	0	1		48
Niche Academy	28	12	19	213	78	19	26	27	43	7	4		472
NoveList Plus	53	10	5	17	10	11	7	14	22	38			187
NoveList Plus K-8	0	2	0	2	1	0	0	0	15	2			22
NuWav Legal Documents	6	5	7	0	5	0	3	6	3	11	3		46
Overdrive (MediaOnDemand)	166	163	156	231	194	219	225	201	172	140	159		1867
Points of View Reference Ctr	NA	NA	NA	NA	NA	NA	19	0	20	1			40
RBdigital	NA	NA	NA	NA	109	6	3	3	0	0			121
READit!	NA	NA	NA	NA	NA	16	0	0	0	0			16
ReferenceUSA	0	0	3	10	13	7	0	125	106	7	3		271
Science Ctr Reference	NA	NA	NA	NA	1	11	1	0	1	1			15
Small Business Reference Ctr	NA	NA	NA	NA	NA	NA	7	0	44				51
Successful Retrieval	299	332	420	895	223	395	369	220	195	154	0	0	3502
Use of Electronic Material	106	136	142	154	532	376	358	411	353	322	0	0	2890

Youth Services Report
November 2020
Children/Teen Department
Prepared by Sophia Brown

Virtual Programs by Staff

Sophia

Thursday, November 5 - Family Storytime – 22 views

Thursday, Nov 5 – Crafternoon – 29 views

Collection Development

Overdrive titles -

21 Teen Book Titles

Physical Book Order

10 Teen Books Purchased

27 Children Book Purchased

Inventory

Teen Fiction – Completed

Teen Graphic Novels – Completed

Teen Nonfiction – Completed

Children's Picture Books – Completed

Spanish Collection – Completed

Board Books – Completed

Biographies – Completed

Juvenile Fiction – Completed

Nonfiction – 60% completed

Patron Services Report
November 2020
Prepared by Linda DuPree

- Prior to switching to virtual and curbside services only, our staff continued to provide patron support for computers, printing, copying and scanning. We encouraged patrons to make appointments, however we were still able to handle walk-ins. We stressed to our patrons that your time is guaranteed if you make an appointment and we continue to practice social distancing and safety. We receive several inquiries daily for material selection, as well as we constantly encourage our patrons to visit our website to order books in our catalogs and use e-books and streaming.

- Our staff continues to learn about the data bases we offer, so that we can share with patrons, as well as other staff.
- We are very safety conscious; we conduct an hourly cleaning/sanitizing of equipment used by the public, and we (personally) are very conscientious of washing hands after handling materials. We have maintained appropriate and RAILS-recommended procedures of quarantining our materials that enter and exit our library.
- We have also been assisting our neighboring Maywood residents during this difficult time. Several residents have borrowed from our library and have made our library their temporary place to pick up items. We have not been informed when the Maywood library would reopen, however we have had a long relationship with many of their patrons.
- We continue conducting our inventory, which we hope we can still complete by year end.