

## **Director's Report May 14, 2019**

### **Administration**

April 2019

Prepared by Amy Crump, Library Director

#### Upcoming Events at the Library

- Understanding Alzheimer's Disease and Dementia, May 15, 6 pm
- CPR, June 6, 10 am

#### Staff

- Leadership Team meetings were held on April 11<sup>th</sup> and 24<sup>th</sup>.
- Staff meeting was held on April 25.
- Kelvin Johnson's 10-year BPL anniversary was May 4.
- Kristin, Clarence, Kara, Caryn and I have birthdays in May.

#### Facility

- There has been a delay in receiving the doors. Estimation of arrival is the second week of May, after which an installation date will be selected.

#### Technology

- The old circulating Hot Spots are outdated and no longer have service. We have order 10 new ones at a reduced rate through Tech Soup. BoostMobile will be the service provider for them at \$10 per month. That will go into effect July 1.
- New server installation will be complete on May 17.

#### Strategic Plan

- 111 Community Survey results (as of May 8)
- 23 Staff/Board Survey results
- Focus groups and interviews held on May 8.
- Next steps: Learning Report creation with all information gathered from surveys, focus groups and interviews, Board and Staff Mini-Retreats.

#### Meetings

- Attended a lecture about building communities (presented by the Harwood Institute) on April 4.
- Attended ATLAS Institute on April 10.
- Attended the Suburban Library Administrators Meeting on April 12.

- Spent 2 hours passing out survey bookmarks at Village Hall on April 16.
- Viewed a webinar about employment law on April 16.
- Attended the ATLAS Board meeting on April 23.
- Spent 1 ½ hours passing out survey bookmarks at the Center on April 24.
- Had lunch with Superintendent Holder and his Administrative Assistant on April 29.

#### Trustees Upcoming Events/Workshops

- Incoming Trustee Reginald Stewart received his Orientation Session on April 30.

### **Adult Services**

April 2019

Prepared by Kristin Schultz, Head of Adult Services

#### Staff Development, Continuing Education and other Meetings

- Monthly C.E. Hours: 13 hours (see end of report for details)

#### Collection Development

- 103 books, 12 audiobooks, 4 CDs and 14 DVDs were added to the collection.
- 452 items were deleted from the collection in April.

#### April Displays

- Poetry Month books
- Graphic Novels
- Access = Opportunity – highlighting several subscription electronic resources

Reference Questions: Due to technical difficulties, the reference question statistics are not available at this time. They will be supplied next month.

Notary Services Provided: Due to technical difficulties, the notary statistics are not available at this time. They will be supplied next month.

#### Community Meeting Room Use

- Community Groups: 12
- Meetings Held: 14

- Attendance (approx.): 117

Study Room Use

- Sessions: 19
- Attendance (approx.): 37

Adult Services Programming

<b>Day</b>	<b>Date</b>	<b>Time</b>	<b>Adult Services Programs</b>	<b># Patrons</b>
Monday	4/1/2019	6:00 p.m.	Stitches Crochet	7
Monday	4/1/2019	6:30 p.m.	Shades of Fiction Book Club	6
Tuesday	4/2/2019	6:30 p.m.	Spring Cleaning for Mind&Body w/Meditation	7
Thursday	4/4/2019	6:00 p.m.	Yoga	17
Thursday	4/4/2019	6:00 p.m.	Financial Awareness Workshop	6
Friday	4/5/2019	1:30 p.m.	CHAIR Yoga	13
Saturday	4/6/2019	10:00 a.m.	Zumba	35
Monday	4/8/2019	6:00 p.m.	Stitches Crochet	9
Wednesday	4/10/2019	6:00 p.m.	Before You Call the Handyman	13
Thursday	4/11/2019	6:00 p.m.	Yoga	16
Friday	4/12/2019	1:30 p.m.	CHAIR Yoga	10
Saturday	4/13/2019	10:00 a.m.	Zumba	31
Monday	4/15/2019	6:00 p.m.	Stitches Crochet	12
Tuesday	4/16/2019	10:30 a.m.	Accessible Travel Using RTA	4
Wednesday	4/17/2019	6:30 p.m.	Medical Cannabis Q&A	8
Thursday	4/18/2019	2:00 p.m.	Bingo	5
Thursday	4/18/2019	6:00 p.m.	Yoga	10
Saturday	4/20/2019	10:00 a.m.	Zumba	20
Monday	4/22/2019	6:00 p.m.	Stitches Crochet	12
Thursday	4/25/2019	10:00 a.m.	CPR Certification & First Aid	9
Thursday	4/25/2019	6:00 p.m.	Yoga	13
Saturday	4/27/2019	10:00 a.m.	Zumba	20
Saturday	4/27/2019	12:00 noon	Wire-wrapped jewelry	3
Monday	4/29/2019	6:00 p.m.	Stitches Crochet	

Usage of Electronic Resources

EBSCO Host resources are listed as NA because data are not available yet.

<b>Database Name</b>		<b>Apr</b>
African American Heritage	documents/images	0

Ancestry Library Edition	documents/images	44
Chicago Tribune	documents	
Flipster	downloads	0
Gale Courses	sessions	21
History Reference Center		0
Hoopla Digital	circulations	163
Literary Reference Center		0
Lynda.com	sessions	9
Mango Languages	sessions	4
Masterfile Complete	documents/images	3
Niche Academy	sessions	19
NoveList Plus	abstracts	9
NuWav Legal Documents	sessions	3
Overdrive (MediaOnDemand)	circulations	195
ReferenceUSA	logins	8
	18.11 successful retrieval	358
	18.13 Usage of electronic material	101

Public Computer Usage for February

<b>Location</b>	<b>Total Sessions</b>	<b>B&amp;W</b>	<b>color</b>	<b>Total</b>	<b>Cost</b>
Adult (10)	1187	4620	320	4940	\$814.45
Children (8)	623	97	7	104	\$17.00
Teen (6)	151	30	NA	30	\$4.50
Express (1)	26	NA	NA	NA	NA
<b>Printer On/Remote</b>	64	NA	NA	154	NA

WiFi Usage

488 clients logged in in April

Website

826 users visited our website 1752 times in April.

Computer One-On-One Sessions

### Download and Streaming Services

- Patrons across all platforms: 88
- Checkouts across all platforms: 358
  - Media on Demand: 45 patrons (1 new) 195 Checkouts
  - Hoopla: 43 patrons (2 new) 163 Checkouts

### Continuing Education Report

- ILA Marketing Mini-Conference Workshop 4/5/2019  
Attendee: Laurel Schilling  
Storytelling differentiates libraries from other marketing. Defined as "telling stories to build customer loyalty." Stories build connections, which leads to customer loyalty, which leads to customer action.

72% of successful marketers attributed their success to a written market strategy. Write down what specific outcomes you are seeking, such as increasing circulation by 10%. Explore key opportunities, core challenges and risks.

Recommends using newsletter as a content magazine with author interviews, stories of patrons and stories about library departments.

- Using Your Data Superpowers for Good Webinar on April 24, 2019  
Attendee: Kristin Schultz

The theme of the workshop was "Collecting and Presenting Data in Impactful Ways." The presenters, Amy Koester and Devan Parkinson, were both from Skokie Public Library.

Current data collection tends to focus on outputs, like checkouts, program attendance, door counts, questions answered and computer use. Output only doesn't help get a complete picture. The example they used was a soda pop machine. Input is the money. Output is the can. Outcome is satisfied thirst. All three are important! Project Outcome from PLA is a good tool to get outcomes.

They also discussed how they look at existing data through fresh eyes. For instance, Skokie has a call center and a reference department. MLS librarians staffed the reference department and also had an MLS in the call center at all times. They looked at the questions coming in, and discovered that only 2% were research questions requiring an MLS. The result was they moved the MLS out

of the call center, and had the center staff forward research queries to the librarians, who answered them.

The data that is gathered should be looked at in terms of what kind of a story you want to tell. It can inform strategic planning, or verify that you are in line with your strategic plan. It can help determine where funding should go. It can help with referenda as well.

- Atlas Institute 2019 Workshops on April 10, 2019  
Attendee: Kristin Schultz (and Linda DuPree)  
The presenters had the group participate in an activity that demonstrated library director's responsibilities in a new way.

The next program was The Employee Life Cycle, which also presented how to take notes at an interview. Very helpful was her portion on performance management -- no one should be surprised by their annual evaluation if you address issues as they arise.

Last program was Budgets & Levies: the Ins and Outs of Library Budgeting.

## **Youth/YA Services Department**

April 2019

**Prepared by Interim Director Evelina Armstrong**

### Programming

- Bilingual Toddler Story time
  - Tuesday, April 2, 2019  
2 Participants, 1 caregiver/adult  
There was not a specific theme for this week's story time. We read two stories, played a counting game and completed a craft.
  - Tuesday, April 9, 2019  
2 Participants, 1 caregiver/adult

There was not a specific theme for this week's story time. We read three stories, played a matching game and completed a coloring page.

- Tuesday April 16, 2019  
Cancelled.
- Tuesday, April 23, 2019  
Cancelled.
- Tuesday, April 30, 2019  
There was not a specific theme for this week's story time. We read three stories, played with the puzzles, danced and completed a craft.
- Thursday Toddler Story time
  - Thursday, April 4, 2019  
40 participants, 11 caregivers  
This week's theme was Mr. Panda. We read 2 Mr. Panda books and other books featuring pandas as main characters, recited three poems, did 3 dances and completed a panda craft.
  - Thursday, April 11, 2019  
35 participants, 10 caregivers  
This week's theme was "Under the Water". We read 4 sea/ocean books, recited 3 ocean/sea poems, did three dances and completed a coloring page.
  - Thursday April 18, 2019  
40 participants, 7 caregivers  
This week was the annual Easter egg hunt at Bellwood Library. We read 3 Easter/egg themed books, recited 3 poems, did two dance, participated in the Easter egg hunt and a coloring page. This is always a well-attended program and this was no exception. There were 40 participants.
  - Thursday April 25, 2019  
25 Participants, 7 Caregivers  
This week's theme was happy feet! We read 4 penguin themed books, recited 3 poems, did three dances and completed a penguin craft.
- Wednesday Teen Cafés were all cancelled during the month of April. However, we have had more passive programs and games available in the teen room. There has also been more x-box usage as well during the scheduled teen café time.
- Drop Everything and Read
  - Monday, April 15, 2019  
15 participants.

During this program, the children's room computers were not available until 5pm and the kids were encouraged to relax and read.

- Poetry Party for Children & Teens  
Wednesday, April 17, 2019  
Cancelled.
- Spring Paint Party for Teens  
Monday, April 29, 2019  
Cancelled.

#### Collection Development

Items Ordered: 40

Items Discarded: 70

#### Technology Update

There are no new updates to report regarding Technology in the youth services department.

#### Professional Development

I have not attended any professional development sessions during the month of April as Sophia has been absent and I have assumed duties of interim head of youth services.

### **Circulation Report**



Prepared by Linda DuPree, Head of Patron Services

Cash Drawer Activity

FINES	\$46.70
COPIER/FAX SERVICE	\$184.50
LOST CARDS	\$18.00
EARBUDS	\$20.00
LOST & PAID ITEMS	\$0.00
BOOK SALES	\$6.75
FLASH DRIVES	\$0.00
DISC REPAIR	\$0.00
FOLDERS	\$1.25
ENVELOPES	\$0.25
MISC	\$3.55
<b>GRAND TOTAL</b>	<b>\$308.49</b>