

## **Departmental Reports**

### **November 2016**

#### **Exhibits**

**Art Gallery:** Charlotte Digregorio's Haiku Poetry accompanied by Graphics, Painting and Photography

#### **Main Floor Display Cases**

**2 cases:** Artwork by Lori Couve

#### **Book Displays**

##### **Readers Services Displays**

###### **Adult Fiction**

Honoring our Veterans

November is National Novel Writing Month!

If You Like Sandra Brown

###### **Teen Fiction**

Brand New Fiction for Teens for October and November

A Dash of This, a Pinch of That: Genre Blending

###### **New DVDs**

Favorite Movies about Games and Sports

Games and how to Excel at Playing Them! (Non-Fiction)

###### **New CDs**

Decades: Classes of 1976, 1986, 1996 & 2006

###### **Mini Display**

Give Thanks

##### **Reference Services Display**

Comedy and Comics

##### **Reference Services - Mini Displays**

Veterans Day

National Book Awards

Books That Take You Near and Far

75th Commemoration of Pearl Harbor

##### **Youth Services Display**

1000 Books before Kindergarten

## **Building Services**

November 2016

Submitted by: Sabri Kecici, Building Services Director

- We replaced several lights inside and outside the building, also a few ballasts.
- We cleaned up leaves all month and kept the lawn trimmed.
- The hand dryer in the main floor men's washroom was repaired.
- A few trees on the west side of the building were trimmed.
- Carpet Outlet, Inc. completed the carpeting in the new Friends' Room.
- The wall in the new Friends' Room was painted.
- Electrical supplies and air filters were ordered and received.
- All unsold books, after the book sale, were stored in the garage for pick up.
- Kone, Inc. inspected the dumbwaiter and passenger elevator.
- Global Facility Solutions provided daily janitorial service.
- We continued daily building maintenance and spot cleaning of carpets.

## **Information Technology**

November 2016

Submitted by: Lucia Khipple, Information Technology Director and Mike Mraz

- Updating of the Server was performed.
- Updating the website was performed as necessary.
- 18 webpages were rebuilt to reflect the 2016 Winter Newsletter.
- Patron laptops were updated & cleaned.
- Troubleshooting remote access to the S&P database, we are exploring solutions to the issue.
- Troubleshooting/replacement of the Welcome Desk telephone
- Troubleshooting of the voicemail system was performed.
- 1 PC in the Walk-Up area & 2 in the Lab were rebuilt.
- AT&T came out and tested the fiber ports & Internet device after connection issues occurred.
- ICN (Illinois Century Network) reprogrammed the Library Network Router to work with our new Internet service.
- A new ASE (Switched Ethernet Service) device was activated. Our bandwidth went from 20 Mbps to 45 Mbps.
- Contacted AT&T to deal with spam problems that were stopping the delivery of emails to patrons.
- Fixed several PCs that were having problems updating Anti-Virus definition files.
- Staff PCs were updated in Circulation, Circ Desk, AS, TS, YS, SS and Administration.
- New firmware was installed on the Xerox printers in Administration, YS, and SS.
- All patron PCs in the Reference area were disassembled, cleaned internally & re-assembled.
- A new server RMLIB005 was put into service to host all the networked printers.

## **Information Technology, cont'd ...**

- Updated the installed printers for each staff's PC that they use, almost 300 printer drivers were installed for staff use.
- Printer/toner usage stats were collected for November.
- Patron PCs in the Lab and Walk-Up areas were updated.
- Online program sign-up for November - 14 patrons. Total for the year is 397, grand total 720!
- Stats for November's Wireless Printing usage were collected; patrons/staff assisted as needed.
- Troubleshooting of the Wi-Fi system as needed. Stats were collected for November.
- Program set-up was done for some Adult programs, Youth programs and Outside Organizations using the Community Room.
- Assisted 4 patrons with MyMedia Mall.
- Assisted 190 patron & 201 staff issues.

## **Readers Services**

November 2016

Submitted by: Mary Constance Back, Readers Services Director

## **Programs and Activities**

### **Book Discussions**

#### **Books and Bagels**

Thursday, November 3, 2016

The Swans of Fifth Avenue

By Melanie Benjamin

Led by Carrie DeMoss

#### **Morning Book Break**

Tuesday, November 8, 2016

The Swans of Fifth Avenue

By Melanie Benjamin

Led by Carrie DeMoss

#### **Just Desserts Evening Book Discussion**

Tuesday, November 15, 2016

A Stranger for Christmas

By Carol Lynn Pearson

Led by Robin Schroeder

- Weeding of the Fiction collection continued.
- Weeding of the DVD collection continued.
- The Book Lover's Day program took place on October 27th. There were 60 patrons in attendance.
- Readers' Advisory Staff presented an educational program at the Library Board Meeting on November 1st. The topic was Book Lover's Day and included a sample book-talk.

## Reference Services

November 2016

Submitted By: Jennifer Collette, Reference Services Director

This month, the Reference Staff has been busy with our regular tasks of ordering, shelving, weeding and staffing of the Reference Desk. In addition, Anne Jefferson instructed numerous computer classes and Nana Herron two Coloring Clubs.

## Special Services

November 2016

Submitted by: Sharon Montague, Special Services Director

The Winter newsletter has been mailed to area homes and businesses. We are working on posters and fliers to publicize upcoming programming.

Aside from planning and hosting programs, Janet has prepared a presentation for the December Board Educational Presentations about *Trends in Adult Programming*, and *How Programs are Selected*.

We hope to be through “decking the halls” of the library by month’s end. The Friends plan to install their annual Winter Village Display on the first Saturday of December - just in time for the Holiday Concert.

<b>Program Statistics:</b>	<b>103</b>
Anette Isaacs: The Berlin Wall	16
Arts Alive Concert: <i>Mike Basin: International Music</i>	69
Movie: <i>Me Before You</i>	
Tuesday	10
Friday	8
Holiday Canapés and Hors d’oeuvres with Susan Maddox	-
Note: Originally scheduled for November 30th, the program date was changed to December 1st due to presenter’s scheduling conflict.	
Count will be included in December’s Monthly Report.	

<b>Volunteer Hours:</b>	<b>65.25</b>
Doris Botes	16.50
Katherine Kinney	9.0
Donna Thompson	39.75

## Vikes Volunteer Hours: 46.0

There were five student volunteers in November.

<b>In-House Printing:</b>	<b>5,953</b>
Riso Duplicator	5,410
Xerox Color Cube	543

## **Technical Services**

November 2016

Submitted by: Steve Rossi, Technical Services Director

We experienced multiple terminals locking up at the Circulation Desk late last month, which also prevented the millennium schedule to run correctly. The cause was linked to the timing of Innovative Staff performing the server backup. The backup time was moved, correcting the problem.

We also received word from Innovative that they are still waiting for a replacement backup tape drive from the manufacturer; until they receive word from the manufacture, our backups will continue to be performed online by Innovative Staff.

### **Statistical review:**

WorldCat searches	2,703
WorldCat updates	1,064
WorldCat exports	1,069
WorldCat deletions	1,195
Collection/Added	1,500
Collection/Deleted	1,063

Generated and printed 2 system reports for Staff weeding and inventory projects. 117 DVDs/CDs from our collection have been cleaned, repaired, and placed back into circulation. 10 books with damaged spines have been repaired and those items have been placed back into the collection.

Teresa, Julie, Sarah, and I attended the WILIUG (Wisconsin/Illinois Innovative Users Group) annual fall meeting hosted by the Palatine Public Library.

I attended the "How cloud services reduce total costs" webinar presented by Innovative Services.

## **Youth Services**

November 2016

Submitted by: Lucia Khipple, Youth Services Director

November includes some of our favorite annual programs of the year. Our Day of the Dead Sugar Skulls program has been so successful that we split it into two sessions this year. We were able to include more people and everyone had a little more space and a little more attention. We will continue with two sessions next year!

We also tried a new program aimed at our older preschool audience with a book character party. This time we selected Mo Willems's Pigeon. We had a great turn out and lots of fun with one of our favorite book characters to come out in some time. All of our regular programs continued as well. Preliminary Summer Reading planning continues.

We've sent out 17 teacher bags.