

Department Reports – September 2022

Welcome Fall! We have had a good turnout for in-person events. Robin S. hosted her 100th book club discussion at the September Just Desserts Book Club meeting. A few of the book club members have attended all of her book discussions.

This month we launched a major upgrade to our eCommunications with patrons, as we are now producing email blasts to tell patrons about upcoming programs and feature our services. Sharon will be experimenting with different content themes and vary the day of the month/week that certain messages are sent to hopefully learn the most effective approach. It has been clear from the outset that these e-blasts are increasing program registrations. The initial implementation was an inter-departmental effort, with Sharon getting support from IT and Technical Services.

Our fourth hybrid concert was produced in September. We broadcasted to Facebook Live, Zoom, YouTube and our Facebook page. We continue to test new technology to make our hybrid programming more enjoyable and easier to access. We have received a lot of positive feedback about our hybrid programming.

Exhibits

Main Floor Display Cases

September is Library Card Sign-Up Month
Back to School

Readers Services Displays

Teaching/Education themed Book/Slideshow Display
Stuart Woods Read A Likes Display
Missing Assignments Book Display
Movies for Foodies Display
Not a Bad Apple in the Bunch Teen Display

Reference Services Displays

Preserving The Harvest
Happy Cat Month
Library related books for Library Card Sign-Up Month
Remembering The 90s
Travel Stories
Expand Your Scientific Knowledge
Queen Elizabeth

Youth Services Displays

Enchanted Castle
Reading Makes You Sharp
Ready to Read Book Stacks
Rhyme Time Tuesday Nursery Rhymes
It's a Book! It's a Comic! It's a Graphic Novel!
Yo leo para...aprender, pensar, conocer, sonar, reir, amar
School Supplies #1 Library Card: Back to School

Building Services

Submitted by: Sabri Kecici, Building Services Director

- The proposals for garage roof replacement and tuck pointing have been approved and signed
- The track lights on the first and second floors were replaced with LED light bulbs
- Program set-ups were done in the Community Room
- We kept the lawn trimmed and picked up trash on the Library grounds
- The leaking toilet in the women's restroom on the main floor was repaired
- Troubleshooting the hand dryer in the YS restroom # 1
- Provided new GM keys for Adult Services Director, Reference Director, and Public Desk Staff
- We picked up broken branches and cleaned out the storm drains following the storm
- The shrubs were pruned and weeds were pulled out around the building
- We continued daily building maintenance and spot cleaning of carpets

Circulation Services

See Circulation Statistical Report, submitted by Mary Sebela, Circulation Services Director

Information Technology

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

- As of September 22nd, Google reported: the Library has had a total of 54 reviews, with a 4.5 rating. In the last 30 days, Google reported we had 48K views of photos of the library (interior & exterior), 409 requests for directions, 180 calls from the Library's Google page, and 545 website visits via Google Search. We had 3,171 people viewed our Google profile which lists our hours and upcoming programs.

| Directions Requested from: | |
|----------------------------|-----|
| Rolling Meadows | 154 |
| Schaumburg | 45 |
| Arlington Heights | 32 |
| Mount Prospect | 11 |
| Des Plaines | <20 |

| 3,171 views of Business Profile | | |
|---------------------------------|-------|-----|
| Google Search - mobile | 1,230 | 39% |
| Google Maps – mobile | 1,022 | 32% |
| Google Search – desktop | 762 | 24% |
| Google Maps - desktop | 157 | 5% |

- Handled online program sign-ups, coordinated Zoom & YouTube programming and statistics.
- As of Sept. 1st, our YouTube views are: Arts Alive concerts 304; Adult Programming recordings: 1251; Reference programs and instructional videos: 1193; and Youth in-house videos: 7267. A total of 10,015 views.
- The website and App were updated with the Fall Newsletter programs.

- We spent a few days troubleshooting our connection with Baker & Taylor after they had website security issues occur. We are able to securely order again.
- We have spent weeks investigating a Circulation email delivery issue and were able to correct our SPF record that handles our third-party email authentication. Everything is running smoothly again.
- The printer payment stations had internal cleaning performed. Both Reference stations are able to accept \$5 bills now and handle larger print jobs.
- A tech set-up was done for a large Youth program and a few virtual class visits; 2 in-person book groups; 1 hybrid book group; 4 hybrid programs and 2 hybrid organization meetings.
- New handheld barcode scanners at the Circulation Desk have had a few tweaks but are working great.
- Staff & patron use PCs were updated as indicated by the IT update schedule.
- Assisted/trained several staff & patrons with the Library's new App.

Readers Services

Submitted by Mary Constance Back, Readers Services Director

- Preparation continued for Readers Services' annual Book Lover's Day program. Books were selected, read, and reviewed for presentation; a booklist and a quiz were created; book talks and a slideshow presentation were prepared; décor and food were planned and secured.
- The Teen craft program--*No-Sew T-Shirt Tote Bag*--kicked off this month. A display and signage were created in an attempt to increase visibility. Craft kits were prepared for October.
- We began creating a book list for the October display: *Creepy Covers*.
- A new eye-catching tabletop resource was added next to the PAC station. Meant to serve as an idea/conversation generator to connect materials patrons, it provides suggestions for new books and AV materials. Pages will be changed out periodically to keep it timely and fresh.

Programs

9/1/22 Adult Reading Round Table Steering Committee
9/13/22 Morning Book Break Book Group (*A Long Petal of the Sea*)
9/15/22 AM Book Buzz Book Group (*A Long Petal of the Sea*)
9/20/22 Just Desserts Book Group (*The Book Woman of Troublesome Creek*)

Reference Department

Submitted by: Jennifer Collette, Reference Services Director

- Developed and restocked non-fiction book displays
- Read professional journals, literature, and attended related webinars
- Ongoing preparation and hosting of the department's Real To Reel book club - discussed the book/movie *Money Ball*

- Ongoing preparation and hosting of the department’s Sow, Grow and Learn With The Library program
- Ongoing preparation of the department’s Truly Great Reads program (Presentation in November)
- Scheduled in-person Fall/Winter computer classes and updated class curriculum
- Hosted The Creative Coloring Club (in person)
- Assisted patrons with using library technology and troubleshooting e-book and library database use (both in person, via phone/email, and six one-on-one sessions)
- Processed 556 interlibrary transactions (as of September 21st)
- Trained one staff member in ILL procedures.
- Updated the library job board and community board
- Prepared LibraryAware e-newsletters spotlighting new and notable genre titles
- Created content for the library’s social media channels
- Created content for the department’s monitor above the reference desk

Special Services

Submitted by: Sharon Montague, Special Services Director

We’ve been working on posters and fliers for October and November programming. Notepads for *Book Lover’s Day* and *Truly Great Reads* were completed.

Jessica continues to work diligently on the new website and has wrapped up most of the Youth programming pages, finalized the library’s Online Resources, and made additional enhancements to the site’s accessibility.

Ashley attended a Staff Appreciation Committee meeting on September 13.

Programs:

Sow, Grow & Learn with the Library, Reference Librarian, Lauren V, Thursday, Sept. 1 (in-person)

Creative Coloring, Reference Librarian, Nana H., Monday, September 12 (in-person)

Chicago’s Sweet Candy History, Leslie Goddard, Thursday, September 22 (hybrid)

Arts Alive Concert: I Feel Good! Hits of the 60s, Steve Justman, Sunday, September 25 (hybrid)

Medicare 101, Medicare Solutions Network, Wednesday, September 28 (hybrid)

Volunteer Hours **20.0**

Donna T. 20.0

In-House Printing: **2,220**

Riso Duplicator 850

HP PaperWide 1,370

Technical Services

Submitted by: Steve Rossi, Technical Services Director

It was a challenging month, Baker & Taylor was hit by an apparent ransomware attack. The attack caused all services to be taken offline for several weeks. Patron requests and more popular titles were ordered from Amazon and other vendors until the problem was resolved. When B&T finally came back up new IPs and ports on the router had to be updated to correct a problem with ordering material.

A new location code was created for foreign films in our DVD collection. This will better assist patrons and staff in locating the material within the collection.

The public catalog PCs running Vega on the main level experienced freezing and were unable to access the ILS. The issue was resolved by updating the lockdown software installed on those PCs.

The library's social media pages Facebook, and Twitter have been updated to reflect the current programs and events happening throughout the building.

Statistical review: (previous month)

| | |
|--------------------|-------|
| WorldCat searches | 2,824 |
| WorldCat updates | 735 |
| WorldCat exports | 755 |
| WorldCat deletions | 733 |
| Collection/Added | 1,229 |
| Collection/Deleted | 686 |

Generated and printed 9 system reports for staff weeding and inventory projects.

45 DVDs/CDs from our Collection have been cleaned, repaired, and placed back into circulation.

Julie and I attended the RAILS Technical Services Networking Group via Zoom.

Youth Services

Submitted by: Lucia Khipple, Youth Services Director

Darlene E. presented library services via Zoom to 3 classes of students at Carl Sandburg Junior High. Laura G. attended a District 15 BPAC (Bilingual Parent Advisory Committee) meeting promoting library services and the Rolling Meadows Partners Meeting at Rolling Meadows High School. She also promoted our library services and presented a program of Loteria to celebrate Hispanic Heritage Month at the PNRC.

Prepared Library Aware e-newsletter. Evaluating new software to support Summer Reading.

Virtual or take home projects offered:

Rhyme Time Anytime (in English, Spanish, and Polish)

Storytime to Go (in English & Spanish)

At Home Craft Activities: Beyond the Book, Collaborative Art Project Monarch Migration