

# Annual Report

Fiscal Year 2020-2021



St. Charles  
Public Library District

# DIRECTOR'S MESSAGE



Each year, we spend time reflecting on our previous fiscal year and creating an essential overview to share what we are most proud of and what we have accomplished. Fiscal Year 2020-2021 presented some challenges, such as our temporary residency at Haines, the various COVID-19 restrictions, openings and closures, and our transition back to our newly-renovated Library. This annual report reflects these hurdles and showcases stories, statistics and information for 44 weeks of operation instead of 52 weeks. I am proud the Library continued to provide services and resources to the community no matter the situation.

The fiscal year began in July 2020 with the opening of our doors at the former Haines Middle School while the Library was being renovated. Not only were we working in a much smaller location, but in-person patron and staff capacity was limited due to COVID-19. We worked around these

restrictions by engaging patrons in unique ways. We partnered with community organizations and took our programs outside by creating StoryWalk™, Junior Historians and Movies in the Park. We offered vestibule holds pickup service, contactless printing and Grab and Go kits. Online streaming, research tools, homework help and downloads helped patrons keep up on studies, career development and popular entertainment. Our highly-attended in-person adult and youth programs moved to Zoom and video format and saw a significant increase in registration and popularity. As a result, we learned how important these programs, our social media and our online services were to helping us stay connected as a community.

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*As we work towards celebrating and enjoying our new building, we continue to be guided by our Core Values of Patron-Centric, Stewardship, Innovation and Excellence.*

*-Edith Guadiana Craig*

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As we closed our doors at Haines, we were excited to move back to One South Sixth Avenue. Our transition to the new building re-charged us and reminded us that we were home. After all the planning and hard work, we opened our doors to the community on July 17, 2021, with a Library Grand Re-Opening Celebration. This project was on time and on budget.

Our annual report highlights the programs and services we provided and the invaluable lessons we learned during this transitional year. As we celebrate our new building, we continue to be guided by our Core Values of being Patron-Centric, embodying Stewardship, Innovation and Excellence. Let me end my message with heartfelt gratitude for the Board, staff, patrons and community. I hope you are proud of all that we've accomplished; and I hope you discover your new Library is a welcoming, safe and empowering place now and for many more generations to come.

A handwritten signature in black ink that reads "Edith Guadiana Craig".

Edith Guadiana Craig  
Director, St. Charles Public Library District

# STATISTICS AND COLLECTION MANAGEMENT INFORMATION

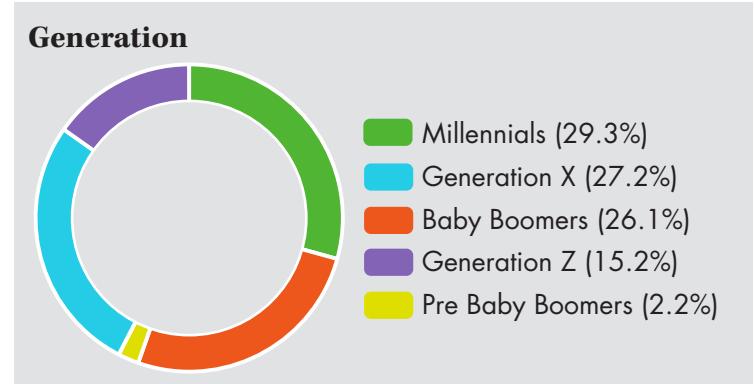
## LIBRARY

Due to the COVID-19 pandemic, the Library offered contactless service at our temporary location, July 2020–May 16, 2021. This was the most popular service during this time. Because this service was located in the vestibule, a true door count was not available. However, when we were able to allow patrons into the building, we tracked 52,426 patrons who had visited the Library. In a normal year, the Library is open 355 days a year. In this fiscal year, the Library was closed a little over two months.

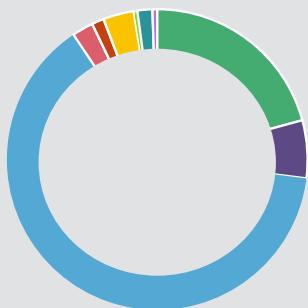
The generation breakdown of our staff population is as follows with an almost equal number of Baby Boomers, Generation Xers and Millennials, making our employee population generationally diverse.



222 Notary Transactions



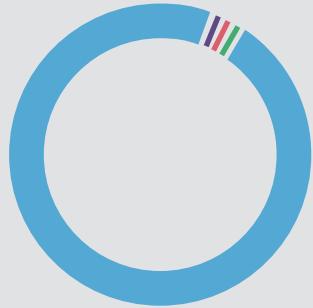
## Expenditures



- Capital Outlay 63.6%
- Salaries and Benefits 20.8%
- Materials, Electronic Resources 6.2%
- Administration 3.3%
- Debt Service 2.3%
- Automation 1.6%
- Maintenance, Utilities, Security 1.3%
- Public Programs, Printing 0.5%
- Supplies, Equipment 0.4%

**Total Expenditures** \$21,568,102

## Income Sources



- Local Tax Revenue 97.7%
- Grants, Gifts, Miscellaneous 2.0%
- Fines, Service Fees, Photocopies 0.2%
- Interest 0.1%

**Total Income** \$8,230,555



Of the \$21 million in expenditures, the Library renovation accounted for 62% or \$13,436,644.

## BUDGET

The Library's Accounts Payable averages \$308,500 a month excluding payroll and the renovation costs. In terms of Accounts Receivable, we were very fortunate to receive two grants this past fiscal year to help offset Personal Protection Equipment (PPE) purchases. One was from the Kane County COVID Relief Fund (\$32,599) and the other from the State of Illinois PPE Grant (\$500).

## COLLECTIONS

Item Category	2019-2020	2020-2021	% Change
<b>Book Additions</b>			
Adult and YA	15,770	15,053	-4.5%
Youth Services	9,811	7,461	-24%
<b>Total</b>	<b>25,581</b>	<b>22,514</b>	<b>-12%</b>
<b>Total Book Collection</b>	<b>201,048</b>	<b>198,712</b>	<b>-1.2%</b>
<b>AV Additions</b>			
Adult and YA	3,024	2,298	-24%
Youth Services	787	1,027	30.5%
<b>Total</b>	<b>3,811</b>	<b>3,325</b>	<b>-12.8%</b>
<b>Total AV Collection</b>	<b>56,212</b>	<b>48,171</b>	<b>-14.3%</b>
<b>Total Withdrawals</b>	<b>64,549</b>	<b>41,442</b>	<b>-35.8%</b>
<b>Total Downloadable Collection</b>	<b>117,289</b>	<b>134,572</b>	<b>14.7%</b>
<b>Total Materials Collection</b>	<b>374,549</b>	<b>381,455</b>	<b>1.8%</b>



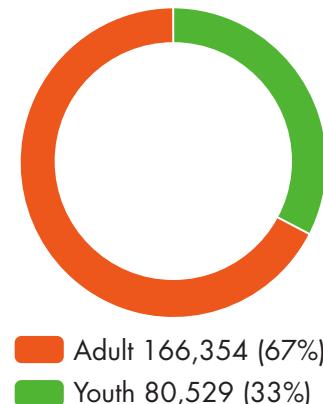
We borrowed **65% more items** than we lent from SWAN libraries.



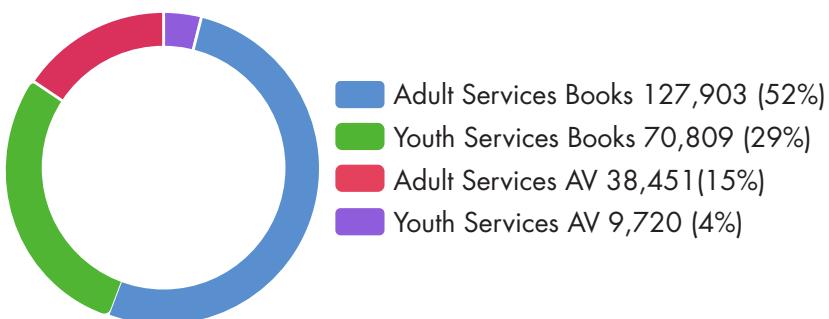
The average time we take to process items that we lend through Online Computer Library Center (OCLC): one day.  
*The average time other libraries take to process items that we ask to borrow through OCLC: 11 days.*

Interlibrary Loan Statistics	2019-2020	2020-2021	% change
<b>Borrowing</b>			
SWAN Items borrowed	41,078	45,413	10.6%
OCLC Items borrowed	1,275	663	-48%
<b>Total</b>	<b>42,353</b>	<b>46,076</b>	<b>8.8%</b>
<b>Lending</b>			
Share Items lent	54	8	-85.2%
SWAN Items lent	35,686	27,536	-22.8%
OCLC Items lent	1,603	782	-51.2%
<b>Total</b>	<b>37,343</b>	<b>28,326</b>	<b>-24.1%</b>

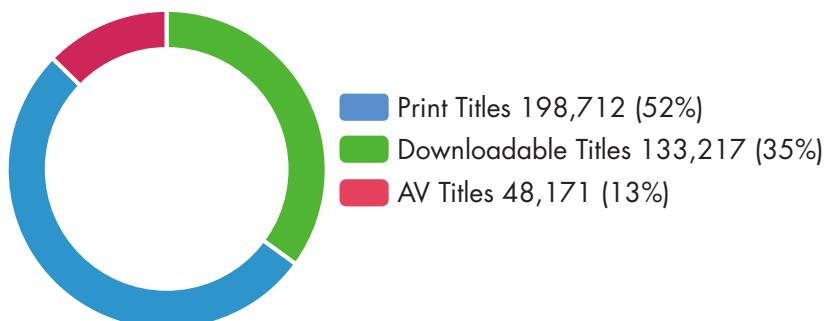
## Collection by Department



## 2020-2021 Departmental and Materials Composition of Holdings



## 2020-2021 Total Collection Composition



## ENVIRONMENTAL IMPACT

One of our core values is to be good stewards. By sending our materials to Better World Books, we are making a positive impact on our environment. Any proceeds go to the Friends of St. Charles Public Library.



### BOOK RECYCLING PROGRAM

4,224 Total Books Reused or Recycled

Equivalent to...



5,781 lbs



68 Trees



49,264  
Gallons of  
Water



9,103 lbs  
Greenhouse  
Gases

## FACILITIES & SECURITY

In January 2021, the Facilities team began counting all items collected from the five book drop locations throughout St. Charles, Wayne and South Elgin. In six months' time on our daily book pickups, we retrieved over 16,000 books. This data collection is vital to the placement of book drop locations and frequency of service.

The Facilities team is maintaining a 24-hour response rate for new work requests and, on average, tickets are being completed in less than 48 hours.

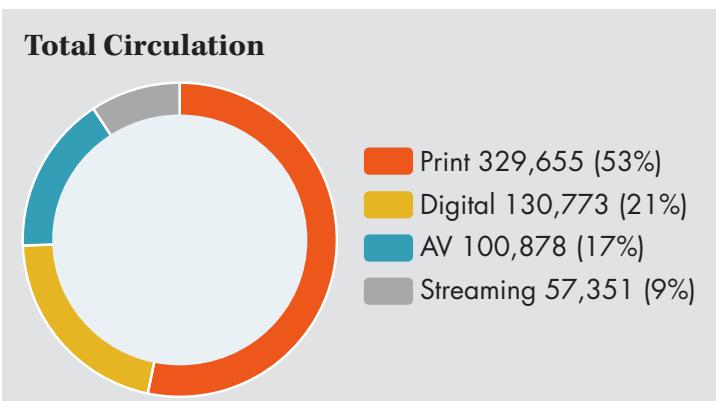
## CIRCULATION

Card Type	Number of Cards
Outreach	308
Business	10
Exempt	134
Non-Resident	197
Patron	30,780
D303 Student	177
D303 Teacher	27
<b>Total</b>	<b>31,633</b>

We proudly serve 31,633 Library users in the District of 55,092 residents, which is 57%. Besides resident cards, we offer business cards, non-resident fee cards, non-resident fee cards for renters, non-resident property owner cards, District 303 student library cards and teacher cards.

The COVID-19 pandemic affected our circulation numbers; our circulation was down. This year, we circulated 430,533 physical materials; 329,655 print materials; and 100,878 AV materials. Of these items, 229,243 were checked out by adults, 186,630 by youth and 14,660 by teens.

Following 17 weeks of the shelter-in-place ordinance, the Library reopened its doors for limited services in July 2020. It was wonderful to see our patrons coming to the Library to pick up their holds, browse or use computers.



*Love, love, love SCPLD! Getting a library card was the first thing we did when we moved to St. Charles.*

- Patron comment

Item Type	Adult # of Checkouts	Youth # of Checkouts	Teen # of Checkouts	Total Checkouts of Physical Items
Audio Books & Playaways	9,087	3,031	226	12,344
Board Games	1,444	1,515	6	2,965
Book Bags	9	19	—	28
Books	145,896	162,707	14,021	322,624
CD & DVD-ROMs	7	—	—	7
DVDs & Blu-rays	48,200	13,387	259	61,846
Equipment & Devices	1,252	2	—	1,254
Kits	24	312	2	338
Music CDs	13,265	660	21	13,946
Periodicals & Magazines	7,141	99	4	7,244
Launchpads	2	1,423	—	1,425
Puzzles	—	2	—	2
Video Games	2,916	3,473	121	6,510
<b>Total Checkouts</b>	<b>229,243</b>	<b>186,630</b>	<b>14,660</b>	<b>430,533</b>

## INFORMATION TECHNOLOGY

Due to the capacity restrictions, the Library offered three public computers with 50-minute sessions while at Haines. The Technology Help Desk statistics for FY 2020-2021 clearly show the effect of COVID-19 restrictions combined with temporary space limitations.

Help Desk Activity	2019-2020	2020-2021	Change
3D Printer	97	28	-71%
Catalog Instruction, Searching, Holds	24	14	-42%
Computer Instruction (Word, Internet, etc.)	1,382	249	-82%
Computer Session Time Extension	530	2	-99.6%
Copier	370	99	-73%
Directional / Material Location	183	183	—
Downloadable Content *	3	—	-100%
Fax	310	71	-77%
Login Help	342	159	-54%
Microfilm/Fiche	4	—	-100%
Office Supplies Request Details	355	—	-100%
Other Details	252	680	170%
Printing	1,212	293	-76%
Questions about Reservation System/Order/Policies Details	170	672	295%
Scanner	615	99	-84%
Slide/Film Scanner	1	2	100%
Workstation Help			
Troubleshooting Equipment	102	92	-10%
VHS/DVD Workstation Help	30	—	-100%
Wi-Fi Printing	127	68	-46%

### 3D Resin Printing

3D resin printing was launched in late June. The Help Desk staff learned the process of working with this new printer and material. The results show remarkable detail. 3D resin printing will be made available in STC Creative. This fox model shown is a fine example of the detailed edging and surface smoothing that is possible within 3D resin printing. The subjects are the same model printed in different sizes.



### Hours of Patron Computer Use

FY 2018-2019	42,390 hours
FY 2019-2020	30,671 hours
FY 2020-2021	1,521.5 hours
<b>*95% Decrease</b> in Total Hours of Patron Computer Use	

### Number of Sessions Booked

FY 2018-2019	43,760 sessions
FY 2019-2020	30,285 sessions
FY 2020-2021	7,814 sessions
<b>*74.2% Decrease</b> in Total Sessions Booked	

### Guest Pass Requests

The Library issues guest passes for patrons without a SCPLD card.

FY 2018-2019	4,555 passes
FY 2019-2020	4,351 passes
FY 2020-2021	617 passes
<b>*85.82% Decrease</b> in Total Guest Passes	

### Number of Scanning Jobs Performed

FY 2018-2019	7,822 sessions
FY 2019-2020	5,788 sessions
FY 2020-2021	911 sessions
<b>*84.3% Decrease</b> in Total Scanning Jobs Performed	

*\*FY 2019-2020 vs. FY 2020-2021*

## SCPLD: BY THE NUMBERS

This fiscal year, the Library began reporting monthly statistics using OpenGov, an online tool to make data more transparent and to engage the public. Our community has access to these monthly reports via the SCPLD: By the Numbers page on our website at [scpld.org/scpld-%20by-the-numbers](http://scpld.org/scpld-%20by-the-numbers).

### WEBSITE

In FY 2020-2021, there were 280,427 sessions or visits to our website, a two percent increase from our previous fiscal year. There were 109,114 unique visitors.



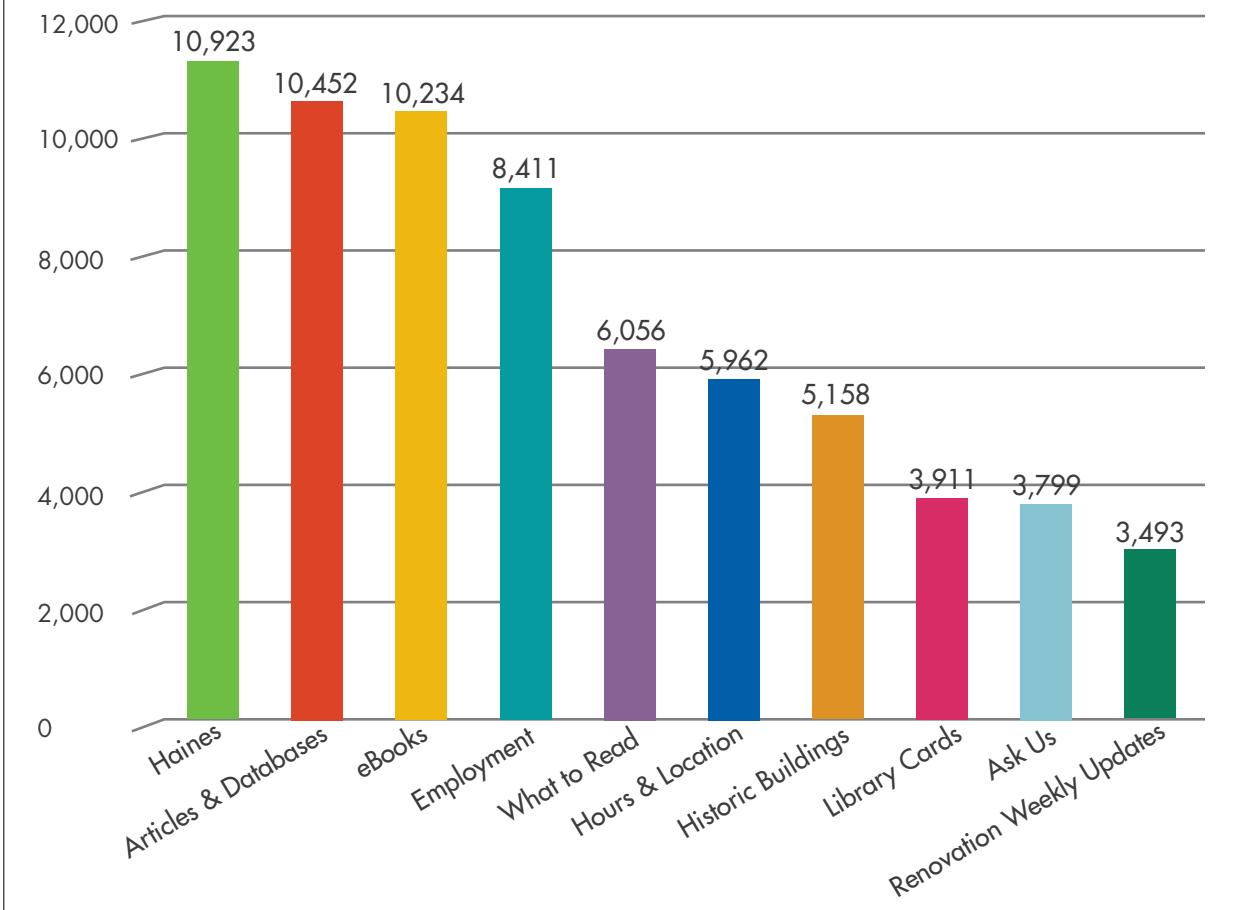
Total number of page views to the Library website was 478,263.

*Once again you hit a home run. I feel so lucky to live in St. Charles, and one of the reasons is the wonderful programs our library puts on.*

*-Patron Comment*

### Top Ten Web Page Views

\*Not including the Library's main page total of 253,124



## SOCIAL MEDIA

The role of social media as a way to communicate with our patrons was extremely vital this year due to the COVID-19 pandemic. Patrons relied on social media for up-to-date information regarding our closure, reminders of services the Library provides, details of our move back to Sixth Avenue and the Grand Re-Opening Celebration. The results: an increase in likes, page actions, post reaches and page views.

June 2021 saw Facebook reach an astonishing 25,482 people thanks in large part to our Summer Reading program and ProShred promotion and advertising. As the popularity of our social media channels grew, we saw an increase in followers. Communications and Marketing created several social media contests this year as a way to connect with the community, partner with local businesses and just have fun.

Our Facebook page gained 407 followers this past year to reach a total of 5,088; our Twitter page gained 35 new followers to reach a total of 2,165; and our Instagram account gained 236 new followers to reach a total of 1,644.



Share Your Favorite New Library Space Contest!

We're Open!

Stop by and check out all the cool new spots and hangouts at your new Library. Once you've found your favorite space, snap a selfie and submit it here. Make sure to use #SCPLspace. The contest runs from July 20 through August 3.

**WELCOME**  
TO YOUR LIBRARY

**Let's Celebrate National Library Week!**  
April 4-10

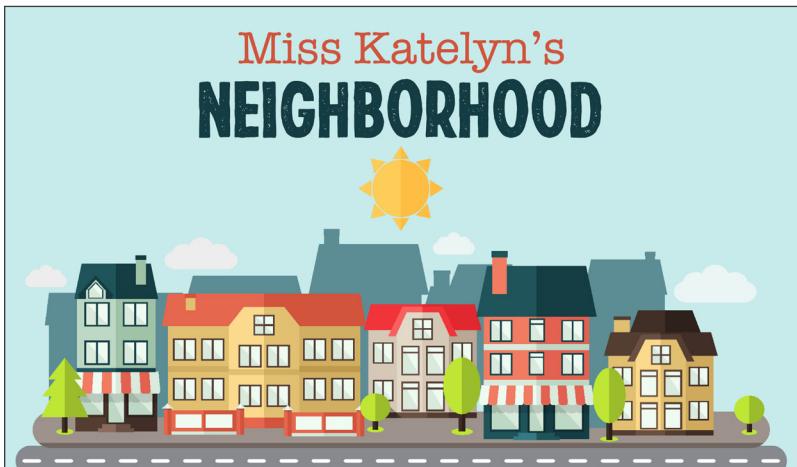
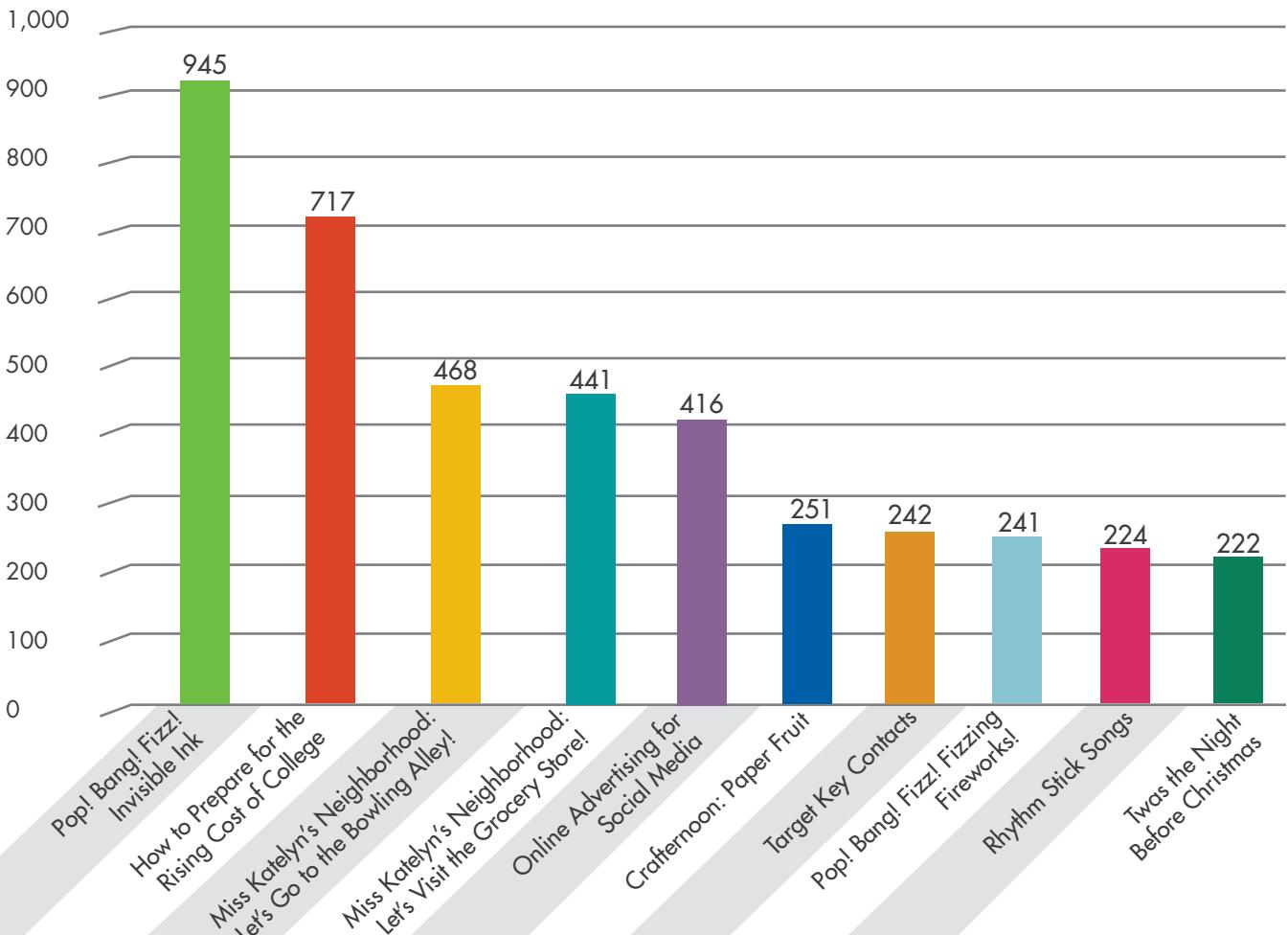
Share with us why you LOVE the Library in the comments below, and you could be entered into a drawing to win a \$10 gift card to a St. Charles coffee shop.

\*Two winners will be announced each day throughout the week.

## YOUTUBE

### Top Ten YouTube Videos

During this fiscal year, we expanded our YouTube channel to include videos for our adult, teen and youth programming. Videos on our channel received 10,762 views.



*We have enjoyed all the Zoom programs. You have done an outstanding job organizing and making them available. They have made this very difficult time easier. Thank you so much!*

*-Patron Comment*

## COLLECTIONS

This year, we implemented a lease program with Baker & Taylor (B&T), our largest supplier of printed books. By satisfying temporary demand for items with leased materials (primarily extra copies of “hot” books), we will save both money and staff time. We also have the option to add leased items to our permanent collection as needed. Since items come processed, that saves the time of Technical Services staff. When they are no longer needed to fulfill holds requests, items do not need to be withdrawn by selectors, saving staff time. Since we return books to B&T, we also do not have to dispose of weeded materials. The Collection Development Librarian uses patron hold reports to add titles, saving multiple selectors’ time and streamlining the process.

In conjunction with Technical Services, the Library added patron demand acquisition (PDA) for adult fiction books. This process adds records to the catalog for items that the selector feels might be marginal purchases. If a patron places a hold on one of these items, that action triggers a purchase. If a patron does not request an item within a designated period, Technical Services staff removes it from the catalog. We are hoping that this new feature both satisfies patrons and limits the number of items added to the collection that no one checks out.

The Collection Development Librarian and Youth Services Assistant Manager curated an opening day collection in anticipation of increased patron demand in our newly-renovated space. They used the opportunity to buy new items, as well as to do some retrospective collecting to round out some areas and add some core collection titles that may have gone missing or may have received damage over the years.

Although Equity, Diversity and Inclusion (EDI) have long been emphasized in all of our collections, we worked on ways to more systematically consider EDI.

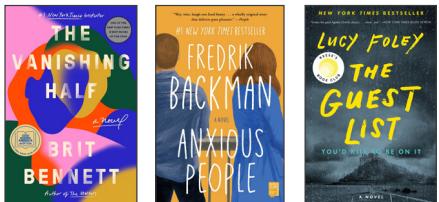
Physical Collection Turnover Rate	2020	2021	Change
Books-Nonfiction	0.99	2.02	-1.03
Books-Fiction	1.61	1.51	0.1
Books-Large Print	1.71	2.23	-0.52
Books-Spanish	2.4	2.25	0.15
Books-YA Fiction	2.21	1.79	0.42
DVD Fiction	2.01	0.88	1.13
DVD Nonfiction	6.51	2.9	3.61
CDs	6.86	1.86	5
CD Audiobooks-Fiction	6.91	6.73	0.18
CD Audiobooks-Nonfiction	6.56	1.53	5.03
Playaway-Fiction	8.17	17.94	-9.77
Playaway-Nonfiction	5.53	2.73	2.8
Games	11.35	2.06	9.29
Video Games	3.33	9.94	-6.61

### Adult Collection

Purchase requests for digital items outpaced requests for physical materials. We had requests to purchase 730 items for the physical collection and 4,896 requests for digital items.

Our turnover rates suffered this year due to patrons’ more limited access to collections due to moving, pandemic, limited browsing collections, etc. The best turnover rate belongs to the only collection completely available at the Haines location, Young Adult materials.

## Top Books for Adults



**The Vanishing Half** by Brit Bennett (Fiction)

**Anxious People: A Novel** by Fredrik Backman (Fiction)

**The Guest List: A Novel** by Lucy Foley (Fiction)

## Top Books for Young Adults



**The Ballad of Songbirds and Snakes**

by Suzanne Collins (Fiction)

**Midnight Sun** by Stephenie Meyer (Fiction)

**They Both Die at the End** by Adam Silvera (Fiction)

## Top Audiobooks



**The Splendid and the Vile: A Saga of Churchill, Family, and Defiance During the Blitz**

by Erik Larson (Nonfiction)

**A Promised Land** by Barack Obama (Nonfiction)

**The Guest List: A Novel** by Lucy Foley (Fiction)

## Top Movies



**Tenet**

**Jumanji: The Next Level**

**Mulan**

## Top TV Series



**Yellowstone**

**New Tricks**

**Game of Thrones**



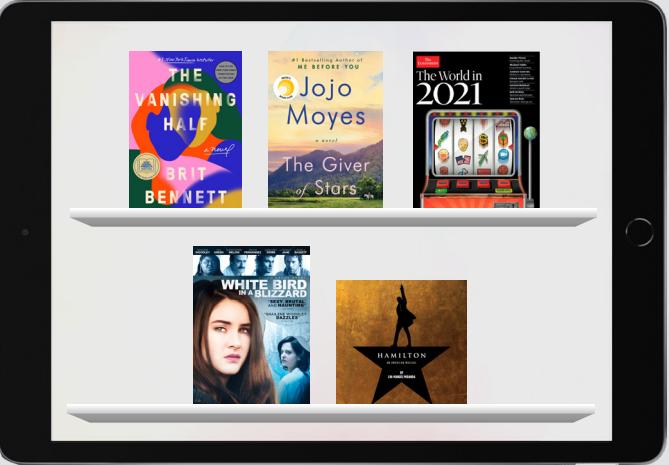
The top TV series out-circulated movies this year. The top five TV series circulated 235 times compared to 140 checkouts for the top five movies.

*My Mom (85 years old and recently widowed) and I started a book club with friends through the St. Charles Book Club Service as a way to stay connected during COVID. Please know how much we appreciate all the work you put into this service.*

*-Patron Comment*

## Adult Digital Collections

This year, patrons checked out 143,413 digital items that they watched, listened to or read, a 22% increase from last year's checkouts of 111,732. The increase is likely due to our patrons' diminished access to physical materials because of the space at Haines, the continuing pandemic and our closure due to the move. In addition, late adopters who tried digital formats in some cases loved them. We added new users, and the existing users depended more on digital formats.



**Top Digital Titles**

**Top eBook**  
**The Vanishing Half** by Brit Bennett

**Top eAudiobook**  
**The Giver of Stars** by Jojo Moyes

**Top eMagazine** **The Economist**

**Top Digital Movie** **White Bird in a Blizzard**

**Top Digital Music Album in Hoopla**  
**Hamilton** (Original Broadway Cast Recording)

Top 5 Digital Titles	Author	Format
<b>Becoming</b>	Michelle Obama	eAudiobook
<b>American Dirt</b>	Jeanine Cummins	eAudiobook
<b>The Splendid and the Vile</b>	Erik Larson	eAudiobook
<b>Giver of Stars</b>	Jojo Moyes	eBook
<b>American Dirt</b>	Jeanine Cummins	eBook

## Top 5 Magazines in RBdigital/OverDrive

The Economist
Newsweek
The New Yorker
Us Weekly
AppleMagazine

## Top 5 Courses in Creativebug

- Creativebug Slow TV: Painting Meditations
- Needle Felted Peeps
- No-Sew Fleece Blanket
- Paper Flowers: Make a Wild Rose and Thistle Centerpiece
- Manga Drawing: How to Draw Faces

Research database use was down about 13% compared to last year. This is likely attributed to a number of factors, including a decrease in reference transactions which means that Librarians were using them less to assist with research. There was less opportunity to recommend them to patrons and teach them how to effectively use them.

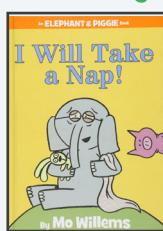
## Top 5 Courses in Lynda/LinkedIn Learning

- Premiere Pro 2020 Essential Training
- ZBrush 2020 Essential Training
- Editing Mastery: How to Edit Writing to Perfection
- Acoustic Guitar Lessons: 3 Rhythm & Voicings
- CompTIA A+ (220-1101) Cert Prep 7: Understanding Networking

## Youth Collections

Items that have not circulated in two-three years are withdrawn from the collection. Our zero circulated items decreased from 4.82% of the collection in July 2020 to 2.42% of the collection in July 2021. This decrease of unused items represents significant progress towards an appealing and relevant collection that fits in our newly-renovated space.

### Top Circulating Title



**I Will Take a Nap!**  
by Mo Willems

### Top Circulating Item



3-way tie:

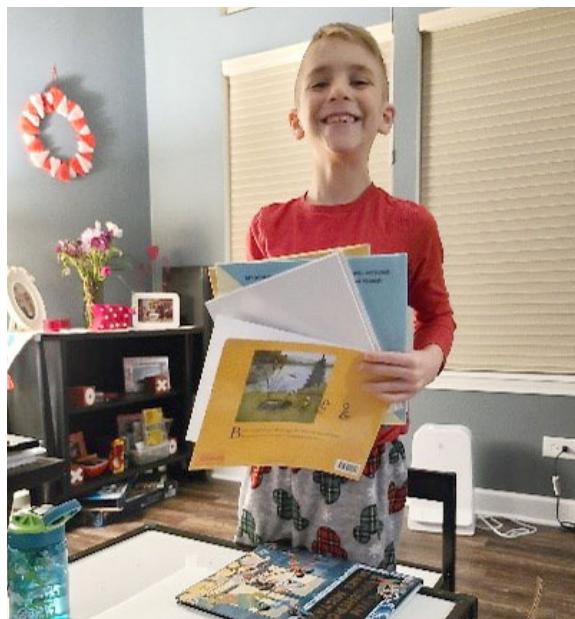
**Paw Patrol: Mighty Pups Super Paws (TV)**  
**Paw Patrol: Mighty Pups Charged Up! (TV)**  
**Music Super Frog Board Game**

This year, youth fiction items circulated an average of 3.27 times per item, non-book items like video games and early literacy kits circulated an average of 5.29 times, and youth non-fiction items circulated an average of 1.28 times.

## Turnover in Youth Physical Collections

FY 2019-2020	Items	Circulation	Turnover Rate
Fiction	46,375	190,779	4.11
Non-Book	10,036	75,718	7.54
Non-Fiction	25,914	51,969	2.01

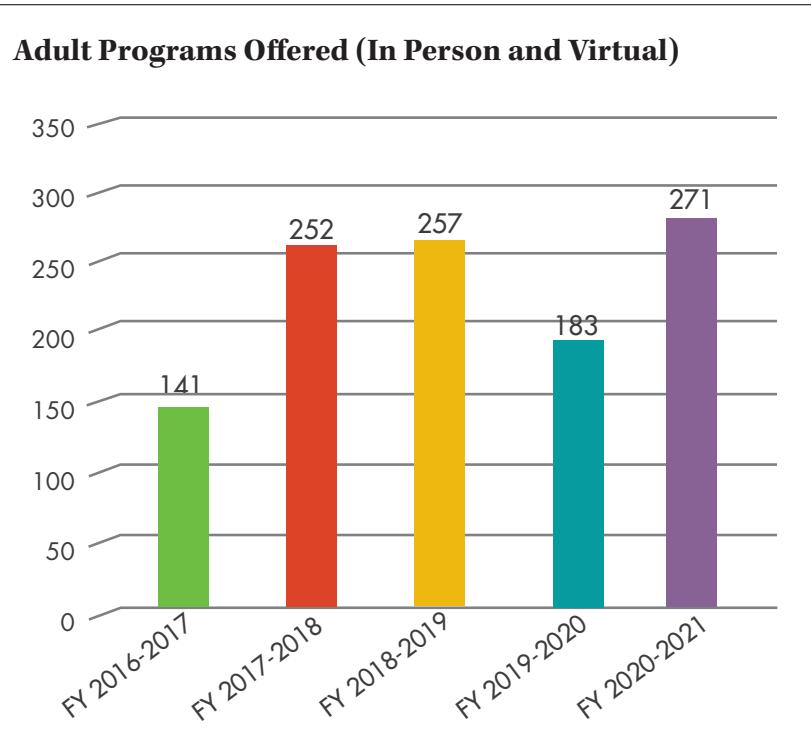
FY 2020-2021	Items	Circulation	Turnover Rate
Fiction	32,255	105,478	3.27
Non-Book	1,266	6,698	5.29
Non-Fiction	26,105	33,538	1.28



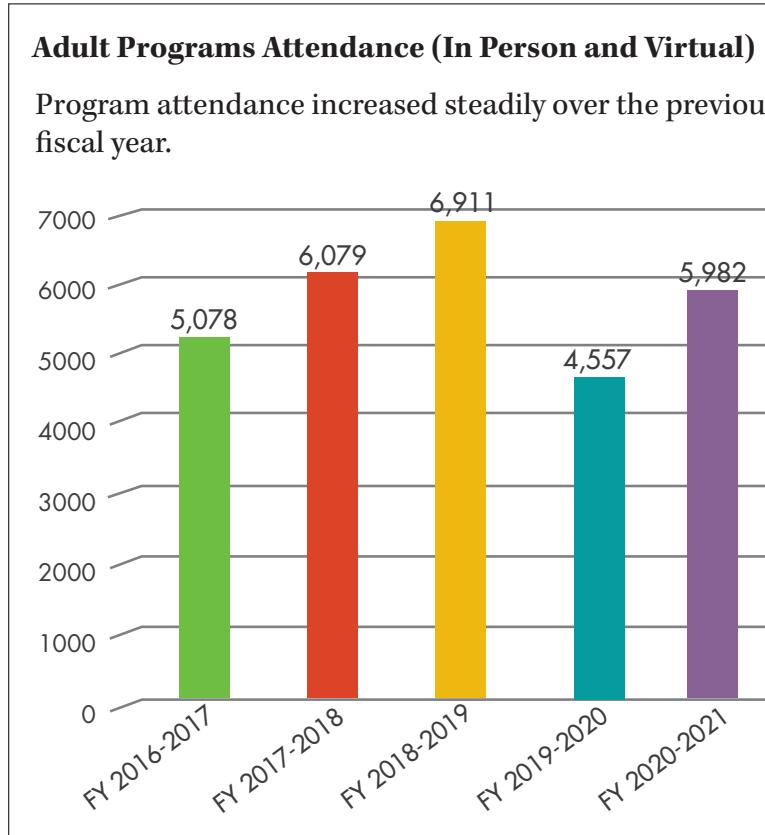
*Yesterday Emmett decided he wanted to make his own library at home. So he set up book shelves, a check out station, return bin, a "do not yell" sign and he made a reading corner. He then proceeded to hold his own story time called, "Emmett's Library" ... This kid LOVES to read!*

*-Patron Comment*

## ADULT PROGRAMS



Each year, the programming team researches new and relevant programs in response to interest and demand from the community. During the COVID-19 pandemic, it was no different as we were committed to bringing quality programs, computer classes and award-winning musicians to our Library patrons via Zoom, YouTube or Vimeo. During FY 2020-2021, the Library offered 271 virtual programs to our adult patrons, up 48% from our previous fiscal year.



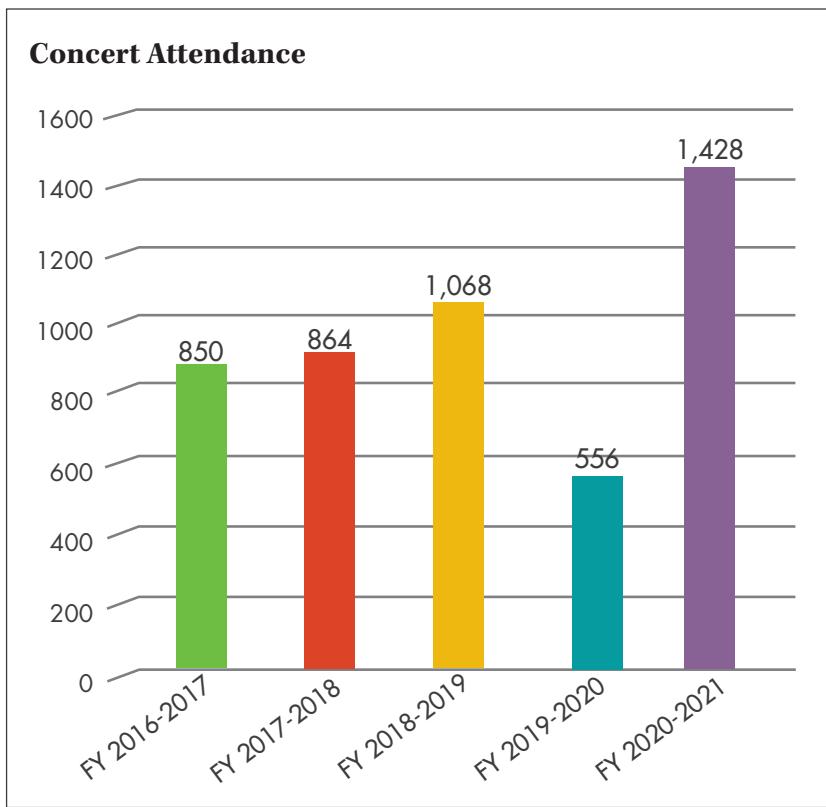
*I just wanted to say how I really enjoyed the Brian Michalski presentation on Searching for South America. I loved the maps and Brian showing where he was at before talking about the country and cities. I thought it was very well organized and I love to travel so I felt like I was on vacation in South America.*

*-Patron Comment*

## Sunday Concert Series



The Library is proud to offer opportunities for patrons of all ages to take part in cultural events that explore music and the arts. Due to COVID-19 restrictions, we were unable to offer our popular in-person concerts to patrons. Instead, we provided virtual performances from musicians such as vocalist Maureen Christine, The Alba Trio, Matt & Cynthia Gruel, ESTrella Piano Duo and Irish vocalist Gavin Coyle via YouTube that engaged our community. Attendance numbers soared as patrons were able to watch award-winning musicians from the comfort of their homes. Classical performances are generously sponsored by the St. Charles Public Library Foundation.



We discovered how much patrons enjoyed recorded online programs this year. Although we were worried that patrons who might be navigating work from home and/or virtual schooling would prefer less screen time, in reality, attending at the patron's convenience meant an uptick in programming attendance. We were able to host additional programs without having to reserve space.

*Just wanted to take a moment to thank you for the programming. We thoroughly enjoyed the Edith Head program and the Irish music trio and many more this past season. Thank you for your thoughtful work. It has really helped us in getting through the pandemic.*

*-Patron Comment*

## Business Programs

Compared to FY 2019-2020, we were able to host an additional 12 business programs, and attendance was up 95% over the previous year, with an additional 361 attendees for a total of 809. Our biggest in-person event was the shredding event with 300 people attending.

## YOUTH PROGRAMS



and posted on YouTube. We also introduced Grab and Go kits, which are designed for a variety of ages and interests and created by our programmers to give families tech-free activity options after their children had been on the computer all day during school.



**Total Program Attendees: 16,097**

Total Virtual & In-person Attendees: 6,746

Total Outreach Attendees: 9,351



**YS YouTube Videos Created: 110**



**Total Programs: 484**

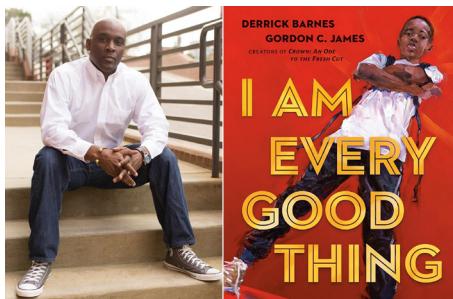
Total Virtual & In-person Programs: 266

Total Outreach Programs: 218



**Grab and Go Kits created: 43**

Total Kits given away: 2,510



The program with the highest attendance in FY 2020-2021 was award-winning author Derrick Barnes' live virtual visit on Zoom with

160 attendees. Sled Dogs on the Lawn on February 27, 2021, was one of the few in-person programs of the fiscal year with 148 attendees.

Programs in Youth Services looked very different this year as we continued offering virtual programs while strengthening and expanding our community partnerships due to the COVID-19 pandemic. Youth Services held four live programs in FY 2020-2021: in September, Junior Historians at the St. Charles History Museum; outdoor movies on the Haines lawn in September and October; and Sled Dogs on the Lawn in February. Youth Services' most-attended overall program of the fiscal year was Pop! Bang! Fizz! Invisible Ink recorded

### Young Adult Programs

In partnership with the STC Underground and the St. Charles Park District, we showed a movie outside at Pottawatomie Park. The weather and the location were perfect, and 138 people came to see **Sonic the Hedgehog**. We will be repeating the program based on this success.

Take-home crafts for teens debuted. In partnership with the Middle School Librarian, YA Librarians curated Lit Loot kits of specially selected books and gifts for teens. Parents seemed as excited about the crafts and kits as the students in some cases.

Kit	Participants
Needle Felted Peeps	34
No-Sew Fleece Animal Blankets	25
Dungeons and Dragons	13

*We are fans of the Zoom story times. Those ladies were a part of our schedule for over a year now. The Leroy Oaks craft was beyond awesome this month too.*

*-Patron Comment*

## SUMMER READING: DIG DEEPER! READ. INVESTIGATE. DISCOVER.



“Dig Deeper,” the theme of last year’s Summer Reading program, invited participants to dig below the surface, try a new author or genre and learn about the world and themselves between the pages of a book. We were excited to offer all our youth, teen and adult readers an easy way

to register and track reading through the online, interactive service READsquared. The service kept track of readers’ progress, notified them of award badges when they reached a specific level of the program and alerted them when they earned a giveaway. Those who preferred the more traditional way of logging their books could download paper logs from our website and track their progress by calling the Library. The Summer Reading program was promoted through the Library website, through social media channels, in the summer issue of *Discover Your Library*, and with lawn signs that were placed on Haines grounds and on D303 school property.



### Adult and Teen

The number of adults who registered for summer reading was 334 (compared to a record high of 996 in 2019), and the total number of books read was 2,502 (compared to 5,988 in 2019). This decrease was expected due to our closure and COVID-19. However, it was nice to have patrons participating online even when we were not fully open. In 2020, registration and participation for teens were down about 69%. Seventy-six teens registered and 40 read at least one book. The same factors affecting adults also affected teen participation.

### Youth

In 2020, 717 youth registered for summer reading. During the pandemic, 241 children read 500 or more minutes, and 219 children read over 1,000 minutes. The previous year, we had 2,995 youth registered and over 2,195,190 minutes read. In 2020, children read cumulatively 607,181 minutes.

Kids were able to log their reading online and, after reaching 1,000 minutes, had a chance to receive a book by mail (courtesy of the Friends of St. Charles Public Library) and a chance for a grand prize focused on either video games, reading, Legos, science or art.



*Grand Prize winner enjoys microscope from science-themed prize package.*

# HIGHLIGHTS; ACKNOWLEDGMENTS

## COMPLETING THE LIBRARY RENOVATION PROJECT



After years of planning, the beautiful, newly-renovated and expanded Library was completed in June 2021. The \$18.6 million project was finished on time and on budget. There were many components to the project this fiscal year, culminating in a Grand Re-Opening Celebration.

### Renovation Communication Plan

Communications and Marketing continued following our Renovation Communication Plan, now moving forward with the Library's re-opening. We began developing the Grand Re-Opening graphics/theme used in all of our marketing and promotion – including the website, signage, marketing pieces, banners, press and social media. The theme "Discover Your NEW Library" was selected and used throughout the campaign and on our promotional premiums. The elements of the architect's inspiration, colors, fabrics and landscaping were used in all of the collateral marketing pieces.

Communications and Marketing also created a brochure highlighting our new Library. The sneak peek preview showcased the Library's new features and expanded spaces using dynamic architectural renderings and visually-appealing icons. The four-page glossy brochure was sent by mail to approximately 25,000 households in the St. Charles Public Library District.

**St. Charles Public Library**  
(630) 584-0076  
scpld.org

**DISCOVER YOUR NEW LIBRARY**  
ST. CHARLES PUBLIC LIBRARY RENOVATION 2021

**YOUR NEW LIBRARY OPENING JULY 2021**

Share in our excitement as we present a sneak peek into your new Library. Enjoy the architectural renderings showcasing the Library's new features and expanded spaces. Sheehan Nagle Hartney Architects looked to the natural landscape for inspiration, drawing upon the winding nature of the Fox River, dramatic rock patterns and the golden hues of the fox itself.

Many of the benefits of this new renovation are behind the scenes, including a complete new mechanical and technology system, a new roof and a new HVAC system that adds 30% more fresh air into the building.

**Library Exterior and Parking Lot**

- Drive-up window for quick patron service.
- New main entrance on the east facade of the Library building.
- Expanded parking lot with more spaces and safer pedestrian access.

**Terrace Garden**

- Green space for outdoor seating and programming.
- Windows allow more natural light into the lower level.

## Moving Back to Sixth Avenue

In preparation for the move back to Sixth Avenue, the Library formed an ad hoc moving committee to assist with the logistics. Communications and Marketing prepared various marketing pieces, banners, postcards and bookmarks. This gave our patrons important information about when the Library would close, details on how to place holds and estimated re-opening dates. This information was also shared on social media.

A cross-departmental team worked to formulate the plan to prepare collections for the move back to the renovated Library. We worked with our library catalog consortium to devise the best method of managing our patron holds and access while we were closed and moving.

## Signage

The Communications and Marketing Manager and Graphic Artist worked closely with the Library Director and our sign vendor to complete the large-scale interior and exterior signage project. Signs included ADA, material types for collections, wayfinding, room identification and main Library spaces. The majority were completed and installed prior to the Library's opening. The feedback from the community and staff was very positive.



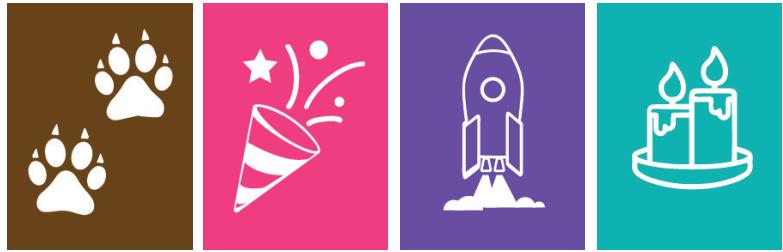
## Grand Re-Opening Celebration: Ceremony and Activities

Planning for the Grand Re-Opening Celebration began a full year before the opening. We started the process with COVID-19 guidelines mandating outdoor events of 50 people or less, with six feet social distancing. The Library rented tents, tables, chairs and a stage for this special event. With this in place, we prepared our plan for the ceremony and events. Selecting a proposed date that would work for our Library Board of Trustees, city officials, architects and community partners was vital. When the Governor lifted the ban on attendance for outdoor events, we were thrilled to open up the ceremony to the community. We estimated over 200 people attended. The historic day included dedications, guest speakers, ribbon-cutting ceremonies and tours.

## PICTURE BOOK CONVERSION PROJECT

The picture book genrefication project was a huge highlight of FY 2020-2021. This year, we undertook the large-scale project of genrefying (grouping books by topic/genre) our picture book collection. This was a joint effort between Youth Services and Technical Services. We worked with staff from different departments to help suggest new categories.

In addition, we sought input from other libraries who had already completed this project, though our final list categories reflected our Library specifically. In total, we categorized and re-cataloged over 11,000 books. Staff weeded a large number of books due to poor condition or duplicate status. Books are now easier to find, so we have less need for duplicate copies of our most popular books. This project met all four of our core values.



Genre categories include Animals, Celebrations, Science and Traditional.

## JUNIOR HISTORIANS

Created just before the pandemic as an in-person program at the St. Charles History Museum, our Middle School Services Librarian was able to quickly pivot and produce this program as a YouTube video series. Early in 2021, the Historic Preservation Commission partnered with the Library, the St. Charles History Museum and Dr. Steve Smunt, member of the St. Charles Historic Preservation Commission. The program was featured in the online version of the *Chicago Tribune*.

## STORYWALK™

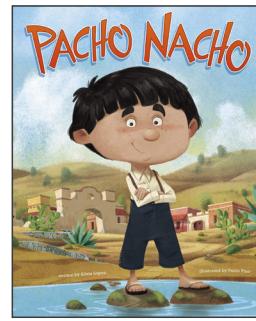
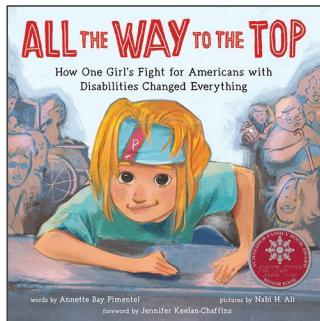
This has been a successful program with impressive results. One of our Youth Services Librarians created the story boards this fiscal year and has strengthened the Library's relationship with the Kane County Forest Preserve District. The QR codes and Google forms developed for surveys provided positive feedback from the Forest Preserve, adults and kids.

### Attendance Numbers:

### QR Code/Survey

Month	Attendance
August 2020	48
September 2020	57
October 2020	38
November 2020	46
December 2020	113
May 2021	195
June 2021	153

## SCHOOL DISTRICT 303 MARCH MADNESS



Five Youth Services staff members recorded books to be read as part of the D303's March Madness competition, which encouraged reading/literacy to elementary students in the district. Two of our Librarians' picks climbed the brackets and ended up in spots #1 and #2: *All the Way to the Top: How One Girl's Fight For Americans With Disabilities Changed Everything* and *Pacho Nacho*.

## 3D PRINTING PPE

During this fiscal year, we used our 3D printer in new and creative ways as a response to COVID-19.

- Our staff was able to create a tool that gave users the ability to interact with keypads or other buttons at public service points and, using the hook side, the ability to press, grab or lever their way through a doorway without using their hands.
- A mask-sizing tool was created to allow a mask to better fit a person's head. The ear loops hook behind one of the different sizes to allow the mask to fit better and stay upright. The printed plastic is flexible enough to conform to many head sizes.
- A book pull was designed for staff to extend their reach while working with the collection.
- Other popular prints included flexible bookmarks, garden stakes and ornamental objects.



Mask-sizing Tool



Garden Stakes

## RE-LAUNCH OF COMMUNICO



During the past fiscal year, we completed two transitions with our room and event booking application, Communico—one to our temporary location at Haines and one to our renovated Library. Communico is a cloud-based application that collects all Library events, public and private meetings and patron room requests into an easy-to-use online calendar for staff, while providing a schedule of upcoming events for patrons to view on our website and app. The application also grants patrons the ability to register for programs from home, and outside groups the ability to reserve study rooms and meeting room space online. The Communications and Marketing department spearheaded the initiative by working on the development, testing and launch.

Patrons now have the ability to book a study room through our Room Booker app. Communications and Marketing worked with Information Technology to set up iPads outside of each meeting and study room, allowing “real time” availability and scheduling.

## CAREER ONLINE HIGH SCHOOL GRADUATION



The first virtual graduation ceremony for our Career Online High School (COHS) program was held in January 2020. The virtual graduation ceremony included comments by the Library Director, a Board member, our Adult Services Librarians and COHS Program Managers. Family members received the link to the online event so they could participate in the celebration. The Library could not have been more proud of our COHS graduates who received certifications in Office Management and Home Care Services, and we were excited to provide a way to acknowledge them and their great accomplishments.

## AWARDS & NATIONAL PARTICIPATION



The St. Charles Public Library was pleased to learn that we were recognized as a 2020 three-star library by *Library Journal*. The *Library Journal* Index rates U.S. public libraries based on the following criteria: physical circulation, electronic circulation, library visits, program attendance, internet use, public Wi-Fi sessions and electronic retrievals. In 2020, 5,608 U.S. public libraries qualified to be rated in the Index, with 262 libraries receiving star designations.



Communications and Marketing Manager **Pamela Salomone** was the recipient of the 2020 Deborah Dowley Preiser Marketing Award sponsored by the Illinois Library Association. This award “recognizes a library employee who has performed excellent work in public relations and programming over a period of several years.” Salomone has utilized exemplary leadership, innovation and dedication to help launch new and engaging adult programs, revamp the Library’s quarterly newsletter, increase social media presence and strengthen community partnerships.

Under Salomone’s leadership, Communications and Marketing began the development of our Renovation Communication Plan to incorporate the multitude of project tasks, dates, details and timeline for this large-scale project. The plan began with the development of the renovation logo and theme, which were used in all of the marketing and promotion, including the website, signage, marketing pieces, banners, press releases and social media.



**David Kelsey**, Outreach Services Librarian, served as the 2021 President of ABOS, the national professional organization for bookmobile and outreach librarians and support staff. ABOS is an affiliate of the American Library Association .

He was named a 2021 *Library Journal* “Mover & Shaker” for his work serving the elderly. Kelsey was one of forty-six individuals selected and the only Mover & Shaker recognized in the state of Illinois.

Kelsey was the recipient of the 2021 Francis Joseph Campbell Award, sponsored by the Reference and User Services Association (RUSA), a division of the American Library Association. The award recognizes David for his “outstanding contributions in the advancement of public library services for seniors with physical and cognitive challenges.”



**Christine Steck**, Outreach Services Assistant, was the recipient of the 2021 Oberman-Rich Award, sponsored by the Illinois Library Association. The award “recognizes the contributions of a support staff member to the library community and the role of support staff in libraries.”



Youth Services Assistant Manager **Deidre Winterhalter** participated in two American Library Association process committees for the Association of Library Service to Children. The Membership Committee works to recruit and retain membership across the United States, and the Children and Technology Committee seeks to inform and engage youth librarians in technology programming and policy. Winterhalter served as co-chair of Children and Technology for 2020-2021 and will continue until 2022.

# NEW SERVICES/PROGRAMS/ACTIVITIES

## VESTIBULE PICKUP AND PRINTING A SUCCESS



The Circulation department improved efficiencies for patrons and staff while the building was closed during COVID-19. As patrons returned materials and used our popular vestibule pickup, the Circulation team worked hard on checking in backlogs of Library materials while processing a significant number of patrons' holds for Grab and Go or vestibule pickup. Throughout COVID-19, the Library was dedicated to providing access to materials in the safest way possible and accepting returned materials in its outside book drops. During this time, we stayed fine free.

Vestibule printing had been presented as a successful idea from other libraries. Our Haines vestibule was the ideal location to offer remote printing options to our patrons. This allowed patrons to pick up their print jobs independently of a face-to-face visit. Once opened to patrons, the service continued to run beyond re-opening to the public. Some months saw a print total of over 400 jobs.

*Thank you for opening up the library. I know it is a lot of work to keep everyone safe. It felt so good to browse the shelves and pick out books that I would not have known to ask you to lookup. Winter is so much better with books!*

*-Patron Comment*

At the Haines building, collections were housed in two locations; the majority of the collections were stored in classrooms and a portion of the collections were accessible to patrons. In order to shelve the collections in the proper areas, we created a new system to differentiate between shelving in two locations. The Circulation Clerks quickly adapted to the new system and were able to shelve material efficiently.



During COVID closure, 36,116 patrons made appointments and came to the Library to pick up their holds using the vestibule pickup.



From July 2020 thru June 2021, we filled 90,857 holds.

The Circulation Clerks collaborated across departments to ensure that collections were readily accessible to patrons and staff in our temporary location. From shifting collections to conducting an inventory of thousands of items, the team spent countless hours organizing collections in non-traditional library spaces.

## UPDATED BOOK CLUB SERVICE WEB PAGE

Technical Services collaborated with Communications and Marketing to update our presence on the Library website showcasing our Book Club set titles. This year was challenging for our book clubs as face-to-face meetings were not always possible. Despite a slight drop in our usage, we are seeing our numbers rise again since the early part of the calendar year. We hope that with the combination of the new building and better health outcomes, patrons again will be able to have their book club meetings.

## IMPROVED ACCESS POINTS

We are always looking for ways to help patrons find the items for which they are looking, and here are some of the improvements we implemented this year:

- We re-cataloged and processed our music CD collection to a user-friendly genre system and re-packaged them for convenient face-out browsing. The new housing allowed us to shelf four CDs in the same space as one CD jewel case.
- We updated our TV DVD call numbers to a more patron-friendly system.
- We re-cataloged and processed Youth Services movies, converting them to a patron-centric system.



Google Slides  
Transitions and Animations  
Instructional Video Guide

## SELF-STUDY COMPUTER CLASSES

In August of 2020, our technology class curriculum was turned into a series of self-study courses that patrons could follow from the comfort of their homes. Our Technology Educator developed instruction videos and delivered them to patrons via email. Patrons can watch the videos to learn how to use Google Apps or Microsoft Office. They can practice the skills taught by following along in a copy of the document shown in the instructional video. All videos offer closed captioning. The self-study option is still being offered to provide patrons with an alternative to in-person instruction.



## EARLY LITERACY AND PARENTING BAGS

Youth Services created an excellent new service—Early Literacy and Parenting bags. Early Literacy kits have fun themes and do not have an age range. Our new Parenting bags have topics like divorce, new baby, death, etc. The purpose of the Parenting kits is so adults can get a curated bag of materials on sensitive topics without speaking to a staff member.

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*I loved the Literacy Theme bags. My family had just lost our cat the week before, so I was interested in the death of a pet bag.  
Whoever came up with the idea is a genius!*

*-Patron Comment*

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## COMMUNITY PARTNERSHIPS

The St. Charles Public Library continues to explore opportunities to enhance collaboration with the City of St. Charles and other community organizations. The Library is proud to work together with these community partners to provide outstanding events and programs for local residents of all ages.



### St. Charles Scarecrow Stroll

With COVID-19 affecting the nation, the yearly St. Charles Scarecrow Festival in Lincoln Park turned into the St. Charles Scarecrow Stroll. This event took place October 8-10, 2020, and the Library was excited to participate. The stroll allowed the community to visit scarecrow displays of participating businesses around town all while following COVID-19 safety guidelines and social distancing. The Library wowed visitors with the literary-themed display of *Charlotte's Web* on the front lawn of the Haines building.

## Your City @ Home



*My thanks to you for all the excellent zoom sessions presented this past year! The “Your City @ Home” sessions were also amazing and very diverse.*

*-Patron Comment*

The Library joined more than 35 other Illinois public libraries to bring a series of virtual field trips designed to give patrons a chance to explore all the Chicagoland area has to offer. Led by docents, patrons were able to get up close and personal with exhibits and behind-the-scenes peeks of some of the most renowned museums in the world.

Tours included the John G. Shedd Aquarium, DuSable Museum of African American History, Garfield Park Conservatory, National Museum of Mexican Art, Chicago Children's Museum, Illinois Holocaust Museum and Education Center, The Art Institute of Chicago, Field Museum and the Elmhurst History Museum. All tours were recorded and uploaded to our YouTube channel for patrons to enjoy.

## St. Patrick's Day Celebration

The Library partnered with the St. Charles Business Alliance and local businesses for the 2021 St. Charles St. Patrick's Day festivities. A parade was not possible this year due to COVID-19 so the Alliance planned a community treasure hunt. The treasure hunt consisted of community members visiting toy leprechauns at participating businesses with the opportunity to win prizes. Those who visited the Library leprechaun were able to pick up some St. Patrick's Day-themed goodies and participate in our own St. Patrick's Day social media contest. Patrons were asked to take a selfie with our leprechaun and upload it to our Facebook, Twitter or Instagram pages. They were entered in a drawing for the chance to receive a \$50 gift card to McNally's Pub.



## Literacy Volunteers Fox Valley (LVFV)

LVFV was awarded a grant to purchase 30 Chromebooks to facilitate tutoring sessions remotely during the pandemic. We collaborated with LVFV to catalog and process the Chromebooks as a means to circulate the devices and track them with their students. The students are in turn encouraged to obtain a library card and empowered to use the Library with this new tool. It is an exciting collaboration that provides a literacy outcome on many levels.

## St. Charles Early Learning Partnership

Our Youth Services Manager continued to serve on the St. Charles Early Learning Partners team, a grant-funded initiative/partnership with the School District and other community organizations dedicated to working together for early childhood education. The group continues to work with a coach from Partner, Plan, Act. We applied for a United Way grant and received a portion of our grant. It was difficult to spend the monies during the pandemic, but the group received an extension for spending. The team is working with a graphic artist and a social media specialist to establish a presence in the community.

## Movies in the Park

Beginning in June 2021, the Library and the STC Underground, which is part of the St. Charles Park District, were able to host in-person, outdoor movie nights at Pottawatomie Park. Our first showing featured **Sonic the Hedgehog** on a 24-foot inflatable screen. The STC Underground sold refreshments for patrons to enjoy. All Library programs, including Movies in the Park, are presented at no cost.

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*Love our library because it is a  
welcoming place for all!*

*- Patron comment*

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## workNet Batavia

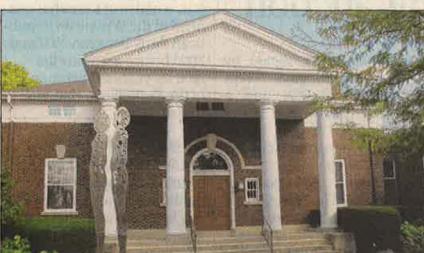
Our Business Librarian partnered with the newly-opened Illinois WorkNet Batavia center (part of Kane County Workforce Development Division) manager Jerry Huang. A great resource for our patrons, Jerry presented two online programs.

## Kane County Health Department

Our Library Director was a part of the Kane County COVID-19 community response committee. The Health Department met with community organizations to assist with setting up County Health vaccine clinics throughout the community. We supported our most vulnerable patrons by helping them make vaccine appointments, especially those who didn't have the resources to make online reservations.

## St. Charles Historic Preservation Commission

The Library was committed to keeping the integrity of the original Carnegie building. While reviewing images of the Carnegie building exterior, we discovered that the doors originally had glass inlaid into the wood. What a discovery. With the help of the Historic Preservation Commission, we were able to restore these doors to their original look.



COURTESY ST. CHARLES PUBLIC LIBRARY  
The wood panels on the doors of the Carnegie building at the St. Charles Public Library will be replaced with glass to be more consistent with the original structure.

BY KEVIN SCHMIT  
kschmit@dailyherald.com

In the midst of an \$18.6 million project to build a new facility, St. Charles Public Library officials remain committed to maintaining the historic elements of the Carnegie building right next door. Part of that commitment includes restoring the front doors of the city's first public library to their original look. Library officials received approval this week from the St. Charles Historic Preservation Commission to replace the wood panels of the doors with glass to be more consistent with the original structure.

See HISTORIC on PAGE 4

In addition to this assistance, the St. Charles Historic Preservation Commission designated the Carnegie Library building a local historic landmark.

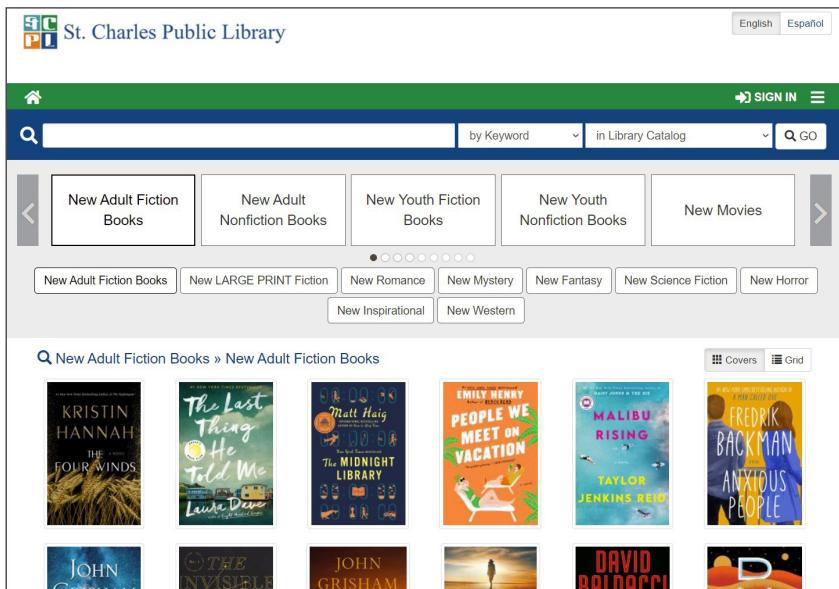
## LIBRARY STAFF VOLUNTEER IN THE COMMUNITY

The Library was represented in our community through various events. Our Circulation Services Manager helped the River Corridor Foundation plant 5,000 mixed daffodil bulbs centered on the Mr. Eggward sculpture in Mount Saint Mary Park and joined fellow Breakfast Club Rotarians to support the Fox River Clean-Up.



She also coordinated the Barnes and Noble Literacy Book Fair on behalf of the Rotary Club that benefited four service organizations in St. Charles.

With the community in mind, the Library took part at the St. Charles Breakfast Rotary Club Annual Early Bird Breakfast at Pottawatomie Community Center. Together with other Rotarians, we used this opportunity to hand out our annual report and discuss our services.



## NEW ASPEN CATALOG

The Library was chosen as a pilot location for the SWAN Aspen Discovery system which offers an enhanced patron experience. We were able to guide the development of the catalog with six of our peer libraries. One of the highlights of the catalog is the means to create browsable categories that allow us to highlight different items like New Adult Fiction Books and New Youth Fiction Books. We are able to limit searches to popular formats like picture books or readers as well as searching for movies with a particular rating. It is visually pleasing and offers powerful searching.

## ONLINE LIBRARY CARD REGISTRATION

On July 15, 2020, to ensure easy access to Library cards and ultimately services, we successfully launched online library card registration for the residents who live in the Library District and do not have a library card. After rollout, the Circulation department received and processed 1,075 applications.

## STUDENT CARDS

One of our strategic plan goals was to bring D303 students into our service network with student library cards. Student cards are available to those attending a D303 school who are not eligible for a public library card and live outside the Library District.

Eligible Students	Actual Participation
1,688 Students	295 Students
959 Households	145 Households

In the first year of the student card program, we had 295 students obtain a card out of the 1,688 eligible students. The district is committed to providing in-kind services to support the Library in exchange for the library cards used. Annually, the School District and Library meet to review the progress of the program.

## PROGRAM KITS

We created Grab and Go kits so patrons could participate in crafts and STEAM activities safely from home with all the supplies and instructions needed. Kits were a positive addition to our programming options this past year. Being able to provide a "screen-free" option was a welcome activity for patrons who had children using devices all day for virtual schooling. The kits featured detailed, step-by-step instructions with pictures. We received positive comments via a QR code in each kit so people could provide feedback.

# INVESTMENT IN STAFF

The Library is committed to the quality of the customer service it delivers. This includes living one of our core values by investing in staff and their professional development. Over the course of the fiscal year, Library staff invested over 3,007 hours in webinars, trainings, etc., to better our Library and our services to our community. Staff attended professional development training from the Public Library Association, American Library Association and via local online workshops. About half of our professional development dollars went to Equity, Diversity and Inclusion (EDI) training, and many free professional workshops were also taken by staff.

## EDI WORKING GROUP

To support the Board of Trustees' EDI statement, the Library Director formed an EDI Working Group. The purpose of the group is to provide support and information to all staff to facilitate improvements in the areas of equity, diversity and inclusion in our Library and community. The inter-departmental group includes the Director, IT Educator, Youth Services Manager, Reader Services Librarian and a Reference Librarian from Adult and Youth Services departments.

The goals of this group include:

- Working with the Director to review specific policies, procedures and best practices to make them more inclusive.
- Recommending resources and materials to help staff and patrons learn more about systemic racism and oppression.
- Providing recommendations for resources and materials to help uncover implicit bias within our staff for personal and professional development.
- Promoting access to a broad collection that represents the diversity of our nation.

In this first year, the group recommended changes to the Meeting Room and Display & Exhibits policies. The group attended Library Journal's course Equity in Action: Fostering an Antiracist Library Culture. This course allowed the group to enhance policies and create a training tool for staff that would allow for shared definitions in the workplace. This training tool will be rolled out in November 2021.

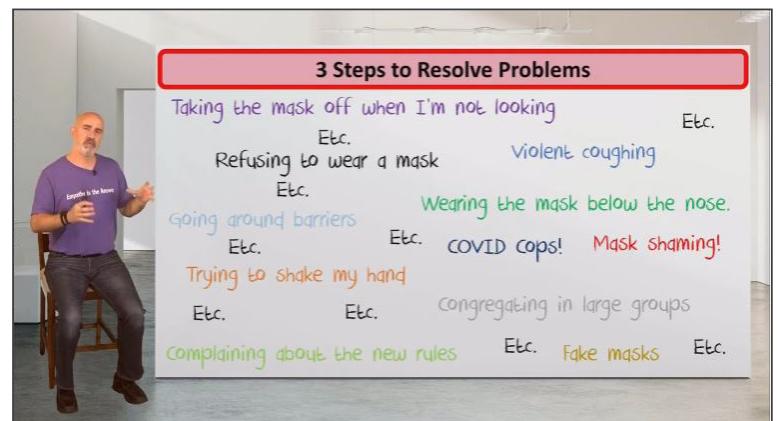
## LEADERSHIP MENTOR PROGRAM

The Leadership Mentor Program is a pilot program that provides a structured way for our staff to grow as leaders. This type of program is unique in the local library industry and has been well-accepted by the mentors and mentees. The program kicked off in March 2021 with three mentors and four mentees. Graduation for this cohort is scheduled for November 2021. This program supports our core value of excellence and our strategic goal to enhance the professional development of all staff.

## PATRONS BENEFIT THROUGH STAFF PROFESSIONAL DEVELOPMENT

- Through professional development, our Information Technology Educator produced the structure, layout and video production for self-study classes. Some of these techniques were acquired through trainings with TechSmith.
- Our Network Administrator, through training with Microsoft, implemented a newer, streamlined method of logon credentials for laptop access. This method allows for a more integrated Windows 10 and Azure experience.
- The Circulation Manager coordinated a live virtual webinar hosted by Laurie Guest, appropriately titled Ready Your Team for Post-Pandemic Library Challenges, that included library staff from five nearby libraries. The session with Laurie Guest was relevant to our Library team and was used as a launching pad for our planned internal discussions.
- Staff watched Ryan Dowd's recorded webinar, Customers without Masks, and participated in the live webinar titled How to Connect through the Mask presented by Martina Mathisen. This fast-paced virtual program was designed to provide practical tools for immediate use.

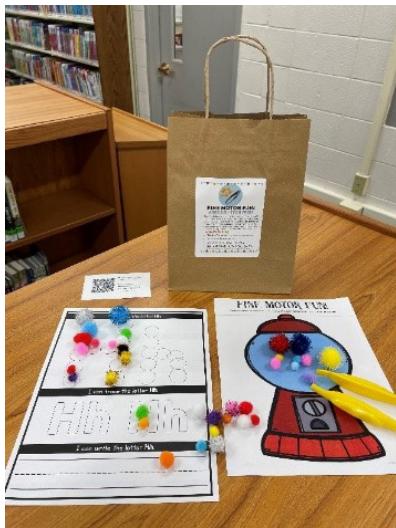
Every member of the Youth Services staff completed at least one module of Project READY: Reimagining Equity and Access for Diverse Youth, which is a series of free, online professional development modules for school and public youth services librarians, library administrators and others interested in improving their knowledge about race and racism, racial equity and culturally sustaining pedagogy. The primary focus of the Project READY curriculum is on improving relationships with, services to and resources for youth of color and Native youth. Project READY was introduced after three years of work by a team of educators, library staff and youth. Project READY staff, advisory board, project partners, content contributors and expert reviewers continue to work with the Institute of Library and Museum Services, University of North Carolina at Chapel Hill Library School, Wake County North Carolina Public School System and North Carolina Central University to keep the project relevant.



## VOLUNTEERS

Due to COVID-19, our volunteers were not able to assist staff in the building as usual. However, one of our Administrative Assistants coordinated volunteer opportunities that were done at home or outside. We thank our diligent and hardworking volunteers.

### Adult Volunteers



Nine adult volunteers assisted from home for a total of 82 hours to stay connected with our Library and the community.

- Approximately 800 take-home kits were assembled for Youth Services patrons.
- 100 take-home art kits were assembled for Grand Re-Opening Day.
- Packed artwork was unwrapped when the remodeled Library was open, 5.5 hours.
- Administration letters were stuffed, 5 hours, 500 envelopes.

### Teen Volunteers

Our Administrative Assistant coordinated our teen volunteers with Citizen Science activities.

In June 2021, five teen volunteers worked at the Northern Illinois Food Bank, packing 3,108 pounds of food for 2,590 meals for neighbors in Northern Illinois.

### Junior Volunteers

The Middle School Librarian used the COVID-19 downtime to develop a plan to reorganize the Junior Friends. This new plan, which will be implemented in August 2021, will function as a volunteer group for middle school students and an advisory group. This allows for more flexibility on behalf of the middle school volunteers, less planning time overall for staff and gives students a voice.

## MILESTONES

Anniversaries	
20 yrs.	Francie Sheahan
	Jane Shelton
	Holly Szpara
15 yrs.	Rita Nelsen
5 yrs.	Megan Brueske
	Barry Lassiter
	Lisa March
	Robin McKiness
	Doug Perry
	Keara Sheahan

Retirements
Mary Gaffney, 21 years
Vickie McFarland, 15 years
Susan Mitchell, 28 years

# ST. CHARLES PUBLIC LIBRARY FOUNDATION

To meet the expectations of the 21st century, the St. Charles Public Library has become a multi-service library that provides the highest quality services and facilities. While local property taxes help to support basic operations, since 1993 the St. Charles Public Library Foundation has supported a tradition of philanthropy and service to the community. The mission of the St. Charles Public Library Foundation is to enhance and enrich programs and services. This is accomplished through funds raised from an annual end-of-year appeal as well as from general donations and fundraising events. The Foundation is governed by a Board of Directors comprised of local residents who volunteer their time and effort to carry out the Board's mission. Each year, the Board determines which Library projects to support.

This year, the Foundation Board selected a special project to complement the reopening of the renovated Library. A highlight of the Library's transformation is the signature work of art which is displayed above the fireplace in the grand reading room. This piece, created by local artist Larry K. Johnson, is a bronze sculpture with a portal theme which aptly honors the Library as a portal to learning and discovery. Previous gifts from community members allowed the Foundation to provide funding for youth programs, homework assistance programs, adult music presentations, cooking classes, genealogy programs, book purchases, maker space technology and equipment, landscaping and building renovations. These purchases/additions have gone a long way in serving the needs of our adult and youth patrons alike.

Tax-deductible contributions may be designated for the general operating fund, specific projects or the Endowment Fund. All gifts are recognized with a letter to the donor, while gifts of \$1,000 or more made by individuals, organizations and businesses are recognized on the Foundation's digital donor wall. Inclusion on the wall is cumulative, so donors may advance from one category to another over the years as they continue to donate to the Foundation. The donor categories are named after well-known Illinois authors: Abraham Lincoln, Ernest Hemingway, Carl Sandburg, Lorraine Hansberry, and Vachel Lindsay.

Thank you for sharing our commitment to enriching the services and programs of our outstanding community Library.

Maggie Brewner  
President, St. Charles Public Library Foundation

## FRIENDS OF ST. CHARLES PUBLIC LIBRARY

Since 1978 when the Friends were established, they have continued to support the Library with donations that sponsor or support programs in many areas.

The Library renovation and COVID-19 pandemic impacted the Friends' ability to raise funds for the year. Because of our reserve funds, we were still able to offer financial support to the Library for the programs they were able to offer.

Friends provided \$6,000 in scholarships for four staff members, purchased recognition gifts for all staff and outreach volunteers, supplied Summer Reading incentives and books and supported programs for Youth Services and kids birthday gifts. In past years, the Friends have donated books to teachers for their classrooms, to the Kane County Jail for inmates and the family waiting room and to a local Veteran's group.

Judi Asselborn  
President, Friends of St. Charles

# LITERACY VOLUNTEERS FOX VALLEY

COVID-19 meeting restrictions prevented most adult students from logging the instructional hours they needed to register gain on standardized tests. Among those who did log enough hours, 67% advanced one language level per 30 hours of instruction or one reading level per 100 hours of instruction.

Not all progress is measured by standardized tests. Adult students applied their new language skills to hit important milestones. We received:

- 174 reports of improved work productivity. For example, 25 adult students got new jobs, 13 got second jobs, eight received job promotions and one adult student was named “Employee of the Month.” Eleven adult students enrolled in classes that will help them improve job skills, two are studying for the GED and one is studying for his commercial driving license.
- 139 reports of community involvement. For example, 19 adult students got library cards and 44 used library services. Six adult students became American citizens and 14 are preparing for their U.S. citizenship exam. Twelve adult students helped others with their English and four volunteered regularly in other ways.
- 61 reports of increased family involvement. For example, 25 adult students read to their children, helped with homework, and helped their children with remote learning. Ten adult students received their driver’s license and five are learning to drive. Two adult students became new homeowners.

## Literacy Volunteers Fox Valley and SCPLD team up to connect more adult students virtually



In December, we received a grant from the Community Foundation of the Fox River Valley for 30 Chromebooks valued at \$10,500. The grant allowed us to equip more adult students with computers as COVID-19 continued to restrict face-to-face meetings. By the end of the fiscal year, 35 adult students were connecting with volunteer tutors by computer, 17 by cell phone and four by iPad.

Under Edith Craig’s direction, Amanda Kaiser and the Technical Services department helped us create a method of cataloging and loaning the Chromebooks. Brian Dunk and the IT Department helped us create a

Chromebook User Guide for adult students at remedial reading levels.

Our program coordinator met with adult students individually to help them check out Chromebooks, sign up for Google accounts, and to showcase special features including Zoom. The Chromebooks are being loaned for a 16-week period to adults who are enrolled in our program with options for renewal. They are powerful tools that adult students can use to learn English, talk with a tutor, look for jobs, complete online job applications and get more education.

## STATISTICS



38 Adults enrolled as new students



61 Volunteers registered for training and 44 were certified as new tutors



184 Adult Students received 2,793 hours of instruction from 116 Volunteer Tutors



38 Adult Students (21%) left the program with goals met. Others continue to learn.

## **LVFV Tutor training is offered online**

In April, 19 volunteers joined us in cyberspace for our first Zoom tutor training. Veteran tutor trainer Mary Benson had already modified the sessions so we could hold in-person workshops while social distancing and following other safety guidelines issued by the State of Illinois and the CDC. New trainer Cynthia O'Kelley further modified training, making use of the Zoom breakout group feature, chat box function, and several other teaching tools to facilitate the workshop online.



Many volunteers said that learning in the comfort of their own home is convenient, but some missed the personal interaction. We will continue to use Zoom but we will not abandon the in-person meetings that effectively build comradery between adult students, volunteers and staff. We will work to strike a happy balance.

## **Literacy Volunteers Fox Valley Updates Its Web Presence**

If you have visited lvfv.org in recent months, you have seen our new look. Web developer, technology expert, and former board member Ellen Kamps teamed up with Martin Pinna Photography to reimagine our web presence.

Visitors can now locate information with fewer clicks. Contemporary navigation features have been added and content has been combined to make for more efficient searches.

## **Dedicated study room is popular with volunteer tutors and adult students alike**

 Literacy Volunteers Fox Valley  
Literally Changing Lives

Home Learn English Teach English Get Involved About  
Contact Us [DONATE](#)

### Reserve a Room

The St. Charles Public Library has a study room dedicated to LVFV tutors who teach LVFV students. Active tutors can book in **30 minute increments, up to an hour and a half**, by using the room scheduler below.

You will receive a confirmation email, and a text reminder 24 hours before your reservation, if you choose to include a phone number. We ask if you cannot make your appointment, that you please revisit your appointment confirmation email, and click "Change/Cancel Appointment".

As volunteer tutors and adult students become vaccinated, more are willing to meet face-to-face, especially since they now have a dedicated study room at the St. Charles Public Library.

The study room is booked exclusively through lvfv.org by using our new appointment scheduler. "Reserve a Room" allows volunteer tutors to schedule meetings and receive email and text confirmations.

The Circulation Services Manager invited us to introduce the scheduler and answer other questions at her July staff meetings. Volunteer tutors show email or text confirmations to Circulation staff members in order to obtain the room key.

We continue to work together with staff to effectively meet volunteer tutor and adult student needs.



## **St. Charles Public Library District**

One South Sixth Ave.  
St. Charles, IL 60174

Phone 630-584-0076 • Fax 630-584-9262

Adult Services: [adultref@scpld.org](mailto:adultref@scpld.org)  
Youth Services: [youthdesk@scpld.org](mailto:youthdesk@scpld.org)

### **Hours**

Monday–Thursday	9:00 a.m.–9:00 p.m.
Friday	9:00 a.m.–8:00 p.m.
Saturday	9:00 a.m.–5:00 p.m.
Sunday	Noon–5:00 p.m.

### **Board Members**

Robert T. Gephart, President	Karen L. Kaluzsa, Vice President/Secretary
Cynthia N. Steimle, Treasurer	Michael J. Hill, Trustee
Shane Hampton, Trustee	Claudia Frost, Trustee
Mary Kruse, Trustee	

The Board of Trustees meets on the second Wednesday of the month at the Library. For more information on the Library Board of Trustees, visit [scpld.org/board-trustees](http://scpld.org/board-trustees).

### **Foundation Directors**

Maggie Brewner, President	Edward C. Marth, Vice President
Staci Olson, Treasurer	Cheryl Ledbetter, Secretary
Bonnie J. Dauer	Jon J. Duerr
Jennifer Gaertner	Dawn Lassiter-Brueske
Diane E. MacNeille	Sharon Maholland
Robin Soderquist	Mary Ann Tilton

Mary Kruse, Library Board of Trustees Representative  
Judi Asselborn, Friends of St. Charles Public Library Representative  
Edith G. Craig, Library Liaison

### **Friends Officers**

Judi Asselborn, President	Mary Schaffer, Vice President
Joanne Surratt, Secretary	Melynda Litchfield, Treasurer