



St. Charles  
Public Library District

# Annual Report

Fiscal Year 2017-2018





# Director's Message



Through responsible and transparent  
stewardship, we will continue to infuse  
excellence in everything we do.

The St. Charles Public Library takes pride in our accomplishments during the last fiscal year that include many major projects that will have a positive and long-lasting impact on our community and stakeholders. We successfully completed the strategic planning process and a consortium migration that took us from a network of eight libraries to 97 libraries throughout Northern Illinois. Our nine-month long strategic planning process invited many different stakeholders who collectively affected the direction of our strategic roadmap for the next five years.

The Library committed to four core values that tie into our mission and will influence all of our decision making and our strategies. We believe ourselves to offer **patron-centric** services and collections. Through responsible and transparent **stewardship**, we will continue to infuse **excellence** in everything we do. We promise to be **innovative** in our offerings to stay relevant for our community.

With our consortium migration, our patrons experienced the benefit of having direct access to over one million items grow to over nine million items after May 1 with the move over to SWAN. Patrons throughout the Chicagoland and Fox Valley area are able to seamlessly visit any neighboring library with one library card. This 18-month long migration over to a new system involved hundreds of staff of many different libraries. They were all an invaluable part of the process. Kudos to improving our service to our patrons!

"Student Street" opened to great fanfare in June 2018 as we celebrated this new space in Youth Services. Through the generosity of Roger and Sandra Jensen and our St. Charles Public Library Foundation, our Youth Services department refreshed and dedicated a new space for our community students. We have a maker table, a bright display case, a magnetic interactive board, "wired" seating for collaborating and fresh new colors. Over 150 people, including Mayor Raymond Rogina, attended our ribbon cutting!

We look forward to another exciting year which will take us into planning for the next phase of our Library building and the need to expand and/or renovate. Suggestions and ideas for new services or programs are always welcome!

I am so proud of this engaged community and cannot wait for our future successes.

Sincerely,

A handwritten signature in black ink that reads "Edith Craig". The signature is fluid and cursive.

Edith G. Craig  
Director, St. Charles Public Library

# Statistics and Collection Management Information



107

Staff employed  
at the Library



Study rooms were used 3,809  
times during the year by  
community members and staff  
meetings.



Meeting rooms were used by  
community groups 368 times  
during the fiscal year

On average,

841

people walk  
through our doors  
each day

Monthly average  
(April-June):

24,501



Busiest time range of the day (during school year):



3:00-7:00 p.m.



Busiest time range of the day (summer):

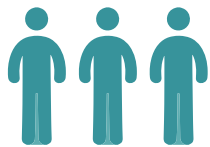


1:00-3:00 p.m.

# Circulation



**31,684**  
Library Card  
Holders



Library District  
Population:  
**55,092**



**1,128,630**

Total circulation of all library  
materials during the fiscal year

## Circulation Statistics

### Adult & Young Adult

Print	328,427
Audio Visual	240,574
Streaming/Downloads	123,308
Miscellaneous (electronic technology)	4,632

### Youth Services

Print	315,798
Audio Visual	113,607
Miscellaneous (electronic technology)	2,283



The patrons of the St. Charles Public

Library District recognize the library is one of

the best investments a community can make.

The library has a lasting impact on the community.



- Edith G. Craig  
Director



# Collection

ITEM CATEGORY	2016-2017	2017-2018	Change
BOOK ADDITIONS			
Adult and YA	16,548	16,881	2%
Youth Services	9,815	9,920	1%
Total	26,363	26,801	2%
Total Book Collection	264,268	265,516	0%

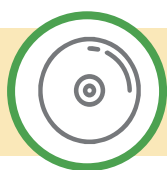
AV ADDITIONS			
Adult and YA	5,070	4,830	-4.7%
Youth Services	1,400	1,398	-0.1%
Total	6,470	6,228	-3.7%
Total AV Collection	69,527	69,439	-0.1%

WITHDRAWALS			
Total	48,616	37,551	-23%

DOWNLOADABLE ADDITIONS	13,264	13,485	2%
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Total Downloadable Collection	615,353	691,949	12%
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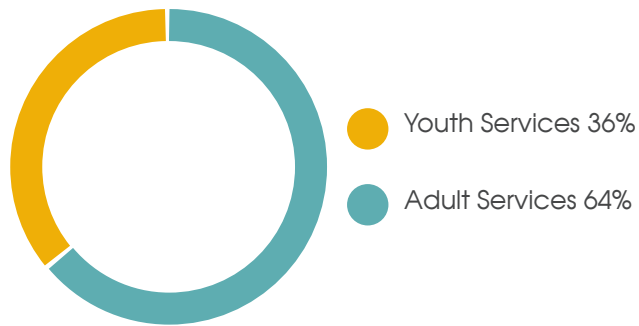
Total Materials Collection	949,148	1,026,904	8%
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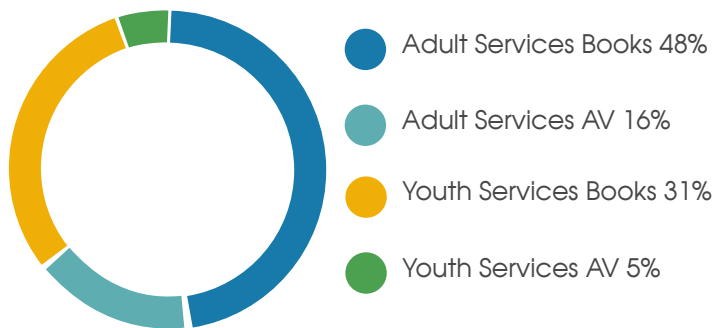
1,026,904

items in our collection

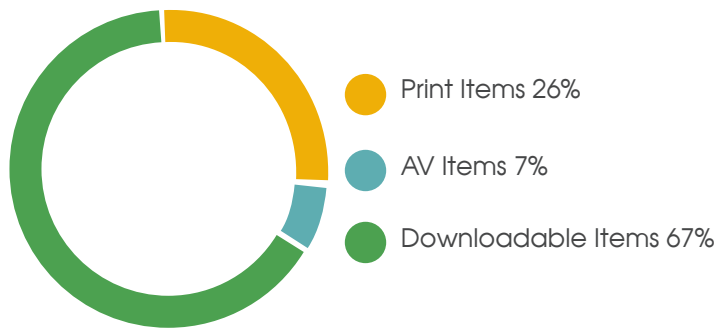
## FY 2017-2018 Collection by Department



## FY 2017-2018 Departmental and Materials Composition of Holdings



## FY 2017-2018 Total Collection Composition



## Interlibrary Loan (ILL)

When a St. Charles cardholder wants an item the Library or SWAN consortium does not carry, we borrow it from another facility outside our network, and have it delivered to our Library.

ILL Category	FY 2016-2017	FY 2017-2018	% change
Items Borrowed from other Libraries			
Total	52,490	51,874	-1.77%
Items Lent to other Libraries			
Total	41,219	43,600	5.78%

# Adult Services

## Equipment Checked Out



478

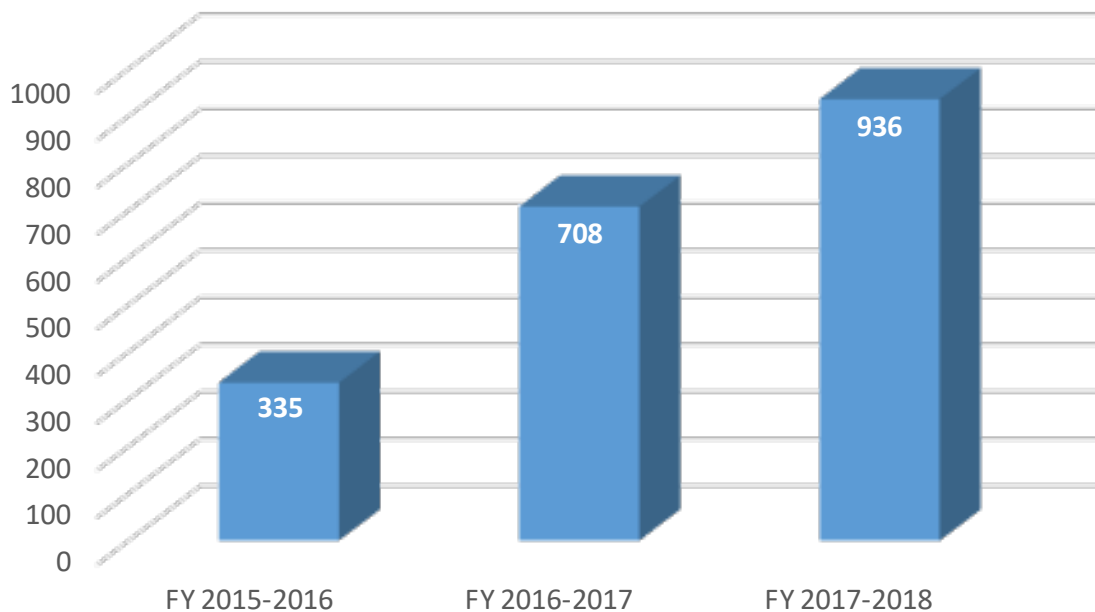
Laptops, digital projectors,  
screens, video cameras



508

Chromebook and tablet

## Library Wi-Fi Hotspots



## Subscription Databases

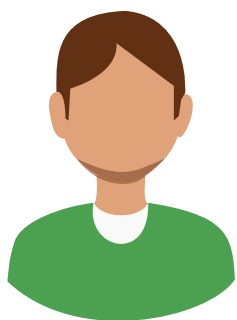
- The Library added one new database to its collection: AtoZ World Food bringing our total databases to 177.
- The most popular languages studied online were: Italian, Vietnamese, Spanish, English, German and French.
- Our top six databases with over 5,000 uses include: Ancestry Library Edition, Consumer Reports, Freegal, Hoopla Digital, NoveList and WorldCat.



## Career Online High School

As Career Online High School completed its first 18 months at the Library, we continue to register new students. A dedicated team of librarians, academic coaches, and technical support specialists are continuously working with people of all ages who are looking for a second chance at earning their high school diploma. The first students enrolled in the program will soon be approaching their graduation deadline. In addition to RAILS' generous grant, which funds the platform fee for the software, SCPL purchases scholarships for students to foster their learning and achievement. Four students were awarded a scholarship and successfully enrolled in the program.

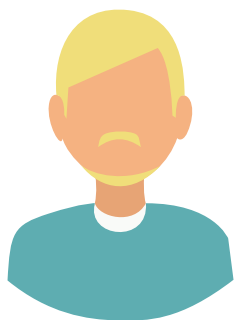
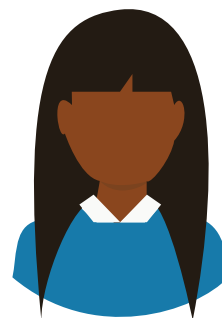
## Adult Services Patron Transactions



Total questions answered at the Reference and Reader Services Desks rose 6.5% compared to last year (27,448 reference or reader advisory questions)



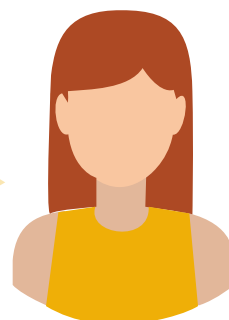
Adult Services staff helped 900 people with eReaders and mobile devices. On average, we help people learn to use two of our digital/downloadable services per transaction.



Librarians assisted 352 patrons through online chat, and had 165 text message conversations with patrons.

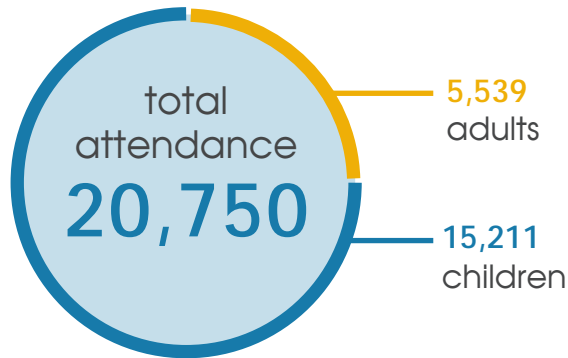


Adult Services staff members provided 676 notary transactions, up 21% over last year.



# Youth Services

The total number of youth programs for 2017-2018 was **976**

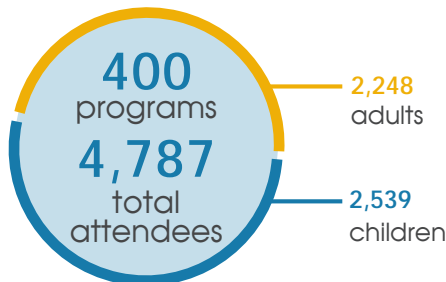


## Parent Programs:

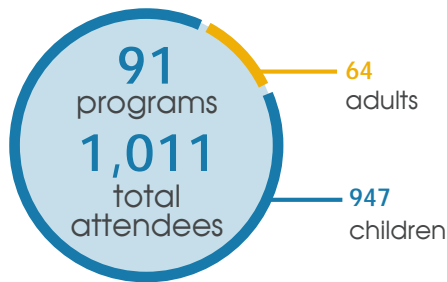


**3**  
programs  
**23**  
total attendees  
**9**  
children  
**14**  
adults

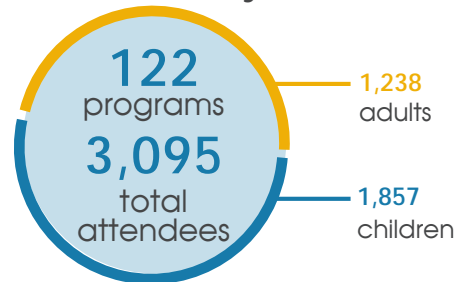
## Inhouse Preschool:



## Inhouse Student:

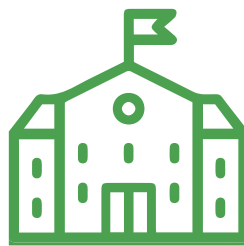


## Inhouse Family:



## Preschool Outreach:

**213** visits, **7,144** total seen  
**6,374** children, **770** adults



## School Age Outreach:

**101** visits, **3,272** total seen  
**2,591** children, **681** adults



## Community Outreach:

**46** visits, **1,418** total seen  
**894** children, **524** adults

Teacher Loans is a service that gives educators an opportunity to request materials from the library supporting their curriculum. Requests vary from monthly classroom themes and topics to grade level requests for materials for student research projects. Formats include books, DVDs, CDs, Playaways, and this year we will check out Launchpads. During this fiscal year, 185 teacher loan requests were processed, up from 153 from last year—a 21% increase. A total of 6,292 books were checked out to teachers.

# Information Technology Services

Patrons spent over  
**32,300**  
hours using  
our available  
technology at the  
Library

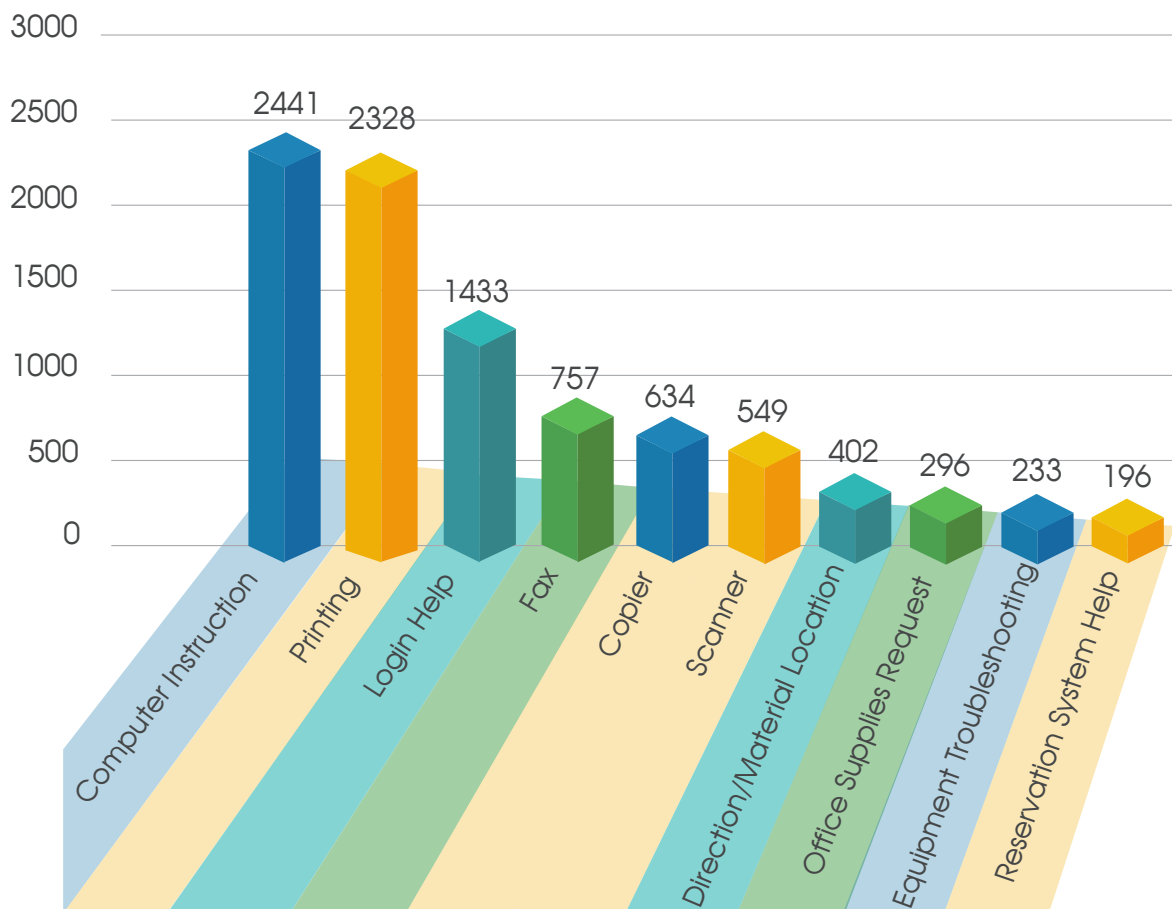
In FY 2017-2018,  
the Computer Help  
Desk interacted with  
patrons a total of  
9,732 times.

## Wi-Fi usage statistics



There was a monthly average of 2,000  
unique client devices connected to  
our wireless network.

## Computer Help Desk Inquiries



New This Year:

**50**  
VHS/DVD Transfer

**23**  
3D Printer

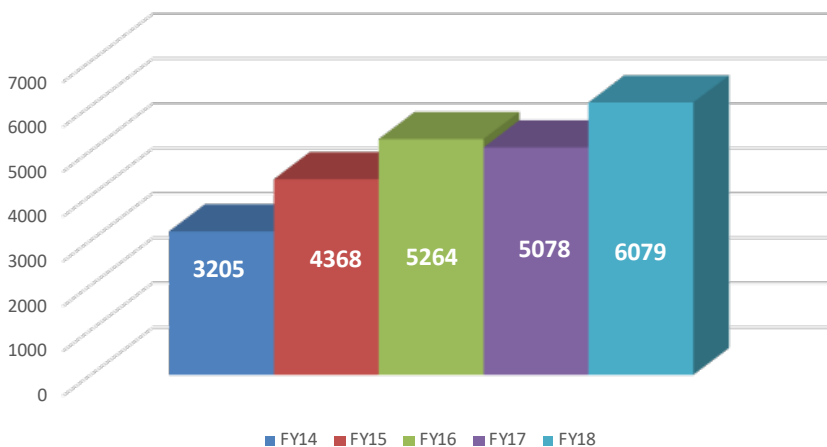


# Library Programs

The St. Charles Public Library is a vibrant and patron-centric institution reaching all ages and demographics in the Library's district. Our programming team continues our commitment to offer a dynamic range in programs, concerts, outreach visits, computer classes, and book discussion groups suitable for the entire community. This year, as our state celebrates its 200th anniversary, we celebrated too with programs commemorating the occasion throughout the year. The Library's cooking series, genealogy workshops and business programs continue to grow and maintain their popularity with the community.

Program attendance continues to increase steadily with many at capacity or with a waitlist. Our ongoing partnership with the St. Charles History Museum has broadened our programming options for patrons of all ages.

Adult Program Attendance



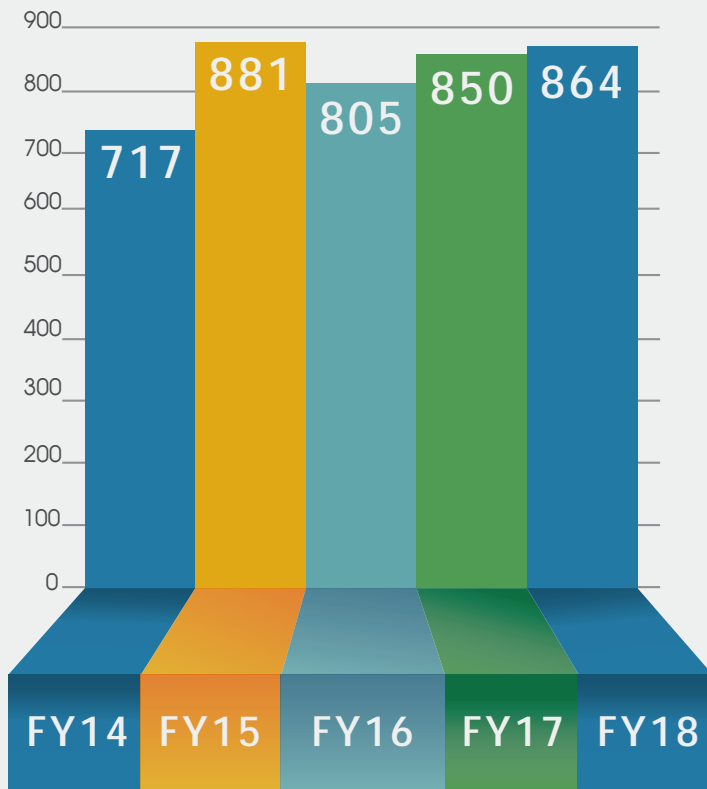
## Celebrating the Arts



Each year, the Library offers opportunities for patrons of all ages to take part in events that explore music, arts, and culture. Concerts by artists included Brazilian-based ensemble Choro de La pra Ca; Grammy-nominated musician Don Stille and Romanian violinist Daniela Bisenius; Elgin Youth Symphony Orchestra Sterling Brass Quintet; Irish tenor Gavin Coyle; and local jazz musician Alex Murphy, among others. Monthly art shows display works from around the community and student's of School District 303.

In FY 2017-2018, due to popular demand, the Library added additional concerts to its popular Sunday Concert Series and saw continued high attendance. The Carnegie Community Room was filled to capacity at several concerts with more than 860 patrons attending during the series. We thank the St. Charles Public Library Foundation for co-sponsoring our classical concerts.

## Concert Attendance



## Adult Computer Classes

### Most Popular



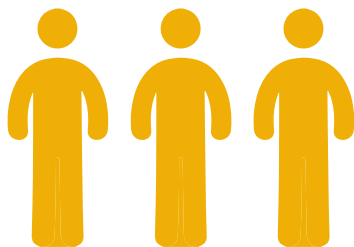
Microsoft Excel



Word



Computer &  
Internet Basics



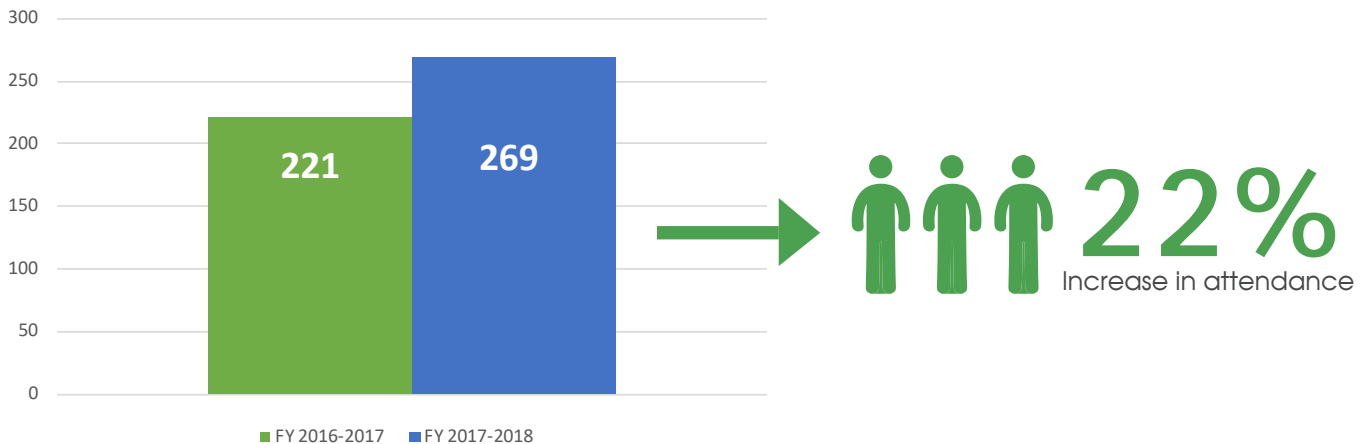
Total attendance

**416**

increase of  
11% over last year



## 2nd Tuesday Book Discussions



## Summer Reading 2017 Reading by Design!



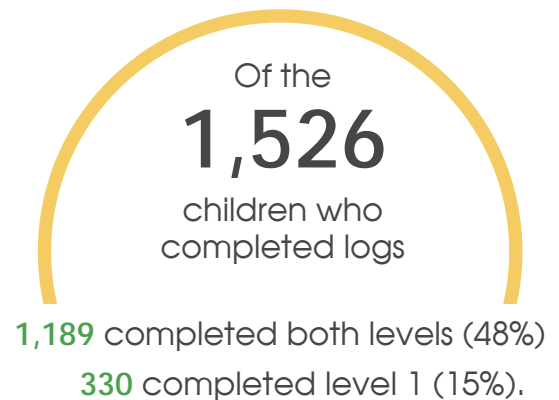
Registration for the adult summer reading program reached **726**

Registration for the children's summer reading program reached **2,274**



The total number of books read by adults increased nearly **4.5%**

The total number of books read by children was **50,679 books**



## Outreach Services

**278** programs (includes reading to seniors, and weekly events, plus special and monthly programming) – **56.7%** increase over last year

**3,150** people attended – **65.88%** increase over last year

## Young Adults

Total Programs/Workshops: **64** (34 last year) – with **811** attendees





# Highlights; Acknowledgements

## Three Star Library Award



The Library was proud to be awarded a three-star rating in a national ranking of Library Journal's annual review of public libraries. There are 7,409 public libraries rated nationwide and only 259 qualified as star libraries. St. Charles Public Library was one of 22 libraries in Illinois to receive distinction.

## Strategic Plan 2018-2022 – Communicating the Plan

### New Core Values



### Mission Statement:

To support the growth and creativity of the individual and foster the spirit of community and local economy.

The Library went through an extensive strategic planning process that involved several focus groups, a community meeting, a survey, and many interviews. It paves the way for our space planning assessment in the next fiscal year.



In support of the new strategic plan, several marketing and promotion pieces were created to communicate this key information to staff, patrons and the public.

## SCPL Joins Largest Library Network in Illinois

Successfully migrating to the SWAN consortium was certainly the highlight of the year. The Library went through a consortium change from LINC, a network of eight libraries, to SWAN, a network of 97 libraries in Northern Illinois. Starting with an 18-month project timeline, the project included the preparation of patron records and the database, mapping, and testing, and then developing new procedures and workflow, training staff, (and patrons) and monitoring the results. The staff approached this monumental change enthusiastically, and focused on patrons' needs. We continue to make changes, make new discoveries, and offer new opportunities to our patrons as part of our new SWAN Consortium. St. Charles Public Library director and managers were selected to serve on or participate in key committees to benefit all new 19 SWAN libraries during the SWAN migration.



The St. Charles Public Library joined the SWAN network in May, expanding from being part of a group of 8 libraries to 97 libraries in the Chicagoland area. The number of items available grew from 1.2 million to 9.8 million.



**MORE BOOKS,  
MORE MOVIES,  
MORE EVERYTHING!**

**9.8 MILLION**

Items Available  
after May 1



**133% MORE**  
CDs and Music



**143% MORE**  
Books



**70% MORE**  
DVDs



**73% MORE**  
Audiobooks



**126% MORE**  
Books in other  
Languages



**MORE**  
Special  
Collections



**1.2 MILLION**  
Items Available  
NOW

## Other Highlights



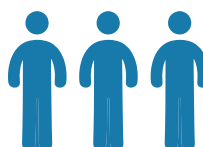
The Library went through a complete inventory of all of our physical collection to ensure the accuracy of our catalog records.



Installed Solstice Pods for wireless screen sharing on large monitors in the study rooms.



Replaced video surveillance system and added additional cameras.



Implemented new people counter with analytics software for main entrance.

## Awards

- The St. Charles Public Library's Outreach Services team was the recipient of the 2018 ASCLA Exceptional Service Award, administered by the Association of Specialized and Cooperative Library Agencies, a division of the American Library Association. It was presented to Outreach Services in recognition of "outstanding contributions to the advancement of public library services for seniors with physical and cognitive challenges."
- Our Outreach Services team was the recipient of a 2017 grant, sponsored by the National Network of Libraries of Medicine. The award provided funding to purchase 12 laptops to lead computer health training at local senior facilities in partnership with Northwestern University Chicago.
- After attending the 2017 American Library Association Annual Conference in Chicago, Outreach Services team was inspired to launch the community-wide "fidget quilt project," which was later featured in the March/April 2018 edition of American Libraries Magazine, written by David Kelsey.



## Student Street

Families flocked to the Library for the Student Street Ribbon Cutting and Open House in June as we launched our new space. Student Street is a space where creativity and community soar, and includes a maker table, a video game cart, board games for in-house play, computers, an interactive board for kids to share their thoughts, and a display case to showcase their personal collections. Many thanks to the Jensen Family and the St. Charles Public Library Foundation for making this vision a reality.



Student Street is a space for students where

creativity and community soar.





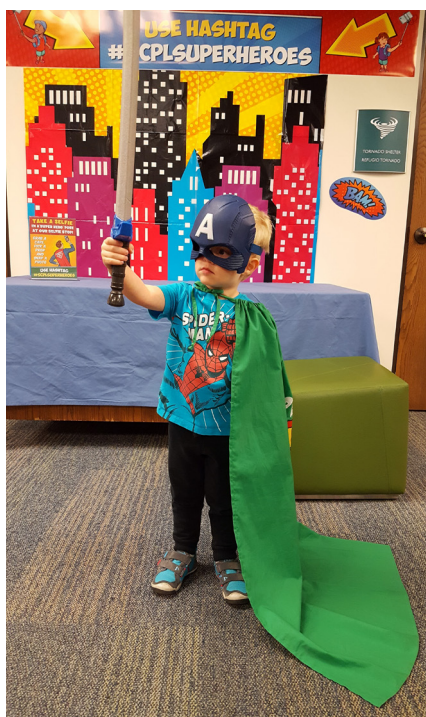
## Van Wrap

A new van was purchased in FY 2017-2018 as part of our strategic plan to increase our visibility in the community. Communications & Marketing created a custom vehicle wrap, which uses a colorful, whimsical, eye-catching design with icons to highlight library programs and services.



## National Library Card Sign-Up Month

The Library launched a large-scale campaign for National Library Card Sign-Up Month in September 2017. The theme of “Superheroes” was tied in with American Library Association’s national campaign using DC comic heroes. This included a targeted marketing postcard mailing, a selfie photo stop display at the Library, appearances by our “Joe Cool” mascot, a pet food and shelter supply drive and a contest for new and existing library cardholders to win a Fitbit Charge. In addition, the Library sponsored a booth at Pets-a-Palooza in support of Anderson Animal Shelter.





## Solar Eclipse Phenomenon

The Solar Eclipse mania hit big in libraries across the state in August 2017. The national publicity, along with patron's interest in viewing, caused quite a sensation.

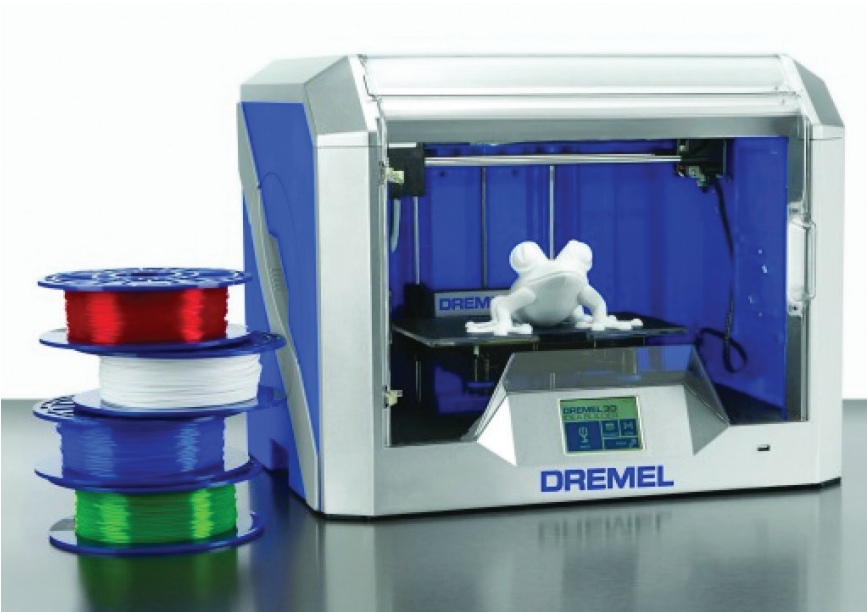
The Library purchased 200 solar eclipse glasses and gave them away on a first-come, first-serve basis to St. Charles library cardholders. Hundreds of calls came in inquiring about the glasses and hundreds of people stood in line (some as early as 5:00 a.m.) during the giveaway. During the solar eclipse, the Library hosted a Solar Eclipse viewing party streaming the NASA Megacast, while others came together under the Library portico, shared eclipse glasses and experienced a unique once-in-a-lifetime event.

Youth Services' collection of solar eclipse-related books were available and on display during the event.





# New Services/Programs/Activities



- In May 2018, our partnership began with St. Charles makerspace Fox.Build when they loaned us a 3D printer. The Dremel 3D40 printer is available for the public to use for a nominal cost. Two “How-to 3D Print” workshops were held at the Library, one for teens and another for adults. Patrons submit a file with their design to be printed and the cost is 10 cents per gram. We have had almost 30 print submissions since the service began.
- New technology items added: Laptop, Blu-Ray player, 16 mm projector, Slide Negative/photo converter, VHS to Digital Station, Slide projector, Record Player, Launchpads, and region free DVD players.
- The Young Adult Librarian chaired the Community Garden Committee, which met numerous times in the winter and spring to develop a mission and a plan to build a community garden on Library property. The garden is underway and we will be able to get a fall crop and plan hands-on gardening programs at the Library next year.
  - Our Seed Library is now four years old
  - 408 unique seed varieties were offered



## Board Game Circulating

We started circulating 22 board games in January. Our circulating collection is now up to 40 games and is very popular.

542 check outs

13.55 average circulated per game



Hot Picks debuted in December 2017, giving our patrons a browsing collection for new DVDs and AV items in up-front displays.



## The Library partnered with AARP Tax Preparation Service

providing patrons free tax assistance during the 2018 tax season. Eighty-three tax returns were filed by AARP trained volunteers.

- Reader Services now offers “Book Talks” to local organizations and a Reader Services Librarian spoke at two groups in February and March to acclaim.
- Two of our Youth Services Library Assistants attended the session, “Targeting Autism and Booktalking Your Way to the Friendliest Library in Town” at the Illinois Library Association Reaching Forward Conference. Some of the strategies discussed in the session were put to use at our Sensory-Friendly Story Time.
- The middle school after-hours, Escape If You Can, was very successful, with all available spots registered. It was our first escape room program. Students rotated between a mobile escape room in the parking lot, and life-sized games in the library.



## Shredding Event

The Library hosted a shredding event in conjunction with National Money Smart Week. The event was extremely popular, exceeding our expectations. Hundreds of people, cars, boxes and bags filled the staff parking lot. People were very thankful to the library for providing this valuable service and hoped that we continue annually.



## Facilities & Security Services

As responsible stewards of the Library, several upgrades and new services have been implemented in the building. An air curtain was installed at the main entrance to keep cool air in during the summer and cold air out during the winter. An internal Safety Committee was formed to improve service and condition of the facility site. Committee members advised Facilities staff of issues, several new processes were implemented, and costs were reduced. All public restrooms are now ADA compliant with automatic doors. New cleaning equipment and cleaning methods have been purchased. Snow removal equipment, recently purchased, will potentially save the Library thousands of dollars.



# Investment in Staff/Professional Development

Professional development is encouraged and supported at the Library. We are fortunate to have the opportunity to attend national industry conferences. The high level of specialized programs, exhibits and topics are outstanding.

## Public Library Association Conference

Several staff members attended the Public Library Association's National Conference in Philadelphia to learn about current library trends.

- A STEM Coding presentation provided the basis for developing the inquiry-based model. The Library plans to implement this innovative coding program in Youth Services in the future.
- PLA provided tips to Reader Services staff for improving Library displays and facilitating book discussions. Reader Services staff plan to use these ideas to improve reader recommendations and better meet the information needs of our patrons.
- The PLA conference demonstrated that library trends are moving away from focusing on circulation numbers and shifting to providing quality, interactive programming. The St. Charles Public Library is following this trend with our Ignite Committee, an inter-departmental group responsible for brainstorming ideas for library-wide programs and services. The committee's goal is to fuel employee enthusiasm for the programs and services we provide while broadening our scope of ideas and opportunities.
- One of the highlights at the PLA conference was the Philadelphia Library's presentation on their cutting-edge culinary cooking series. The St. Charles Public Library plans to include aspects of this program in our new Cooking Series moving forward.



## Illinois Library Association Conference

At the Illinois Library Association Reaching Forward Conference, we met several new presenters who we scheduled to present at the Library, including Cleopatra and President Abraham Lincoln. These two performers were engaging, entertaining, educational and skilled at presenting. The feedback on their performances was exceptional.

## Ryan Dowd Presentation to Area Libraries

Eight department members attended a presentation by Ryan Dowd, Executive Director of the Hesed House in Aurora. The training provided a better understanding of the approach, and interactions with the marginalized members of our community. The result is a more relaxed and confident exchange with patrons, and less conflict.



## Ambassador Program

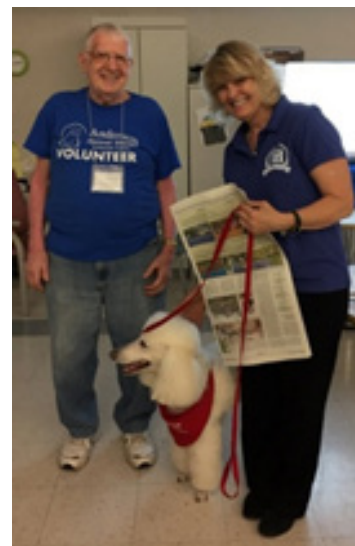
In an effort to provide a higher level of customer service and staff training, the Library Ambassador Program was developed and launched in April 2018 for all staff. The comprehensive professional development program provides staff training, materials and information to promote library resources and services at the Library and in the community. This program was designed to empower staff with the knowledge to represent the Library and to be recognized for their efforts. Thirty staff members and one Board Trustee completed the first two training sessions. Upon completion, staff received an Ambassador binder, polo shirt and certificate of achievement.

# Community Engagement

## Community Partnerships

The Library has focused on maximizing community partnerships. Several new partnerships were formed, with positive impact at high visibility events.

- Our Outreach Services established a new animal therapy program series at Pine View and Rosewood Care Centers in a partnership with Anderson Animal Shelter; residents completed a community service project by shredding newspaper for shelter animals while therapy dogs from Anderson Animal Shelter visited with residents.
- Outreach Services launched a new book swap partnership with Tri-City Family Services.
- The Library completed our first full year of hosting and promoting Tri-Cities Unemployment Group (TUG), the local volunteer group that offers career management, job-seeking skills and education, and training sessions twice monthly at the Library. During the year, 220 attended these sessions.

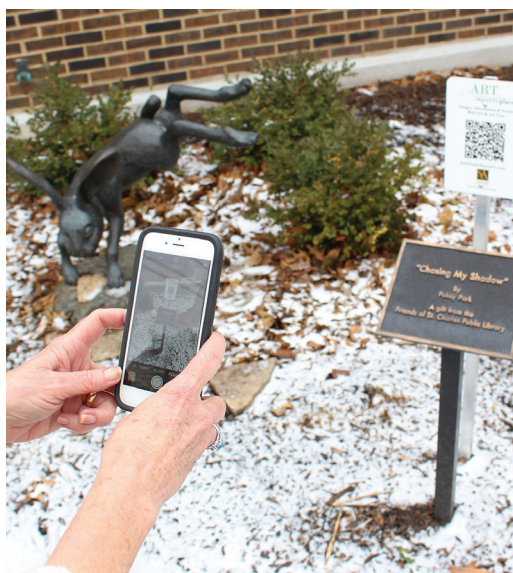


## Geneva Film Fest/ArtsFest

The original Carnegie doors were opened for the first time since 2008. In partnership with ArtsFest and the Geneva Film Festival, the Library hosted an exclusive after-hours film event on Saturday, September 9. The premiere red carpet event showcased award-winning independent films.

## Art in Public Places

The St. Charles Arts Council launched the Art in Public Places program in 2017. Designed to catalog the rich cultural heritage of our city, the project aims to highlight public art. Currently Art in Public Places includes a tour of more than 175 pieces, 57 of which are located in the Library or on our grounds.







## St. Charles in Bloom

The wSt. Charles Public Library was honored to participate in the 2017 St. Charles in Bloom initiative and to represent our community in this prestigious national award program. St. Charles in Bloom is a collaborative effort between the City of St. Charles, St. Charles Park District, the Library, local organizations, and volunteers with the mission of improving St. Charles through landscaping, environmental and heritage preservation initiatives.

St. Charles took home top honors in 2017, winning its population category and the Outstanding Achievement Award for Overall Impression, besting 40 communities that entered from across the nation.



The Library won second place in the Business Category at the St. Patrick's Day Parade

## Other partnerships included:

- Chamber of Commerce Golf Outing
- Chicago Steel Hockey Team
- Downtown St. Charles Partnership
- Farmers' Market
- Literacy Volunteers Fox Valley Trivia Bee
- Pets-a-Palooza, Benefitting Anderson Animal Shelter
- Scarecrow Festival
- Senior Expo
- St. Charles History Museum
- St. Charles Park District
- St. Charles School District D303
- St. Charles St. Patrick's Day Parade

## Community Involvement

- Altrusa International
- Angel Trees to Salvation Army
- Becca's LEGacy
- Bernie's Book Bank
- Holiday Giving Tree
- Holiday Light Recycling Program
- Illinois Youth Center
- Kiwanis Club of St. Charles
- Nun Lunch Social Services Group
- Random Acts Matter
- Salvation Army, Food for Fines
- St. Charles Rotary Club
- St. Charles Women's Club
- Toys for Kids

# Volunteers

## Adult Services and Circulation Services

- Forty adult volunteers (including Adult, Outreach, Circulation, and Friends of the Library) donated 1,766 hours of their time to support and advance the mission of the Library
- Twenty-nine high school volunteers provided 455.42 hours of their time over three sessions (Summer, Fall, Winter/Spring). Last year, 26 teens served 278.57 volunteer hours. This was the most teens accepted to volunteer in the history of the program.

## Youth Services

### Junior Friends

We have an active group of Junior Friends, which are led by our middle school librarian. They completed 268 hours of service this year, which is an increase of 23% from last year. We have had 16 Junior Friends in FY 2017-2018.

## Book Buddies



Nine volunteers  
48 hours for FY 2017-2018

A Library Technical Assistant student from Elgin Community College conducted her six-week practicum at the Library in all departments. She was hired shortly thereafter.

## Milestones

### Celebrating Continuing Dedication to the Library

30 Years	Michele Collette, Youth Services
25 Years	Trudy Schober, Adult Services
20 Years	Jill Culbertson, Adult Services
	Nancy Huntsha, Technical Services
15 Years	Sarah Burns, Technical Services
	Diane Davis, Circulation Services
	Carol Leeson, Youth Services
	Marlise Schiltz, Adult Services
10 Years	Nick Chaney, Adult Services
	Daniele Gibney, Circulation Services
	Debra Kippes, Administration
	Theresa LeDuc, Circulation Services
5 Years	Denise Blaszyński, Communications & Marketing
	Sandra Hoske, Circulation Services
	John Loubsky, Facilities & Security Services
	Anah McMahon, Circulation Services
	Pam Salomone, Communications & Marketing
	Julie Tegtmeier, Technical Services

### Retirements

29 Years	A. Denise Farrugia, Youth Services
28 Years	Marianne Weick, Adult Services
16 Years	David Macdonald, Information Technology

## Community Feedback

- Patron returning a Chromebook: This was really helpful. I was able to apply to a bunch of jobs and even got hired, so thank you.
- Happy patron said: I always come to your desk [Reference]. No matter who is there, I'm always greeted with a smile and I learn so much from all of you. You always go above and beyond!
- Thank you for planning this Genealogy After Hours! Having access to genealogy experts during research time is a HUGE advantage. Also time to speak with others researching is a tremendous help.
- Young boy said "good-bye fishes! I love you!" all the way out of Youth Services.
- Patron very appreciative of Interlibrary Loan staff ordering a book that her parents talked about in their letters while her father was fighting in WWII.
- This Library gets better every time I come in. You guys should give training on libraries. It's a Library a mom would design.
- Your children's area is great, but your workers make the experience amazing!!
- Young three-year old asked YS Librarian what she was doing. She explained inventory to count the books to know how many books were on the shelf and if any books were missing. Young boy, James, said "that's beautiful"!
- Teacher picking up teacher loan materials wanted to meet YS Assistant, as she was the "mysterious and magical person who fulfilled all her needs"!



I'm very impressed with the caliber of musicians and performers you continue to bring to the library.



## Foundation

The St. Charles Public Library Foundation is a nonprofit corporation established in 1993 to provide funding to enhance and enrich Library programs and services through tax-deductible contributions. During this fiscal year, the Foundation:

- Donated \$6,500 to buy tote bags for the 1,000 Books before Kindergarten initiative. This program will launch at the beginning of school year 2018-2019.
- Supported various Library programs: author visits, genealogy programs, concerts, reenactors and cooking programs.
- Provided the funds for the library to purchase a cooking station to be used during our popular cooking programs.



## Friends

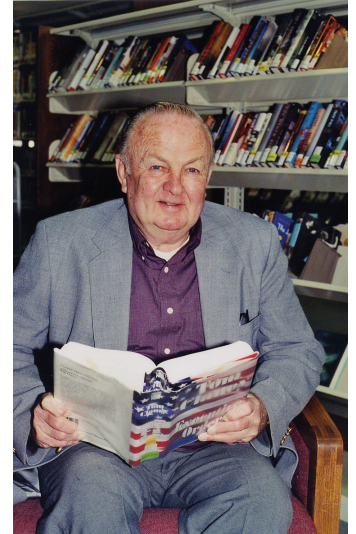
Friends of St. Charles Public Library is an adult group that helps the Library by raising funds to support special programs for patrons of all ages and to purchase equipment that is beyond the Library's regular budget.

- Provided funds for the summer reading program, including incentives and the annual Ice Cream Social; St. Patrick's Day Parade; LVFV Trivia Bee table sponsorship.
- Supported many library programs: Outreach Services Memory Kits; adult programs; Exam Cram and gaming nights for teens; Birthday Club and Babysitter Training for Youth Services.
- Annual staff scholarships for continuing education; appreciation gifts for staff, adult and teen volunteers.
- In addition, the Friends have donated books to: teachers for their classrooms; a local church's school supplies give-away; to a local Veteran's group, and gift baskets for various fundraisers.
- The Junior Friends of the Library provide funding for the Youth Services aquarium maintenance.



# In Memory

*Norman C. Huntley*  
*5/17/36 - 10/22/17*  
*49 Years as Library Board Trustee*



*Darlene E. Rothwell*  
*10/19/51 - 10/20/17*  
*14 Years, Circulation Services*



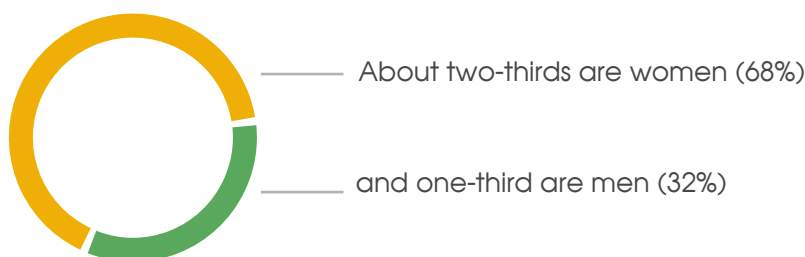
## Annual Report Fiscal Year 2018

### Statistics

Thanks to the support of the St. Charles Public Library, Literacy Volunteers Fox Valley is literally changing the lives of adults in our community. Through trained volunteers and organizational staff, we offer free, one-to-one tutoring focusing on reading, writing, understanding, and speaking in English.

Who are our students? Almost all of them are low-income wage earners employed in food service or factory jobs. They come from 40 different countries including

Afghanistan, Albania, Bolivia, Bosnia, Brazil, Burma, Cambodia, Chile, China, Columbia, Costa Rica, Cuba, Ecuador, El Salvador, France, Honduras, Greece, Guatemala, Honduras, India, Iran, Iraq, Italy, Jordan, Mexico, Mongolia, Nepal, Panama, Peru, Poland, Russia, Serbia, Spain, Sudan, Taiwan, Thailand, Ukraine, U.S./Puerto Rico, Venezuela, and Vietnam.



Most are middle-aged, 40 years on average. They are the parents of 350 school-age and pre-school children. They have immigrated to our area to live in safety, send their children to good schools, and to contribute to the economic well-being of our community.

In FY 2017-2018, 222 volunteer tutors gave 6,034 hours of instruction to 287 adult learners. As a result, 86% gained one language level per 30 hours of instruction or one reading level per 100 hours of instruction. Our goal was to have 80% of our learners make gains.

The academic gains that our learners have achieved are impressive in any academic setting but the life changes that have occurred as a result are even more impressive.

222

Number of volunteer  
tutors who taught

6,034

Hours of  
instruction given

287

Adult learners enrolled

86%

learners who gained  
one language level  
per 30 hours of  
instruction or one  
reading level per 100  
hours of instruction  
as measured by  
standardized tests

- We received 277 reports of increased community engagement. For example, five learners achieved citizenship and 33 are preparing for citizenship.
- We received 188 reports of increased work productivity. For example, 13 learners got new jobs, eight got second jobs, two got job promotions, and four earned special work licenses. One learner opened her own business. Thirty-five learners enrolled in community college or are taking other classes that will improve their job skills. Fifteen are preparing for the GED.
- We received 44 reports of increased family involvement. For example, 13 learners are now reading to their children, nine are involved in the school community, four have improved their banking skills and have better control over their finances, and six are learning to drive. One learner is a new homeowner.

## Highlights

### Enrollment is on the rise.

We enrolled 108 new learners during FY 2017-2018. Our average enrollment over the past five years is 101.

### The community continues to support the program with volunteer hours.

We attracted 104 new volunteers to tutor training and 74 were certified as volunteer tutors. Many inactive tutors became active again so we could match waiting learners in a timely manner.

### An amazing number of learners left the program with goals met.

We applaud the 62 (22%) adults who separated from the program with goals met this year. We expected 10% of our learners meet goals and separate. Other adults continue to learn.

## New Services

Literacy Volunteers Fox Valley received an award of \$11,154 from the Community Foundation of the Fox River Valley for new laptops and an upgrade to its standardized testing. BEST 2.0, developed by the Center for Applied Linguistics, uses computer graphics to prompt learner responses. The evaluation will help us more accurately assess listening comprehension, language complexity, and communication.



*Sisters Nasimeh and Nafiseh Delavari both achieved citizenship this year. They are originally from Afghanistan.*

### Library Use

146

adult learners who meet at  
libraries for English lessons  
each quarter

43

adult learners who are  
regular library users

41

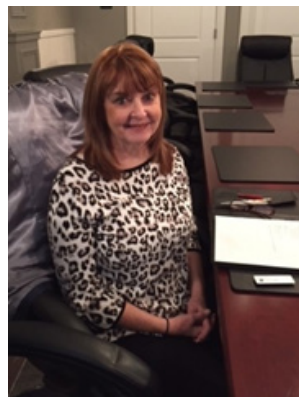
adult learners who obtained  
library cards this year



## Volunteers

Besides our volunteer tutors, Literacy Volunteers Fox Valley is supported by several key volunteers including its Board of Directors and a team of four community ambassadors.

This year, we welcomed Jim Roberts and Susan Miller to the board. Jim is Assistant Superintendent of Curriculum and Instruction at Lake Park High School in Roselle. He trained as a volunteer tutor in January and is working with his first student, a woman from Mexico who is employed in the cleaning industry. Susan Miller recently retired from the field of banking law doing research, compliance, and training. She has tutored for LVFV since July, 2016 and is currently working with a woman from Mongolia who is employed at an assisted living facility.



*Susan Miller  
Retired Attorney*



*Jim Roberts Assistant  
Superintendent of Curriculum  
& Instruction*

Our ambassadors continue to infuse energy into our community awareness efforts. Mary Sterner, Paul Mueller, Kathy Harley, and Hillary Johnson staffed information tables at the St. Charles Public Library, Chapelstreet Church Ministry Fair, St. John Neumann, and the Batavia Volunteer Fair this year. They created eye-catching displays for the Batavia Public Library display case and the St. Charles Municipal Center display case. They eloquently spoke at information meetings, church events, and service club meetings on our behalf.

## Milestones

**The Trivia Bee for Literacy celebrated its 17th year** of frivolity. The theme, “We’ve Got the Travel Bug,” launched a morning filled with questions about travel and hospitality. Jane Shelton, audiovisual and e-content librarian at the St. Charles Public Library, emceed the event.

It was a library sweep with first place going to “The Know It Owls” from Batavia Public Library sponsored by Friends of the Batavia Public Library. Second place went to “Circulating the Globe,” from St. Charles Public Library sponsored by Friends of the St. Charles Public Library and “Where in the Ever lovin’ Blue Eyed World” from Geneva Public Library sponsored by Friends of the Geneva Public Library landed in third place. The event earned \$21,039 for the program.



*“Circulating the Globe,” Theresa Daunheimer, Zerik Alonzo, Deborah Stowell, from the St. Charles Public Library Circulation Department, took second place.*

## We were honored to have ABC 7 news anchor Judy Hsu host our annual Donors’ Breakfast.

Judy spoke to attendees about her immigration story. She moved from Taiwan with her family at age 11 and learned English from another little girl who would take her to the library regularly.

Attendees also saw a video that chronicles the success of one of our students, Fredy Ramirez. You are invited to view the video at <https://drive.google.com/file/d/0B8ILe9MemsAfYkx0N1JlYXJ0azQ/view>

The event earned \$21,560 for literacy.

There are not enough words to describe the importance of our partnership with the St. Charles Public Library. Thank you for your continuing support.





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