

Annual Report

Fiscal Year 2018-2019



St. Charles
Public Library District

Director's Message



The St. Charles Public Library has experienced many changes in FY 2018-2019, all of which will benefit our beautiful community. In the past year, we've welcomed three new trustees to our Board of Trustees, experienced a month-long One Book, One Community, rolled out a vibrant new van, began an exciting partnership with District 303's The Daily Bean Coffee Shop, introduced a new Book Club Service, planted the Read & Seed Garden, and more.

I invite you to view some of the highlights in our 2018-2019 Annual Report. You will see how we reached new heights in our patron-centric services to the community, maintained transparent stewardship, infused excellence into all we do, and strived to be innovative for our community. I'm incredibly proud of the staff for succeeding in our strategic plan.

This year our focus has been on our building renovation project. Our Library Board has made an \$18.6 million commitment to invest in our current building, add a small addition, and completely renovate our exterior site plan. With the community in mind, we are working towards a more accessible, sustainable and efficient design for the St. Charles Public Library.

I encourage you to visit our website, scpld.org/news/library-renovation-project for more information and updates. This full renovation of our Library is scheduled to begin in the spring of 2020. Our plans are to move to the recently-closed Haines Middle School on Ninth Street in St. Charles. This allows us to shorten the length of construction, save taxpayer dollars, and have a safe environment for our patrons and staff. We thank the St. Charles CUSD 303 for this unique opportunity to partner and be stewards to our constituents.

Our mission to support the growth and creativity of the individual and foster the spirit of community and the local economy is stronger than it has ever been. I hope you will see everything we have done will benefit our community and commitment to life-long learning.

I value feedback from the community and welcome you to share your thoughts at any time. My door is always open.

On behalf of our staff and Library Board, thank you for visiting and supporting the St. Charles Public Library. Cheers to a great year!

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

*"When people say 'go to your happy place,'
my happy place is the Library!"*

Board of Trustees



*Back row: Robert T. Gephart, President; Michael J. Hill, Trustee; Shane Hampton, Trustee.
Front row: Mary Louise Gobel, Trustee; Karen L. Kaluzsa, VP/Secretary; Claudia Frost, Trustee.
(Missing from photo: Cynthia N. Steimle, Treasurer)*

Our Board of Trustees volunteers their time and efforts to ensure the Library and community thrive in growth and creativity. They encourage the innovative ideas of our staff and are diligent with the funds of our taxpayers. We thank them for their passion for the Library and our community.

Board Recognition

Victoria A. Haines served for the Board of Trustees for 20 years, nine years as President and on various Board committees.

Karen S. DeVault served for the Board of Trustees for 15 years, two years as Vice President/Secretary and on various Board committees.

Daniel L. Prath served for the Board of Trustees after being appointed to fulfill two unfilled terms for a total of three years and on various Board committees.



Left to right: Mary Louise Gobel, Trustee; Shane Hampton, Trustee; Claudia Frost, Trustee.

New Trustees Join Library Board

Shane Hampton holds a bachelor's degree in biochemistry from the University of Massachusetts and is an Army veteran. He has a 25-year career in business, investing and building fiber optic and wireless infrastructure across the country.

Claudia Frost has been a St. Charles resident for 40 years. She holds bachelor's degrees in Journalism and English from Iowa State University. She is a former teacher and was previously the Public Relations Director for Delnor Hospital and volunteered on numerous community organizations.

Mary Louise Gobel is a retired teacher, having taught for more than 40 years at Coultrap Elementary and Geneva Middle Schools. She holds a bachelor's degree in biology from Kansas State University and master's degrees in teaching and educational administration from the University of Illinois Urbana-Champaign.

Statistics and Collection

Circulation

Highest checkouts



Youth iPad checkouts: **1,369**



Hotspot checkouts: **774**



Adult DVD Bohemian Rhapsody **429**



Youth DVD Paw Patrol **295**



Adult book Where the Crawdads Sing **251**



Youth book Diary of a Wimpy Kid **295**



Current number of library cards.
A slight increase from the previous year's total of 31,684.

	2017-2018	2018-2019
Fee Families	87	69
Business Cards	27	27

In FY 2018-2019, of the 69 fee families, 223 were adults and 75 juvenile accounts. We collected \$29,697.11 in Non-Resident Fees.

SWAN Consortium



Items sent to other libraries **54,114**.
Items received for our patrons **57,976**.

Total checkouts

Type	Adult	Youth
Print Materials	365,660	413,173
Audio Visual	252,887	129,133
Streaming/Download	157,100	N/A
Periodicals	28,046	1,718
Misc. Materials	5,402	4,265



There was a significant increase in eMaterial circulation, and we also began counting in-house use of materials.



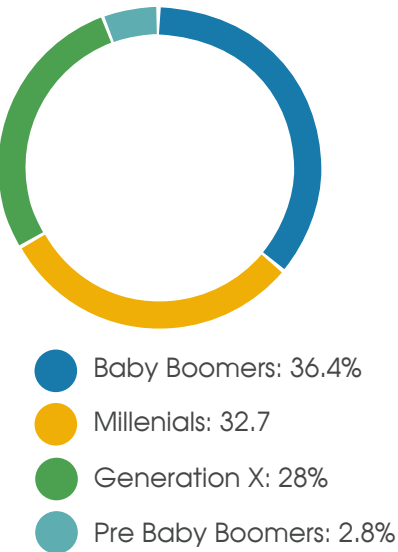
1,357,384 Total Circulation

20% increase since last year

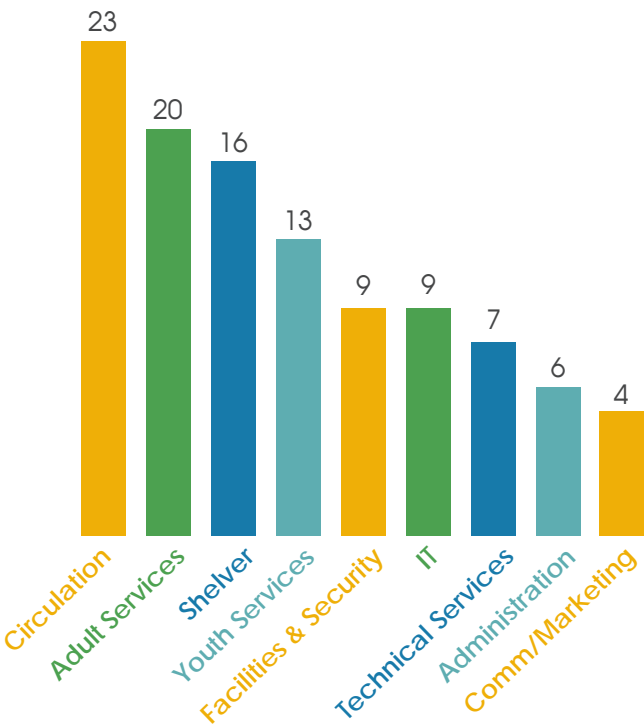
Administration

107 staff employed at the Library. During this fiscal year, 22 new employees were hired.

Generation



Active Employees by Department



The Library’s Accounts Payable averages to approximately \$360,000 a month excluding payroll. Each month, we review, process, enter and code on average 250 invoices.

The Library’s Accounts Receivable averages \$12,000 a month excluding property taxes, interest, replacement tax and grants. We received the highest rated audit review in the last 13 years.

Services provided to the community

Study rooms were used 3,344 times by community members and for staff meetings.

Meeting rooms were used by community groups 376 times.

608 Notary transactions

Estimated 253,000 patrons walked through our doors

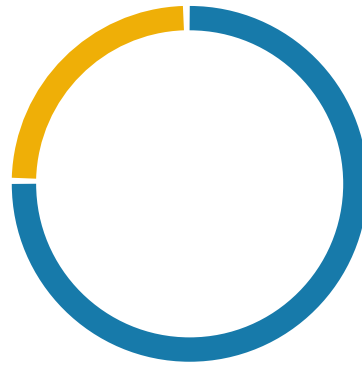
Collection

ITEM CATEGORY	2017-2018	2018-2019	%Change
Book Additions			
Adult and YA	16,881	18,993	12.5%
Youth Services	9,920	10,654	7.4%
Total	26,801	29,647	10.6%
Total Book Collection	265,516	238,210	-10%
AV Additions			
Adult and YA	4,830	3,559	-26.3%
Youth Services	1,398	1,297	-7.2%
Total	6,228	4,856	-22%
Total AV Collection	69,439	66,312	-4.5%
Withdrawals			
Total	37,551	66,778	77.8%
Total Downloadable Collection	92,716	106,032	14.4%
Total Materials Collection	427,671	410,554	-4%

ILL STATISTICS	2017-2018	2018-2019	%Change
Borrowing			
SWAN Items borrowed	47,988	57,734	20.3%
OCLC Items Borrowed	3,886	2,019	-48%
Total	51,874	59,753	15.2%
Lending			
SHARE items lent	779	113	-85.5%
SWAN items lent	39,829	53,909	35.4%
OCLC items lent	2,992	2,327	-22.2%
Total	43,600	56,349	29.2%

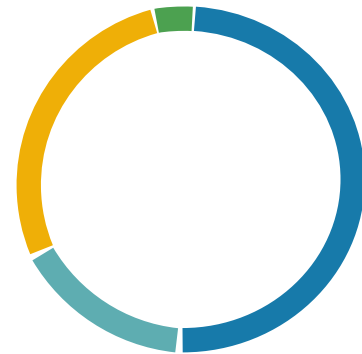
* The volume of borrowing from SWAN libraries is artificially inflated due to current demand management settings.

Collection by Department



- Adult: 68%
- Youth: 32%

Departmental and Materials Composition of Holdings



- Adult Services Books: 51%
- Youth Services Books: 27%
- Adult Services AV: 17%
- Youth Services AV: 5%

Total Collection Composition



- Print Titles: 58%
- Downloadable Titles: 26%
- AV Titles: 16%

Adult Services

Title Requests for Purchase

Joining SWAN has been a very patron-centric decision. Patron requests for items to be purchased or processed through interlibrary loan were down 33% due to SWAN membership, saving the Library money in terms of staff time, postage, and material costs. Patrons are placing more holds on items from our expanded shared SWAN catalog. Besides saving money, items coming from within the SWAN consortium arrive sooner than items via interlibrary loan from non-member libraries. Requests for downloadable titles are down just 2%, and while circulation is up, we're seeing a general leveling-off of demand for eMaterials.

Downloadable Collection	2016-17	2017-18	2018-19
Checkouts	62,374	88,656	91,852
Patron requests	3,792	4,809	4,742
Titles added	6,527	6,382	6,255
Copies added	7,379	7,018	6,683

Downloadables

The number of eBooks added to the collection was down 5%, even though the budget was higher this fiscal year. The cost for eAudio titles remains steady and is in line with books on CD, but the price of eBooks from all of the major publishers is increasing. The average cost of a new title is \$65.00 for a two-year license. Four of the five largest publishers are adopting similar pricing models that are costly to libraries and based on metered usage. We must repurchase titles after a specific number of checkouts or designated time limit (typically two years). Pay-as-you-go services that allow unlimited simultaneous use like Hoopla and Kanopy are also costly as we have so many enthusiastic users. ALA has passed a resolution on eBook pricing to increase public awareness of the pricing issues libraries face, and they are attempting to lobby publishers. In the short-term, we may have to make difficult decisions about what will be added to our collection. Currently, the majority of additions to the collection are patron requests.

Board Games

The Adult circulating board game collection expanded from 40 games to a total of 72 games. Circulation almost tripled that of FY 2017-2018, with each game circulating an average of 21 times.

Reference Questions

The Output Measures annual survey shows a **17% increase in questions answered** at the Reference and Reader Services desks.



Adult Services staff answered roughly 2,500 questions per month.

Popular Adult Titles this Year:



Becoming
by Michelle Obama



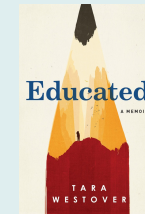
The President is Missing
by Bill Clinton and James Patterson



The Great Alone
by Kristin Hannah



Little Fires Everywhere
by Celeste Ng



Educated: A Memoir
by Tara Westover

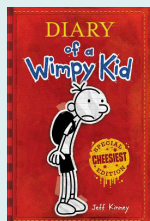
Outreach Services

Outreach Services staff offered a record number of programs to patrons in care facilities this fiscal year. Their patron interactions are up, as well. The number of library materials delivered declined, but the number of book swaps and book bins in the community increased.

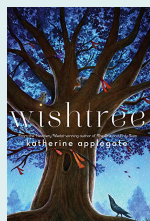
Fiscal Year	Number of Programs	Senior Attendance
FY 2014-15	0	0
FY 2015-16	56	659
FY 2016-17	174	1,899
FY 2017-18	278	3,150
FY 2018-19	338	4,219

Youth Services

Top Five Youth Services Titles this Year:



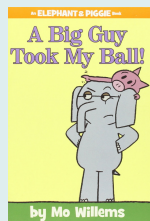
Diary of a Wimpy Kid
by Jeff Kinney



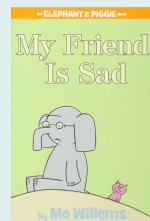
Wishtree
by Katherine Applegate



Diary of a Wimpy Kid 4
by Jeff Kinney



A Big Guy Took My Ball
by Mo Willems



My Friend Is Sad
by Mo Willems



166 Teacher Loans
completed with a
total of 5,057 items
checked out to
teachers.

Facilities & Security

The Facilities and Security staff are responsible for maintaining and improving our facility. They completed approximately 1,350 work orders this fiscal year, including repairs of potholes in the parking lots, installed a stair railing in the staff parking lot, assembled shelving units and furniture throughout the Library, and rearranged collection displays and seating areas for the benefit of patrons.

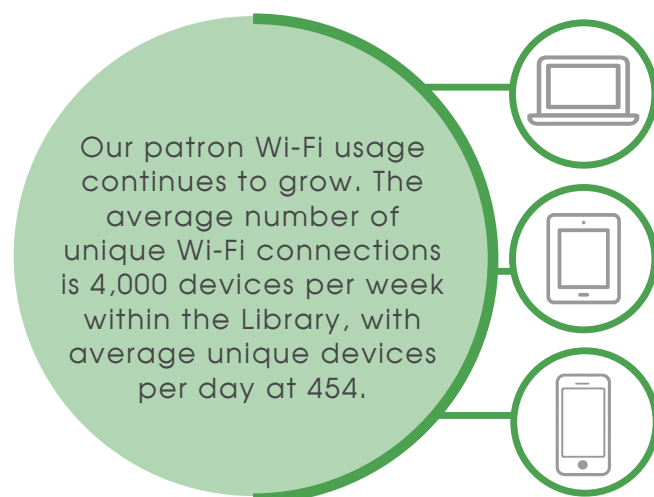
“Friendly staff, security guard said ‘hello’ and asked about my day. Bravo! Very clean facility, quiet and helpful staff. Proud to be a resident of St. Charles and to use this wonderful facility.”

Information Technology

FY 2018-2019 Help Desk Assists

Number	Percentage	Assist Category
2,176	24%	Printing
2,046	23%	Computer Instruction (Word, Internet, etc.)
749	8%	Computer session time extension
717	8%	Copier
640	7%	Login help
595	7%	Fax
515	6%	Scanner
447	5%	Other details
274	3%	Questions about reservation system/order/policies details
226	3%	Troubleshooting equipment
197	2%	Wi-Fi Printing
150	2%	Check out/in equipment
141	2%	3D Printer
46	1%	Catalog Instruction, Searching, Holds
27	0%	VHS/DVD Workstation help
15	0%	Microfilm/fiche
12	0%	Slide/Film Scanner Workstation help
1	0%	Self-Checkout
1	0%	Downloadable Content

Wi-Fi usage



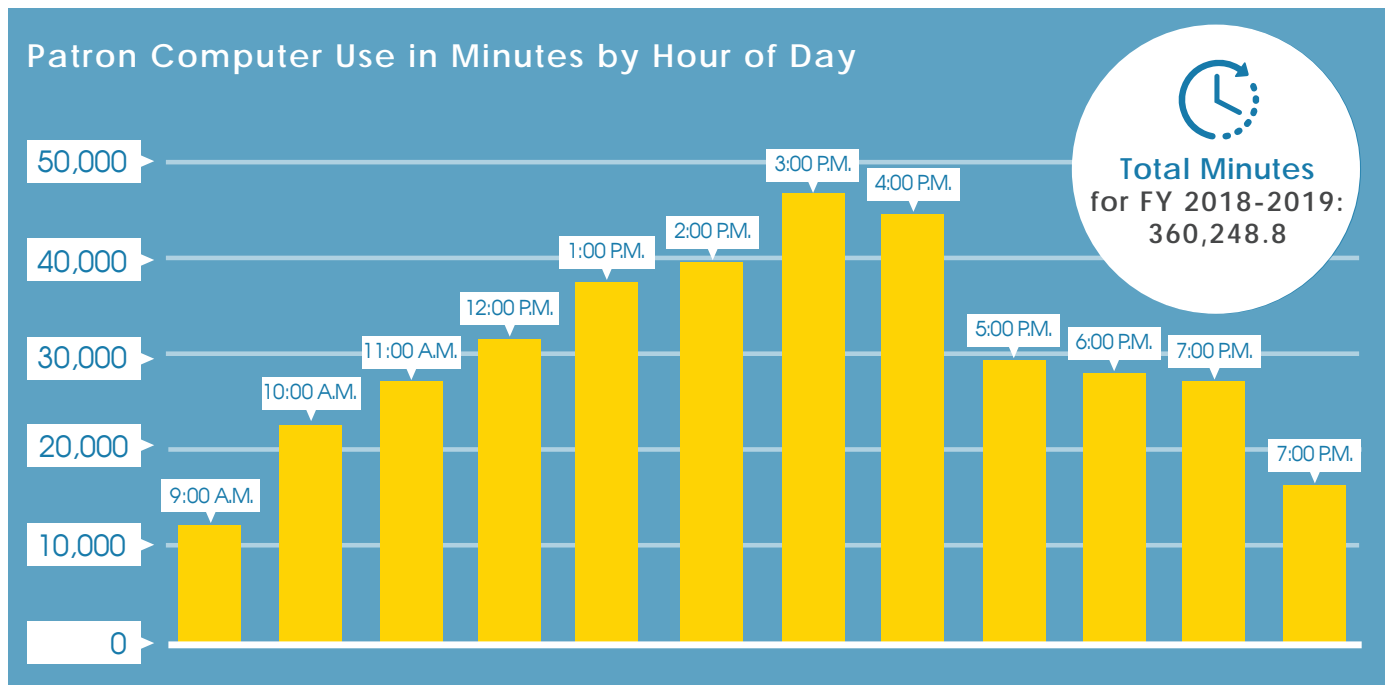
“[Computer Help Desk staff] is always ready and willing to help/teach me things – very patient! Thanks.”



The IT Help Desk staff received over 8,975 computer help interactions this fiscal year. Last fiscal year, they assisted with 9,732 interactions, a decrease of 8.4%.



We issued over 4,500 guest passes for patrons to access our free computers.



We have **56 public computer resources** available within the Library.

Utilization of Patron Computing

Fiscal Year	Hours	
FY 2017-2018	30,042	42% Increase in Total Hours of Patron Computing
FY 2018-2019	42,680	

Number of Pages Printed

Fiscal Year	Printed Pages	
FY 2017-2018	141,495	7.4% Increase in Total Number of Pages Printed
FY 2018-2019	152,007	

Number of Computer Sessions Booked

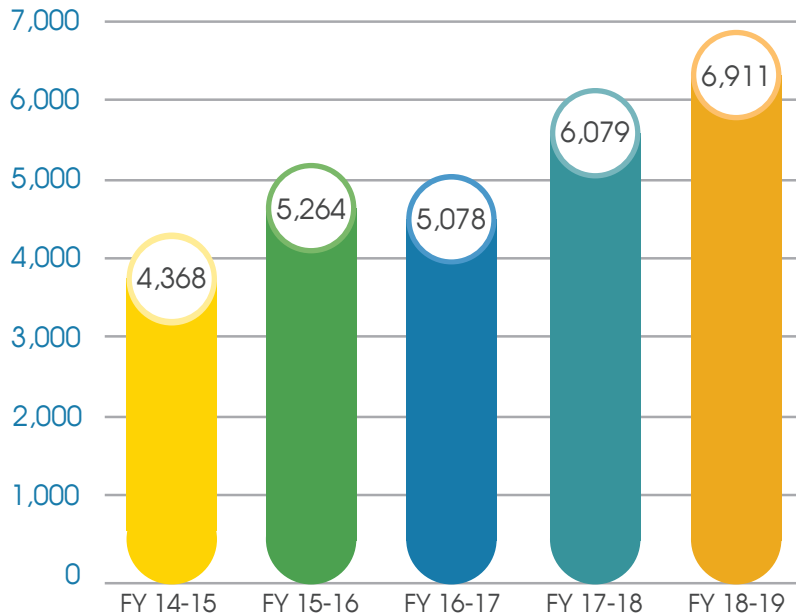
Fiscal Year	sessions	
FY 2017-2018	36,495	19.9% Increase in Total Number of Patron Computing
FY 2018-2019	43,760	

Number Scanning Jobs Performed

Fiscal Year	sessions	
FY 2017-2018	8,396	-6.8% Decrease in Total Scanning Jobs Performed
FY 2018-2019	7,822	

Library Programs

Each year, our programming team continues to develop new and relevant programs in response to interest and demand from the community. Many of our community partnerships allow us to expand our programming opportunities. We are committed to finding ways to bring new, innovative programs, computer classes, and award-winning musicians to the Library to entertain, educate, and inspire. We are dedicated to serving the St. Charles community from early childhood through adulthood.



Program topics are entertaining, educational, timely, and diverse. This fiscal year, the Library's cooking series, genealogy workshops and business programs continue to reach new levels of popularity with the community.

Program attendance continues to increase steadily with many programs at capacity or with a waitlist. During FY 2018-2019, we saw a 13.68% increase in program attendance over the previous fiscal year.

Summer Reading 2018 "Reading Takes You Everywhere"

Registration for adult summer reading rose 11% (807 adults compared to 726 in FY 2017-2018), and the total number of books read by adults increased by nearly 10%.

By the end of Summer Reading in August 2018, there were a total of 2,202 registrants for the Youth Services Summer Reading Book Clubs. Out of those registered, 1,208 completed the Summer Reading Program.



"I'm so glad you guys are doing the summer reading program for adults. I had not finished a book since I gave birth to my eight-year-old, and I just finished four! It's like you guys gave me permission to sit down and read."

Youth Services



We have increased significantly the number and types of programs we offered in FY 2017-2018, both in-library and offsite. We had an increase of 67% in overall attendance and community participation. There was a 32% increase in programs, primarily through outreach into the community.

On April 30, 2019, Drop-In Storytime reached 71 attendees, which has been our highest recorded attendance for this fiscal year.



Offsite/Outreach
and partner programs:
678 programs with
attendance at 23,214

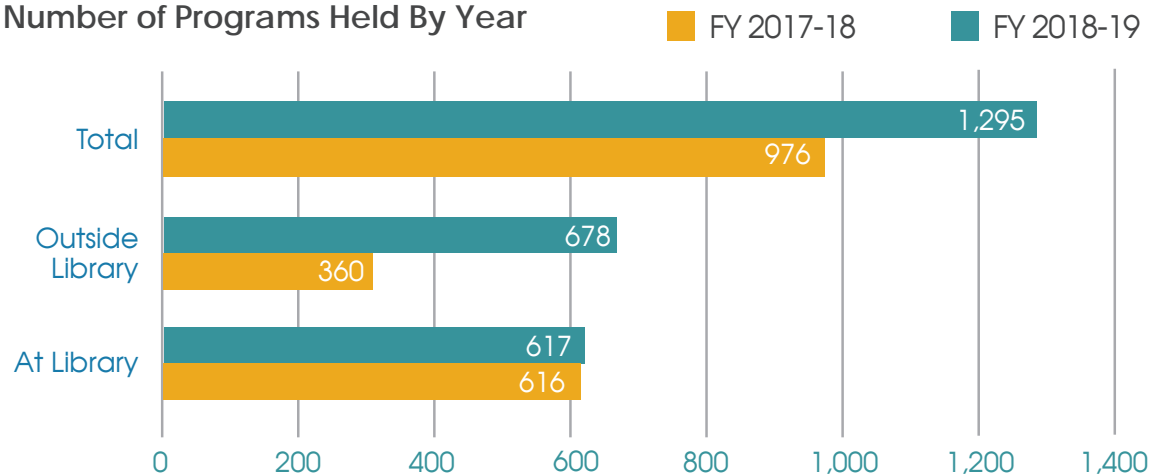


1,295 total programs
offered by Youth
Services, reaching
34,656 people

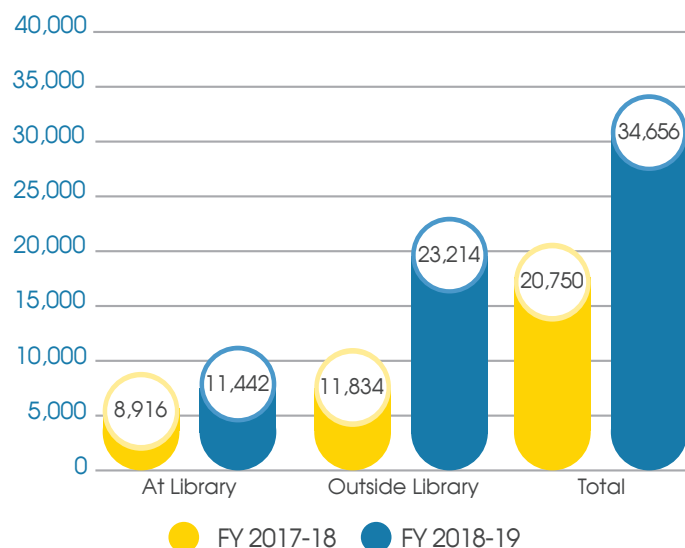


Total of 617 programs
at the Library, with
11,834 children and
adults in attendance

Number of Programs Held By Year

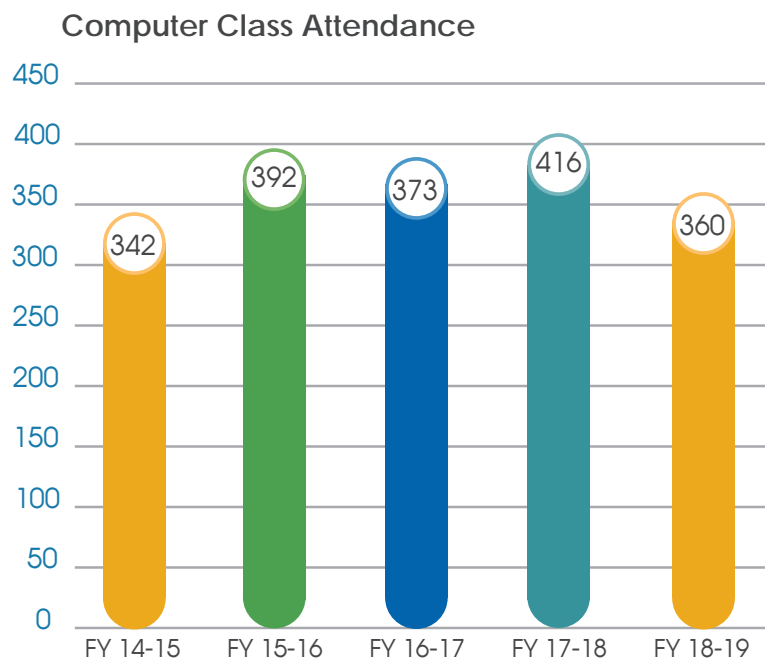


Total Attendance by Year



Story Time at Lazarus House – “This is a wonderful gift for the children of Lazarus House.”
– Associate Director of Lazarus House.

Computer Classes

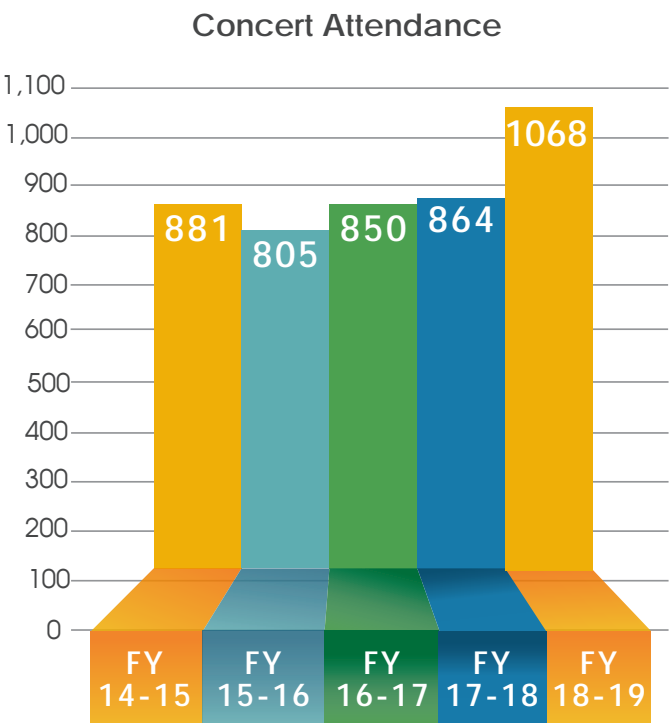


58 classes were offered

New class: Excel Level 3
in response to patron surveys

360 total attendance

Sunday Concert Series



Each year, the Library offers opportunities for patrons of all ages to take part in cultural events that explore music and the arts. Again, we saw growth in our concert series attendance with more than 1,050 attending the series—a 23.6% increase. We recognize the St. Charles Public Library Foundation for their continued, generous sponsorship of our classical concerts.

“I’m responsible for arranging events for my group to attend and we’ve been really excited about the offerings at your library this year. There’s been such a great variety of adult programs that are of interest to our group music, history, cooking, and art.”

Highlights; Acknowledgments

One Book, One Community: A Celebration of Reading



“I really enjoyed the evening with Emily St. John Mandel! It made me realize I had read quickly for the plot. So I read it again more slowly and really enjoyed her writing and saw how beautiful it is.”

This year marked the return of One Book, One Community—a literary and cultural experience that encourages the community to come together to celebrate reading by sharing a thoughtful and engaging read. The Library hosts this large-scale celebration once every three years. During April, we invited the St. Charles community to read *Station Eleven* by Emily St. John Mandel, along with *Life as We Knew It* for teen readers, and *Maybe Something Beautiful* for youth readers. These books were a reflection of all the things that unite us—survival, art, memory, and community—and celebrated how humanity can band together through adversity.

The month began with our One Book, One Community Bash in the parking lot between the Library and St. Mark’s Lutheran Church. The event was a success as we invited community members to experience scenes from the book. Throughout the month, we hosted a wide slate of events for adults, teens and kids all related to the book. Programs included survival and camping presentations, theatrical adaptations, book discussions, knife skills, and more. We concluded the month by welcoming Emily St. John Mandel to St. Charles to join our community celebration. During her visit, Emily gave a presentation to students at St. Charles North High School; met with supporters of the Library at a special luncheon and V.I.P. donor event; and held a Q&A session and book signing at the Arcada Theatre.



Communications and Marketing created marketing pieces and graphics inspired by the book including streetlight banners, signage and a “Map to Survival” which outlined all of the month’s activities and provided more information about the book. *Station Eleven*-themed raffle baskets were given away at events to help spark excitement for the celebration.

Career Online High School



Our first Career Online High School student graduated with a ceremony at the Library on March 3, 2019. This program enables adult patrons to earn a High School Diploma online free via the Library. Our graduate worked hard to finish, and she and her family were proud of the accomplishment and appreciative of the celebration. Thank you to Adult Reference Library staff who worked with both students and online instructors.

3D Printer Service Continues to Grow



Fully functional, wind-up car



3D rabbit

The St. Charles Public Library strives to provide patrons access to new and emerging technologies that fuel the imagination, inspire an interest in design, and help create new experiences. The 3D printers are available to St. Charles Public Library cardholders to make three-dimensional objects in plastic using a design that is uploaded from a digital computer file. Library staff assisted with producing 113 jobs submitted by patrons. The Library has a Dremel DigiLab 3D40 3D Printer, and a Dremel DigiLab 3D45 3D Printer. The 3D45 is capable of greater detail and can use a variety of filaments; Nylon, PETG, Eco-ABS, & PLA.

National Library Card Sign-Up Month: Do Something Incredible!



This year's theme for National Library Card Sign-Up Month was "Do Something Incredible!" Throughout September, our SCPL Ambassador team was out in the community to tell people about all the "incredible" benefits of having a St. Charles Library Card. We had fun giveaways, plus a raffle drawing for cardholders to win a FitBit Versa watch. To help promote the initiative, our Communications and Marketing team utilized new technology of durable vinyl clings to put on our elevator doors.

Sweetbush: New Plant Service



Studies have shown that indoor plants purify the air, increase productivity, decrease stress, and enrich health and well-being. In August 2018, Sweetbush provided our Library with healthier plants, outstanding customer service, and saved the Library approximately \$540 over last year's plant service.

Staff Lounge

In November of 2018, the Library Board approved remodeling the staff lounge. The renovated space includes a brightly-lit area, new appliances, storage lockers, comfortable seating area, and updated bathrooms. This renovation had a huge impact on staff morale, and we all are very appreciative.



Renovation Project



Over a year ago, the Library embarked on the planning, assessment, and input process to determine what the community would like to see included in the Library renovation. The Library partnered with Sheehan Nagle Hartray Architects and Kimberly Bolan and Associates to hold staff and community input sessions and conduct space needs and facility assessments.

The St. Charles Library Board of Trustees approved preliminary concept plans for an \$18.6 million renovation and minor expansion of the St. Charles Public Library building that will modernize and upgrade much of the Library's current space to ensure that it will continue to be a popular destination and a cherished community gathering place well into the 21st century.



This fiscal year, the Library demolished two houses that remained on Library property. The Library partnered with the St. Charles Police and Fire Departments so they could use the properties for training. We anticipate working with many inter-governmental partners, community members, staff, and other key stakeholders to move forward with our project.

Awards and Grants

Civic Image Award for Student Street



At the 2019 St. Charles Chamber of Commerce Charlemagne Awards, the Library was honored to accept a Civic Image Award for our new Student Street Area in Youth Services. The area provides students from kindergarten through 8th grade with their own unique space to explore, play, create, connect, and more. Thank you to the Jensen family and the St. Charles Public Library Foundation for their support in making this project a reality.

Four Star Library



The St. Charles Public Library is recognized as one of America's Star Libraries 2018 as ranked by Library Journal with a four-star ranking, making it part of an elite group of libraries across the state and nation. Library Journal's ranking is based on five key measures of service: circulation, library visits, program attendance, circulation of electronic materials, and public Internet computer use, and ranks the best performing libraries within budget categories. The St. Charles Public Library, went from three to four stars in libraries in the \$5-9.9 million category. This year, 7,361 U.S. public libraries were scored on the LJ Index, and there are 257 Star Libraries.

Literacy Access Fund Grant



The Library applied for and received a \$7,550 grant from the Literacy Access Fund. Two new Early Literacy computer workstations, two children's computer desks and a dollhouse with accessories were purchased for Literacy Lane.

Ross Stores Foundation Donation



A \$2,500 donation was received from the Ross Stores Foundation to support children. With these monies, four new board bookshelves and a kitchen were purchased for Literacy Lane. Each year, Ross Stores Foundation selects an organization that is well-aligned with Ross' mission to help create a brighter future for the young people in our community.

Juvenile Justice Center Grant

Our Young Adult librarian assisted the Juvenile Justice Center Library in writing and editing the Coretta Scott King Book Awards Donation. The Coretta Scott King Book Awards are given annually to outstanding African American authors and illustrators of books for children and young adults that demonstrate an appreciation of African American culture and universal human values. As winners of the grant, the JJC received hundreds of books by the current and previous year's Coretta Scott King Award winners and nominees.



Illinois Library Association's 2018 Alexander J. Skrzypek Award



"Through their engaging and meaningful programming, SCPL's Outreach team are quite literally a lifeline to the world outside of Pine View Care Center."

David Kelsey, Outreach Librarian, was the recipient of the Illinois Library Association's 2018 Alexander J. Skrzypek Award. The award is for the person who has made "an outstanding contribution to the advancement of library services for the blind or physically disabled in Illinois."

New Services/Programs/Activities

New Program and Outreach Van



The Library purchased a new program and outreach van to replace our aging vehicle. We were excited to design the graphics for the Library's new van. This impactful design will make the Library's presence known throughout the community. The van will be used for off-site Library visits, festivals, parades and community events.

Social Media: A Patron-Centric Approach



[View Insights](#)

[Promote](#)



Liked by cityofstcharlesil and 44 others



[View Insights](#)

[Promote](#)



Liked by stcparks and 28 others

This year, we reached new milestones for our social media pages, with over 4,000 likes on Facebook, 2,000 followers on Twitter, and over 1,000 followers on Instagram. Some of the most engaging posts this year were those that shared how patrons, both young and old, enjoyed the Library in different ways. The St. Charles Public Library is a welcoming place for everyone, and puts our patrons at the center of the action by featuring them and their experiences on social media.

Another focus that we continued this year was the use of video. Among a couple of the video highlights we had were our promotional video for "Dinovember," featuring a Youth Services Librarian as a T-rex frolicking around the Library while reading and checking out books, as well as our Youth Services Summer Reading promotion.

The Library Showcases Community Artists

Since 1979, the works of local artists have been displayed at the Library through our Artist of the Month series. This year, in addition to featuring the art of talented members of the local community, the Library was the proud host to three special exhibits.

- In July 2018, the Library and St. Charles School District 303 celebrated the 30th Anniversary of the Art of the Imagination Student Art Show.
- In October 2018, the Library was host to an exhibit of Faces of the Fox, an interactive community art installation that celebrated the diversity in the Fox River Valley.
- In May 2019, the Library was honored to host the 2018-2019 Illinois Art Education Association's traveling Student Art Show in our gallery. The show contained 45 select pieces of artwork created in a K-12 classroom. The award-winning show traveled to schools, libraries and galleries throughout the state of Illinois.



Volkswagen Bus



The Circus Car, graciously donated by the St. Charles Public Library Foundation, was transformed into a brightly-colored Volkswagen bus. The renovated playspace is complete with upholstery, counter and awning. The changes have garnered overwhelmingly positive comments.

The Daily Bean

The Library partnered with Community Unit School District 303 to bring to our patrons a new coffee shop this year. The Daily Bean Coffee Shop is open on the mezzanine level next to our art gallery during the school year. Staffed by transition programming students from District 303, the coffee shop offers freshly-brewed coffee and snacks during the week. Students between the ages of 18 and 22 have received training from District 303 job coaches, and will apply those skills as they gain real-world work experience.



Book Club Service



This year, we launched a new community book club service that acquires materials for book club members through our Interlibrary Loan department using SWAN and Interlibrary Loan. The Library has created sets of books that are available to groups on a first-come, first-served basis, enabling book clubs to choose a title and check them out as a set the same day. We also provide additional information for every title that may include author bios, discussion questions, historical background, and author interviews. We currently have 38 registered book clubs, and to date, we have obtained over 1,000 items for our groups. Our book club service also supports local student book discussions, as well as discussions led by our Outreach staff at local facilities, Youth Services programs, and the Adult Services Second Tuesday Book Discussion group.

New Items for Check out in Youth Services

Patrons can now check out board games, STEAM Kits and gaming consoles. These popular new items in the Youth Services collection allow kids to read, play, learn and explore in new and exciting ways.



Board Games

We now have 45 kid-friendly board games available for check out for two weeks at a time.

STEAM Kits

Our new STEAM (Science, Technology, Engineering, Art and Math) kits allow kids to simultaneously learn and play in a way that will teach them valuable skills for school and beyond. Each kit features different books and hands-on activities, ranging from coding to sewing, robotics and engineering, and everything in between. We have 29 STEAM kits which circulate for 21 days.

Gaming Consoles

You can now check out video game consoles and controllers. We have a PS4, Xbox One, and Nintendo Switch available for week-long checkouts.

Adult Services New Technology Items

- BenQ QCast Mirror HDMI Wireless Dongle
- D&L portable record player with USB direct recording & Bluetooth playback
- 12 Dell External USB Slim DVD +/- RW Optical Drive DW316
- Dell Latitude 5580 15" touchscreen laptop
- Galaxy Tab S3
- Hamilton Buhl portable CD/Cassette player with USB recording/playback
- Kindle DX eReader
- NES Nintendo classic edition entertainment system
- SNES Nintendo classic mini
- Sony 8mm video camera recorder
- Sony video cassette recorder, SLV-N5000
- Udiag OBDII/EOBD code reader
- Wolverine MovieMaker Pro 8mm/Super 8 film to digital converter

New iPad checkout process/procedure is very popular. "I like that we can check out the iPad and use it anywhere in the library. I like that you have more!"

Read & Seed Garden



The Library is excited to launch our new Read & Seed Garden this year. With the help of a donation from the Huntley family and many generous donations in memory of Norman Huntley, we have expanded our popular Seed Library into the Read & Seed Garden on our property. The new garden consists of five raised beds, including a fully ADA accessible raised bed. Each garden bed represents a different theme including a Sensory Garden, a Square Foot Garden, a Tea Garden, a Children's Garden, and a Seed Saving Garden. We scheduled Library programs to incorporate the Read & Seed Garden to make it a place of hands-on learning. We have received many compliments, including positive feedback from Farmer's Market customers who picked up some free library produce. Thank you to the many volunteers who planted our community garden this year.

New Online Registration – Communico

We recently completed a transition into our new room and event booking application, Communico. This cloud-based application collects all Library events, public and private meetings, and patron room requests into an easy-to-use online calendar for staff to view, 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.



Cheese 101

 **Tuesday, June 11**
7:00pm – 8:30pm
[Add to Calendar](#)

 **St. Charles Public Library**
Huntley Meeting Room

Taste and learn about traditional cheese styles, milk types and basic flavor profiles in this introductory class designed to get your taste buds jumping.

Cheese 101 will be taught by Meredith Meder, ACS CPP, who has been in the cheese, wine, beer and specialty food industry for over 20 years. This program is open to St. Charles Public Library cardholders ages 18 and older until May 30. If space is available after May 30, non-cardholders may register.

AGE GROUP: | **Adults** |
EVENT TYPE: | **Programs** |
TAGS: | |

“I have been working on my family genealogy for many years, and I have attended most of the genealogy programs at the St. Charles Public Library. Thank you very much for all you do to provide genealogy information and education to the St. Charles community. I have really enjoyed all of the talks and programs.”

Ancestry DNA

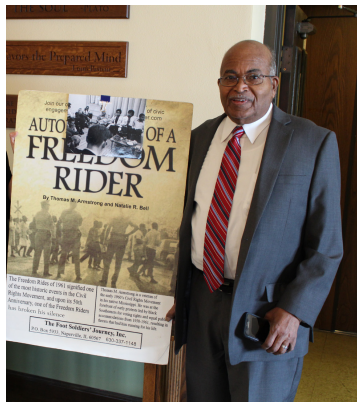
This year, we offered a hands-on AncestryDNA workshop for the first time and were surprised by the number of people registered. To keep up with the demand and popularity, we've added several more workshops.

SCPLD becomes FamilySearch Affiliate



It is with honor to announce the St. Charles Public Library is now an Affiliate Library for FamilySearch, a free genealogical website. As an affiliate, researchers now have the ability to view over 350 million restricted records. This enhanced digital content is available only by logging into a free FamilySearch account whenever visiting the Library. There are only a few hundred affiliate libraries in the country. Patrons have been thrilled with this addition to the list of genealogical resources we offer.

New Collaborative Programs



The Library has created a cross-departmental committee that meets quarterly to plan special programs that appeal to patrons of all ages. In February, the committee planned special programs for Black History Month to highlight the accomplishments and contributions of African, African American, and Pan-African people and culture.

Cooking Series Expands

Our cooking series maintained its popularity with all ages, and much to the delight of the patrons, we were thrilled to unveil our new cooking station. Just as the cooking programs have been popular with adults, they are proving to be a hit with our teens and kids. The popularity of these events led us to the first-ever waitlist for a high school program.



Popular Programming



Attendance at adults programs continues to soar with our art, historical portrayals, board game nights, and special event programs with local heroes and members of the community.

Our teen programs saw an increase in popularity with the addition of crafts for teens, Smash Bros tournaments, and cake decorating.

Talk Like a Pirate Day, Yule Ball, Glowing Noon Year Party, Beach Party, May the 4th Be With You, and the Fairy Tale Ball were popular new additions to the Youth Services department's programming schedule.

1,000 Books Before Kindergarten



- 1,000 Books Before Kindergarten partnership launched with 15 preschools, distributing 1,650 binders, to bring this early literacy program to children. The program is sponsored by the St. Charles Public Library Foundation.
- Registrations (at the Library) = 131
- Books read = 13,700
- Finished 1,000 books = 6 patrons



"I am so excited you brought 1,000 Books Before Kindergarten to Pottawatomie Preschool. My daughter is so excited to read her books."

A Video Document Camera



This new equipment is available at the microfiche station. Any object can be magnified and viewed on a computer screen to assist with reading or viewing fine detail of 2D surfaces or 3D objects.

Screen Sharing in Meeting Rooms and Study Rooms

The new Solstice Pods provide screen sharing options for collaborative use. Solstice Pods are now available in the Huntley Meeting Room, Bisbee Conference Room, Carnegie Community Room and the Tech Center.

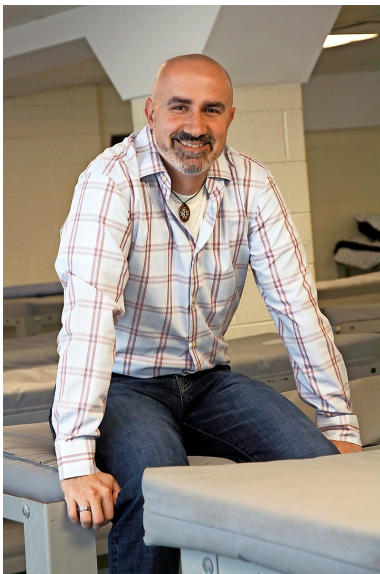
Investment in Staff/ Professional Development:

ALA

The American Library Association Conference was held in Washington, D.C. this year, and the director and circulation manager were fortunate to be able to attend. Topics of note included the presence of social workers in libraries, changing library cultures, and the library as an experience. We met with vendors and learned about new products, open library models, reader-focused collection development, and new trends in performance management. It was a valuable experience.

Reaching Forward

Many staff from different departments attended the Reaching Forward Conference in Rosemont. Notable workshop presentations included new skills for dealing with marginalized community members, ideas for improving patron service, new ideas for programming, and current industry trends such as the focus on the “Library as Experience” and the “Library of Things.”



Ryan Dowd

Staff In-Service Day

Staff attended our annual In-Service Day, which focused on delivering excellent patron service. This day included a presentation by Ryan Dowd, Executive Director of Aurora's Hesed House, as the keynote speaker. His program on “Homelessness in the Library” provided staff with valuable insight to provide service and understand the different perspective of our marginalized members of the community.

ILA

In October, many staff attended the Illinois Library Association Conference in Peoria. The conference was titled “Libraries – All-Inclusive,” with attendees learning about expanding services to include all members of the community. Black History Month programs were implemented from this conference. Our middle school librarian presented on the joys and challenges of middle school programming as part of the Youth Services Ignite! program.

Community Engagement

As part of our strategic goal to increase community partnerships, we are proud to foster and enhance relationships.



Downtown St. Charles Historic Walking Tour

We assisted in the promotion of informational historic markers around downtown St. Charles. The project, led by the Downtown St. Charles Partnership and St. Charles History Museum, allowed walkers to explore the history of over 20 historic sites around the community, and the St. Charles Public Library served as stop number one on the tour.

D303 INCubatoredu Program

The Library was honored to be invited to participate in the inaugural D303 INCubatoredu Program. Our business librarian mentored a team for four months, helping them grow their business idea that they pitched to judges for funding.

WDCB Jazz Radio’s Jammin’ in the Stacks

For the first time, the Library partnered with WDCB Jazz Radio Jammin’ in the Stacks for an afternoon of jazz with the Geof Bradfield Trio. WDCB Director of Marketing Ken Scott and radio personality Bruce Oscar attended this concert and introduced the musicians. They were thrilled with the high attendance.

St. Charles Park District: Concerts in the Park

New this year, we were proud to serve as sponsors for the St. Charles Park District’s Thursday night Concerts in the Park Series. We had our SCPL canopy tent and table at three concerts and provided information about the Library and its services, as well as giveaways for attendees. Each concert was well attended by people of all ages, and we are proud to be a part of these community events.

Community Partnerships

*Not an inclusive list

Barnes & Noble	Illinois Youth Center	St. Charles Farmer’s Market
Batavia Public Library	Jazz Festival	St. Charles Fire Department
Better World Books	Juvenile Justice Center	St. Charles History Museum
Blue Goose	Kane County Clerk’s Office	St. Charles in Bloom
Boy Scouts of America	Kane County Forest Preserve,	St. Charles Park District
Business Reference in Public Libraries	Creek Bend Nature Center	St. Charles Police Department
CASA of Kane County	Kiwanis	St. Charles Women’s Business Council
City of St. Charles	Lazarus House	
Cumberland Green Apartments	League of Women Voters	St. Charles Women’s Club
CUSD 303	Literacy Volunteers Fox Valley	St. Mark’s Lutheran Church
Downtown St. Charles Partnership	NUN Lunch	St. Patrick’s Day Parade
Emergency Management Agency	Preservation Partners	STC Underground
Fine Arts Show	Rotary Breakfast	Town House Books
Fox Valley Film Society	Rotary Noon	Two Rivers Headstart Valley View
Geneva Public Library	Salvation Army	WDCB Jazz Radio
Girl Scouts of Northern Illinois	St. Charles Arts Council	
Hickory Knolls	St. Charles Bernie’s Book Drive	
Illinois State Census Bureau	St. Charles Chamber of Commerce	

Staff Gives Back

Excel Automotive Christmas Wrapping and Wish List Drive

The director organized a clothing and toy drive for Library staff to participate at Excel Automotive's Christmas Community initiative. Many staff contributed to the student's wish lists and were dropped off during the annual wrapping party held at Excel Automotive. The director and the Library's administrative assistant participated in the wrapping event. The toy and clothing drive was a community initiative that benefitted the students of D303.



Jeans for Charity

With the inspiration and recommendation from a staff member, a jeans for charity event was created. For a \$2 donation, Library staff can wear jeans on Fridays. We raised over \$700 for the Anderson Animal Shelter. Staff is currently raising money for our second charity, Lazarus House.

Volunteers



Adult Services and Circulation Services

- Forty adult volunteers (including Friends of the Library) donated 1,885.75 hours of their time to support and advance the mission of the Library.
- Thirty high school students donated 477.38 hours of their time, which was the highest number of teen volunteers in one year.
- Library volunteer Deb Dirst retired after 23 years of dedicated service.
- Library volunteer Mary Welter retired after 22 years of dedicated service.

Youth Services

Junior Friends' tasks have been expanded, opening more space for middle school volunteers, creating more ways for them to help out during their shifts. A service hours program was also created for those who need only a few hours for scouts, church or school. We had 21 Junior Friends in FY 2018-2019, and they completed 359.75 hours of service.

Milestones

Celebrating Continuing Dedication to the Library

30 Years	Bonni Ellis, Circulation Services
10 Years	Dana Hintz, Adult Services
	Brian Meyer, Adult Services
	Mary Sue Preisler, Youth Services
5 Years	Catherine Agnoli, Circulation Services
	Joanna Besser, Information Technology
	Rebecca Dubbert, Information Technology
	Christine Flood, Adult Services
	Sarah Slack, Adult Services
	Rosario Villacorta, Youth Services

Retirements

27 Years	Mary Cella, Adult Services
22 Years	Valerie Verscaj, Youth Services



Friends of St.Charles Public Library

Donations this year have supported:

Recognition

\$6,000 – Scholarships for Three Staff Members

All Library Staff – Appreciation gifts

Outreach Volunteers

Teen Volunteers

Summer Reading Programs

Sponsor Summer Ice Cream Social

Adult Services – Incentives

Young Adult – Books

Youth Services – Books and incentives

Programs

Adult Services

Speakers

Outreach Services

Memory Kits

Young Adults

Exam Cram

Gaming Nights

Youth Services

Birthday Club

Babysitter Training

Incentives for Programs

LV Fox Valley Trivia Bee – Sponsor Two Library Teams

Jr. Friends of the Library

Youth Services

Aquarium Maintenance



In addition, the Friends has donated books to teachers for their classrooms; donated books to the Kane County Jail for inmates and the family waiting room; and donated books to a local Veteran's group.

St. Charles Public Library Foundation



The St. Charles Public Library Foundation is a nonprofit corporation established in 1993 to provide support for the Library through tax-deductible contributions made by donors, grants and fundraising events.

During this fiscal year, the Foundation recorded income of more than \$71,000, from fundraising and dividend interests, with a large percentage providing a continued strong backing for the adult cultural programs, through sponsorship of special music and speaker presentations, cooking instruction classes, purchasing a cooking demonstration table, genealogy research programs, and supported the funding of "1,000 Books Before Kindergarten."

The Foundation is led by a Board of Directors comprised of local residents who are proud to volunteer their time to this role.

Literacy Volunteers

Statistics



Literacy Volunteers Fox Valley
Literally Changing Lives

Thanks to the support of the St. Charles Public Library, Literacy Volunteers Fox Valley (LVFV) 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.

225

Number of volunteer
tutors who taught

5,880

Hours of
instruction given

267

Adult learners enrolled

80%

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

The majority of our adult learners 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.

Most are low-income wage earners employed in food service or factory jobs. About two-thirds are women (68%) and one-third men (32%). The majority of our learners claim Spanish as their first language (63%), but the number of Asian learners that we enroll continues to grow (26%). Europe is also well-represented (11%). Most of our learners are middle-aged, 40 years on average. They are the parents of 285 school-age and pre-school children.

The academic gains that our learners have achieved are impressive in any academic setting, but the changes that have occurred in their lives are even more impressive:

- We received 354 reports of increased community engagement. For example, 47 learners are preparing for U.S. citizenship, and seven have achieved U.S. citizenship.
- We received 274 reports of increased work productivity. For example, 13 learners got new jobs, four got second jobs, and four got job promotions. Volunteer tutors helped 17 learners enroll in community college or encouraged them to take other classes that will improve their employability. One is a new business owner.
- We received 66 reports of increased family involvement. For example, 20 learners are now reading to their children or helping with homework. There are six learning to drive, and one has received a driver's license. One learner is a new homeowner.

Highlights

Harsh weather and the political climate influenced new enrollments

We enrolled 98 new learners during fiscal year 2018-2019. Our average annual enrollment is 105. In all, we served 267 adult learners, 20 fewer adults than served in fiscal year 2017-2018.



Karla Poremba and Dipak Basnet, an immigrant from Nepal, meet at the Library for lessons. This fiscal year, Dipak reached his goal of achieving U.S. citizenship. His next goal is to attend community college. He is the first in his family to graduate from high school.

Some of the drop can be attributed to the -65° temperatures, ice, and snow that occurred during the winter months. St. Charles and Batavia School Districts say that the number of immigrant families who have children enrolled in public school has not decreased, but that many immigrant families have withdrawn from activities in general due to the current political climate.

More residents became volunteer tutors

We attracted 123 new volunteers to tutor training this fiscal year, and 85 were certified as volunteer tutors. The number of volunteers we certified represents a 15% increase over last fiscal year. There were enough volunteer tutors to meet the need.

Volunteers



Board member Taina Latinovic found out that her mother-in-law and father-in-law learned the English language from Literacy Volunteers Fox Valley tutors many years ago.

Besides our volunteer tutors, Literacy Volunteers Fox Valley is supported by several key volunteers, including its board of directors, marketing ambassadors, and the testing team.

This year, we welcomed Taina Latinovic to the board of directors. Taina is an independent marketing consultant who brings a wealth of expertise garnered by leading regional, national, and international initiatives for globally renowned brands including: McDonald's, Coca-Cola, Unilever, Wrigley, Marriott, and others in strategic development, consumer promotions, digital campaigns, interactive marketing, shopper initiatives, brand engagement, and communication.

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

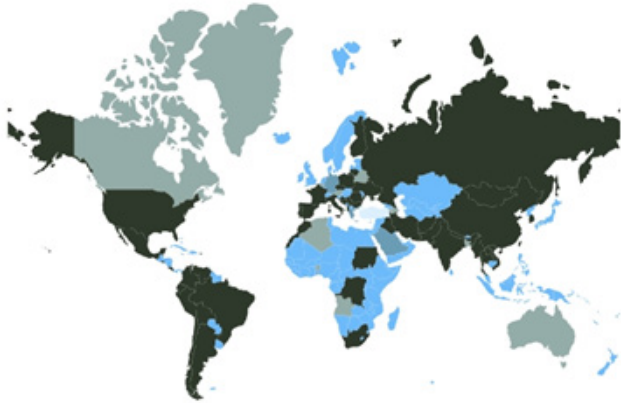
Our program coordinator added two new members to her testing team. Tim Hughes and Bonnie Dauer were trained to administer a new standardized testing tool called BEST+. They joined veteran testers Maggie Burmeister, Barb Dunham, Lori Haseltine and Marcia Flaherty in measuring learner progress.

Milestones

Ethnic diversity reached an all-time high

Our ethnic diversity is represented on the map below in black.

LVFV students represent 43 countries



LVFV student Miguel Galvan and his son at Miguel's Oath of Allegiance ceremony.

Seven learners achieved U.S. citizenship

Attaining U.S. citizenship is one of the most sought after goals among our learners.

We hear that appointments with immigration officials who administer the test are often delayed and rescheduled as U.S. Citizenship and Immigration Service employees have been moved from the administrative to the enforcement side of the department.

Still, 47 of our learners continue to study, hoping that one day they will have the opportunity to become U.S. citizens.

New staff brings new expertise

After serving 11 years as tutor trainer, Pat Warren hung up her skates and handed her stick to Mary Benson.

As a long-time tutor and teacher, Mary's background includes a master's degree in adult education from Northern Illinois University.

She has taught ESL and ABE (Adult Basic Education) at Waubensee Community College and worked at Accenture for 18 years as a learning coach and training manager.

Mary also served as a volunteer tutor for 14 years, so she has numerous experiences to share.



Mary Benson at a recent tutor training

Dr. Jose Torres reminded us of immigrant impact at the Donors' Breakfast



Dr. Jose Torres speaks to Donors' Breakfast attendees. This year, the breakfast was held at Baltria Vintage Auto Gallery.

Literacy Volunteers Fox Valley holds a breakfast each year to thank current donors and to seek new ones. In an effort to help our guests understand the impact that English language learning has on an individual, we invited Dr. Jose Torres to speak.

Dr. Torres shared his extraordinary experiences as superintendent of the U46 school district in Elgin for 40,000 students. Thirty percent of the students in U46 are English learners. Dr. Torres emphasized the importance of helping language learners connect with their communities. One in eight Illinois residents has an immigrant parent.

Dr. Torres helped us drive home the fact that donors are the vehicle that helps adult learners get to their destinations.

Literacy Volunteers Fox Valley couldn't exist without the financial and in-kind gifts it receives.

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

**St. Charles Public Library**

One S. Sixth Avenue, St. Charles, IL 60174

Phone 630-584-0076

Fax 630-584-9262

Adult Reference: adultref@scpld.org

Youth Services: askme@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.

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Claudia Frost

Karen L. Kaluzsa,
Vice President/Secretary

Mary Louise Gobel
Shane Hampton

Cynthia N. Steimle, Treasurer

Michael J. Hill

The Board of Trustees meets monthly on the second Wednesday of the month at the Library. For more information on the Library's Board of Trustees, visit scpld.org/board-trustees.

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