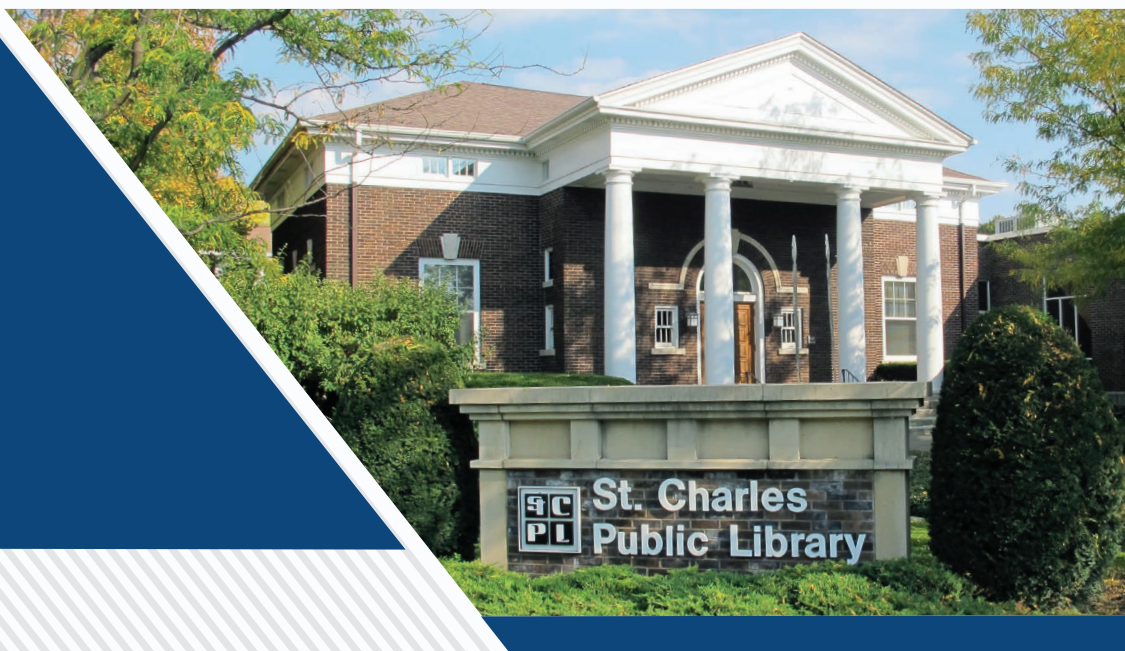


# St. Charles Public Library District

## Fiscal Year 2016-2017

# ANNUAL REPORT



## DIRECTOR'S MESSAGE

This is my first annual report since appointed director of the St. Charles Public Library in November, and it is an honor to share this overview of our many accomplishments for the Fiscal Year 2016–2017. Our mission remains steadfast in supporting the growth and creativity of the individual and fostering the spirit of community and local economy. You will note this underlying thread throughout everything we have done this year.

Our Outreach team continues to surpass expectations by increasing the number of patron interactions throughout the community. This fiscal year, we presented triple the amount of programs at different facilities. This team provides programming and materials to seven senior care facilities in St. Charles, in addition to delivering materials to homebound patrons.

We continue our dedication to supporting local authors in their endeavors. Our Communications & Marketing and Reader Services team developed a resource local authors can use to assist with creating, publishing and marketing their books. There is an opportunity to submit an eBook for library circulation. It is an amazing tool, and we are thrilled to provide this service.

Our commitment to community service continues as we proudly engage in various activities throughout the St. Charles Library District. We have had librarians and staff at Farmers' Markets, parades, dragon boat races and trivia bees, just to name a few. Going into the community has a purpose for us—we spread the word about the importance of literacy and the value of the library.

In the next fiscal year, we hope to move forward with a new long-term strategic plan that will reflect our community desires, hopes, needs, dreams and wishes. We remain steadfast in our mission and in our dedication to the patron experience.

**Sincerely,**

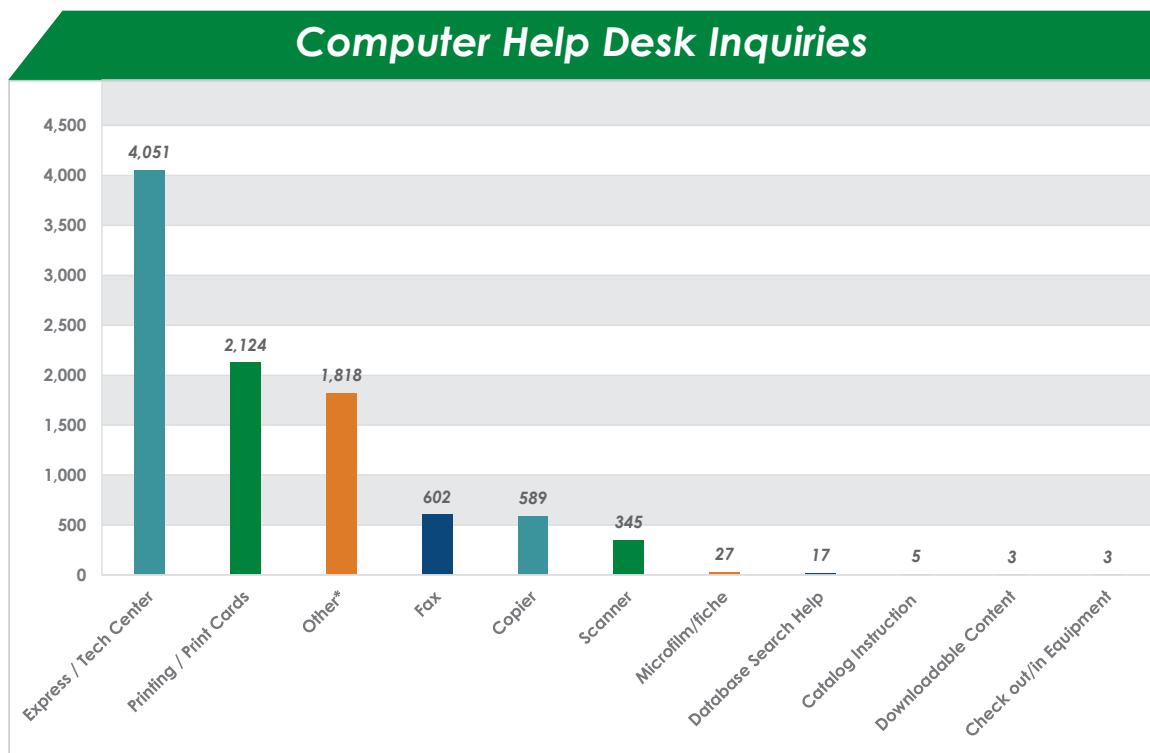
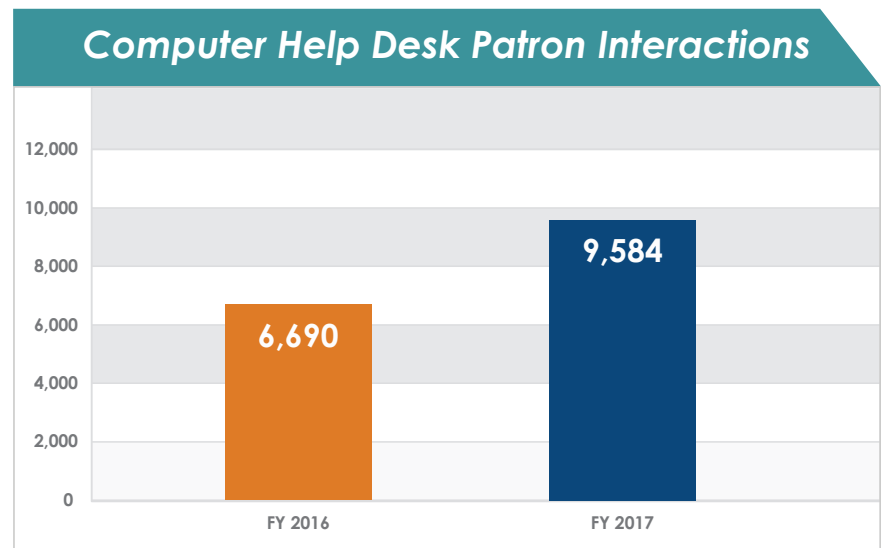
Edith G. Craig  
Director, St. Charles Public Library



# STATISTICS AND COLLECTION MANAGEMENT INFORMATION

## Information Technology

The Computer Help Desk experienced a 43 percent increase in patron interactions from 6,690 in FY 2015-2016 to 9,584 in FY 2016-2017. Examples of these patron interactions include helping navigate a website, filling out a web form, sending an email, formatting a Word document, downloading or uploading files. There are more than 50 computers available for the public to use throughout the library.



Patrons spent over 34,400 hours using our available technology at the Library.



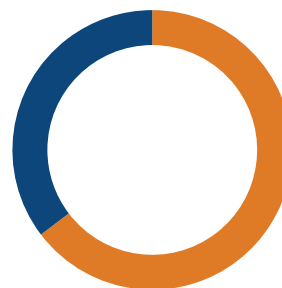
## Technical Services

Item Category	2015-2016	2016-2017	% Change
<b>Book Additions</b>			
Adult and YA	17,654	16,548	-6.0%
Youth Services	9,135	9,815	7.4%
<b>Total</b>	<b>26,789</b>	<b>26,363</b>	<b>-1.6%</b>
<b>Book Withdrawals</b>			
Adult and YA	19,145	19,538	2.1%
Youth Services	13,014	21,037	61.7%
<b>Total</b>	<b>32,159</b>	<b>40,575</b>	<b>26.2%</b>
<b>AV Additions</b>			
Adult and YA	5,038	5,070	<1%
Youth Services	1,254	1,400	11.6%
<b>Total</b>	<b>6,292</b>	<b>6,470</b>	<b>2.8%</b>
<b>AV Withdrawals</b>			
Adult and YA	4,700	6,894	46.7%
Youth Services	1,677	1,147	-31.6%
<b>Total</b>	<b>6,377</b>	<b>8,041</b>	<b>26.1%</b>
<b>Downloadable Additions</b>	<b>13,134</b>	<b>13,264</b>	<b>&lt;1%</b>

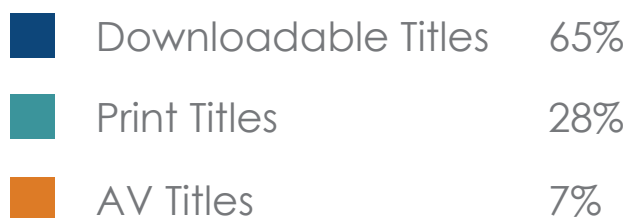


**949,148 items  
in the collection**

## 2016-2017 Collection by Department



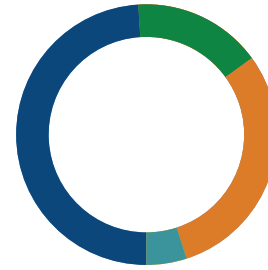
## 2016-2017 Total Collection Composition





## 2016-2017 Departmental and Materials Composition of Holdings

■	Adult Services Books	49%
■	Adult Services AV	16%
■	Youth Services Books	30%
■	Youth Services AV	5%



### Interlibrary Loan

When a St. Charles cardholder wants an item the Library does not carry, we borrow it from another facility, and have it delivered to our Library. This service, called Interlibrary Loan (ILL), is one of the great strengths of a public library.

Item Category	2015-2016	2016-2017	% change
Items Borrowed from other Libraries			
<b>Total</b>	<b>56,194</b>	<b>52,490</b>	<b>-6.6%</b>
Items Lent to other Libraries			
<b>Total</b>	<b>44,525</b>	<b>41,219</b>	<b>-7.4%</b>

- The average time taken to process items that we loan through OCLC is two days.
- The average time other libraries take to process items we request through OCLC is seven to nine days.

*"While we borrow and lend almost 100,000 items per year through our local library consortium, some materials simply aren't available from a nearby library. On any given day, we will also receive books, DVDs, CDs, sheet music and more from the 48 contiguous states."*



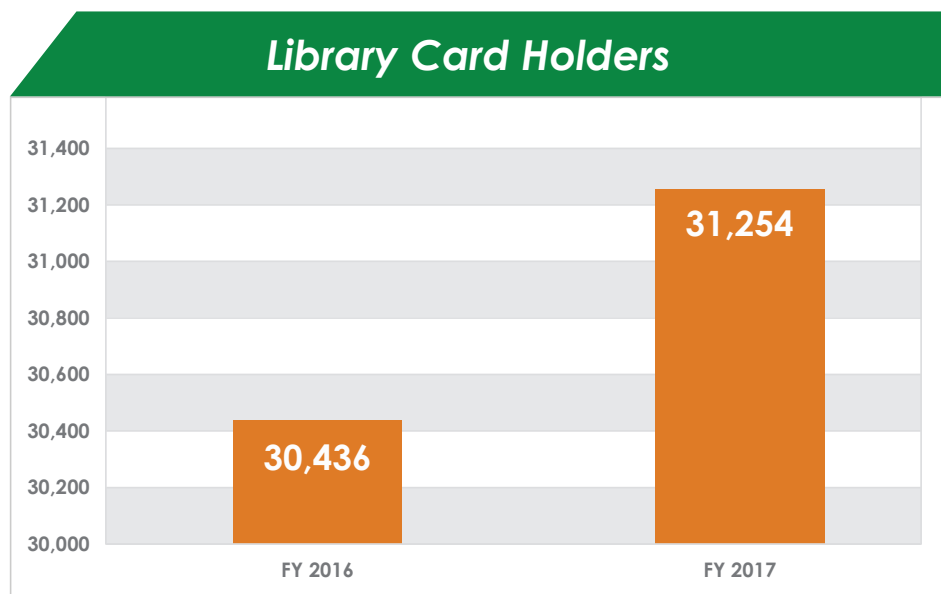
## Adult Services Patron Transactions

We average about 1.4 transactions per capita (based on a population of 55,092), more than 77,000 combined interactions per year.



Requests for eBooks and eAudiobooks increased more than 60 percent this year, averaging about 170 items per month during the first six months of this fiscal year, and 433 items per month during the last six months.

## CIRCULATION



*Total circulation of all library materials during the fiscal year is 1,452,532.*



## Circulation Statistics

### Adult

Print	384,441
AV	300,040
Large Print	38,215

### Young Adult

Fiction	15,404
Nonfiction	7,407

### Youth Services

Print	403,841
AV	159,932

### Downloads

eBook, eAudiobook	83,968
eVideos	3,731
Music Albums	2,879
Music Songs	67,902



*The top five circulation areas in the Youth Services department: J DVD; J Nonfiction; JE Picture Book; J Fiction; and JR Reader.*

Circulation of AV equipment has almost doubled from 801 to 1,518 this fiscal year. Equipment was checked out more than 1,500 times for home use. Electronic materials accounted for 10.6 percent of checkouts.



AV Equipment	Quantity	Circulate
Hotspots	30	708
Chromebooks	11	95
Laptops	4	148
Projectors	6	169
Tablets	3	152

## Collection Development

### Collection Achievements

- Illustrated Fiction in Youth Services is a new collection available June 1, 2017. With 595 there were items, 204 circulations in one month. Each item circulated at least three times.
- Our most popular adult electronic resources are literature (Author Check 46,000 searches), historical newspapers, genealogy (Ancestry 33,000 searches) and financial/business databases (Reference USA 6,053 searches).
- The top online courses taken by adult patrons were Microsoft Excel, Computer Programming, and Photography.
- The most popular languages studied online were: Spanish, Chinese (Mandarin), Japanese, Italian, Vietnamese, French and English.

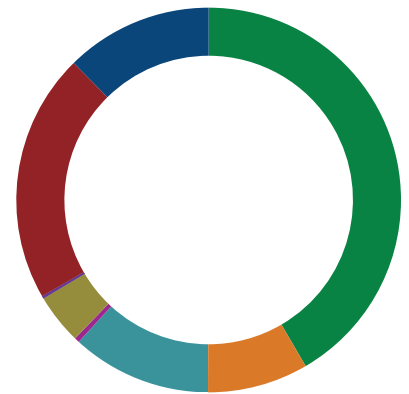
# PROGRAMMING & OUTREACH

## Youth Services Programs and Visits

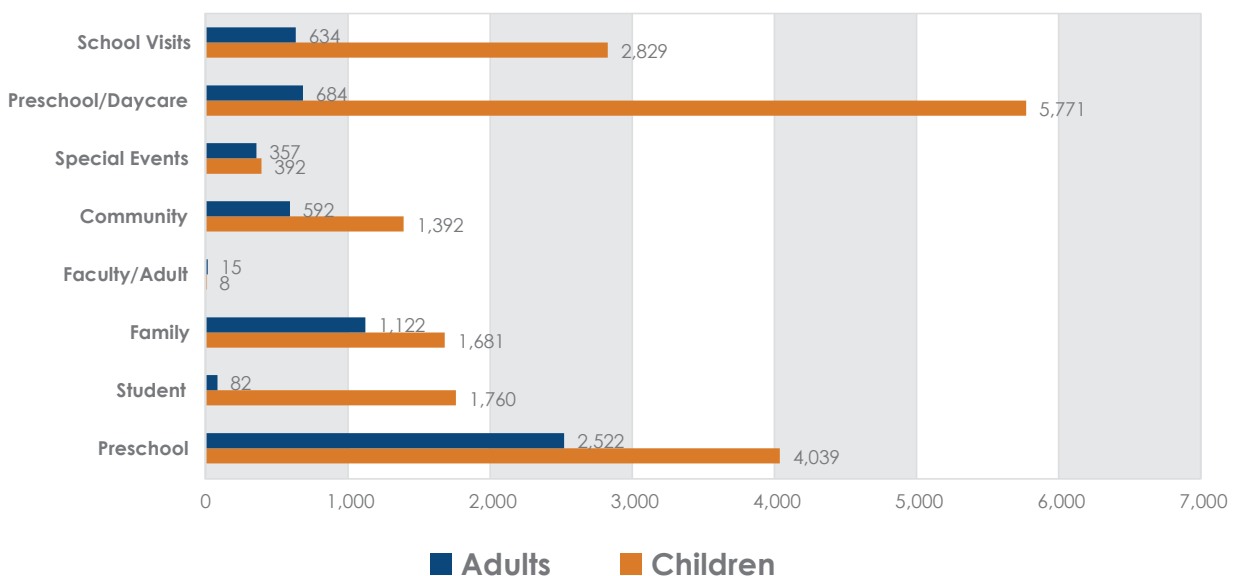
### Youth Services Programs

Youth Services had 945 library programs and visits to area schools, with 23,149 in attendance. Since FY 2014-2015, attendance at Youth Services programs and events has remained steady at over 23,000.

School Visits	117
Preschool	393
Student	80
Family	111
Faculty/Adult	4
Community	40
Special Events	2
Preschool/Daycare	198



### Youth Services Attendance





## Summer Reading 2016

Read for the Win!

- Total books read by all ages: 57,587.
- We had 86 percent of the children registered complete the summer reading program.
- 1,969 members completed both levels of achievement.
- Registration for the adult program reached 701. The adults read 5,433 books, about a four percent increase over the previous year.
- Continued support from our local business community is deeply appreciated by our patrons who are excited to have coupons.



## 2016 Summer Reading Sponsors



- |                                       |                                         |
|---------------------------------------|-----------------------------------------|
| ■ Abby's Breakfast & Lunch*           | ■ Friends of St. Charles Public Library |
| ■ Angelo Caputo's Fresh Markets       | ■ Funway Ultimate Entertainment Center  |
| ■ Arcadium Coffeehouse                | ■ Illinois Railway Museum               |
| ■ The Bike Rack                       | ■ Kane County Cougars                   |
| ■ Blue Goose Market                   | ■ Kimmer's Ice Cream                    |
| ■ Burger King / Gill Management, Inc. | ■ Kuiper's Family Farm                  |
| ■ California Pizza Kitchen            | ■ McAlister's Deli *                    |
| ■ Chicago Fire Soccer Club            | ■ McDonald's / Yanni Management         |
| ■ Chicago Pizza & Pasta *             | ■ Nick's Pizza & Pub                    |
| ■ Chick-fil-A                         | ■ Rocket Fizz                           |
| ■ Chili's                             | ■ St. Charles Park District             |
| ■ Classic Cinema                      | ■ St. Charles Youth Commission          |
| ■ Colonial Café                       | ■ Trader Joe's                          |
| ■ Culver's                            | ■ Trellis Farm & Garden                 |
| ■ Dairy Queen                         | ■ Warehouse Confectionery               |
| ■ Epic Air Trampoline Park            | ■ Wendy's / Wenzak, Inc.                |
| ■ Fox Valley Ice Arena                |                                         |

\*new sponsors



## Outreach Services

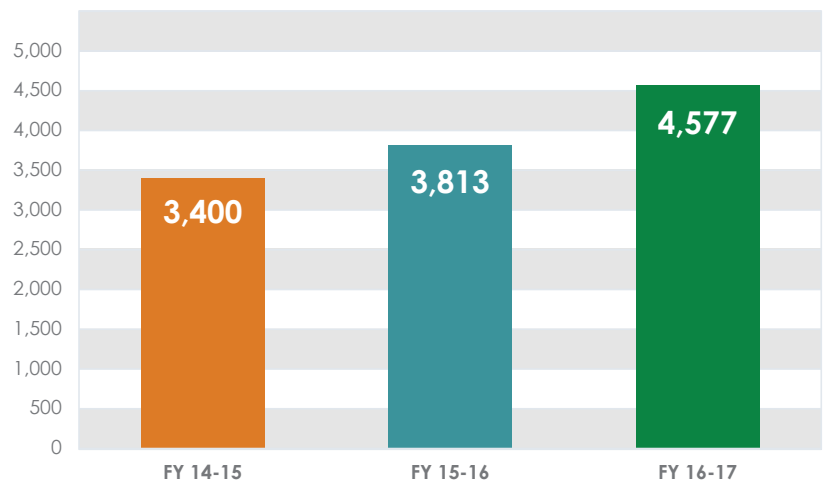
Beginning FY 2015-2016, Outreach Services developed original programming and began presenting at senior facilities.

Offsite Outreach Programs	FY 2015-2016	FY 2016-2017	% Increase
Autumn Leaves	3	6	100%
Bickford	14	27	92%
Brighton Gardens	9	11	22%
Hunt Club	0	1	--
Pineview	2	66	3,200%
River Glen	17	28	64%
Rosewood	11	35	218%
<b>Total</b>	<b>56</b>	<b>174</b>	<b>210%</b>

- Registered patrons in facilities increased 36%
- Patrons attending outreach programs (1,899) increased 65%
- The number of materials delivered increased 15%
- The number of patron interactions increased 17%



**Outreach Patron Interactions**



## Young Adult Programs

- Anime Club continues to be well attended by teens, with a core group of 25-30.
- Exam Cram attracts hundreds of students hungry for knowledge (and pizza) twice per year.

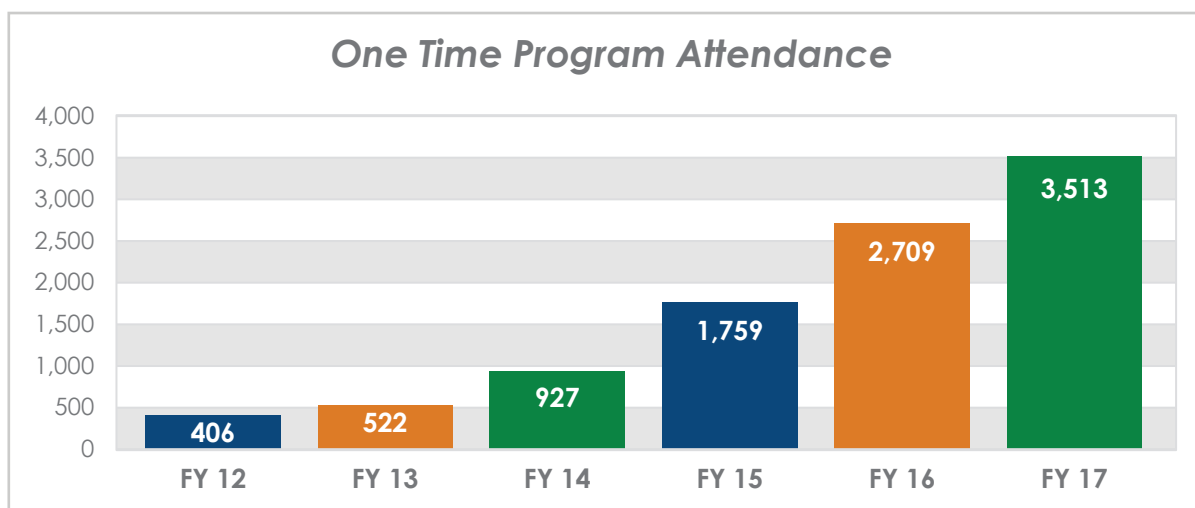


## Adult Programs

The Library's programming team is creating connections among the community by offering educational, entertaining and engaging programs, outreach visits, computer classes, book discussions and more. Patron feedback plays a crucial role in ensuring that our programs stay relevant and responsive. Especially popular this year are the library's cooking, genealogy and business program series.

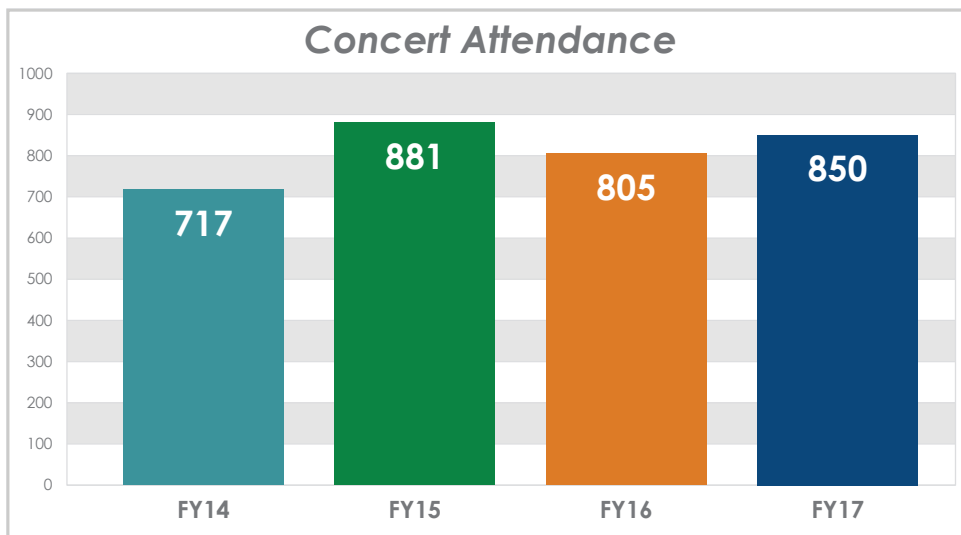
Our programs are often at capacity, with a waitlist. We have seen an increase in diversity in attendance and most importantly, we are bringing new people to the Library. Our partnerships with the St. Charles History Museum and St. Charles Park District have broadened our programming options.

The Library has seen a remarkable 765 percent increase in patron attendance at our one time programs, events or programs that are offered once a year.



## Sunday Concerts

In FY 2016-2017, the Library saw continued high attendance at our Sunday Concert Series, which feature a wide variety of music genres. Ten concerts were scheduled during this fiscal year with 850 in attendance. In six years, there has been a 68 percent increase in attendance and a 5.5 percent increase over last fiscal year. The Carnegie Community Room was filled to capacity at several concerts with patrons listening in the overflow area in the mezzanine.



*Note: During FY 2014-2015, there were 12 concerts scheduled which accounts for the higher attendance figure.*

Last year, we were thrilled to bring a Grammy-nominated musician to the Library for a concert that delighted our audience. Local and Chicago area professional musicians, including those from out of state, have contacted us in hopes of performing at our Library. We thank the St. Charles Public Library Foundation for co-sponsoring our classical concerts.





## Computer Programs

This year, we offered 56 adult computer classes with 373 people attending. Classes offered included: Microsoft Office Suite, Introduction to Quickbooks 2016, LinkedIn, Windows 10, Android for Beginners, eBay, Facebook, iPad, and more.

## Monthly Book Discussions

Co-led by Reader Services staff, the program has seen consistently strong attendance, new members and positive feedback.

### A Wonderful Year of Adult Programming



## HIGHLIGHTS/ ACKNOWLEDGEMENTS

- We began circulating thirty canvas bags, which were so popular we immediately ordered an additional thirty. Many patrons inquired about purchasing the bags. We recommended to Friends of the St. Charles Public Library they purchase the bags as a fundraiser, which they did.
- The new water bottle filling station was installed in July. Filtered water and the reduction of waste, reducing landfills of 13,104 water bottles, was much appreciated by patrons and staff.
- The Jensen family donated \$10,000 through the Foundation for Youth Services. This enabled us to begin the process of developing a space for elementary and middle school students. Items purchased to date include new tables and a bookcase, with more enhancements to come.



- David Kelsey was selected as a 2017 American Library Association Emerging Leader. His group created a database and website of speakers on diversity topics for libraries and presented at the National ALA Annual Conference.
- Outreach Assistant Lynda Spraner was the deserving recipient of the Illinois Library Association's 2017 Robert P. Doyle Award.
- Outreach Librarian, David Kelsey's article, "The Power of Community Outreach," was published in the March/April 2017 edition of Public Libraries, a national publication.
- Reader Services Librarian Marlise Schiltz contributed to two articles: "Local Librarians offer Selections for Summer Reading" in the July 2016 edition of Kane County Magazine and "Popular Page Turners," about local book clubs, in the Daily Herald on February 10, 2017.
- We replaced our entire copier fleet, deploying eight new copiers to enhance the quality for patron usage.
- We installed new monitor for digital signage in the main lobby for the convenience of patrons to be directed to desired programs.



- We installed cell phone signal booster to improve cell reception in our Huntley Meeting Room.
- We upgraded wireless network with new access points.

***David Kelsey proudly displaying his ALA Emerging Leaders Certificate to Adult Services Manager, Heidi Krueger.***



## Library Card Design Contest

National Library Card Sign-Up Month, September 2016

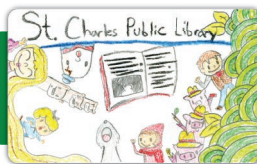
In conjunction with National Library Card Sign-Up Month, we launched a contest to redesign our Library card. The contest invited kids, teens and adults to submit artwork allowing patrons and staff to vote for the first place winners. Hundreds of creative, colorful and artistic designs showcased the talent of our Library cardholders. The contest drew support from St. Charles Community School District 303 art teachers, local schools and art studios.

## Library Card Design Finalists

### Kid



Reading by the River by Julia J.



Fairy Tales by Hayden L.



Prancing Fox by Sarah F.

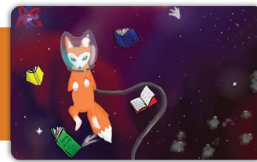
### Teen



Teens Reading by Nena M.



Carnegie Building Sketch by Tommy H.



Space Fox by Adair A.

### Adult



Fox in the Forest by Rebecca R.



Polygonal Fox by Thea H.



Paper Cut-Out Fox by Jessica H.





## "Why I Love the Library"

National Library Week, April, 2016

A promotional campaign for National Library Week highlighted why patrons love our Library. Display boards with post-it notes and markers were available at the Circulation desk and in Youth Services. The boards quickly filled up with heartfelt and endearing notes. In addition to loving the Library and books, the diversity in the comments were enjoyable to patrons and staff.

- "Literally my favorite place in the whole world!!!"
- "Instilling a love for reading."
- "The hardest part is selecting just one!"
- "I love all the amazing programs the library offers for all ages!"
- "The Library is the whole reason we live here."
- "My favorite spot in all of St. Charles for the last 35 years!"





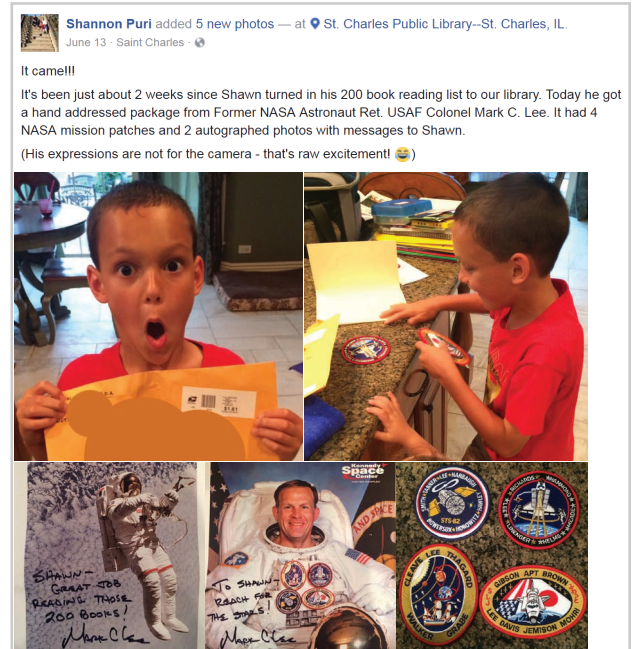
## NEW PROGRAMS/ SERVICES

- Astronaut Mark Lee's reading challenge: seven students read 200 books from July 2016 through June 1, 2017. Each student received a certificate and NASA patches directly from Astronaut Lee.
- Our Technical Services department improved access to Local History materials and microforms by cataloging and creating meaningful search keywords for patrons.
- Our Technical Services department initiated a new relationship with Better World Books/Book recycling. They implemented programs to re-use and recycle withdrawn or deleted materials.
- In May of 2016, the Library and Friends of the St. Charles Public Library partnered up to create a new program, It's Your Birthday - Come Celebrate with Us! Children and students through grade 8 are invited to visit the ASK ME Desk during their birthday month to receive a surprise gift. In this first year, 230 kids celebrated their birthday in Youth Services.



- Youth Services librarians created Early Literacy theme bags for our Library, an idea which grew from a visit to another library. Each bag is filled with age-appropriate titles to provide a variety of literary experiences through stories, information, rhyming and wordless books.
- Seven new adult electronic resources were added this year to our online collection.

- Career Online High School, a new program, offers adults the opportunity to earn a high school diploma. We can accommodate up to 10 students studying simultaneously. Currently there are four students enrolled and a fifth taking the prerequisite course.
- Equipment was purchased for checkout including Chromebooks, additional WiFi hotspots, more digital projectors and new laptops.
- We introduced VHS to DVD transfer equipment in the Tech Center. We also added other digital conversion equipment for slides and film.
- Wild Rose Maker Faire – a new opportunity to showcase the Library. We launched our newly-created digital LEGO™ Challenge display allowing kids to create while using math skills.



## Local Authors' Website

The development and launch of the Local Authors' website, **SCPLReadLocal.org**, was a key initiative and joint collaborative effort between Communications & Marketing and Reader Services. The new website offers library cardholders and local writers a professional suite of resources and tools.



- The website includes profiles of St. Charles authors.
- *Pressbooks* allows writers to transform a manuscript into a professional eBook.
- *SELF-e* provides an opportunity to submit an eBook for circulation.
- *Indie Illinois* is a portal for cardholders to read the submitted works of our local authors.

**The St. Charles Public Library  
is one of 12 libraries in the  
state to offer this service.**



## Enhancing our Community Partnerships



- A key initiative for FY 2016-2017 was the goal of promoting our relevant sources to the local business community. Some of these partnerships include expanded roles with the Downtown St. Charles Partnership and the St. Charles Chamber of Commerce.
- A partnership with Delnor Hospital and the Tri-City Libraries to market the three libraries' community outreach programs to patients who may be temporarily (or newly) homebound due to accident or illness.
- Outreach Services established new book swap exchanges at the Kane County Judicial Center, Lazarus House, and Tri-City Health Partnership.
- We expanded our partnership with Salvation Army, installing three new bookcases, and Outreach Staff cataloged and organized their library.
- A partnership with Fermilab as scientists provided STEM programs for students through the Education Department. Approximately 2,000 books were donated to build a library for the family members of the visiting scientists.
- In partnership with St. Charles Community Unit School District 303, we helped collect 1,200 books with 20,500 books collected community-wide for Bernie's Book Drive.
- The Library hosts the St. Charles Community Unit School District 303 Imagination Student Art Show. Works by students from elementary through high school are on display throughout the Library in July.
- Youth Services outreach continues with visits to the Hickory Knoll Nature Center, St. Charles Park District for storytelling and more.



Communications and Marketing has been instrumental in strengthening our relationships with community groups and increasing the visibility of the Library through many events:

- St. Charles St. Patrick's Day Parade
- Festival of the Fox Dragon Boat Race
- Local Senior Spelling Bee
- Senior Expo
- Farmers' Market
- Scarecrow Fest
- Literacy Volunteers Fox Valley Trivia Bee



**St. Patrick's Day Parade First Place in Non-profit Category**





## INVESTMENT IN STAFF = QUALITY PATRON SERVICE

- Technical Services staff attended the Great Lakes Resource Sharing Conference. The opportunity to hear how other libraries operate has made a positive impact in our Inter-library Loan department, thus eliminating a step in our borrowing processes making us more efficient for patrons.
- Outreach staff learned about utilizing antique and vintage items in outreach programming to engage residents and help foster memories. As a result, “The Attic” programming was launched and presented at four separate facilities monthly.
- Young Adult Librarians attended the Young Adult Special Interest Group. They launched several new programs based on conversations with their counterparts, specifically Teen Tech Week programs, art programs and gaming ideas.
- Illinois Library Association Reaching Forward Conference provided the Communications and Marketing team with networking opportunities to connect with several new presenters whom we have scheduled for the upcoming fiscal year.

## VOLUNTEERS

The St. Charles Public Library volunteer program, open to adults and students in middle and high school, is vital to help the library reach our mission to support the growth and creativity of the individual, and foster the spirit of community and local economy. We thank them for their dedication to the library.

<i><b>Volunteers</b></i>	<i><b>Number of Volunteers</b></i>	<i><b>Hours</b></i>
Junior Friends	21	218
Book Buddies	8	8
Adult Volunteers	42	1,848.5
Teen Volunteers	26	278.57

- Junior Friends: Twenty-one students participated in the Junior Friends program; 14 new participants. Four of our returning volunteers became mentors. One student volunteer reached 75 hours of volunteering.
- Book Buddies: During summer 2016, eight students conducted 12 sessions for 77 readers entering grades 1-3.
- Adult Volunteers: Forty-two adult volunteers (including Friends) contributed 1,848.50 hours to the Library.
- Teen volunteers: Twenty-six teens served 278.57 volunteer hours.

# MILESTONES

## Celebrating Continuing Dedication to the Library

35 Years	Sue Pfothenhauer, Kris Ramont-Nims
25 Years	Marilyn Bottger, Mary Cella, Susan Mitchell
20 Years	Valerie Verscaj
15 Years	Halle Cox, David Macdonald, Sandy Smith
10 Years	Kevin Blakemore, Dana Green, Heidi Krueger, Virginia Tsipas
5 Years	Lisa Cherep, Lori Fifield

### 2017 Staff Recognition Dinner



## Retirements with Dedicated Years of Service

49 Years	Norman C. Huntley, Library Board Trustee
45 Years	Penny Walsh, Graphic Artist
27 Years	Elaine Baxter, Reference Librarian
23 Years	Karen Theis, Reference Librarian
22 Years	Sue Glad, Reference Librarian
20 Years	Fran Manos, Administration/Public Relations Assistant, Shelver
17 Years	Ellen Lundell, Youth Services Library Assistant
14 Years	Mary Ruotsi, Shelver

# COMMUNITY FEEDBACK

## Patron Comments

- Susan Puchalla, Director of Spiritual Care, Presence Pine View Care Center *“It is my honor to acknowledge the outstanding presentations that David and Chris have provided for our residents here at Presence Pine View. You are giving them opportunities to reminisce about their life, which may help them to find renewed value in who they are. As a former teacher, I know that the research, development, and organization required to provide such high quality presentations takes time. What you do brings joy and lifts the spirits of our residents, and the value of this is immeasurable!”*
- A new cardholder said our Summer Reading program (kids and adults) is [very nice]! She’s so happy with the coupons and activities!
- “That makes life so much better!” - YA patron in response to hearing we now have material auto-renewals.
- After offering a Chromebook to someone returning a laptop, the patron commented, “I’ve lived in seven different states and this is by far the best library I’ve ever been in.”
- Patron came in to return a book picked up from our bookshelf at Kane County Courthouse. He was very thankful we had books there and said they helped him through jury duty.
- In reference to our Email 101 class:  
“The teacher is an asset to the Library and to the community.”
- A teen wrote a thank you to a YS Librarian after attending Anime Club. Besides the thank you for the “fun time” and tea, sushi and snacks, she signed off with a P.S., “Sorry if my friend and I were a little loud, but we had such a great time.”





## Donations to SCPL by Foundation, Friends and Junior Friends

### *Foundation*

- Donor Wall Update
- Adult Program Speakers/Re-enactors
- Adult Sunday Concert Series
- Mobile Teen Gaming Cart and TV
- Hotspots
- Presentation Curtain

### *Friends of the Library*

- Recognition
  - \$2,000 Staff Scholarship
  - All Library Staff
  - Outreach Volunteers
  - Teen Volunteers
  - Gift Baskets
- Summer Reading
  - Ice Cream Social
  - Adult Services – incentives
  - Young Adult – books
  - Youth Services – books, incentives
- Trivia Bee – Sponsor Two Tables
- Programs
  - Adult Services
    - Speakers
    - Outreach Services – Memory Kits
    - Parade – St. Patrick's Day
    - Incentives for Programs
  - Young Adults
    - Exam Cram
    - Gaming Nights
  - Youth Services
    - Birthday Club

### *Junior Friends of the Library*

- Youth Services
  - Aquarium Maintenance



# LITERACY VOLUNTEERS ANNUAL REPORT

Literacy Volunteers Fox Valley is a 501(c)(3) organization that operates in partnership with the St. Charles Public Library. Our mission is to help adults acquire the English literacy skills that they need to function more effectively in contemporary U.S. society.

Through trained volunteers and organizational staff, we offer free, one-to-one tutoring focusing on reading, writing, understanding and speaking English.

The program had two outcomes in fiscal year 2017, which started July 1 and ended June 30:

- To increase the literacy skills of adults who live or work in St. Charles, Geneva, Batavia, Elburn, Campton Hills, LaFox, Lily Lake, Wasco, and Wayne. We will serve 300 adults. Standardized tests will show that 80 percent of our adult students advanced at least one language level per 30 hours of instruction or one reading level per 100 hours of instruction. Ten percent of students will meet their personal goals and separate from the program. Others will continue to learn.
- To increase the ability of the community to educate its immigrant residents, we will train and certify 90 volunteers or enough volunteers to meet the need. Additional support will be provided to tutors in the form of quarterly in-service sessions and one-to-one advice, which will increase their effectiveness.

## Project Accomplishments: Student Update

In fiscal year 2017, 292 adult students received 6,070 hours of instruction from volunteer tutors. The students came from 36 different countries. In all, 202 (69 percent) were Latin, 68 (23 percent) were Asian, and 22 (8 percent) were European.

Adult students were evaluated with standardized tests upon enrollment and in the last quarter of the fiscal year. Eighty-three percent gained one or more language levels for every 30 hours of instruction they received or one reading level for every 100 hours of instruction they received.

In addition to gains made on standardized tests, adult students made gains that were personally significant to them:

- We received 491 reports of improved work productivity. For example, 10 got new jobs, eight got second jobs, seven got job promotions, and two received their commercial driver's licenses.
- Forty nine (17 percent) adult students left the program with goals met. Others continue to learn.



*Carrie Craft (left) and Shqipe Aliu (right), both of St. Charles, meet at the St. Charles Public Library for lessons. Shqipe is originally from Albania.*





# Literacy Volunteers Fox Valley

## Project Accomplishments: Volunteer Tutor Update

We held eight tutor training workshops during the fiscal year. One hundred fifth-six residents registered to attend and 106 were certified as new tutors. In all, 226 volunteer tutors met with adult students.

### *Community Impact:*

Our community and our program have a common value. We both believe that education broadens a person's horizons and opens windows of opportunity both economically and socially. There is no better place to seek knowledge than your local library.



Students are using their language and reading skills to improve our local and worldwide community. We captured Tu Nguyen's amazing story on video. You will find it at:

[youtu.be/EbpMylJTeDg](https://youtu.be/EbpMylJTeDg)

LVFV thanks the St. Charles Public Library for its continuing support. Together, we are literally changing lives.

**Margarita Jimenez joined the LVFV staff in May 2017 as program coordinator.**



