

Annual Report

Fiscal Year 2019-2020



St. Charles
Public Library District

DIRECTOR'S MESSAGE



"Our Core Values of Patron-Centric, Stewardship, Innovation and Excellence are the center of all our operations at the Library, no matter the situation we face."

Fiscal Year 2019-2020 saw a number of changes for our community, patrons, staff and Board. At the St. Charles Public Library, we began the year by making several technological changes, including the implementation of Radio-Frequency Identification and an Internet-based phone system. Our staff collaborations were varied and plenty and included the launch of many joint programs like the Diverse Voices Book Club, Trivia Night at Pollyanna Brewing, the Book Club Party and many other Adult, Teen and Youth programs. Summer Reading was once again a popular program with youth participants reading over two million minutes over the hot summer months.

As we entered our final quarter of the fiscal year, the world changed. Across the globe, the COVID-19 pandemic affected individuals, businesses and governmental institutions, such as libraries. This annual report was created during a time that saw unprecedented closures and changes in policy and decision making. Our statistics and services reflect these circumstances.

In the forthcoming narrative, I invite you to take a peek into our 2019-2020 fiscal year as we share with you how our Library continued to be a good steward during our closure and this pandemic. Our Core Values of Patron-Centric, Stewardship, Innovation and Excellence are the center of all our operations at the Library, no matter the situation we face. We continue to be transparent in our actions, services and reports. We thank our Board, patrons and community for their patience as we navigated the COVID-19 crisis.

A handwritten signature in black ink that reads "Edith G. Craig". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Edith G. Craig
Director, St. Charles Public Library

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The Library's Board of Trustees consists of community library volunteers and advocates. These leaders give direction to the Director and promote the mission of the Library in our community. This year was a testament to their dedication as we entered a Renovation and Expansion Project at the same time we closed due to COVID-19. Their concern for staff and patron safety and the attention our project took was sometimes a fine line to walk. The Library staff thank the Board members for their support, especially when it came to the Emergency Crisis and Return to Work Plans.

In November 2019, Trustee Michael J. Hill celebrated 15 years serving on the Board of Trustees and multiple Board Committees. We appreciate his ongoing dedication to the Library and the St. Charles community.

Patron hugely excited about renovation. Thinks the Library is doing an incredible job with limited funds and impressed with how we are incorporating the old historical elements of our building with a renovation that looks fresh and modern.

Patron Comment

EQUITY, DIVERSITY AND INCLUSION

Our Library has always fostered an environment that includes equity, diversity and inclusion in the workplace and for patrons. We strive to be open to individuals and circumstances when it comes to all facets of our service, programs and policies.

For example, at our annual All-Staff meeting, a facilitator spoke to us on understanding implicit bias. It brought to light the importance of diversity and acceptance in our workplace.

After the death of George Floyd in May, which prompted nationwide civil and social unrest, the Board of Trustees issued a statement. This statement further enhanced our mission, reinforced our stance on being a welcoming institution and stated actionable items that would prove our commitment to being an institution that speaks to equity, diversity and inclusion.

Continued on p.4

Equity, Diversity and Inclusion Statement

The mission of the St. Charles Public Library is to support the growth and creativity of the individual and foster the spirit of community and local economy. The SCPLD Board of Trustees affirms that we will work toward ending systemic racism and inequity in our community. We stand with the American Library Association, the Illinois Library Association and other institutions that condemn racism and all other forms of hate.

At its heart, our Library has always strived to be a welcoming and patron-centric institution. We can do better. In this renewed commitment to equity, diversity and inclusion, here are the actions the Library has taken and will take to strengthen our core values and, thus, strengthen our community:

- Review outdated policies and make them more inclusive
- Foster dialogue and civic engagement
- Recommend resources and materials to help people learn more about systemic racism and oppression
- Provide resources and materials to help uncover implicit bias within our staff for personal and professional development
- Provide access to a broad collection that represents the diversity of our nation
- Help parents and caregivers talk to children and young people about race and racism so they can understand what is happening around them and stand up for and respect others
- Explore ways to be more inclusive in procedures and practices

In addition to the many ways we seek feedback and dialogue from our patrons, we will continue to build relationships with our intergovernmental partners, our social service agencies and other groups that represent our underserved population. Ultimately, it is the choices we make as individuals that will grow the integrity of our community.



STATISTICS AND COLLECTION MANAGEMENT INFORMATION



552 Notary transactions



Study rooms were used 2,700 times by community members and for staff meetings

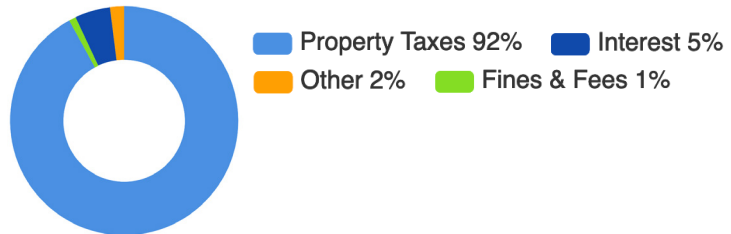


103 Staff members employed with the Library

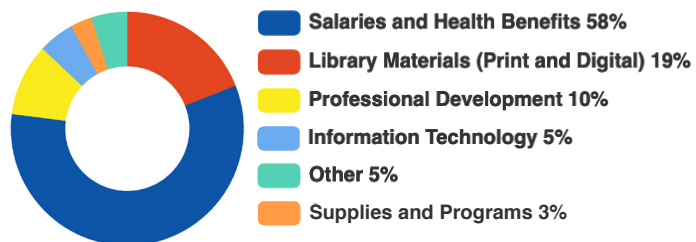
Active Employees by Department:

Circulation	38
Adult Services	19
Youth Services	11
Information Technology	9
Technical Services	8
Facilities & Security	8
Administration	6
Communications & Marketing	4

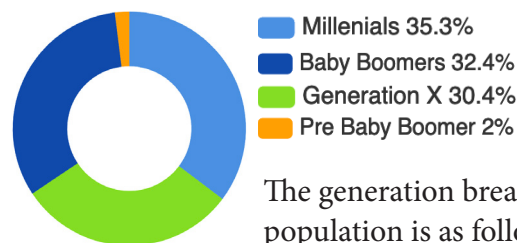
Operating Income FY 2019-2020



Operating Expenses FY 2019-2020

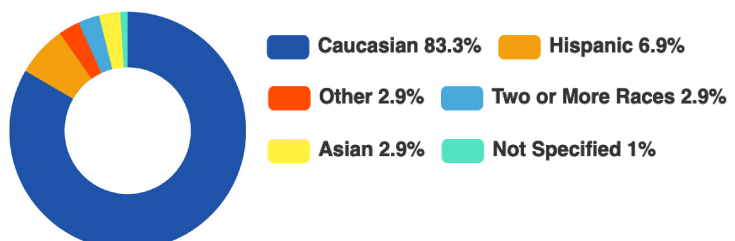


Generation



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

Ethnicity



ADULT SERVICES

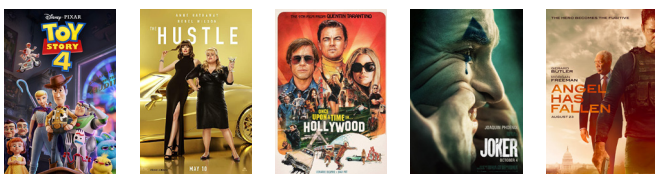
Turnover Rates – Adult Materials Physical Materials

During the time we were open, the Library's collection continued to show strong use by our patrons. The falloff in circulation and turnover is directly related to the COVID-19 closure. Also, we restricted resource sharing and holds pickup in preparation for our move to the temporary Haines location, so there were additional weeks with limited collection access for our patrons and our catalog consortium partners.

Turnover Rates-Adult Services	FY 2017-2018	FY 2018-2019	FY 2019-2020
Books-Nonfiction	2.3	2.3	1.79
Books-Fiction	2.4	2.5	2.23
Books-Large Print	3.2	2.7	2.25
DVD	14	12.5	6.73
Nonfiction DVD	1.8	2.3	1.53
CDs	2.9	1.9	1.86
CD Audiobooks-Fiction	3.4	3	2.02
CD Audiobooks-Nonfiction		3	1.51
Playaway-Fiction		4	2.73
Playaway-Nonfiction		2.9	2.06
Games		21	17.94
Video Games	11	15.9	9.94

The turnover rate measures the average time each item in a collection circulates over a year. Even with the extended forced closure, the Library has remarkable turnover rates. Keeping our collection fresh and relevant improved those numbers, too.

Top DVDs



Toy Story 4, Hustle, Once Upon a Time... in Hollywood, Joker, Angel Has Fallen

Adult Books: Nonfiction



Becoming by Michelle Obama, *The Pioneers* by David McCullough, *Born a Crime* by Trevor Noah, *Catch and Kill* by Ronan Farrow, *Maybe You Should Talk to Someone* by Lori Gottlieb

Adult Books: Fiction



Where the Crawdads Sing by Delia Owens, *One Good Deed* by David Baldacci, *The Dutch House* by Ann Patchett, *The Silent Patient* by Alex Michaelides, *City of Girls* by Elizabeth Gilbert



Top Book for Adults
Becoming by Michelle Obama



Top Item
Wi-Fi Mobile Hotspots (Largest circulation for the Library)

YOUTH SERVICES

	Items	Circulation	Turnover Rate
<i>Fiction</i>	46,375	190,779	4.11
<i>Nonfiction</i>	25,914	51,969	2.01
<i>Non-book</i>	10,036	75,718	7.54

Digital Collection

While the demand for eBooks and other digital materials has historically increased exponentially, we saw those numbers begin to flatten a bit in the last two years. The demand for online services, due to our forced closure (and patrons who were confined to their homes during the pandemic), made us grateful for our robust collection.

The data below is a compilation of statistics from our various online vendors for all formats, except for our Freegal music service. Freegal offers a hybrid model of both unlimited streaming and limited checkouts/permanent ownership of songs. Because that model is not directly comparable to our other services, those figures are not included below. Patrons streamed or downloaded 54,235 songs this year via Freegal, compared to 46,927 last year.

Digital Collection	FY 2017-2018	FY 2018-2019	FY 2019-2020
Downloads/checkouts	62,374	88,656	111,732
Patron requests	3,792	4,809	4,742
Downloadable copies added	7,379	7,018	12,134

Other Online Services

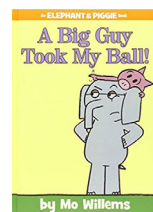
Our online research and article database usage increased sharply this year. Again, we may have the pandemic to credit for increased usage of our amazing array of online services. Overall, usage was up an incredible 378%. Increases were especially marked for online newspapers and magazines, some of the financial databases like Weiss Ratings and Morningstar and the online instruction database Lynda.com. Our Kanopy online film subscription was also popular, with checkouts increasing more than 100%.

Top Circulated Items



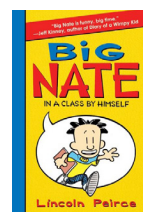
Picture Book:

Do Not Lick This Book
by Idan Ben-Barak



Reader:

A Big Guy Took My Ball!
by Mo Willems



Graphic Novel Series:

Big Nate
by Lincoln Peirce



Fiction Series:

The Diary of a Wimpy Kid
by Jeff Kinney

Teacher Loans

Our Library offers any teacher in our district the opportunity to obtain materials for their classroom. We will select materials, check them out and place them in a convenient bag to be picked up by the teacher. Teacher loans were very popular this year. We fulfilled 134 teacher loans, compared to last fiscal year, when 166 teacher loans were completed, as we missed the months of March through June.

Winter Reading Statistics



This year, we created a simple, yet appealing, program for families. Just six weeks in duration, it encouraged reading.



Registrations:
252



Completions:
120



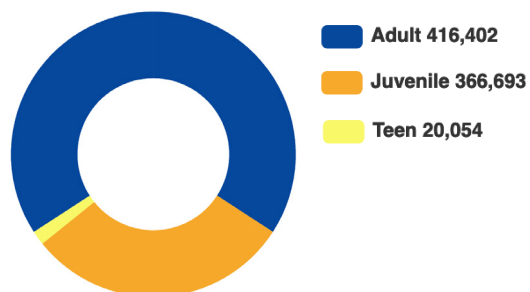
Minutes Read:
123,000

CIRCULATION SERVICES

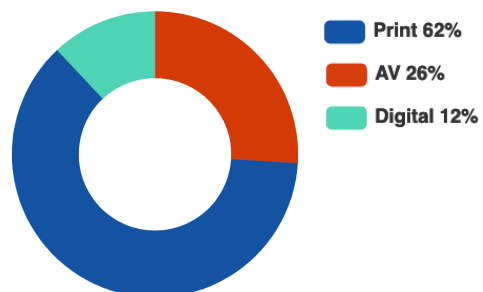


33,758 Library Cardholders
of those: 268 Teacher Cards
282 Non-Resident Cards

Number of Checkouts



914,496 Total Circulation

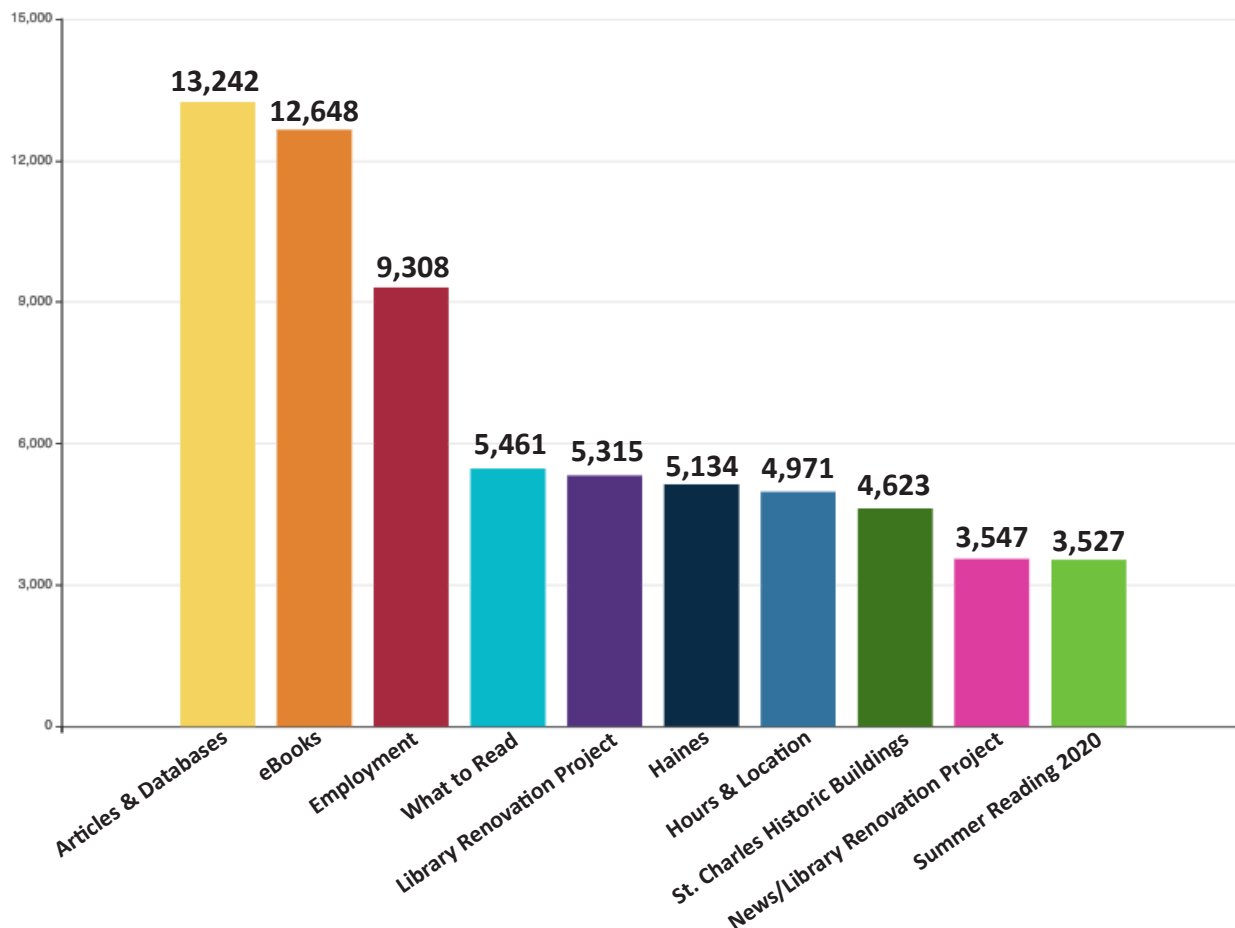


Item Type	Number of Checkouts
Audio Books & Playaways	27,598
Board Games	2,785
Book Bags	624
Books	545,607
CD & DVD-ROMs	44
DVDs & Blu-rays	154,731
Equipment & Devices	3,332
Kits	1,235
Music CDs	24,139
Periodicals & Magazines	17,526
Playaway Launchpads	6,073
Puzzles	1,291
Video Games	18,164
Digital	111,347
Total	914,496

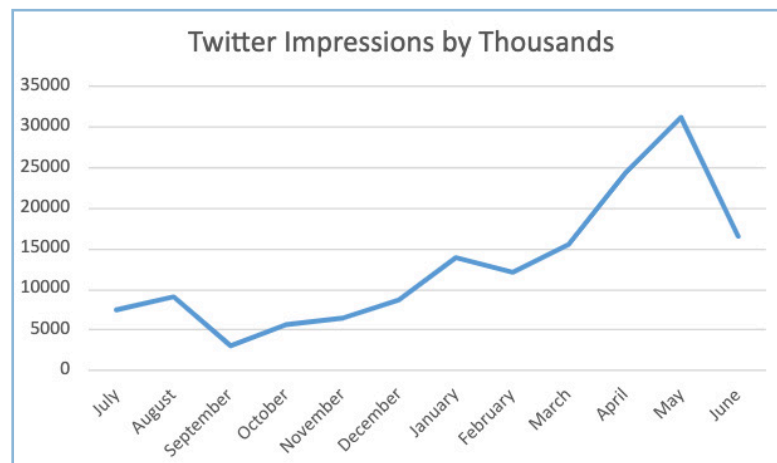
COMMUNICATIONS AND MARKETING

Top Ten Web Page Visits*

**Excludes the Library's main web page of 279,956 visits*



Social Media Stats



Social media continues to be a very important part of the Library's outreach to the community. This year, we saw a dramatic increase in Facebook, Twitter and Instagram engagements, followers and likes due to our move to our temporary location and COVID-19 closure. We currently have 4,681 followers on Facebook; 2,130 followers on Twitter; and 1,408 followers on Instagram. Our YouTube channel also saw a surge in visits with a 364% increase in video views.

INFORMATION TECHNOLOGY SERVICES

Pre-COVID, we had 60 public computer resources available for patrons throughout the Library.

Help Desk Support Comparison

Help Desk Activity	FY 2018-2019	FY 2019-2020	% Change
3D Printer	141	97	-31%
Catalog Instruction, Searching, Holds	46	24	-48%
Check Out/In Equipment	150	0	-100%
Computer Instruction (Word, Internet, etc.)	2,046	1,382	-32%
Computer Session Time Extension	749	530	-29%
Copier	717	370	-48%
Directional / Material Location	335	183	-45%
Downloadable Content	1	3	200%
Fax	595	310	-48%
Login Help	640	342	-47%
Microfilm/Fiche	15	4	-73%
Office Supplies Request Details	650	355	-45%
Other Details	447	252	-44%
Printing	2,176	1,212	-44%
Questions about Reservation System/Order/Policies Detail	274	170	-38%
Scanner	515	615	19%
Slide/Film Scanner Workstation Help	12	1	-92%
Troubleshooting Equipment	226	102	-55%
VHS/DVD Workstation Help	27	30	11%
Wi-Fi Printing	197	127	-36%

Utilization of Patron Computing

FY 2018-2019	42,390 hours
FY 2019-2020	30,671 hours
28% Decrease in Total Hours of Patron Computing	

Number of Sessions Booked

FY 2018-2019	43,760 hours
FY 2019-2020	30,285 hours
31% Decrease Total Hours of Sessions Booked	

Number of Pages Printed

FY 2018-2019	152,007 pages
FY 2019-2020	116,032 pages
24% Decrease in Number of Pages Printed	

Number of Scanning Jobs Performed

FY 2018-2019	7,822 sessions
FY 2019-2020	5,788 sessions
26% Decrease in Total Scanning Jobs	

Number of Pages Scanned

FY 2018-2019	42,105 pages
FY 2019-2020	24,660 pages
41% Decrease in Total Pages Scanned	

TECHNICAL SERVICES

ITEM CATEGORY	FY 2018-2019	FY 2019-2020	% Change
BOOK ADDITIONS			
Adult and Young Adult	18,993	15,770	-17%
Youth Services	10,654	9,811	-7.9%
Total	29,647	25,581	-13.7%
Total Book Collection	238,210	201,048	-15.6%
AV ADDITIONS			
Adult and Young Adult	3,559	3,024	-15%
Youth Services	1,297	787	-39.3%
Total	4,856	3,811	-21.5%
Total AV Collection	66,312	56,212	-15.2%
WITHDRAWALS			
Total	66,778	64,549	-3.3%
Total Downloadable Collection	106,032	117,289	10.6%
Total Materials Collection	410,554	374,549	-8.8%

With the Library being closed for 3.5 months, our print additions went down, but our online downloadable collection additions went up 10.6%.

Interlibrary Loan:

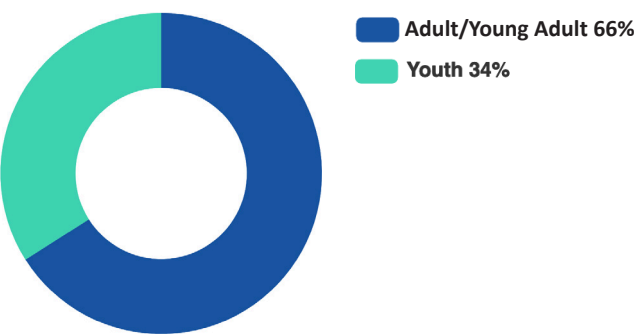
ILL Statistics	FY 2018-2019	FY 2019-2020	% change
Borrowing			
SWAN Items Borrowed	57,734	41,078	-28.9%
OCLC Items Borrowed	2,019	1,275	-36.9%
Total	59,753	42,353	-29%
Lending			
SHARE Items Lent	113	54	-52.2%
SWAN Items Lent	53,909	35,686	-33.8%
OCLC Items Lent	2,327	1,603	-31%
Total	56,349	37,343	-33.7%

We borrowed 9.3% more items than we lent from SWAN libraries.

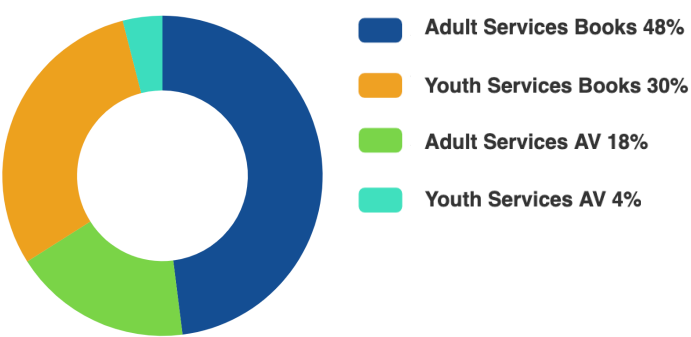
The average time we take to process items that we lend through Online Computer Library Center (OCLC) is two days.

The average time other libraries take to process items that we ask to borrow through OCLC is 10 days.

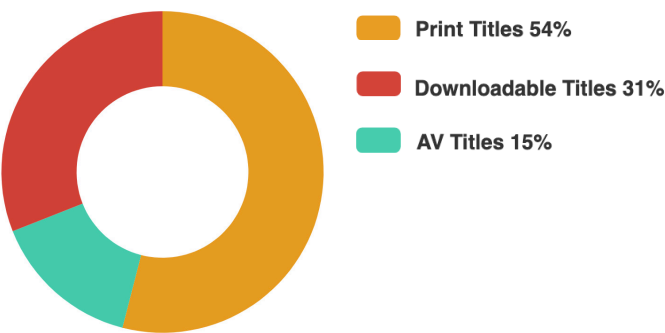
Collection by Department



Departmental and Materials Composition of Holdings



Collection Composition



SUMMER READING 2019

Adults



For the first time, adults could register at both Adult and Youth Services desks, resulting in an increase in registration for adults by 23% over the previous year (996 adults compared to 807 in 2018). There was also a 7.5% increase in the number of those who logged in one book and a 4% increase of those who logged in four books. The total number of books read by adults decreased slightly (3.3%).



Staff Summer Reading Kickoff

Teens

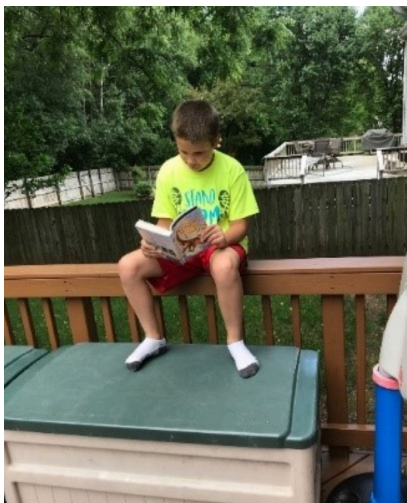


239 teens registered

131 logged at least one book

79 finished the program

14 of those participants did not have a St. Charles Library card



One happy mother sent us this picture of her son reading his summer reading prize book outside. She said this book finally got him out of the house.

Youth

After streamlining the program in 2019 and opening it to all D303 students, we saw the highest numbers in the history of the Youth Services department.



Registrations: 2,995



Minutes read: 2,195,190



1,115 kids completed a minimum of 1,000 minutes

PROGRAMS

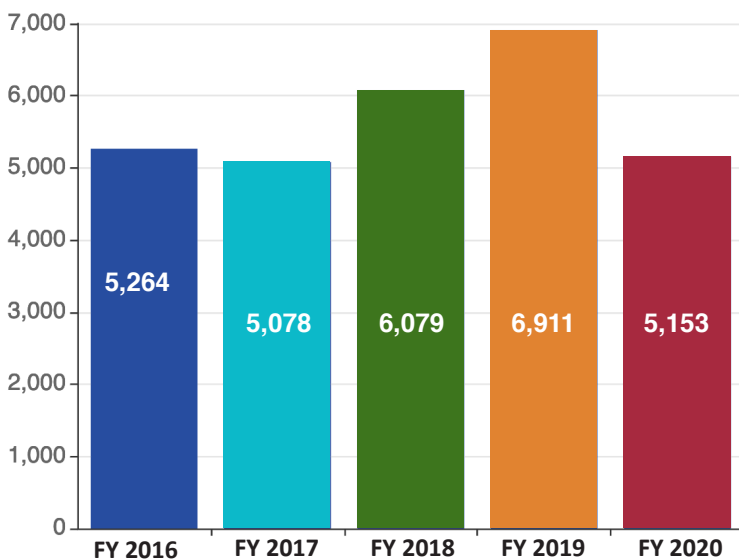
Due to COVID-19 and our move to our temporary location, the overall programming numbers across all age groups decreased.

There is a dedicated COVID-19 section related to all of the work, including programming, that the Library staff completed.

Adult Programs

The St. Charles Public Library's mission is to "support the growth and creativity of the individual and foster the spirit of community and local economy." Our programming team keeps our mission in mind as we plan and schedule exciting, engaging programs for our community.

Adult Programs Attendance



Second Tuesday Book Discussions

Our book discussions continue to be popular with patrons. Discussions transitioned from in-person to virtual meetings in May. This year, there were 201 attendees compared to 280 in FY 2018-2019 and 260 in FY 2017-2018. We began purchasing coffee from The Daily Bean, the D303 coffee shop housed at the Library, for the second Tuesday Book Discussion. The members were delighted.

Sunday Concert Series

Each year, the Library brings the finest in top-notch entertainment to the community through our Sunday Concert Series.



We recognize the St. Charles Public Library Foundation for their continued, generous sponsorship of our classical concerts.

Gardening Programs

Gardening programs were a huge success this year. We had 172 people attend six unique programs. We miss the garden now in our temporary location, especially on harvest days. Our Read & Seed Community Garden will return when we are nestled back into our renovated building.

OUTREACH PROGRAMS

Outreach to our senior living facilities was hit a bit earlier by COVID-19 closings, as they were among the first forced to close for safety. This year, we were on a record-setting pace for programming in facilities. Although we were unable to provide in-person programs for 25% of the year, program numbers were slightly higher than two years ago.

Outreach Program Attendance

Fiscal Year	Number of Programs	Senior Attendance
FY 2017-2018	278	3,150
FY 2018-2019	338	4,219
FY 2019-2020	281	3,311
Total	897	10,680

“The Library is always eager to help and will add residents as needed. The Library always goes above-and-beyond for us at Rosewood Care Center!”
Patron Comment

The Outreach team delivers library books to patrons at 10 senior living and care facilities. We have book swaps at 15 locations in the community. Both the Adult and Youth Services departments work together to maintain book bins for children in approximately 50 local businesses, where we deliver donated and withdrawn items.

Business Programs

Business Programs	FY 2017-2018 (33 programs)	FY 2018-2019 (35 programs)	FY 2019-2020 (31 programs)
Library-sponsored	361	525	154
TUG	220	188	261
Total Attendees	581	713	415

One-on-One Sessions	FY 2017-2018	FY 2018-2019	FY 2019-2020
Number of Appointments	12	19	16
Average Appointment Time (in minutes)	63	84	77

Virtual programs were scheduled from April through June, with attendance of 222 people, representing over half of the attendees to business programs this year. Not surprisingly, the Tri-Cities Unemployment Group (TUG) attendance increased 39%, as COVID-19 impacted the job market.



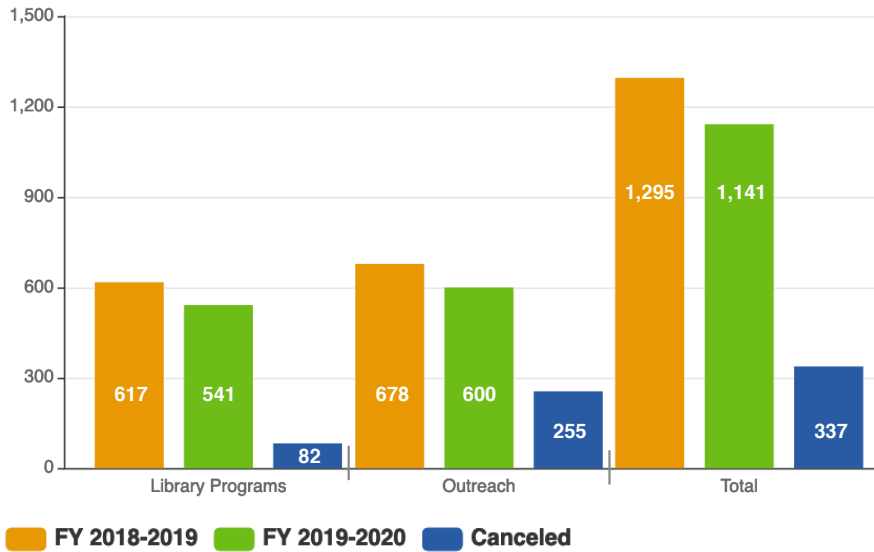
YOUNG ADULT PROGRAMS

Young Adult librarians hosted and presented 43 programs to 996 attendees. Fun new programs included a Bob Ross-inspired painting program, bullet journaling, a field trip to Mitsuwa Japanese Grocery Store and a variety of fun baking and decorating programs.

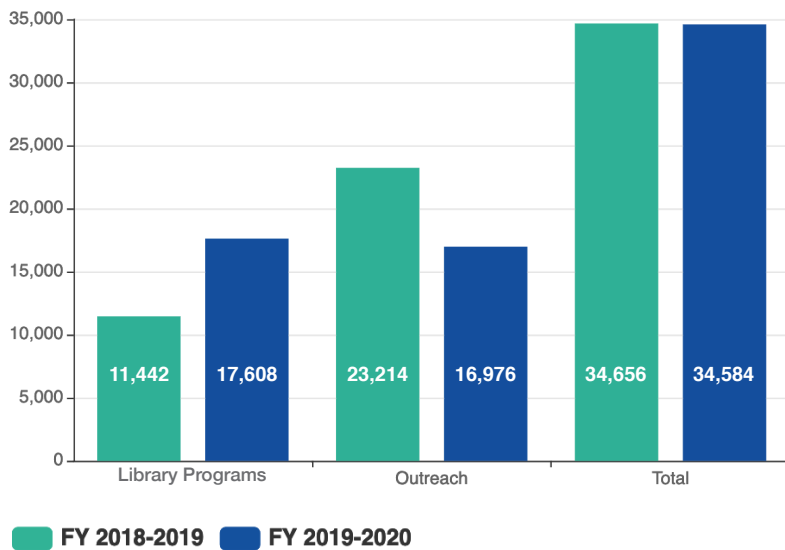
Exam Cram was huge in the fall semester with more than 400 students in attendance over three nights. Thank you to the Friends of St. Charles Public Library for donating the pizza.

YOUTH PROGRAMS

Total Programs by Year



Total Attendance by Year



“Many YS patrons loved the Black History Month display and thanked staff for the Own Voices display.”

Patron Comment



Total Youth Services Programs 1,141 Library programs reaching 34,584 people.



Library and Community Partner Programs Youth Services had 541 programs with 17,608 children and adults attending.



Outreach Programs Youth Services had 600 programs with 16,976 children and adults attending.

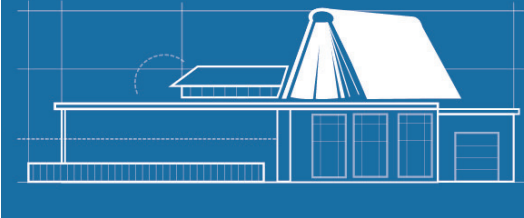


Youth Services' most attended program of FY 2019-2020 was the Harry Potter Party with 315 attendees.

The Youth Services department had to cancel programs, and outreach attendance decreased. However, there was only an overall 0.2% decrease in total program attendance from the previous year.

HIGHLIGHTS; ACKNOWLEDGMENTS

St. Charles Public Library Renovation 2021



SCPLD Renovation and Expansion Project 2019-2021

The Board approved the renovation and modest expansion of our Library building in 2019.

We are adding approximately 9,000 square feet to encompass a new entrance and staff spaces. This addition allows us to be more accessible and efficient. In this renovation and expansion project, we can:

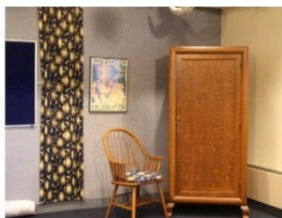
- Create a new entrance with an accessible elevator to reach all floors
- Maximize the space by unifying collections to make them more accessible
- Update building infrastructure to include a new roof, HVAC system, new elevators and other crucial maintenance items
- Add additional study rooms and an extra meeting room to accommodate patron requests and programming needs
- Grow the teen area with dedicated programming and lounge space
- Renovate and expand parking and landscaping
- Add a drive-up window to allow for quick patron service
- Build a digital maker space to offer innovative tools for patron and student use

The Library has relocated temporarily to the Haines building at 305 S. Ninth Street while our building is under construction. We anticipate completion of the project in summer of 2021.

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

Behind-the-Scenes Library Tours

Before the move to our temporary space, the Library Director held monthly behind-the-scenes Library tours. This allowed our community to see the staff offices and work spaces, storage and the infrastructure of the building. It was also a time where patrons could ask one-on-one questions about the project and hear firsthand information.



Moving Sale

The Library held a moving sale where residents could obtain a piece of Library history. Through generous contributions from our patrons, we were able to raise over \$4,200. All proceeds benefited the Friends of St. Charles Public Library.

A wide variety of items were available at the Library's Moving Sale.

Time-Lapse Construction Camera



The Library installed a time-lapse camera to follow the progress of the construction project in real time. The cellular camera takes a photo every 10 minutes, from 7:00 a.m. to 7:00 p.m., seven days a week. These embedded live images show the renovation and expansion progress in a dynamic and innovative way. Some of the unique features include viewing our progress by specific day and time or by using the time-lapse video link. Images and videos can be emailed, downloaded or shared on social media.

The camera is extremely popular with patrons, the community and staff—with high hits on our website and 50% open rate in our eNewsletter. Once the renovation project is complete, we will be able to create a time-lapse four-minute video from the beginning of construction to completion.

Renovation Weekly Update – Web Page

In April, we launched our new Renovation Weekly Update web page, designed to showcase the progress of the Library construction and expansion project with updates and photos from the Director. This web page has become extremely popular and regularly lands in the top ten hits on our website.



History of the Library

To showcase the Library's history, a large, museum-style timeline was created, identifying key milestones from 1888 to today's renovation and expansion 2021 project. The visual presentation includes historic photos, press releases and descriptive copy to accompany the graphics. The timeline, initially printed in-house, was on display in front of the circulation desk and in the Youth Services lobby display case. After the move to Haines, the timeline was printed professionally and is on display in the main lobby.



Groundbreaking Ceremony & Virtual Activities



The Library Director worked closely with the Communications and Marketing department to plan a large-scale, historic and family-friendly groundbreaking event. The celebration was to include remarks from the Mayor and Library Trustees, as well as family activities, refreshments and custom giveaways. However, due to COVID-19, the in-person event was canceled.



Photos submitted to the Groundbreaking Kids Coloring Contest.

Switching gears, the Library Director envisioned a “virtual groundbreaking” event to keep our community engaged with our project. An innovative three-minute video with screen shots, renderings, original artwork, music and a custom script read by the Director accompanied the video. The virtual video debuted on the Library Renovation Weekly Updates web page.

In addition to the video, we held a Kids Coloring Contest. The kid-friendly, construction-themed coloring page was promoted on our website as well as on all of our social media channels.



Another initiative proposed: “Dig.Plant.Grow.” was launched in May, 2020. The community was invited to take a photo of their plants, flowers, garden beds or outdoor projects and share on our social media channels. Weekly winners were selected randomly and received gift cards from area businesses. The response was very positive, and the photos engaging.

Street Light & Fencing Banners



As part of our Renovation Communication Plan, Communications and Marketing designed new streetlight banners announcing the move to Haines, as well as promoting the renovation. The banners hit the streets of downtown St. Charles the week of April 13, 2020, the week the Library was scheduled to move into the Haines building.

Additional large-scale banners were created to hang on the fencing which surrounds the Library construction and expansion project. Using our branded renovation graphics, the banners showcased the renderings of the new building along with highlighting several banners that feature the new grand reading room, the teen room and Library lobby. All banners encourage people to follow our progress on our social media channels.

Inside Voices Podcast

The inaugural episode of the Library's new behind-the-scenes podcast, Inside Voices, debuted in May starring our very own Reference Librarian staff. Now, more than ever, we are working to extend our voices beyond the building and share our story.

Census Grant

In October of 2019, the Pritzker administration and the Illinois Department of Human Services (IDHS) awarded RAILS with a \$750,000 grant to encourage full participation in Census 2020 throughout the state. This grant focused on increasing the self-response rate of historically hard-to-count communities. St. Charles Public Library applied to be a grant sub-recipient and was awarded \$10,000. Our largest hard-to-count populations were identified as children under five years old, senior citizens and immigrants.

The Library sponsored Census recruitment events in our lobby, arranged for Census information training for the Adult Services staff and for Literacy Volunteers of Fox Valley tutors and featured Census information and events in our print and electronic newsletters and in our social media.

We purchased hundreds of copies of the official Census counting book for children. These were distributed to preschools and used in conjunction with virtual story times. In addition, books were distributed at area book swap locations. Books were purchased in English and in Spanish. We bought Chromebooks in anticipation of in-person community Census events and our pop-up library events, which were all canceled due to COVID-19. We may still find a way to use them to help people fill out their Census form, but how quickly that may happen is out of our control.

We purchased officially licensed Census merchandise for distribution from our temporary Library location, including small bottles of hand sanitizer and stylus pens. Census-branded-masks were distributed to staff to hopefully start some conversations about and promote Census participation. We purchased Facebook ads and promoted on our social media channels. Communications and Marketing participated in Census "Thunderclap" social media events, and continued to do so after our grant period ended in June 2020. The combination of all of our efforts reached more than 75,000 people via online promotions, our mailed newsletter and in-person and virtual events.

John Philip Award



Outreach Librarian David Kelsey received the 2019 John Philip Excellence in Outreach Award, sponsored by the Association of Bookmobile and Outreach Services (ABOS). The award recognizes "outstanding contributions and prominent leadership by an individual in Bookmobile and Outreach Services." The award is the highest honor that an individual in the bookmobile and outreach profession can receive.

Trivia Night at Pollyanna



With a wonderful collaboration between the Communications and Marketing Manager and the Technical Services Manager, we started off the year with an exciting new event: Trivia Night at Pollyanna Brewing—the first-ever trivia event hosted at the newly-opened St. Charles brewery. Open to the public, Trivia Nights were scheduled the first Tuesday evenings of January and February. People could attend with friends or solo. The events were a major success, with more than 100 people attending January’s Trivia Night alone. Participants won prizes, received giveaways and enjoyed complimentary snacks.

National Library Card Sign-Up Month



The characters of *Toy Story 4* were the honorary chairs for September’s National Library Card Sign-Up Month. To kick off the celebration, the Library participated in the St. Charles Park District’s Big Truck Show on September 7. The event was held at the James O’Brien Community Park with hundreds of families, kids and community members attending.

The Library’s tent and table were a popular stop for visitors who wanted to learn more about the Library and receive giveaways. We celebrated all month long with *Toy Story 4*-themed events, giveaways and weekly LEGO® and prize packages. Life-size cutouts of Woody, Buzz and other *Toy Story* friends greeted patrons upon entering the Library, while the VW bus in Youth Services was converted to a *Toy Story* adventure bus. This fun initiative is coordinated between the Circulation and Communication and Marketing departments.



The last photo taken of Library staff on the main staircase generated a lot of 'likes' on social media.

"The Library is one of the reasons why I love living in this town, everybody is nice."

Patron Comment

Social Media – Surge in Engagement

The importance of social media in communicating with the community was more important than ever this year. As the Library was closed due to our move and the COVID-19 pandemic, patrons relied more heavily on social media for up-to-date information. It also was a crucial method for reminding the community of all the services the Library provides online while access to the building was prohibited. Facebook posts and photos regarding the closure, our move to Haines, the moving sale and the last photo of Library staff on the main floor stairs resulted in an increase in likes, page actions, post reach and page views. April's numbers continued to skyrocket due to the Library renovation video. We continued to see high social media numbers in late spring/early summer with the start of our Your Library at Home videos, Summer Reading program, Library Pickup service, Grab & Go service and the reopening of community book drops.

Information Technology

In preparation for our big move and renovation, the Library's Information Technology (IT) department moved us over into new services.

Voice over Internet Protocol

Our new Voice over Internet Protocol (VOIP) phone system provided us the flexibility to keep all of our existing phone numbers during our move to our temporary location. It also allowed for continued services to our patrons when we closed for the move and COVID-19. The Library and our community saw an immediate return on this large investment.

RFID Benefits to Patrons

The Library collection was converted into a Radio Frequency Identification (RFID) system that allows patrons to check in materials with ease. The primary benefit when using RFID is the check-out process. Whether assisted by one of our circulation staff or using our self-check stations, the process is quicker and more accurate. The RFID readers can also read multiple tags in a single pass. The previous barcode and scan system could induce read errors based on angles and reflection, or the condition of the barcode. All self-check stations have been converted to RFID readers while preserving the same user interface we are all accustomed to using.

A secondary benefit for patrons is the result of an improved inventory process for our staff using RFID and a wand reader. Using the wand reader and mobile collection device, the shelf presence and shelf order of materials can be more efficiently maintained. This translates into faster and more accurate service to our patrons.

Information Technology Educator

The IT department added a new position—IT Educator. The role of the IT Educator is to provide customized, flexible, patron-friendly and engaging learning and training opportunities to our patrons and staff.

- Provided direct support to staff for department projects and the Library's transition to RingCentral for VOIP and unified communications.
- Created virtual computer training videos for patrons in lieu of in-person computer classes (for the fall of 2020). Patrons who register will receive instructional videos and guides and virtual assistance if needed. By offering a blended approach to learning, the Library will offer both in-person and virtual programming moving forward.

"I follow your YouTube channel and it's wonderful. Just want you to know how much I appreciate all the Library has been doing to have so many programs available."

Patron Comment



NEW SERVICES/ PROGRAMS/ACTIVITIES

Book Club Service for Youth

The Technical Services and Youth Services departments collaborated to start a new patron-centric service to provide copies of “Storytime” books for patrons to check out after their program attendance. The Book Club Service team acquired the books from other SWAN libraries and labeled them specifically for this service. It proved to be very popular, and the circulation for those items was about 74%. It ran for six months, and we provided 1,604 books for patrons.

	BOOKS ORDERED	CHECKED OUT	% CHECKED OUT
September 2019	250	197	78.80%
October 2019	440	346	78.64%
November 2019	270	237	87.78%
December 2019	457	231	50.55%
January 2020	518	395	76.25%
February 2020	254	198	77.95%
Total	2,189	1,604	73.28%

Diverse Voices Book Club



One of our Reference Librarians and our Preschool Outreach Librarian partnered on the new Diverse Voices Book Club—a book discussion with middle-school-

age patrons and a paired discussion with adults. The book club focuses on Own Voices authors of middle-grade literature. Four discussions were held in-person this year, and the book club will continue virtually in the fall of 2020. Two sets were created for the titles *Guts* by Raina Telgemeier and *Front Desk* by Kelly Yang.

Library Databases and Online Services

We added the new RBDigital Unlimited Audiobooks and Streaming Video Services this year. Among other new content, it includes Acorn TV, making us very popular with those who like British, Australian and Canadian television shows.

Student Cards

Our Strategic Plan goal to bring all D303 students into our service network with student library cards came to fruition this year. Through an Intergovernmental Agreement between the Library and D303, the Library is able to offer these cards responsibly. Launched on June 10, 2020, 30 student cards were created and distributed to D303 students in the first 20 days of this partnership. Student cards are available to students attending a D303 school, who are not eligible for a public library card and live outside the public library district.

*“The Library is the center of our universe.
Librarians are our heroes.”*
Patron Comment

New Programs

- Youth Services hosted a global rocket launch with 67 participants in July 2019 in participation with the U.S. Space & Rocket Center in honor of the anniversary of the Apollo 11 launch
- Sign language was incorporated into My First Story Time and Sensory Story Times
- Parenting book club started in fall of 2019
- Sensory Play: A drop-in play program with sensory bins and activities
- Get Up and Move Baby: A passive program for parents to get to know each other as babies play together
- Communications and Marketing partnered with Youth Services to develop a new program, "Genealogy for Kids & Families," for Family History Month in October
- An exciting new partnership was formed with the Kane County Genealogical Society to offer "New Resources for British Isles Research," which introduced our patrons to a new presenter
- A new partnership was formed with Northwestern Medicine Delnor Hospital Community Kitchen which allowed us to offer an exciting new program, "Charcuterie for Holiday Entertaining"
- "Atoms to the Cosmos: Exploring the Universe at Fermilab" with physicist Dr. Paul Mantsch
- "Radio Goes to War" with WDCB radio host Steve Darnall
- "Crime Scene Investigation" with Kane County Coroner Rob Russell
- "An Introduction to Shakespeare" with The Shakespeare Project of Chicago
- "Venezuela La Verdad" with award-winning filmmaker Stephanie Rodrigues
- "The Real Story of Mae West" with Martina Mathiesen
- "Leonardo at 500" with art historian Jeff Mishur, so popular we had to schedule a second date



New Collections



- STEAM kits began circulating in July 2019 and have proven to be overwhelmingly popular. We launched our collection with 38 original kits, which circulated 711 times in a seven-month period, averaging 18 circulations per kit.
- One of our Youth Services Librarians spearheaded the creation of the World Language collection in response to numerous requests we have from families for books in languages other than Spanish.
- Our Early Literacy Librarian created a Parenting Kit collection of family discussion topics (i.e. divorce, death, new baby, adoption) from vision to material acquisition. Due to COVID-19, the rollout was delayed until fiscal year 2020-2021.

Launch of Business Resources Web Page

This year, the Business Resources web page was launched which offers various business tools and resources for our community, including a collection of online databases that contains the most up-to-date information on the latest business trends. These databases help patrons identify potential customers, discover market

data, research an industry or company and develop a business plan—and they can be accessed anywhere there is internet availability. The web page also offers information on business equipment, business education options and in-person and virtual business programs. For those who need help processing all the resources, an appointment can be made on the web page with our Business Librarian.

Information Technology Services

Meraki Switch Upgrade

The core stack of network switches was upgraded. This new set of switches allows for management via the cloud and Power over Ethernet (PoE) for all connections. This is important due to the new Voice over Internet Protocol (VoIP) phone hardware which was fully deployed at Haines during March 2020.

Manager Mobility

As a prelude to RingCentral and “print-less” initiative, managers within the Library are participating in using iPads as a communications and cloud document hub. This program allows managers ready access to consistent communication, availability and more efficient information handling.

Improved Service

Technical Services changed our magazine vendor from EBSCO to WT Cox. They have a user portal that allows us to provide up-to-date information on magazine cost and availability. They also have a policy that they do not invoice under \$20 so that decreases the volume of magazine invoices in the Administration office. This has proven to be an improvement over EBSCO.

MANAGING THE IMPACT OF THE COVID CRISIS

The Library was not alone in facing the COVID-19 crisis. On March 18, the Library Board and Director made the decision to close the Library due to the pandemic. The Library had been closed to the public at this time because of the move into the temporary space. The COVID-19 closure affected staff and required them to stay at home to adhere to the Governor's Shelter in Place Order. Quickly, we realized that we needed to be 100% mobile and start virtual services. During the entire time the Library was closed due to COVID-19, we are proud to say that there was no "down-time" in virtual services. Because of the switch to an online phone system earlier in the year, we were prepared to answer phone questions, chats and texts on the first day of closure. Our digital resources never closed and were always accessible, and we had the staff to support it.

The Library Director and management team worked hard on creating an Emergency Crisis Plan, Working from Home Guidelines and the final Return to Work Plan in the upcoming months. As telecommuting had not been an option pre-COVID, the shift in focus to working from home was an integral part of our Crisis Plan. Staff were working from home from day one. As the months moved forward, the staff began developing online programming, enhanced virtual services and created new plans for each Phase of the Restore Illinois Plan.

All staff were required to work from home, and professional development became a big component to this plan, especially for staff whose primary job is patron interaction. In addition, Administration spent much time creating safety protocols for returning to work and the return of patrons in our building. This work continues today as we strive to maintain a new "norm" in this post-COVID world.

Below are examples of the work completed in each department when we were closed.

Administration

Our Human Resources and Administration staff continued to work remotely. This included implementing guidelines based on Restore Illinois. They handled Library payables and receivables on a regular basis, as well as, assisted with the move of the Library to our temporary location.

Adult Services

Beginning day one of our forced closing due to the pandemic, Adult Services began to staff reference shifts during all "regular" Library hours from home. We provided some hotspots and laptops to assist staff in working from home. Our Library proudly staffed "regular" hours consistently during building closures. Adult Services provided technical support and troubleshooting, assisting 363 patrons from March to June, including learning to use our eBooks, databases and streaming services.

For the months of April, May and June, Adult Services staff completed hundreds of hours of self-paced training, increasing knowledge on a variety of topics. Knowing that little extra (jargon, search techniques or how computers work) can help staff find answers and resources for patrons that much quicker.

*"I will never take the Library for granted again!
Thank you for all you do! We miss coming in, but
appreciate the online collections."*

Patron Comment

Adult Services and Communications and Marketing departments collaborated to find ways to add/promote online versions of popular items such as BookPage and our “forthcoming” monthly brochures, as well as newly “free” online subscriptions like Ancestry.com. We worked to promote all of our online services in general. We loaned a number of our Wi-Fi hotspots to D303 for students to facilitate remote learning.

Outreach Services launched virtual programming during COVID-19 and recorded more than 40 programs for senior facilities in the St. Charles community. Our Outreach Services team was the first Outreach Program in the United States to spearhead virtual programming for senior facilities and presented webinars on the topic to multiple national and state library associations.

Youth Services



Live story times via Zoom during COVID-19 closure.

Youth Services worked on many new virtual programs which can be seen on the Library’s YouTube Channel. The staff also created Facebook challenges to keep families engaged and active while everyone was at home. The majority of the time spent working from home delved into this new world of virtual programming for small children and families.



One of the 10 Facebook challenges.

As a department, everyone made sure to stay focused on digital content for patrons—be it virtual programs, downloadable books or databases. Staff did everything they could to stay in touch daily. There was a focus on teambuilding through the customer service initiative. Youth Services exploded with creativity in response to the crisis. Programmers who previously had no experience with filming or editing quickly became experts on those topics to film story time and craft videos, as well as create two digital escape rooms. These online escape rooms utilized Google Forms to allow patrons to Escape the Library and Escape the Trash Compactor (a *Star Wars*-themed escape), both of which were accessible through promotion on the Library’s social media accounts. We also had participants for the escape rooms from other states, including Alabama, Florida, Georgia, Michigan and Texas. All of the staff-created videos were posted on the Library’s YouTube channel. Library staff who had previously given little thought to copyright researched and shared information with authority. Youth Services really pulled together and weathered the COVID-19 crisis well.

Circulation Services

The staff of our Circulation department dedicated over 9,000 hours to professional development, including software training, networking, stress management, digital skills for seniors, privacy and security, basic cataloging and new languages. Microsoft Teams was used to stay connected and engaged. We learned how to navigate our new normal and remained committed to serving our patrons.

Staff participated in webinars, podcasts and online courses, and the staff found them helpful and educational. These educational sessions brought our staff together and showed that the team is passionate, skillful, invested and interested in various topics.

Communications and Marketing



As the fiscal year began in July 2019, all of our programs were held in person. When the Library shutdown in mid-March 2020 for our temporary

move to Haines and subsequent closure due to the pandemic, our team canceled all of our in-person programs for March and April. Our entire Library team made a quick decision to plan and schedule virtual programs as a way to keep our community engaged and expand our programming opportunities.

"These programs are so wonderful and when I heard Manet, oh my gosh is that speaker to die for --- and to hear this for free at the Library is a gift of all gifts. How wonderful that you are willing to add a second date. You guys are doing an awesome job."

Patron Comment

The popularity and success surprised us all as virtual program attendance numbers soared. Virtual programs reached a new audience, such as patrons with limited mobility who are unable to visit the Library but not ready for assisted living, those who do not drive after dark and working families. In many cases, we were able to reach more people than we would if the programs had been held in person.



Successful virtual programs included:

- "Remembering Marshall Field's" with Leslie Goddard—272 patrons viewed this program!
- "Catherine the Great" with author Jenny Riddle
- "Inside Shakespeare's First Folio" with Chicago actor Peter Garino
- "The Political Lincoln" with actor Kevin Wood
- "FamilySearch.org Primer" with genealogist Caron Brennan

The Communications and Marketing team was able to successfully complete all work virtually, otherwise normally done in person at the Library. Our team held daily conference calls and "met" weekly via RingCentral video. This allowed us to stay connected as a team, keep up to date on our projects and aware of the daily changes taking place at the Library.

Information Technology Services

Our IT staff provided equipment support to enable all staff to work from home, including virtual private network (VPN) and remote desktop functions which allow for specific user access to Workflows and an “in-office” desktop view. Hotspots were redistributed to staff to support internet availability. Chromebooks were also part of our work from home program. The IT department created these initiatives while the Library was closed:

Clean Keyboard Program – IT developed a procedure to ensure the most complete cleaning possible of our keyboards and mice at all service desks, shared workspaces and for patron usage throughout each day. The cleaning activity is performed by Computer Help Desk staff using an ultraviolet light device from Vioguard called the Cubby. This process will continue for the foreseeable future and is now a standard for patrons. Any patron



using a computer will receive a cleaned keyboard and mouse for their computer session within the Library.



Webinars – Zoom webinar services were secured for programming staff to ensure delivery of youth and adult programs to patrons. Webinar service was not part of our initial engagement for Voice over IP. RingCentral continues to be our central communications platform.

Staff Laptops – Dell staff laptops program launched this year. The laptops are dedicated to full-time staff to develop a portable office capability when combined with RingCentral services. Any future work from home scenarios will be fully supported

with this hardware while circulation technology remains available to patron lending. This project directly supports mobility issues for other off-site work when necessary.

Technical Services

Once the Technical Services team received technology needs, the professional development and remote work began in earnest including:

- A department genre reading group to enhance our Book Club Service by exploring different titles
- A deep study of Microsoft Office, Novelist Library Aware, Photoshop, Ancestry.com and Spanish language
- Explored Agile project management to examine department processes
- Attended the Yale University course on "The Science of Well-Being"
- Attended SWAN Fireside chats to keep up with our consortium during the closure
- Read many items and viewed content regarding COVID-19, quarantining materials, working from home and other topical subjects

We met twice each week in meetings via Zoom/Ring Central and utilized Microsoft Teams to further connect and keep up to date.

In early April, we started receiving orders of materials that we had halted at the beginning of our closure. We did this in anticipation of the backlog that would occur if we waited until the stay-at-home order expired.

Book Club Service continued “virtually” as we provided support to book clubs with tips on holding virtual meetings and book title resources while physical materials from the Library were not available.

INVESTMENT IN STAFF/ PROFESSIONAL DEVELOPMENT

During the Library's closure due to the global pandemic, staff were able to attend various remote professional development webinars on a wide variety of topics. As a result, many procedures and policies for the safety of our patrons and staff have been implemented. Managers made great efforts to keep staff members engaged by weekly Zoom meetings during the shutdown, and frequently staff members shared the information they learned from webinars they attended (virtually) with their teams.

Conference Presentations

Every year, our Library staff are chosen to conduct multiple presentations on a variety of topics during national, state and local library conferences. Some of our talented and professional staff who presented this year are:

Edith G. Craig, Brian Dunk, Amanda Kaiser, Emily Conradt, Chris Flood, Dana Hintz, David Kelsey, Jane Piraino, Sarah Slack and Lynda Spraner.

Direct Results

One of the goals of professional development is to find impactful ideas and suggestions to implement for our Library and community. Some examples are:

- Youth Services staff viewed Public Library Association's Project Outcome webinars and focused on patron satisfaction to measure outcomes of programs and to evaluate the specific benefit to the patron. Using both qualitative and quantitative data, Google forms have been created. Benefits of a new evaluation system will allow Youth Services to create programs that will serve and impact more patrons.

- Our Preschool Outreach Librarian attended two anti-racist workshops for library training: "Introduction to Anti-Bias Antiracism Education" (ABAR) and "Critical Cultural Competency."

This training contributed to multiple initiatives including:

- Created Cultural Literacy Series: Diverse Voices Story Times and Diverse Voices Book Clubs for children and adults
- Created Diverse Voices book display in October 2019
- Presented at Illinois Library Association in "Story Times for Social Change"
- Created list of Own Voices books featuring Black voices
- One of our Youth Services Assistants took a Sign Language Course and learned about the history of American Sign Language (ASL), the grammar of ASL, some key phrases and all the variations that occur regionally. This was helpful because she added new words each week to her sensory videos.
- Our Preschool Outreach Librarian became a Gateways Registry Trainer, certified to offer training to early childhood educators for professional development credits in Illinois.
- Our Cataloging Librarian attended webinars and training sessions on analytics and data presentation techniques. The Monthly Dashboard for the Board of Trustees was launched this year. She also attended the SWAN Quarterly meeting in December where she participated on a Q&A panel concluding our participation in the BlueCloud Acquisitions Pilot which started last year.

COMMUNITY ENGAGEMENT

LOCAL SERVICE CLUBS

Our Library Director spoke before the St. Charles Breakfast Rotary, St. Charles Noon Rotary, St. Charles Kiwanis and Silver Fox Club. She is a member of the St. Charles Noon Rotary and is on their Board.

Our Circulation Manager is a member of the St. Charles Breakfast Rotary Club and will serve as the Literacy Chair.

Our Middle School Librarian is a member of Kiwanis of St. Charles.

Adult Services Partnerships with Neighboring Libraries

One of our Young Adult Librarians assisted in planning and running the second annual Fox Valley Job and Volunteer Fair, which drew 169 attendees. It was held at the Batavia Public Library and was a collaborative effort by the Batavia, Geneva, St. Charles and North Aurora public libraries to help teens find jobs and volunteer work in our area.

St. Charles History Museum

One of our Reference Librarians continues to be an active member of the St. Charles History Museum's education committee. She assisted with two large projects this year. She proofread the updated edition of the book *Reflections of St. Charles*. She also helped plan the 2020 house tour. Our Youth Services department co-created the popular Junior Historians program with the Museum.

Anderson Animal Shelter



Two Outreach staff members continued the successful partnership with Anderson Animal Shelter. Library staff facilitates animal therapy programs at The Grove and

Dunham senior facilities. As therapy animals visit with residents, seniors shred newspapers for bedding for the animals at Anderson Animal Shelter. The program empowers our seniors, giving them a sense of stewardship by providing an opportunity for them to give back to their community.

St. Charles Chamber of Commerce Youth Professionals Council Paddleboat Mixer



The St. Charles Public Library partnered with the St. Charles Chamber of Commerce Youth Professionals Council this summer. The Library donated raffle prizes and attended the community event, promoting business services.

St. Charles Early Learning Partners

Our Youth Services Manager serves on the St. Charles Early Learning Partners team, a grant-funded initiative with St. Charles School District 303 and other community organizations dedicated to working together for early childhood education.

Celebrating the Arts

For more than 40 years, 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 community, the Library was the proud host of two special exhibits.



A family with four generations together enjoyed the D303 Imagination Art Show open house.

In July, the Library and St. Charles School District 303 celebrated the 31st Anniversary of the Art of the Imagination Student Art Show. This month-long exhibit showcased the visual artwork created by more than 100 elementary through high school students. More than 300 students, parents and family members attended our annual Open House to celebrate these fine young artists.



In partnership with the City of St. Charles to celebrate the city's 185th anniversary, the Library collaborated with ArtsFest and the St. Charles History Museum to present a special historic photo exhibit. Viewers were able to step back in time and explore the most historic people, places and things from our community. Library staff served on the event planning committee.

"I miss the Library so much, but at least I can talk to you all on the phone!"
Patron Comment

VOLUNTEERS

Adults and Teens

Adult volunteers are very important to the Library. They assist on a regular basis with responsibilities in Circulation and Adult Services. This year, we had many opportunities to “give back.” This has been a new initiative for us and offers ways for the community to partner with us on charitable projects.

- Forty-nine adult volunteers (including Friends of St. Charles Public Library) donated 1,676.27 hours of their time to support and advance the mission of the Library.
- Nineteen high school students donated 254.72 hours of their time.



Thirty patrons, staff and families donated their time to the Northern Illinois Food Bank by packing 6,915 pounds of potatoes.

- A group of 15 staff members formed a sewing group called the Mask Makers, filling the need for face masks for medical staff when personal protective equipment (PPE) was in short supply. This group joined with other community members and made and distributed over 500 masks to our partner senior facilities and in-home care locations. The Mask Makers made an additional 192 masks for Library staff.



- Ten teen volunteers made 50 holiday cards that were delivered to our partner senior facilities.
- Adult, teen and Junior Friends assisted in responsibly recycling 3,000 withdrawn CDs from our collection. Approximately 1,000 CDs were given to St. Charles East High School physics classes, with the remainder donated to local CD recycling facilities.
- Staff, patrons and community members joined us in making 630 cards for Cardz for Kidz, a Chicago-based charity that collects and delivers handmade cards to children in hospitals around the world. The Library was recognized as a Platinum participant.

Junior Friends

- The Junior Friends volunteer program consisted of 16 middle school students who contributed 247.25 volunteer hours.
- In the fall of 2019, two students reached 50 hours of service, and one student reached 100 hours of service.
- In December, the Junior Friends raised \$1,242.70 from book sales. This was a large sale due to weeding in the Youth Services department as they prepared for the move to the Haines building. This was the first sale where we allowed credit card purchases, which made a huge impact.

MILESTONES

YEARS OF SERVICE

25 YEARS

Lynda Spraner

20 YEARS

Mary Gaffney

10 YEARS

Brandon Buckley

Emily Conradt

Christine Steck

5 YEARS

Pamela Gust

David Kelsey

Molly Sprigler

Kersten Wright

RETIREMENTS



August 2019
Sue Pfotenhauer
37 years



November 2019
JoAnne Laudolff
15 years



December 2019
Bonni Ellis
32 years



February 2020
Rosario Villacorta
6 years



May 2020
Marilyn Bottger
28 years

*"We appreciate you, and
everything you do."*

Patron Comment

FRIENDS OF ST. CHARLES PUBLIC LIBRARY

Friends of St. Charles Public Library was established in 1978 to enhance the Library, and has done so over the years with donations that sponsor or support programs in many areas.

This past year, Friends supported the Summer Reading program with incentives, books and t-shirts, along with a family-friendly ice cream social. Programming for adult speakers, exam cram and young adult gaming nights benefited from the generosity of Friends. In addition, they supported Babysitter Training classes and the Library's Birthday Club geared toward our younger patrons.

Junior Friends help to maintain our fish aquarium which is popular with our daily visitors.



Zerik Alonzo



Keara Sheahan

Our Library staff are appreciative of the scholarships provided by Friends. This year, there were two staff recipients who received a total of \$4,000.00. Since 2004, Friends has awarded scholarships totaling \$49,565.00.

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

ST. CHARLES PUBLIC LIBRARY FOUNDATION

Philanthropy has played an important role in the Library's history, starting with funds donated to build the original Library, and major grants provided over the years to later remodel and expand the facility. Since 1993, the St. Charles Public Library Foundation has continued this tradition of philanthropy and service to the community.

Local property taxes support the Library's basic operations. Additional financial support helps provide the highest quality services and facilities, as well as lifelong educational and cultural experiences.

Previous gifts from community members allowed the Foundation to provide funding for youth programs, homework assistance programs, adult music presentations, cooking classes, genealogy programs, book purchases, technology gifts, landscaping and building renovations.

Tax-deductible contributions may be designated for the general Operating Fund, specific projects or the Endowment Fund. All gifts are recognized with a letter to the donor, while gifts of \$1,000.00 or more made by individuals, organizations and businesses are recognized on the Foundation's digital donor wall. Inclusion on the wall is cumulative, so donors may advance from one category to another over the years as they continue to donate to the Foundation.

The Library is very thankful for all our Friends and Foundation members for their support and passion for our Library.

LITERACY VOLUNTEERS FOX VALLEY



**200 Volunteer
Tutors**



**4,729 Hours
of Instruction
Given**



**227 Adult
Learners
Helped**

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.

Most of our learners are low-income wage earners employed in food service or factory jobs. About 70% are women and 30% are men. The majority of our learners claim Spanish as their first language (66%) but we also have a number of Asian learners (24%) and European learners (10%). Most are middle-aged, 42 years on average. They are the parents of 233 school-age and pre-school children.

All learners were re-tested upon enrollment. The pandemic prevented us from performing face-to-face post-tests so we do not have progress statistics, but our achievement log records the many ways learners have used their English to succeed.

In fiscal year 2020, we received 175 reports of improved work productivity. For example, 12 learners landed new jobs, three secured second jobs and two received job promotions. Eleven learners enrolled in classes that will help them improve job skills, three are studying for the GED and one received his CDL license.

Increased earning power helped learners aspire to even greater goals. For example, 22 learners started working toward U.S. citizenship and seven learners attained U.S. citizenship. Four learners became homeowners.

The ability to speak English improved learner confidence and increased community engagement. For example, 141 learners met at libraries for lessons, 52 became regular library users and 46 learners obtained library cards.

We saw evidence of increased family engagement. Three learners helped family members learn English. Forty learners were better able to help their children with homework, read to them, or provide homeschooling when the pandemic closed schools.

In all, 56 adult learners (25%) left the program with goals met. Others continued to learn.

HIGHLIGHTS

Literacy Volunteers Fox Valley Interviews with WBBM Radio as a “Difference Maker”

Fiscal year 2019 statistics showed a decrease in learner referrals from school and business partners. Conversation with them helped us understand that immigrants were afraid to bring their children to school activities or ask employers for language help because of anti-immigration sentiment. Both documented and undocumented individuals felt safer in the shadows.

We embarked on a four-month campaign to increase our visibility in the community in an effort to gain trust. Staff members set up information tables anywhere we could find pockets of potential learners, such as food banks, Head Start family parties, church services and back-to-school nights. We received broader visibility when Julie Mann asked us to participate in a radio series that highlighted “difference makers” in our community. The interview can be found at wbbm780.radio.com/articles/difference-maker-literacy-volunteers-fox-valley.

COVID-19 Has a Significant Impact on Learners and Their Volunteer Tutors

During the first three quarters of the fiscal year, we enrolled 56 new learners and trained 74 new volunteer tutors. We were not able to enroll learners and train volunteers during the last quarter because of the pandemic.

COVID-19 forced tutors and learners to postpone their lessons. Stay-at-home orders shut down the state’s economy and left most of our learners unemployed, sick or quarantined.

Literacy Volunteers Fox Valley Helps Learners Get Back on Their Feet

We stayed in touch with tutors and learners during the state shutdown. Fox Valley Grantmakers COVID-19 Response Fund provided food pantries, rent and utility assistance agencies and homeless shelters with extra financial help. Literacy Volunteers Fox Valley did not receive funding but we benefited when we were able to triage learners and direct them to resources.



A tutor, who prefers to remain anonymous, used her stimulus check to purchase fifty \$25 Aldi gift cards and asked us to distribute them to students with the most need.

A list of social service agencies was distributed to tutors so they could help learners navigate their misfortune. Our staff worked with the most vulnerable learners. We found that learners had anxiety about accepting resources that were government-funded. The federal government’s new definition of “public charge” elevated fears that they would be deemed a “burden,” which would ruin their chances for U.S. citizenship. We offered reassurance and, in many cases, church- or community-based help.

Tutors and Learners Begin Virtual Lessons

As basic needs were met, tutors and learners began to meet for lessons again. A poll conducted in May showed that about 30 pairs were meeting by video conference, through phone conversations, journaling or lesson drop-off. Many tutors expressed interest in learning Zoom, which our program coordinator facilitated. By June 30, 58 pairs of tutors and their students were meeting for lessons. We feel that this number will continue to grow, especially as learners look for jobs outside their usual employment sector and are expected to understand unfamiliar English terms.

COVID-19 Health Monitoring Forms and Meeting Guidelines are Established

In an effort to keep staff, tutors and learners COVID-free, we developed safety guidelines and health monitoring forms, which were approved by our board of directors. They have been posted to lvfv.org/volunteers/tutortools.

The guidelines suggest that the safest way for tutors and learners to meet is virtually, but several are choosing to meet outdoors.

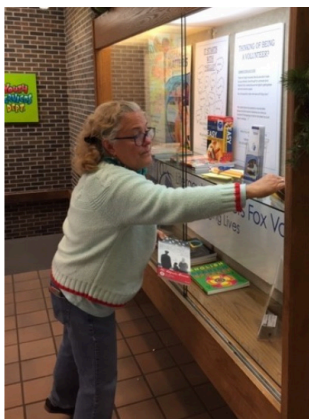
The guidelines remind pairs that if they decide to meet face-to-face, they should take their temperature and fill out the health monitoring form before they leave their home. While meeting, they should wear face coverings, social distance of at least six feet, wash hands or use hand sanitizer, sanitize chairs, tables, or work areas with disinfecting wipes, and follow any guidelines that have been adopted by the library, park district, business or other property they are visiting.

We feel well-positioned to help tutors and learners return to lessons.



Rosemary Henders and Eliot Tellez display their hand sanitizer and disinfecting wipes during an outdoor lesson. Eli is a seamstress at a bridal shop. During the stay-at-home order, she took home 40 wedding dresses for alteration so brides would have them on time.

MILESTONES



Deborah Newsam creates a display for the St. Charles Public Library display case.

Amanda Kaiser and Deborah Newsam Join the Board of Directors

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 Amanda Kaiser, St. Charles Public Library's technical services manager, as library liaison. Deborah Newsam joined our marketing team. Deborah recently retired from Long Grove Confectionary Company where she was the director of new product development. She has been a volunteer tutor since 2018.

Literacy Volunteers Fox Valley wouldn't exist without the support of the St. Charles Public Library. It is our most important partnership. Thank you for your continuing support.

A quote from a tutor who helped a waitress learn English:

"Today I ran into my former student, Aleyda Santillan at the Farmer's Market. She's another go-getter, although part of her success is in raising outstanding children. Her daughter was a freshmen at MIT when we last met. She has since graduated and taken a job in Seattle with Microsoft, but this fall she is going back to MIT to get her Master's Degree. I feel so blessed to have such amazing students."



St. Charles Public Library District

Temporary location: March 2020 – Summer 2021

305 S. Ninth Street, 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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