

Morton Grove Public Library
Librarian's Report
March/April 2020
Pam Leffler, Executive Director

Administration

Obviously, the most important and impactful thing that has happened in the last two months is the coronavirus pandemic and the subsequent stay-at-home Executive Orders and their extensions by Governor Pritzker.

At the beginning of March, we developed the Morton Grove Public Library Pandemic Response Procedures which the Board approved at their March 12 meeting. On March 13 we moved very quickly through the first two phases of the plan (cancelling programs, removing soft toys and games from the YS area, etc.). The Pandemic Response Procedures also allowed for the close of the library building in the event that area schools closed. On March 13 it was announced that local schools were closing, effective March 16, 2020, and shortly after the Governor announced the first stay-at-home order, effective March 14 at 5 p.m. through April 7. The Library moved quickly to prepare patrons and staff for the closure of the building, effective end of business on Friday, March 13, 2020. At that time, we were hopeful that we would be able to reopen the library facility and provide some level of service to our patrons in a safe manner within a couple of weeks. However, on March 31 the Governor extended the order until April 30th, and on Thursday, April 23, it was announced that the Governor would be extending the stay-at-home order until May 30, 2020.

Upon closure of the building, library staff immediately began to revise current services and develop new services to serve the Morton Grove community virtually. We have created Your Library at Home, the main page on our website that houses all of these new and improved digital and virtual offerings. All staff have been tirelessly working remotely: planning virtual programs, attending virtual meetings, taking advantage of online professional development opportunities, answering reference questions via phone, email, and chat, creating digital library cards, revamping the Summer Reading Program, and much, much more.

On May 5, 2020 Governor Pritzker released *Restore Illinois*, the five-phase plan to 'reopen' Illinois. At this point, we are in Phase 2 with hopes that we will be in Phase 3 of the plan within the next several weeks. The management team and I are working on plans for the reopening of the library building and the provision of some in-person services, beginning with no-contact returns and pick-up service.

You will see more information about planning for digital and in-person services in the department reports, and I will be highlighting other items of note below.

Personnel

- We were in the middle of switching payroll providers when the first stay-at-home order was announced. I have continued the transition to and training for using Paycom during the last several weeks. Staff began using Paycom for clocking in/out on Sunday, March 15 and the first paycheck was issued through Paycom on Friday, April 3. At the time of this writing, I just ran

payroll using Paycom for the 4th time today. Staff have adapted well to the change and have been regularly clocking in/out from home as they all work remotely. I can easily see hours that each employee has worked each pay period which allows me to easily add Forced Closing hours to timecards, if necessary. I have had 1 – 2 meetings weekly with Paycom staff to continue my own training on various modules within the Paycom software.

- In addition to clocking in/out using Paycom, I have required all staff to keep more detailed weekly Time Tracking spreadsheets where they input the number of hours worked each day, tasks/projects they've worked on, and any training or professional development that they have done that day.
- I have had 1 – 2 meetings weekly with the Department Managers, who have also been meeting regularly with their department staff. I have also held weekly All Staff meetings (via Zoom). These meetings are regularly attended by at least 85% of our staff. The All Staff meetings are also recorded and have been posted to our Staff Intranet for staff to watch and listen to at a later time, if necessary.
- Youth Services Manager Courtney Schroeder had her baby at the beginning of April and has been taking intermittent paid parental leave since then.
- Adult Services Manager Natalya Fishman is still planning on retiring, effective July 17, 2020. I had intended to post the job ad for this position sometime this week with an anticipated start date of August 1, 2020. However, due to the coronavirus pandemic, this has been delayed. Instead, Assistant Adult Services Manager Melissa Mayberry has accepted my offer to serve as Interim Adult Services Manager, effective June 21, 2020. Melissa has been working closely with Natalya for several years so I anticipate there will be minimal disruption to the department, library, and services to the community. The Adult Services Manager position will be advertised and filled when more regular library services are restored.
- Youth Services Associate Lauren Sopanarat submitted her resignation, effective May 3, 2020, for personal reasons. This position will not be filled until more regular library services are restored.
- Other staff activities have been reported in the Department reports.

Automation & Technology

- The inventory of old electronic and computer equipment was begun by OSG staff at the end of February and continued into March. Due to the pandemic, while the inventory has been finalized, disposal/recycling of these items is on hold for now.
- We worked with OSG staff to get call-out functionality set up on one of our Microsoft Teams accounts. This functionality allows staff to make outgoing telephone calls to patrons without sharing personal library staff information. Outgoing phone numbers appear to be coming from the Library. This has allowed staff to answer reference questions via the phone if that is a more appropriate venue.
- OSG staff has been able to continue work on a couple of outstanding projects in the building, with appropriate permission from me and oversight from Facilities Manager, Ed Tamras.
- Several staff obtained my permission to bring their work computers home in order to better facilitate remote work, though most staff are using their personal devices to perform work from home.

- With my permission, OSG worked with Adult Services Manager Natalya Fishman to allow her remote access to her computer files on the server. This will allow Natalya to continue cleanup and reorganization of her records and files as she continues preparation for her retirement.
- OSG continued to provide routine technical support for computers (hardware and software) throughout the Library, as necessary.

Legal/Financial/Policy

- Product Architecture + Design completed the renderings of the Youth Services Department renovations. The plans for renovation and contract with PD + A is on the agenda for our May meeting.
- The annual audit was finalized at the end of March. The presentation of the audit will take place at our May meeting.
- The Policy Committee was scheduled to meet at the end of March to review the Employee Handbook as well as a number of other policies. This meeting was indefinitely postponed due to the pandemic. With the introduction of the Families First Coronavirus Response Act and new federal guidelines on Emergency Paid Sick Leave and Emergency Family and Medical Leave, I anticipate even further revisions to the Employee Handbook, as we incorporate these new requirements into our policies and procedures.
- Development of the Morton Grove Public Library Reopening Plan has been ongoing. The first version of this plan, along with procedures for no-contact return and pick-up service have been sent to Village of Morton Grove officials for their feedback. These plans continue to be tweaked as we learn more information about the virus and ways to keep patrons, staff, and materials safe. The Pandemic Response Procedures will become part of this plan, as will plans for potential rolling closures of the building due to surges of cases of COVID-19.
- I have begun the Illinois Emergency Management Agency application for potential reimbursement of funds expended by the library in response to the coronavirus pandemic.
- I have begun to look at anticipated revenues and expenditures for the remainder of 2020. At this point, it is difficult to determine how much of an effect the pandemic will have on tax revenues. I have also begun to work on the budget for 2021. I still hope to be able to fund the YS renovations, some revenues will be down, but I anticipate that we may also have significant changes to expenditures. I have notified the Department Managers that I will be asking for them to begin 2021 budget preparations in mid- to late June.

Facilities

- Facilities Manager Ed Tamras has been regularly retrieving mail from the Post Office and bringing it to the library building. He continues to be on-site at least 3 times/week making sure that all systems continue to operate properly. He has also been meeting with vendors as necessary to provide routine maintenance or extraordinary services related to the pandemic, such as cleaning and disinfecting work surfaces, bathrooms, etc.
- Facilities staff are preparing the library building for the eventual reintroduction of patrons. Plexiglass shields have been installed at all public service desks, soft seating has been completely removed from the public floor, hard seating at tables has also temporarily been removed, tables

have been spaced appropriately for social distancing, markers have been placed on the floors to indicate where patrons should stand while waiting for service at the public service desks, all refrigerators have been emptied and cleaned, vending machine stock has been removed and donated to the Niles Township Food Pantry, etc.

- Facilities associate Ganka Kuneva was on-site to plant seasonal plants and do other outdoor work to maintain the grounds.
- We will begin using a new landscape company this spring due to the retirement and subsequent closure of the business of our previous landscaper.

Miscellaneous

- I have been elected as Vice President (President-Elect)/President/Past President (three-year term total) for CCS. My term will begin in July.
- We have continued trying to obtain PPE (wipes, gloves, non-surgical masks, etc) in preparation for staff and, eventually, patrons to return to the library building. All staff will be supplied with two cloth masks from the library and will be required to wear them whenever they are in the building, until and unless guidance on masks changes.
- I have been meeting regularly with administrators from other Niles Township (Lincolnwood, Morton Grove, Niles, and Skokie) agencies, organizations, and schools to discuss and further develop our regional response to COVID-19.
- All staff have been doing Homelessness in the Library training through Niche Academy.
- All staff have been doing Harassment training (as now required by law) through RAILS and/or Paycom.
- Meetings, meetings, meetings! A complete listing of all meetings for March and April follows:

Events/Programs/Meetings

March 4, 11, 12, 16, 18, 23, 24, 25; and April 1, 7, 14, 23, 29	Department Manager meetings
March 27; and April 3, 10, 17, 24	All Staff meetings
March 24, 31; and April 7, 14, 21	Niles Township COVID Response meetings
March 23, 30; and April 6, 13, 20, 27	North Suburban Library Directors meetings
March 26; April 3	North Suburban Directors – Future Forecasting Subcommittee
March 4, 6, 10, 11, 12, 19, 24, 25, 30; and April 7, 8, 15, 23, 29	Paycom Training (various modules)
March 17; April 24	Product Architecture + Design YS Renovation meetings

March 5	Electronic Content Consortium All Member Annual meeting
March 12	Finance Committee/Regular Board Meeting
March 16	RAILS Update
March 20	COVID-19: Legal Issues for Public Libraries
March 25	RAILS Online Roundtable: Libraries Respond to COVID-19
March 26	ECC/Digital Library of Illinois Advantage program
March 26	Minimum Wage Forecasting – RAILS
March 26	Strategies for Managing Staff Remotely – RAILS
March 30	RAILS Special Member Update
April 1	HR Source – HR Roundtable Series for Libraries
April 1	ILA Noon Network – Connecting with Staff Remotely
April 2	HR Source – New Federal Emergency Paid Sick Leave/FMLA
April 2	Special Board Meeting
April 6	FFCRA & CARES – Paycom System Updates
April 8	Homelessness in the Library training set-up – Niche Academy
April 8	ILA Noon Network – Library Separation/Termination 101
April 13	Rep Schakowsky Economic and Unemployment Town Hall
April 14	HR Source – Legal Issues for Staff Reductions
April 15	ILA Noon Network – Virtual Library Environment: What's Working
April 15	LLAMA – Giving Effective Feedback
April 16	RAILS Member Update
April 17	Electronic Content Committee Executive Committee meeting
April 17	Supporting Employee Wellbeing through a Pandemic – OneDigital
April 17	COVID-19 and Collections Care – RAILS
April 22	Public Libraries Respond to COVID-19
April 22	CCS Governing Board meeting
April 23	CCS Member Update
April 28	Morton Grove Administrators COVID Response meeting
April 28	HR Source – Harassment Training for Managers
April 30	ILA Library Trustee Spring Webinar – Strategic Planning
April 30	COVID-19 Employer Session Back to Business: Strategic HR Guidance for Returning to Work – OneDigital

Besides meetings listed above, I had a variety of meetings throughout the month with Department Heads and other staff on a variety of personnel, collection and building related issues.

MGPL Adult Services
March 2020 Report
Natalya Fishman, Adult Services Manager

Communication with Patrons

Adult Services staff:

- Monitored Info Email account, library chat, listened to phone voice mail left on the Library's phone line and responded to patrons' inquiries about MGPL e-resources, and provided guidance in using mobile devices, obtaining library cards, getting internet connection. We also answered many general questions.
- Called our homebound patrons to inform them about the Library being closed and advised their questions. Some patrons didn't know we were closed or thought that we could still deliver or pick up items. We offered to provide them with any information or book recommendations they may need or want while we are closed. All patrons appreciated receiving a phone call from the Library. Our phone calls to the homebound service patrons keep this segment of our population informed and feeling less isolated. We are planning on calling them every two weeks.
- Called patrons on the Event Registration lists to inform them that April and May programs have been cancelled.
- Contacted all presenters and room reservation contacts to confirm cancellations until further notice.

E-Resources

Adult Services staff:

- Communicated with many of our database and e-resources vendors in an effort to provide remote access to the resources that did not have it, as well as lifting up most blocking conditions for accessing e-resources with a MGPL card. Many vendors emailed the Library with the offers of help during the COVID-19 closings. Ancestry, Tumblebooks, Kanopy, Hoopla and some others have made special dispensations offering access to additional resources free of charge.
- Contacted Medici.tv in order to obtain a fee trial. Medici.tv offers streaming opera and classical concerts.

Programming

In order to switch to virtual programming, staff had to research platforms that will work better for our patrons, consider various degrees of technical knowledge among our patrons and possible presenters, and many other factors.

We accomplished the following:

- Researched Zoom, Facebook/Facebook Live, Goodreads, Webex, etc as potential vehicles for a virtual book discussion
- Researched, coordinated, planned, and scheduled book discussion via telephone in partnership with Mathers and AgeOptions
- Tracked down contact information for LitLounge & Between the Lines regulars so we can contact them with the announcement of the virtual book discussions
- Created Goodreads group for Between the Lines, book discussion group and began posting discussion prompts
- Explored hosting Online Trivia with Kahoots or Crowd PR

- Investigated the possibility of streaming various content while the Library is closed. Tested streaming video games as well as streaming how-to content centered on navigating some of our digital resources
- Communicated with Citizen's Utility Board's and organized a webinar and direct contact option for patrons who want to reduce their utility bills through MGPL's social media channels
- Corresponded with many potential presenters in an effort to see which virtual programs may work for our patrons

Website-Related Projects

- Suggested the creation of a Stuck at Home webpage, which was renamed Your Library At Home when the page went live, with a list of useful resources for our community. Compiled and curated a list of links for food pantries, unemployment benefits sites, and other community and government resources as well as links to the health, entertainment, learning, crafting and other webpages.
- Created Book Rivers of e-books and e-audiobooks:
 - Poetry
 - Bake the Stress Away
 - Cook like a Chef
- Wrote many timely and topical posts for the Library blog:
 - Practicing English while Social Distancing with a focus on ESL resources
 - Gardening for Good Health with reasons why you should get out in your garden during this quarantine
 - Stuck at home
 - Feel Good & Funny Books on Hoopla
 - Comfort Reads
 - Pandemic Reads
- Posted about 2020 census resources
- Started working on informational, walk-through videos for online resources
- Created Genealogy page that is now available in the Resources tab on our website.

Staff Intranet Updates

- Baxter Room Stage Procedures
- Circulating Equipment
- Coffee & Snacks Setup for Movies, Munchies and More
- Computer Room iMac
- Computer Room Printer
- Computer Room PCs
- Computer Room Scanner
- Database Statistics
- Digital Library of Illinois & OverDrive
- Explore More Illinois
- Homebound Services
- Laser Pointer/Computer Remote
- Library of Things
- Metra Bookshelf Guide
- Monthly Hoopla Statistics
- Museum Adventure Pass

- One Book, One Village
- One-on-One ESL Conversation Partner Program
- Overdrive & eRead Illinois statistics
- Personal Amplification Devices
- Sound Inventory and Information for Performers
- Setting Up for a Presenter or Concert Theatrical Stage Lighting
- Showing a Movie & Projecting from a Computer
- Using the Oculus Quest
- Volunteer Procedures

Collection Development

- Reviewed titles and created carts for print and AV titles in Baker&Taylor and Midwest Tape to be ordered upon Library's reopening
- Received Maine East's summer reading list and worked on that by cross referencing what books we already have in the collection; created a B&T cart of the books we do not own
- Reviewed and ordered eBooks and eAudiobooks using Overdrive to satisfy the increased demand for digital collection
- Increased ordering of digital titles based on a 2:1 hold ratio

Continuing Education and Meetings

- Cultivating Protective Factors for Safe Libraries and Resilient Communities. 3/17;
- Outlook Tip and Tricks. 3/18;
- Winning Grants: Essentials for Writing Effective Proposals. 3/18;
- COVID-19 topics and concerns 3/19;
- How to Combat COVID-19 Misinformation. 3/20;
- Libraries and COVID-19: Managing Strategies and Stress. 3/20;
- Learning Acrobat Reader DC. 3/23;
- What is a Library if the Building is Closed? Internet Access; 3/26;
- Self Care During a Crisis: Breathe, Think, Grow. 3/26;
- Why and How to Promote Your Online Services During the Quarantine. 3/26;
- Libraries and COVID-19: Providing Virtual Services. 3/27;
- All-staff meeting. 3/27;
- What is a Library if the Building is Closed? Digital Services; 3/28;
- What is a Library if the Building is Closed? Physical Materials. 3/30;
- Community Engagement Virtual Discussion. 3/30;
- Lynda class: Working from Home
- Lynda class: Outlook Tip and Tricks
- Volunteer Management Series: Recognizing Volunteers
- Paycom training videos
- Adult Services Start of the Day morning meetings
- Managers Meetings
- Beyond the Binary class through NNLM

Miscellaneous Tasks Performed by AS staff

- Added MGPL to NLIM listing of closed libraries
- Created the LibraryAware Non-Fiction newsletter

- Began working on updated business cards for promoting our databases
- Started evaluating usage statistics for Flipster
- Checked email throughout the day
- Collected usage stats for streaming and downloadable media for March
- Started listening to the One Book One Village book, 'The Great Believers'.
- Emailed volunteers
- Emailed with C4C volunteer to discuss rest of year
- Sent out new census info
- Gathered ideas for book rivers
- Started recording video tutorials for library resources
- Changed Outlook 365 profile photo
- Cleaned Outlook inbox/email
- Gained admin access to website and began exploring functions

MGPL Adult Services
April 2020 Report
Natalya Fishman, Adult Services Manager

Communicating with Patrons

Adult Services staff:

- Monitored Info email account, library chat, listened to phone voice mail left on the Library's phone line, and responded to patron's inquiries about e-resources, setting up e-book apps; provided guidance in using mobile devices, obtaining library cards, and answered general questions about the book drop, materials' due dates and other.
- Created a master list of patrons who had previously attended Chair Yoga so we can inform them of the upcoming Chair Yoga online class and register those who were interested.
- Emailed LitLounge & Between the Lines book discussions regular attendees to inform them of upcoming Zoom, Goodreads, and phone meetings and instruct them how to participate.
- Called homebound patrons twice a month.
- Called ESL students to advise them on ESL resources they can access from home.

Book a Librarian

While providing technology assistance over the phone presents tough challenges, it is essential that we continue providing this type of assistance to our patrons. Whether downloading eBooks or setting up Zoom for the Chair Yoga program, we had a number of patrons who reached out for support. This month, in addition to assisting patrons with technology questions as part of our routine 'desk' job, we held four Book a Librarian appointments over the phone:

- 4/15 Setting up new Kindle Fire with the Overdrive & Hoopla Apps
- 4/18 Setting up Zoom on Mac
- 4/19 Setting up Zoom on Tablet
- 4/19 Setting up Zoom on a PC

E-Resources

Staff worked on numerous projects related to maintaining an uninterrupted access to digital collections and investigating new online resources of interest to the community.

- Obtained free trial to Medici.tv, configured its authentication by library card and added it to the webpage for patrons' use.
- Recorded video tutorials of PressReader, Flipster, Overdrive, Kanopy, LibraryHelp/Brainfuse
- Researched helpful resource links for the Library's 'athome' webpage.

Website-Related Projects

- Created Book Rivers and Record Sets of e-books and e-audiobooks for
 - Rockin' Reads
 - Financial Fitness
 - National Library Week, May is Asian/Pacific Heritage Month
 - Quick Reads For When It's Hard to Focus,
 - Long Reads
 - Armchair Travel

- Wrote timely and topical posts for the Library blog:
 - Between the Lines Goes Virtual
 - Watch Classical Concerts, Operas, Ballets and More on Medici.tv
- Assisted in making several improvements to our EZproxy page.
Several Adult Services staff was trained on editing and maintaining the website, and are now able to quickly updated webpages as needed.

Programming

In our quest to find programming of interest to our patrons, we communicated with many presenters, researched our options and looked into utilizing various software options.

Between the Lines Book Discussion (Phone)

Went extremely well with 13 people attending. Everyone was extremely flexible about the new format and indicated that they'd love to do another phone discussion in May. This event was sponsored by Age Options and Mather. 4/14.

Between the Lines Book Discussion (Online on Goodreads)

Overall, participants seemed to really enjoy the asynchronous nature of the Goodreads discussion boards, however we only got a few comments on the moderated boards (1 and 2 respectively).

One Book, One Village Project

Unfortunately, because of COVID-19 we had to reschedule the project to 2021. The author's, Rebecca Makkai, visit is now scheduled on October 17, 2021.

Chair Yoga (Online via Zoom)

The classes went very well using this new format; they have gotten a great response: 24 patrons attended the first class and 37 patrons the second class. Planning and scheduling these classes required a lot of preparation work: staff researched best practices and recommended security settings for Zoom meetings, performed a few tests running a class using Zoom with and without the instructor, wrote instructions on how to conduct the class, called and registered patrons and sent out the meeting link with instructions to the registrants. 5/22; 5/29.

Online Trivia using Crowdpurr

After evaluating options for this type of program we set up a free account with Crowdpurr and hold this event every Thursday night. 4/23; 4/30.

Staff Intranet Updates

- How to Schedule and Run a Program using Zoom
- Using Crowdpurr to Host Online Trivia

Collection Development

Librarians continued their collection development activities:

- Monitored ongoing developments in collection development including delayed release dates.
- Built and updated carts in Baker & Taylor to facilitate easy ordering once we reopen,
- Ordered increased number of eBook and eAudiobook titles on Overdrive,
- Monitored Overdrive Advantage Plus collection,
- Started Lucky Day of the most popular titles.

Outreach

We contacted the school librarians at Maine East, Niles North and Niles West to discuss how MGPL can help their students. We informed them that we have additional copies of their summer reading lists online through Overdrive as well as several available immediately via Hoopla; we mentioned that their students and parents could apply for and receive a library cards online.

Continuing Education Meetings/Webinars

- 4/2 RAILS Webinar: Sexual Harassment Prevention in the Workplace
- 4/2 ALA: Public Libraries Respond to COVID-19: Successful Ways to Work Remotely
- 4/5 WebJunction: Service Excellence in Challenging Times
- 4/6 Teaching Visual Literacy Through Fake News
- 4//6 AS Staff Zoom meeting to discuss how Zoom works.
- 4/6 Overdrive Webinar: How to Reach and Engage Your Entire Community
- 4/7 Lynda.com: Learning Zoom
- 4/8 Gigbit Libraires Network Zoom Meeting: What is a Library If the Building is Closed?
- 4/9 Building Resilience and Stress Tolerance in Times of Crisis webinar
- 4/10 NNLM: Providing Virtual Programming in a Health Crisis
- 4/10 ProLiteracy: Distance Learning Ideas from the Field
- 4/13 PULSE virtual meeting
- 4/14 LEARN meeting
- 4/15 Paycom MGPL Applicant Tracking Follow-Up Training
- 4/16 RBDigital webinar: Education Resources
- 4/20 Age Options Mid-year meeting
- 4/22 NNLM Webinar: Leading with Compassion during the COVID-19 Crisis
- 4/23 CCS Member Update
- 4/23 Webinar: News Coverage in the Pandemic
- 4/23 One Book One Village meeting
- 4/24 Community Engagement Virtual Discussion: Opening in a New World
- 4/28 News Literacy Project: Ten Critical News Literacy Skills
- 4/28 RAILS: Handling Difficult Customers
- 4/29 Paycom Training MGPL Learning
- 4/29 Age Options Mid-year meeting
- 4/30 Form-Based Readers' Advisory When Your Readers (and Staff) are at Home webinar
- WebJunction: Is That Real? A Crash Course in Verifying Online Content
- Lynda.com: Windows 10"
- Lynda.com: Computer Literacy for Mac
- GCF Learn Free: Tech Savvy Tips and Tricks
- Tech Soup: Outlook 101
- Tech Soup: OneDrive 101
- RAILS: Ten Easy Steps to Improve your Technology Skills
- Lynda.com: Microsoft Teams Essential Training
- Public Libraries Respond to COVID-19: Managing Stress and Anxiety
- Librarian's Guide to Homelessness training
- Getting Started with Libby webinar
- Recorded panels from the Social Distance Book Fest online for readers advisory and collection development.

- Daily Adult Services Staff morning meetings via Teams
- Weekly All Staff meetings via Zoom

Other

- Compiled and submitted Quarterly Reports and supporting documents for Q1 and Q2 to Age Options.
- Created haiku poems to celebrate April Poetry month. These poems were published in the Library newsletter that was emailed to the Library patrons.
- Submitted online events and blog posts to Patch and CitySpark.
- Investigated RBdigital's Unlimited magazine subscription deal

MGPL Circulation Services
March 2020 Report
Jeffrey Ray, Circulation Services Manager

Patrons:

- 96 new cards were registered (15 of which were temporary cards)
- 973 cards were renewed (most of these were automatically done by CCS)

Staff:

- March 30 attended webinar “Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections”
- Registered 15 patrons for temporary cards through email.
- Renewed 22 library cards through email request.
- March 30 held “Yogi and me storytime” virtually. Karina was monitoring the Facebook Live and she believes over 30 participants logged in to view during the storytime.
- March 1 attended LACONI CSS committee meeting to discuss March 14 program “Spring Cleaning: Rewire your brain for communication and connection” which was subsequently cancelled.
- Continue to answer questions about circulation coming to personal email or circulation email.

April 2020 Report

Patrons:

- 34 new cards were registered
- 974 cards were renewed (most of these were automatically done by CCS)

Staff:

- Held 4 circulation team meetings through Zoom that included training and instruction from the webinars and quizzes discussed below.
- Registered 34 new card requests that came through online form on MGPL website.
- Held 4 “Yogi and Me” storytimes with over 1,000 views combined
- Circulation Staff watched webinar “Think and do customer service at the library”
- Circulation Staff watched webinar “Off your seat and on your feet”
- Circulation Staff watched webinar “Handling Difficult Customers”
- Circulation Staff completed two tutorials and two tests through the CCS Learning Portal on LEAP Basics and Registering Patrons in LEAP
- Circulation Staff completed three quizzes, 1 on ILL and Patron Code of Conduct, 1 on Library Card Registration Policy, 1 on Lost and Damaged items
- 4/2 Staff attended webinar through RAILS on Sexual Harassment training
- Circulation Staff is in the process of completing Niche Academy training on Homelessness and Libraries. Circulation Staff have found it very relevant for its idea of the empathy driven approach to dealing with people, which can be translated to use in customer service.
- 4/16 Attended RAILS member update meeting
- 4/16 Attended Circ Managers meeting
- 4/14 Attended LACONI CSS meeting to discuss reopening plans and curbside service
- 4/23 Attended CCS member update meeting to discuss ILS guidelines for reopening

MGPL Marketing & Engagement
March 2020 Report
Chad Comello, Marketing & Engagement Manager

Website/Calendar/Intranet

- Developed a “Your Library at Home” digital branch (mgpl.org/athome) to gather online resources and experiences and COVID-19 information into one place.
- Cancelled April/May events on calendar and hid from public view.
- Blog posts:
 - Feel-Good & Funny Reads: Always Available on Hoopla
 - Be Counted: Why the Census Is So Important
 - STEAM Corner: Engineering on the Fly
 - Ancestry.com Now Available from Home for a Limited Time
 - Keep Your Child Engaged at Home with These Online Resources
 - Stuck at Home? Enjoy Expanded Access to Online Resources
 - COVID-19 Updates
 - Coronavirus and You: Facts and Tips for Staying Healthy
 - Why Storytelling Isn't Just for Kids

Design

- Finished laying out the April/May issue of the newsletter. Karina arranged the cancellation of delivery of this issue with the printer due to programming being cancelled through May.
- Created signage and graphics related to the library closing.
- Bettina worked closely with Youth Services staff to plan and create branding and design for the summer reading program, including logo, reading logs, and newsletter graphics
- Karina worked on the Library of Things display.
- Karina designed instructional handouts for Hoopla and Libby apps.
- Karina created graphic for Jeff’s “Yogi & Me” storytime on Instagram Live and assisted in the live broadcast. Over 30 people stopped by (estimate 33).
- Karina hosted an Instagram Live craft tutorial. I taught viewers how to make paper flowers from tissue paper and wire. A total of 27 people stopped by.

Promotion

- Sent regular email blasts through Savannah with COVID-19 updates, info about online resources, and links to staff-selected resources.

Meetings/Training

- Weekly meetings with department and managers
- March 5: Phone Team meeting with Pam and Courtney to discuss new phone system workflow
- March 27: Virtual Community Engagement Discussion webinar
- Skillshare workshop: “Typography That Works: Typographic Composition and Fonts” (Bettina)

MGPL Marketing & Engagement
April 2020 Report
Chad Comello, Marketing & Engagement Manager

Website/Calendar/Intranet

- Created an online library card application
- Updated design of EZproxy portal webpage at ezproxy.mgpl.org
- Created webpage for DIY Storytimes and added storytime outlines
- Created wiki page for Pandemic Procedures
- Revamped blog signup and scheduling process for staff
- Blog posts:
 - My Jeopardy! Journey: A Crash Course in Using the Library to Tackle Trivia
 - STEAM Corner: Roman Arch
 - Gardening for Good Health
 - Watch Classical Concerts, Operas, Ballets and More on Medici.tv
 - Practicing English in a Pandemic
 - Between the Lines Goes Virtual
 - Library Photos for Your Virtual Backgrounds

Design

- Edited content submitted by staff for June/July newsletter and began design layout
- Created or updated graphics for online events in multiple formats
- Bettina worked with Youth Services staff to develop graphics and materials for Summer Reading, STEMonade Stand, and DIY Storytimes
- Karina created graphics for Jeff's "Yogi & Me" storytimes
- Karina hosted and created graphics for Crafting Live tutorials on Facebook Live

Promotion

- Sent regular email blasts through Savannah with COVID-19 updates, info about online resources, and links to staff-selected resources.
- Added event info to Facebook Events
- Managed YS's "Chopped: Quarantine Arts & Crafts Challenge" on Facebook
- Edited, uploaded, and published tutorial videos from Adult Services on getting started with various digital resources

Meetings/Training

- Weekly meetings with department and managers
- April 2: RAILS webinar: Sexual Harassment Prevention in the Workplace
- April 8: OrangeBoy webinar: "Behind the Numbers: Customer Digital Use Insights"
- April 10: Webinar: Summer Reading in 2020
- April 15: Paycom/MGPL Applicant Tracking Follow-Up Training

- April 23: CCS Member Update
- April 24: Webinar: Community Engagement Virtual Discussion: Opening in a New World
- April 27: OrangeBoy webinar
- April 29: Paycom/MGPL Learning Training

MGPL Technical Services
March 2020 Report
Helga Scherer, Technical Services Manager

Staff Projects:

- Sue Heidkamp worked on the following during the stay-at-home order:
 - Microsoft Teams Essential Training via Lynda
 - Reviewed CCS two-minute tutorials (Technical Services & Leap)
 - Reviewed Technical Services procedures on the CCS Portal
 - Using a record set that I created, Sue has been editing Polaris & OCLC holdings for ceased or suspended magazine titles
 - Reviewed Serial Control functions using CCS Portal and Polaris Help
 - Edited local document that describes how we classify face-out Fairy Tales in the Youth Services department

Department Head Projects:

- Used pre-built SQL queries to clean up item records in Polaris
 - Our item has no data in the volume field but other libraries do (163 records)
 - Our item has data in the volume field but other libraries don't (162 records)
- Completed work on Library of Things collection
- Re-watched *Cataloging Foreign Language Materials* webinar to aid me in creating original cataloging of Polish language materials
- Checked in all magazines received since we closed and verified publication notes/patterns for all titles received (75 titles)

Meetings

- 3/25/2020 Library 2.0 Mini Conference (3.5 hours)
- 3/27/2020 All staff meeting (Zoom)
- 3/30/2020 Paycom overview of approving time cards
- Attended all online managers meetings

Staffing

- No changes

MGPL Technical Services
April 2020 Report
Helga Scherer, Technical Services Manager

Staff Projects:

- Sue Heidkamp
 - Watched work-related tutorials/webinars including: Connexion training, CCS tutorials, Niche Homelessness Training, Sexual Harassment Training, Lynda Microsoft tutorials
 - Updated and created cataloging documentation
 - Attended weekly staff meetings and RAILS Member Update
 - Corresponded with W.T. Cox (magazine vendor) to deal with subscription issues
 - Updated and cleaned up serials holding records
 - Picked up YS material from the library to begin cataloging at home
- Martin Saganski
 - Watched work-related tutorials/webinars including: Sexual Harassment Training, BIBFRAME basics, Niche Homelessness training, RAILS Covid-19 and collections, ALA LCSH 3-part tutorial
 - Attended weekly staff meetings and RAILS Member Update
 - Began cataloging Adult material at home

Department Head Projects:

- Derivative cataloging of Polish and Russian materials
- Original cataloging of locally created Binge Box DVD collections
- Review of CCS cataloging guidelines (reading CCS Cataloging Wiki)
- Ongoing check-in of magazines verification of publication notes/patterns
- Providing staff with professional development options
- Watching a variety of cataloging and COVID-19 tutorials and webinars
- Researched mask and filter options for staff
- Reviewing what Tech Soup has available for staff training
- Spoke with our main materials vendors regarding on order materials and restarting shipments. Shipments from Midwest and Cengage (large print profile) restarted mid-April. B&T shipments still on hold
- Provided YS and Adult managers with backorder reports from B&T. Waiting to hear from them regarding cancellations before restarting B&T shipments
- Moved our Amazon account from standard Prime account to an Amazon Business Account
- Began updating the Technical Services portion of the Sharepoint Wiki

Meetings

- Weekly meeting (Zoom)
- Weekly managers meetings
- Curbside delivery discussions with Jeff Ray
- Governor's daily COVID-19 updates
- Paycom meetings
- Multiple Midwest live webinars about the new interface to be released shortly
- RAILS sponsored Sexual Harassment Training
- Niche Academy Homelessness Training

Staffing

- No changes

MGPL Youth Services
March 2020 Report
Courtney Schroeder, Youth Services Manager

It is hard to remember the beginning of the month as so much has happened since then. The first third of the month was very 'business as usual' and we were able to provide many programs to the public as well as visit with almost all of the K-2 classrooms voting for the Monarch state book award. Since then, things have been a bit chaotic, but staff are eager to help their community and provide excellent customer service any way that they can. They also have been VERY encouraged by Pam and the Board's continued unwavering support of them as we all endure the closure.

Programming

Though we closed to the public on Friday, March 13th, we were still able to provide 26 programs for 372 people.

We had our best attendance at the Family Reads Bookclub this month and our storytimes were still very well attended. Staff were disappointed not to be able to provide all of their programs this month (and then to cancel all of April), but we are at the mercy of community health.

Since the closure, staff quickly identified the many things that they could be doing from home. We spent the first week of the closure adjusting to working from home and trying to stay on top of their work. Quickly thereafter, it became clear that we were not simply closing for a few weeks only to return to 'normal'. Since then, staff have been working to figure out how to serve our community in an increasingly digital way as well as how to provide a summer reading program that can be produced both in-house (if we are back in the library), and also online/printed at home (if we are not). We want to be sensitive to people in the community who, even after the 'stay at home' order is lifted, will be hesitant to be around people in a building such as the library. We've come up with a lot of great ideas, and in the next few weeks will see how things are shaping up in our community so that we can bring the best summer reading program into fruition.

Meanwhile, staff have been working on various things: watching webinars, participating in continuing education, ordering books, reading journals, and creating "on-the-go storytimes" that consist of a list of links to videos/online books so that parents can do a storytime anywhere. Jess also came up with an awesome idea to have a STEMonade Stand (former magazine holder) out in front of the library when we're able to get back into the Library to work. This way, families can drop by, pick up a STEM project in a bag, and then take it home to work on it.

The creativity of the Youth Services team knows no bounds, and I am really excited about all that they have been working on and coming up with. Their eagerness to work together and to provide the best service possible to the community has been encouraging.

Outreach

Even in our limited time, this March our outreach team visited 28 groups of 721 kids and adults/teachers outside of the library. In addition, we delivered 116 books to 7 classrooms. As mentioned above, Brittany was able to visit with almost every K-2 classroom to facilitate them voting for the students' favorite Monarch Award nominee.

Professional Development/Training/Meetings

In March, the Youth Services staff attended the following professional development and training meetings:

- Brittany attended the RAILS School Liaisons networking meeting.
- Lauren watched the 'Spring Forward' Booklist webinar on new books being released this spring.
- Jess attended a webinar on virtual field trips.
- Several YS staff (almost everyone) attended the 2-hr workshop on Sexual Harassment in the Workplace.
- Debbie has been catching up on Children's Music Network videos and now wants to incorporate the Autoharp into storytime!

MGPL Youth Services
April 2020 Report
Courtney Schroeder, Youth Services Manager

As hard as it has been for everyone during the stay-at-home orders throughout the state, we have actually had some exciting and happy moments this month. It's helpful to be reminded that even though it feels like the world is standing still, it still moves forward. The two most exciting things to happen in YS this month had nothing to do with the Library, but I will mention them anyway. Mid-month, I gave birth to my third daughter, Fiona, who arrived safely and healthy. We are adjusting (sort of). Shortly after that, our Natalie got engaged! We are very excited for Natalie and her fiancé and can't wait to celebrate with her in person, whenever that might be.

Overall, staff continue to work from home creating booklist recommendations of our online materials, blog entries, book recommendations for the website, and creating fun programs. Staff in YS are mostly focused on creating a whole new Summer Reading program. Back at our January and March staff meetings, the YS team planned the Summer Reading Program in its entirety and have spent much of March and April throwing our plans in the trash, starting from scratch, and coming up with what I think is a really fun, creative, and innovative solution to the pandemic restrictions and will provide the families of Morton Grove with the opportunity to enjoy their summer with as little stress as possible.

Staff continue to watch webinars, participate in continuing education opportunities, order books, read journals, and create our DIY storytimes (mgpl.org/diy-storytimes). Jess has continued to tweak her STEMonade Stand, which will be placed on the front porch of the Library to provide STEM project kits for families who drop by the Library (without needing to enter the building) to take home.

Programming

Throughout the month of April, we provided 7 programs for an audience of 1938 people/families. It's hard to quantify online programming because you don't know how many people are watching each time a video is played, but our storytime programs were viewed 1938 times during the month of April.

Outreach

Clearly, we did not do any in-person outreach to the schools, but we continue to serve schools from afar via. "book a Librarian" sessions, e-mailed recommendations of e-materials for classrooms, and even recordings of read aloud Folk and Fairytales to be loaded onto classroom sites.

Professional Development/Training/Meetings

In April, the Youth Services staff attended the following professional development and training meetings:

- Homelessness Training
- Sexual Harassment Prevention in the Workplace
- School Library Journal Webinar on Middle Grade Fiction
- iRead Webinar on SRP online options

- Beyond e-storytimes: virtual services programs
- Courtney attended a Paycom training for admin modules
- Jess attended a STAR Net webinar on bringing astronomy to patrons via. the web
- Brittany attended webinars on running online book clubs and grant proposals
- Debbie attended a virtual LELA meeting
- Jess and Debbie both attended webinar on Unconscious Bias in the Library (both physically in the building and also in the collection)

04/01/2020

**Morton Grove Public Library
Monthly Statistics
For 03/2020**

The Checkout numbers and Renewal numbers exclude in-house cards as well as test cards

The line that reads "Number Of Items Currently Out" counts items with these Item Statuses :

'Checked Out', 'On loan to another library', 'Awaiting Pickup', 'In transit to another library', 'In-Transit to Home Library'

For More Information: <https://www.learning.ccslib.org>

Transaction Type	Transaction SubType	NUMBER OF PATRONS ITEMS TRANSACTIONS
Checkins at your stations	Checkin Leap In Hous	638
Checkins at your stations	Leap Check in	6476
Checkins at your stations	Normal	1
Checkins at your stations	Power PAC Checkin	1007
Checkins at your stations	Quick Check in	8
Checkins at your stations	Self Check in	10
Checkins at your stations	Third party Checkin	720
	Total Checkins	8860
Checkouts at your stations	Circ Checkout and Renewal	20
Checkouts at your stations	Leap Checkout and Renewal	4289
Checkouts at your stations	Self check Check out	4200
	Total Checkouts	8509
Renewals at your stations	Auto-renewal	4077
Renewals at your stations	Leap Checkout and Renewal	126
Renewals at your stations	Power PAC Renewal	102
Renewals at your stations	Self check Check out	91
	Total Renewals	4396
Number of your Library's items checked out system-wide		9184
Number of your Library's unique items checked out system-wide		8732
Holds Placed through your interface		1218

Holds placed for/by your patrons		1405
Holds Held		1067
Holds Located		0
Holds Checkedout		991
Holds Expired		0
Holds Cancelled		203
Holds Unclaimed		154
Number Of Items Currently Out		14638
Existing "MortonGrove" patron received new barcode		20
Patron Expiration Date Extended More Than 30 Days:		973
Count of physical patron records at beginning of 03/2020		13018
Minus Patron records physically deleted		87
Minus Patron library was changed from "MortonGrove" to some other CCS librar		4
Plus Patron records physically added		56
Plus Patron library was changed from some CCS library to "MortonGrove"		0
Count of physical patron records at end of 03/2020		12983
Minus In-House and Test Cards		14
Minus Expired Cards		4107
Unexpired Patrons on file		8862
Leap Registration	Patron Lib=MortonGrove	55
PAC Registration	Patron Lib=MortonGrove	1
Leap Registration	Patron Lib=CCSL	7
Pac Registrations from 03/2019 thru 02/2020 - All		0
Pac Registrations from 03/2019 thru 02/2020 - Converted		0
Pac Registrations from 03/2019 thru 02/2020 - Conversion Rate		0%

04/01/2020

Morton Grove Public Library
MONTHLY CCS INTERLIBRARY LOAN ACTIVITY
03/2020 - 03/2020

Circulation between a library's branches is excluded from these numbers.

For example, circulation of an Algonquin Main item at Algonquin Branch is excluded.

The columns are labeled as follows:

- 1. Lending Library*
- 2. Intra-CCS - To CCS Libraries*
- 3. Other Ill. - To Other Libraries or Systems in Illinois*
- 4. Outside Ill. - To Libraries Outside of Illinois*
- 5. Total - Total Sent by Lending Library*
- 6. Percent Held - Lending Library Holdings to System Wide Holdings*
- 7. Percent Intra-CCS - Lending Library Intra-CCS ILL to System Wide Total Intra-CCS ILL*

Lending Library	Intra-CCS	Other Ill.	Outside Ill.	Total	Percent Held	Percent Intra-CCS
Algonquin	1,738	134	20	1,892	3.71	5.72
Cary	691	46	16	753	3.12	2.28
CCSL	0	0	0	0	0.00	0.00
Crystal Lake	1,266	244	26	1,536	4.17	4.17
Des Plaines	2,481	168	165	2,814	5.98	8.17
Ela	1,510	88	0	1,598	3.65	4.97
Evanston	1,653	126	50	1,829	8.33	5.44
Fox River Valley	1,374	84	17	1,475	3.07	4.52
Fremont	911	55	8	974	2.14	3.00
Glencoe	464	35	11	510	2.46	1.53
Glenview	1,662	123	63	1,848	5.55	5.47
Highland Park	759	76	17	852	4.54	2.50
Huntley	1,071	60	6	1,137	2.99	3.53
Indian Trails Public Library	1,217	213	0	1,430	3.59	4.01
Lake Forest	733	22	0	755	3.48	2.41
Lake Villa	976	53	10	1,039	3.09	3.21
Lincolnwood	714	16	0	730	2.10	2.35
McHenry	936	67	16	1,019	2.80	3.08
Morton Grove	1,080	34	0	1,114	3.71	3.56
Niles	2,295	102	50	2,447	5.61	7.56
Northbrook	1,634	123	95	1,852	5.19	5.38
Palatine Public Library	0	0	0	0	0.00	0.00
Park Ridge	794	62	52	908	3.64	2.61
Prospect Heights	835	26	13	874	2.73	2.75
Round Lake	905	46	34	985	3.68	2.98
Wilmette	1,575	85	38	1,698	5.46	5.19
Winnetka-Northfield	531	21	4	556	1.65	1.75
Zion-Benton	561	59	28	648	3.57	1.85
Total	30,366	2,168	739	33,273	100.00	100.00

05/01/2020

**Morton Grove Public Library
Monthly Statistics
For 04/2020**

The Checkout numbers and Renewal numbers exclude in-house cards as well as test cards

The line that reads "Number Of Items Currently Out" counts items with these Item Statuses :

'Checked Out', 'On loan to another library', 'Awaiting Pickup', 'In transit to another library', 'In-Transit to Home Library'

For More Information: <https://www.learning.ccslib.org>

Transaction Type	Transaction SubType	NUMBER OF PATRONS ITEMS TRANSACTIONS
Checkins at your stations	Power PAC Checkin	1441
Checkins at your stations	Third party Checkin	951
	Total Checkins	2392
	Total Checkouts	0
	Total Renewals	0
Number of your Library's items checked out system-wide		0
Number of your Library's unique items checked out system-wide		0
Holds Placed through your interface		114
Holds placed for/by your patrons		118
Holds Held		0
Holds Located		0
Holds Checkedout		0
Holds Expired		2
Holds Cancelled		25
Holds Unclaimed		0

Number Of Items Currently Out		14761
Existing "MortonGrove" patron received new barcode		15
Patron Expiration Date Extended More Than 30 Days:		947
Count of physical patron records at beginning of 04/2020		12983
Minus Patron records physically deleted		107
Minus Patron library was changed from "MortonGrove" to some other CCS librar		8
Plus Patron records physically added		34
Plus Patron library was changed from some CCS library to "MortonGrove"		2
Count of physical patron records at end of 04/2020		12904
Minus In-House and Test Cards		14
Minus Expired Cards		3975
Unexpired Patrons on file		8915
Leap Registration	Patron Lib=MortonGrove	34
Pac Registrations from 04/2019 thru 03/2020 - All		1
Pac Registrations from 04/2019 thru 03/2020 - Converted		0
Pac Registrations from 04/2019 thru 03/2020 - Conversion Rate		0.00%

05/01/2020

Morton Grove Public Library
MONTHLY CCS INTERLIBRARY LOAN ACTIVITY
04/2020 - 04/2020

Circulation between a library's branches is excluded from these numbers.

For example, circulation of an Algonquin Main item at Algonquin Branch is excluded.

The columns are labeled as follows:

1. *Lending Library*
2. *Intra-CCS - To CCS Libraries*
3. *Other Ill. - To Other Libraries or Systems in Illinois*
4. *Outside Ill. - To Libraries Outside of Illinois*
5. *Total - Total Sent by Lending Library*
6. *Percent Held - Lending Library Holdings to System Wide Holdings*
7. *Percent Intra-CCS - Lending Library Intra-CCS ILL to System Wide Total Intra-CCS ILL*

Lending Library	Intra-CCS	Other Ill.	Outside Ill.	Total	Percent Held	Percent Intra-CCS
Algonquin	0	2	0	2	3.69	0.00
Cary	1	0	0	1	3.12	5.56
CCSL	2	0	0	2	0.00	11.11
Crystal Lake	1	0	0	1	4.16	5.56
Des Plaines	1	1	4	6	5.98	5.56
Ela	0	0	0	0	3.66	0.00
Evanston	0	0	1	1	8.32	0.00
Fox River Valley	1	0	0	1	3.06	5.56
Fremont	1	0	0	1	2.14	5.56
Glencoe	0	0	0	0	2.46	0.00
Glenview	0	0	0	0	5.54	0.00
Grayslake	0	0	0	0	0.00	0.00
Highland Park	1	0	0	1	4.54	5.56
Huntley	0	0	0	0	2.99	0.00
Indian Trails Public Library	0	6	0	6	3.59	0.00
Lake Forest	2	0	0	2	3.49	11.11
Lake Villa	0	0	0	0	3.08	0.00
Lincolnwood	0	0	0	0	2.11	0.00
McHenry	1	0	0	1	2.80	5.56
Morton Grove	0	0	0	0	3.71	0.00
Niles	1	1	1	3	5.61	5.56
Northbrook	2	0	0	2	5.20	11.11
Palatine Public Library	0	0	0	0	0.00	0.00
Park Ridge	2	0	0	2	3.64	11.11
Prospect Heights	1	0	0	1	2.74	5.56
Round Lake	0	0	0	0	3.69	0.00
Wilmette	1	2	0	3	5.44	5.56
Winnetka-Northfield	0	0	0	0	1.66	0.00
Zion-Benton	0	0	0	0	3.57	0.00
Total	18	12	6	36	100.00	100.00

Programming Statistics -March 2020

Program Name:	# of	Total
Adult Programs	24	140
Book Talk: Women's History Month	1	7
Storytelling @ MGPL	1	35
Movies	3	9
Knitting Roundtable, Creative Coloring	3	27
Chair Yoga	1	36
Travelling while Black Virtual Reality Experience	2	6
Technology Classes	2	9
Book-A-Librarian (one-on-one tutorials)	1	1
Power Employment Workshop	1	1
ESL one-on-one practice sessions	9	9
Teen Programs	1	4
Magic the Gathering Open Play	1	4
Youth Programs	26	372
Anime Club	1	3
Bedtime Stories and More	1	8
Drama Club	1	15
Family Dance Party	1	16
Family Reads Bookclub	1	21
Family Storytime	1	0
Homeschool Book Bash	1	4
Homeschool Engineering Club	1	15
Homeschool Famished for Fiction	1	3
Listen Up	4	67
Mad Math Society	1	5
Math Brigade	1	8
Monday Morning Playgroup	2	29
Mother-Daughter Bookclub	1	24
Preschool Storytime	1	32
Read to a Rainbow Dog	1	9
Toddler Time	1	37
Tween Survival Club	1	8
Wee Read	2	46
Yarn Gang	2	22
Talks/Tours outside the Library		
Youth Services	28	721
Edison	1	23
Golf	1	4
Hynes	2	173
MCC/MEC	1	27
Melzer	15	320
Morton Grove Montessori Academy	3	37
Park View	1	11
Poko Loko	3	113
Sunny Bunny	1	13
Adult/Teen Services	1	15
Litlounge Book Discussion offsite	1	15

Programming Statistics -April 2020

Program Name:	# of sessions	Total Attendance
Adult Programs	12	1385
Between The Line book discussion (online)	2	3
Between The Line book discussion (phone)	1	13
Chair Yoga (online - Zoom)	2	61
MGPL Thursday Trivia	2	2
Crafting Live	5	1306
Teen Programs	0	0
Youth Programs	7	1938
Bedtime Stories & More (Facebook Live)	1	185
Listen Up Storytime (Facebook Live)	2	660
Yogi & Me Storytime (Facebook Live)	4	1093
Library-Wide Programs	0	0
Talks/Tours inside the Library		
Youth Services	0	0
Adult/Teen Services	0	0
Talks/Tours outside the Library		
Youth Services	0	0
Adult/Teen Services	0	0

		Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Total	Prev YTD	Prev YrMo
CIRCULATION																
Adult/Teen		See attachments from CCS for MGPL statistics.													2019	Jan-19
Youth		See attachments from CCS for MGPL statistics.													n/a	n/a
Downloads/Streaming																
ebooks		1,553	1,377	2,058	3,445										2,673	1,281
eAudiobooks		1,105	919	1,157	1442										1,520	710
Movies		594	334	896	1,294										734	336
Music		77	89	114	164										213	112
Magazines		118	73	130	189										184	85
	TOTAL	3,447	2,792	4,355	6,534	0	0	0	0	0	0	0	0	17,128	5,324	2,524
COLLECTIONS																
	TOTAL	120,762	120,049	0	0	0	0	0	0	0	0	0	0	120,762	n/a	127,212
PATRONS																
Active Cards		8,634	8,622	8,862	8,915										8,542	
% of MG pop w/active cards		38%	38%	39%	39%%										n/a	38%
REFERENCE																
Adult																
Technology and Reference		1,322	1,301	610	86									3,319	2,769	1,348
Directional/General Library Info		1,443	1,227	484	151									3,305	1,914	946
Reading Program		0	0	0	0									0	0	
Youth																
Technology and Reference		574	672	422	5									1,673	1,249	663
Directional/General Library Info		510	418	184	0									1,112	591	296
Reading Program		100	0	0	0									100	202	0
Circulation																
General Info		102	106	41										249	159	
Directional		86	83	36										205	68	
	TOTAL	4,137	3,807	1,777	242	0	0	0	0	0	0	0	0	9,963	6,952	3,253
INTERLIBRARY LOAN (ILL)		See attachments from CCS for MGPL statistics.														
OUTREACH																
Offsite Visits		42	41	28*	0									83	57	30
Audience		963	1,263	721*	0									2,226	1,449	803
In Library Visits		5	1	0	0									6	0	0
Audience		131	23	0	0									154	0	0
School Deliveries		4	6	7*	0									10	11	6
Items		70	79	116*	0									149	362	236
Homebound Deliveries		23	15	8*	0									38	44	23
Items		156	113	44*	0											

[illegible]