

**Morton Grove Public Library**  
**Librarian's Report**  
**May/June 2020**  
**Pam Leffler, Director**

**Administration**

Governor Pritzker's Executive Orders and the Restore Illinois plan, released on May 5<sup>th</sup>, continued to guide us through the months of May and June. In June we entered Phase 3 of the Restore Illinois plan and in mid-June began offering curbside services to our patrons. At the end of June Illinois entered Phase 4 of the Restore Illinois plan and we began developing plans for patrons to return to the building in July. We chose to move cautiously forward with these plans as we do not want to contribute to a potential increase in cases of COVID-19 in our area. This continues to be a concern as we watch cases of the virus skyrocket in many states throughout the country, and Governor Pritzker has indicated that he will move swiftly in going back to earlier phases of the plan if cases start to go up in Illinois. I have updated the Phase 4 MGPL Reopening Plans (shared previously with the Board, also included again in this report) which outline the reopening of the Computer Room for mid-July and reopening the building to the public at the end of July.

With the start of curbside services, we once again had staff in the building to answer questions and schedule pick up times. Most Circulation Services staff went back to their regularly scheduled hours to pull material and prepare items for pick up while other staff have been combining working from home with some in-library hours. This will continue for the foreseeable future, even once we begin letting patrons in the building, as Phase 4 of the Restore Illinois plan calls for employees who can be allowed to work from home. Due to the limited services that will be offered in-person, we will still be able to keep a smaller staff on-site to provide those services. Virtual programming and reference services will also continue indefinitely.

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**

- Youth Services Associate Lauren Sopanarat submitted her resignation, effective May 3.
- After much thought, deliberation, and discussion I decided to eliminate the Computer Assistant position, effective June 7, 2020. Relocation of the Computer Room (something long planned but accelerated due to the pandemic) allows for Adult Services staff scheduled for the Info West desk to oversee use of the public internet computers.
- In June, we also saw the retirement of two long-time staff members, Circulation Clerk Anne Tivolacci (20 years) and Shelver Doug Miller (23 years), effective June 6.
- Adult Services Librarian James Facer left the library, effective June 24, due to a family move out of state.
- Adult Services Manager Natalya Fishman will be retiring, effective July 17, 2020, as mentioned in previous reports and emails.
- Adult Services Assistant Manager Melissa Mayberry began her new role as Interim Adult Services Manager on June 21, 2020.

- Forced closing pay ended in early June and all non-exempt staff are now being paid for actual hours worked.
- The switch to Paycom as our payroll service provider was complete in early June. Staff have enjoyed the increased mobile functionality that Paycom provides. We have also used Paycom to provide us with required training (sexual harassment training) and the ability to create our own training modules (coronavirus safety training). I can easily track staff completion rates and send messages reminding them to complete training, if necessary. I will next begin work on utilizing the Performance and Compensation Management module in Paycom for annual and ongoing staff reviews.
- I continue to have weekly meetings with the Department Managers, as well as weekly All Staff meetings. The All Staff meetings are recorded and posted to our Staff Intranet for staff to watch and listen to later, if necessary.
- 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 are working with OSG staff on the relocation of the Computer Room from the second level to the Quiet Study Room on the main level. We anticipate that this work will be done by July 16 and we will open that room to the public for computer use appointments only.
- 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.
- OSG continued to provide routine technical support for computers (hardware and software) throughout the Library, as necessary.

### **Legal/Financial/Policy**

- The contract with Product Architecture + Design was approved at our May meeting. Youth Services Manager Courtney Schroeder and I have been meeting with P A + D bi-weekly for further development of the plans.
- I spoke with our bankers at 5/3 on what would be required to obtain a line of credit for the YS renovation (similar to what the library had for the 2014-15 renovation of the main and mezzanine levels of the library). I will be gathering that information and hope to have it to the bank by the end of July.
- The Policy Committee is scheduled to meet on July 2. Full board approval of the policies reviewed at that meeting is on the agenda for our regular July board meeting.
- Development of the Morton Grove Public Library Reopening Plan has been ongoing. I have made significant changes to Phase 4 of our Reopening Plan based on current information and guidelines from local and state authorities. Those updates have been sent to you earlier in email and will also be included in your board packets for the July meeting.
- Revised emergency procedures to be used while there are no patrons in the building and we are providing curbside service. I will continue to revise these, as necessary, as we reintroduce patrons back into the building.

- We have created a separate budget line to better code and track expenditures that may be eligible for reimbursement by FEMA/IEMA. Special thanks to Admin Assistant Theresa Darga who suggested this. It has made keeping track of monies spent on response to the pandemic much easier for everyone.
- I have been periodically looking at anticipated revenues and expenditures for the remainder of 2020 for the past couple of months, but I will begin 2021 budget preparation in earnest in July. As has been mentioned previously, it is difficult to determine how much of an effect the pandemic will have on tax revenues in Morton Grove. We should start to see the August tax receipts come in starting in mid/late July. At that time, I will be better able to determine expected revenue for the remainder of the year, and it will also give me some idea of expected tax revenues in 2021.

### **Facilities**

- Facilities Manager Ed Tamras has been working on the relocation of the Computer Room: pulling electrical, assembling tables, working with OSG on cabling into the room, etc.
- As more staff are in the building due to curbside services, Facilities staff are now in the building daily and for all hours the library is 'open' (our regular hours). They continue to monitor all systems to ensure they are operating properly, perform any additional cleaning or disinfecting necessary, and meet with vendors to provide ongoing routine maintenance/upkeep of the building and grounds.
- Facilities staff continue to prepare the library building for the eventual reintroduction of patrons. In July we will be removing much of the seating throughout the building and installing arrows and other signage to guide patron movement through the library in a manner that maintains social distancing as much as possible.

### **Miscellaneous**

- As I have required more staff to be in the library to provide certain services, everyone has been given two masks and an individual supply of hand sanitizer. I have developed detailed procedures for entering and exiting the building, assigned specific entry/exit points and bathrooms by department, restricted the consumption and storage of food on-site, and have a strict in-library schedule so I can better track who is in the building and where at any given time. Because of the different scheduling needs of each department, it has been difficult to have a 'teams' approach (for example, Team Blue works M, W, F in the mornings and Team Orange works M, W, F in the afternoons) so I am using the in-library schedule to carefully track staff whereabouts in the event staff quarantining becomes necessary.
- We continue to obtain PPE (wipes, gloves, non-surgical masks, etc.) meant for staff and, eventually, patrons to return to the library building.
- I continue to meet 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.
- While things did not seem quite so hectic during May and June there were still so many meetings! A complete listing of all meetings for May and June follows:

### **Events/Programs/Meetings**

May 1, 8, 15, 22, 29;  
June 5, 12, 26

All Staff meetings

May 20; June 10	CCS Governing Board meetings
May 15; June 10	ECC Executive Committee meetings
May 6, 13, 20, 27; June 4, 11, 24	Department Manager meetings
May 6; June 3	HR Source Library Roundtable
May 5, 19; June 2, 16	Niles Township COVID Response meetings
May 4, 11, 18; June 1, 15, 29	North Suburban Library Directors meetings
May 8, 29; June 12	OSG Updates/Quarterly Review meeting
May 4, 6, 11, 13, 18; June 1	Paycom Training (various modules)
June 10, 24	Product Architecture + Design YS Renovation Design mtgs
May 12, 19	RAILS: Dashboard Design (Excel and reports training)
May 28; June 4	RAILS Member Updates
May 8	PPE Use for Library Staff
May 11	FEMA: What You Need to Know Related to COVID-19 and the Application Process
May 12	COVID-19: Safety Tips for Reopening Your Library
May 13	CCS Executive Committee
May 14	Regular Board Meeting
May 14	RAILS: LIBRO presentation (curbside scheduling software)
May 15	HR Source: Returning to Work
May 18	ECC Exec Cmte meeting w/Steve Potash, OverDrive CEO
May 19	RAILS: Curbside Communicator presentation (curbside scheduling software)
May 19	ILA Legislative Update
May 28	Adult Services meeting
June 1	IEMA COVID-19 Applicant Briefing
June 1	Ancel Glink Local Government Legislation Update
June 4	5/3 Bank meeting
June 5	Adult Services meeting
June 16	HR Source: Update – Reopening the Workplace

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

# **MGPL Adult Services**

## **May/June 2020 Report**

Natalya Fishman, Adult Services Manager

Adult Services staff continued working on projects and “staffing the desk” from home. Staff started working in the building on June 8.

### **Communicating with Patrons**

- Monitored library voicemail, returned patron phone calls regarding programs and services. Monitored email and chat reference, answering patron questions about library card renewal, programs, especially chair yoga, and more. In June began answering phones from within the library. Staff have been answering an increased number of Readers Advisory questions since the building has been closed and they cannot browse the shelves.
- Emailed LitLounge & Between the Lines regular attendees to inform them of upcoming Zoom, Goodreads, and phone meetings and instruct them how to participate.
- Called homebound patrons twice a month. Mailed letters explained new home delivery procedures.
- Called ESL students to advise them on ESL resources they can access from home and sent them copies of materials they would normally have in the Library to use for ESL 1:1 sessions.

### **Book a Librarian**

In addition to assisting patrons with technology questions as part of our regular duties, we held several Book a Librarian appointments over the phone:

- 5/1 Setup Overdrive on a Kindle Fire
- 5/6 Follow up with Kindle Fire
- 5/11 Setup patron for the LitLounge program that included: helping in setting up Google account for patron’s android phone, downloading Hoopla and checking out the book, downloading and practicing with Zoom
- 5/18 eBooks on Nook and Computer
- 5/26 eBooks on Kindle Fire and Computer
- 6/25 Help a Book Discussion patron get the next title for discussion through Hoopla

### **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:

- Subscribed to Medici.tv
- Evaluated usage of digital magazines we offer to patrons via Flipster. Added a number of children’s titles to the subscription; renewed it for another year
- Researched potential subscriptions to various genealogy resources
- Researched subscribing to RBDigital streaming video bundles
- Troubleshooted and contacted vendors about EBSCO databases and PressReader being temporarily down

### **Website-Related Projects**

#### **Bob’s Art Nook**

Bob Palas, Adult Services Librarian, created, recorded, edited and composed original music for his own “Bob’s Art Nook” art show tutorial. The tutorials teach how to draw simple sketches such as human faces, birds, and flowers. Posted on MGPL’s Facebook page. 6/12; 6/27

Staff created:

- Book Rivers and Record Sets:
  - Black Lives Matter: In Their Own Words
  - Celebrate Juneteenth
  - May Flowers
  - New YA Releases

- Page to Screen
- Practicing Kindness
- 'Pretend You're at the Beach' Reads
- Pride Month
- Read to Fight Racism,
- The Refugee Experience
- Summer Reading Mysteries
- Timely and topical posts for the Library blog:
  - Summer Reading Suggestions
  - Not a Lawyer? Don't Play One on TV? Go to Gale Legal Forms
  - More Than A Month: Continuing to Celebrate Black History Through Film
- Fixed the links for several Storytime related pages on the website.
- Explored additional links to add to the "Your Library at Home" webpage for government, employment, and other resources.
- Added Summer Reading lists to Teen page
- Updated Volunteer and Test Proctoring webpages
- Created Genre Guides:
  - Mystery, Thriller & Suspense
  - Feel Good
  - Guides listing popular authors in a variety of genres and subgenres for AS staff to use in response to increased RA questions from patrons.

## **Programming**

### **Between the Lines Book Discussion (Phone)**

Both discussions went very well. One of the attendees has accessed eBooks for the first time specifically for this discussion. Another got the book from the Library via curbside pickup just in time, and was very happy for the chance to actually participate, rather than just listen to the discussion since she doesn't have internet at home and eBooks are not an option for her. 5/26; 6/23

### **LitLounge (Zoom)**

Everyone expressed gratitude that we were operating as normally as possible. There were only a few technical hiccups that were largely unavoidable (slow internet connections, background noise, etc.) At the June book discussion, we had a new person who was attending from Jordan, where it was the middle of the night. 5/13; 6/10.

### **YA Book Club Discussion (Online on Goodreads)**

Unfortunately, the online book discussion of Runaways Vol. 1: Pride & Joy did not generate much interest in our patrons.

### **Chair Yoga (Zoom)**

These classes continue to get a great response and the average attendance is 30 patrons per class.

The instructor's internet was out on 6/24, and we had to quickly cancel the class and notify all the registrants. This was accomplished successfully. Later, we received this nice message from a patron: *"I much appreciate the multiple efforts made to inform us of the cancellation of the chair yoga class this morning. Things happen, especially with technology. MGPL did a superb job letting us know. Thanks."* 5/5; 5/13; 5/20; 5/21; 6/3; 6/10; 6/17; 6/24.

### **Meditation (Phone)**

This beginner-friendly introductory guided meditation program has quickly become very popular among our patrons. 5/4; 5/11; 6/15.

### **Easy Ways to Choose and Make Healthy Foods (Zoom)**

Nutritional coach Ann Terry explained how to choose healthy food options, which foods to avoid, how to navigate a restaurant menu and the grocery store, and how to support a healthy lifestyle as you age. 5/15.

### **Better Foods for Brain Health (Zoom)**

Nutritional coach Ann Terry explained how to swap common foods with those that help optimize your brain health. 6/3.

### **Online Trivia using Crowdpurr**

Created questions and answers for MGPL Virtual Trivia games. 5/7; 5/14; 5/21; 5/28.

### **Take Home Craft Project for Teens**

We created a prototype of the 'take home' craft project for teens, a tote bag decorated with fabric paints in a fun, geometric design, and took step-by-step pictures of the process for the instructions.

### **Collection Development**

- Collection development fund distribution was analyzed, and funds were reallocated to the areas popular with patrons and in most need of additional funds.
- Collection development areas were redistributed among staff in anticipation of my impending retirement.
- Monitored ongoing developments in collection development including delayed release dates, building and updating carts in Baker & Taylor to facilitate easy ordering once we reopen.
- Ordered increased number of eBook and eAudiobook titles on Overdrive.
- Reviewed fiction and nonfiction titles that were ordered but not received for possible cancellation to free up money for ordering digital titles.
- Resumed ordering print and audiovisual materials.
- Monitored MGPL cardholders' holds to ensure we buy enough copies of titles to satisfy the demand.
- Monitored spending on providing access to streaming and downloadable titles to ensure we have sufficient funds for purchasing both digital, print and audiovisual titles.

### **Outreach**

We connected with Carole Yuster from K-9 Reading Buddies of Northshore about their program offerings during lockdown and learned that they transitioned from on-site meet ups to hosting 15-minute Zoom events. After advertising this service on our Facebook page, K-9 Reading Buddies received several requests from Morton Grove patrons and cited Facebook as their source. It's always rewarding when we can connect a much-needed services to our patrons!

### **Continuing Education/Meetings/Webinars**

AS staff participated in or attended:

- 5/1 Digital Forensics--How to Fact Check Like a Pro
- 5/7 Countering Misinformation in a Crisis: Making Sense of Science during COVID-19
- 5/7 NWVAN zoom meeting
- 5/8 PULSE Virtual Programming Stats
- 5/8 PLA: Measuring the Success of Health Programs and Services webinar
- 5/8 Protecting Privacy in a Pandemic: A Town Hall for Library and Information Workers
- 5/12 COVID-19: Safety Tips for Reopening Your Library
- 5/12 LAC meeting
- 5/13 CALVAN meeting
- 5/18 Dashboard Design Part 1.
- 5/18 HarperCollins Adult Fall Faves Webinar
- 5/19 CCS PAS Advisory meeting
- 5/20 Live Webcast Conversation Between Neil Gaiman & N.K. Jemisin
- 5/21 NWVAN meeting
- 5/26 Dashboard Design Part 2: How to Create Static One-Pagers in Excel
- 5/28 CCS Member Update Meeting
- 6/4 RAILS Member Update
- 6/16 CCS Public Services Networking Meeting
- 6/18 Challenges facing seniors from Covid-19 & the work of AgeOptions
- 6/18 NWVAN meeting

- 6/22 Equity in Collections: Audits, Weeding, Purchasing, & More
- 6/23 Macmillan Booklist Preview
- 6/29 Providing Senior Services in a COVID-19 World
- 6/29 Metropolitan Mayors Caucus meeting
- 6/30 Virtual Customer Service Strategies for Libraries
- Preventing Discrimination and Harassment training from Paycom
- COVID-19 Training from Paycom
- Preparing Job Seekers for a Post-Pandemic Economy webinar
- Lynda.com Intro to Microsoft Swift
- Reimagining Programming during a Pandemic webinar
- Amazing Audiobooks for Summer and Beyond webinar
- Homelessness Training via Niche Academy
- GCF Global Excel 2016 training course
- Points of Light Volunteer Conference. 6/10-6/12
- Adult Services Staff meetings via Teams
- Weekly All Staff meetings via Zoom
- Various meetings pertaining to new procedures, projects, staffing or operational issues

## Other

- Set up AS Zoom account for programming. Assisted staff with various aspects of virtual programming and continued to update the Zoom wiki. Continued to explore virtual programming options.
- Met with a T-Mobile rep and explored options for purchasing tablets with a data package. These devices would allow our patrons without internet and devices to participate in popular programs such as Chair Yoga. Using funding from the Age Option stipend to acquire these tablets would help realize the goal of decreasing social isolation amongst older adults.
- Scheduled and confirmed August/September events and submitted them for the Aug/Sep newsletter
- Worked on creating new procedures for Adult Services staff for curbside pick-up and other processes as the Library is transitioning to a partial re-opening. There are 13 new instructional wiki pages on the Adult Services intranet page with information relating to the new or updated procedures.
- Worked with ATI (phone system) to set up the phones in a way that supports the new staff desk placement arrangement.
- Adult Services staff made calls to inform patrons that they had items on hold available.
- In anticipation of the re-opening of the computer room, we created a schedule for the computer appointments and a new desk schedule for AS staff. New procedures to facilitate computer appointments have been created as well. Opening the Library for computer use will benefit our patrons who have been without internet access for months. This has been the most requested service that patrons have been requesting since we closed.
- Created LibraryAware newsletters
- Revised the Homebound Services delivery procedures and sent out a letter to all homebound patrons regarding new safety measures for making no-contact homebound deliveries.
- Explored new LibraryH3lp features and integrated some of them in managing patrons' chats. Set up and trained Youth Services staff in using Library H3LP. Created LibraryH3lp wiki.
- Began weekly trips to Metra station to bring books to the Library bookshelf.
- Participated in ALA Connect conversation about volunteers



# MGPL Circulation Services

## June 2020 Report

Jeffrey Ray, Circulation Services Manager

### Patrons:

- 22 new patron cards registered

### Staff:

- Started No-Contact Curbside Pickups
- 735 appointments were made in June.
- Processed 3,716 holds for curbside service.



**MGPL Facilities**  
**May/June 2020 REPORT**  
Ed Tamras, Facilities Manager

The past few months have been dedicated to preparing the building and responding to the COVID pandemic:

- Making and creating sneeze guards where necessary
- Continued and ongoing searches for PPE's for hand sanitizer, wipes, disinfectant sprays, masks, gloves, floor signs, etc.
- Currently taking down the computer room desks and raceways along the wall, turning the Quiet Study room into the new computer room with raceways all around for outlets and cables. Pulled power from the Teen room to the adjacent wall in the Quiet Study room, still more to be done. Expected completion in mid-July.
- Maintenance crew has been busy regularly wiping down handrails, door handles, tables, desks, and chairs. This has become more important as more staff are in the building, and patrons are expected by the end of July.
- Fixed outside plumbing pipe that fed water to our outdoor spigot and under ground sprinkler system. Some maintenance and repairs to our sprinklers will be needed, looking into it.

**MGPL Marketing & Engagement**  
**May 2020 Report**  
Chad Comello, Marketing & Engagement Manager

**Website/Calendar/Intranet**

- Created webpage for No-Contact Curbside Services ([mgpl.org/curbside](http://mgpl.org/curbside))
- Finalized and published webpage for Summer Reading ([mgpl.org/summer](http://mgpl.org/summer))
- Blog posts:
  - No-Contact Curbside Pickup & Returns: What You Need to Know
  - Introducing the June & July Newsletter
  - Not a Lawyer? Don't Play One on TV? Go to Gale Legal Forms
  - Make Some Noise for Morton Grove's Class of 2020!
  - STEAM Corner: Math Games are the Best Games
  - High School Summer Reading Lists Move Online
  - Our All-New "DIY Storytimes" Bring the Library to You Anywhere

**Design**

- Completed design layout of June/July newsletter issue
- Created or updated graphics for online events in multiple formats
- Designed and ordered signage for returns and SPR bag pickup
- Bettina worked with Youth Services staff to develop graphics and materials for Summer Reading, STEMonade Stand, Brain Bytes, and other projects
- Karina hosted and created graphics for Crafting Live tutorials on Facebook Live, bringing the total number of videos to 10

**Promotion**

- Sent regular e-newsletters through Savannah with COVID-19 updates, info about online resources, and links to staff-selected resources
- Set up email signup form through Savannah
- Worked with Circulation to prepare signage and graphics for curbside returns and pickup
- Worked with Youth Services to prepare signage and graphics for Summer Reading registration
- Uploaded and published Brain Bytes videos

**Meetings/Training**

- Weekly meetings for the Marketing department, managers, and all staff
- May 8: Recharge Committee meeting (Chad)
- May 28: CCS Members Update (Chad)
- Librarian's Guide to Homelessness online course (all)
- Sexual Harassment Prevention training on Paycom (all)
- COVID Procedures Training on Paycom (all)

**MGPL Marketing & Engagement**  
**June 2020 Report**  
Chad Comello, Marketing & Engagement Manager

**Website/Calendar/Intranet**

- Created webpage for the STEMonade Stand
- Blog posts:
  - Plans for Reopening the Library
  - Like These Authors? Here's What to Read This Summer
  - Get Reading Digitally with Summer Book Lists for Kids
  - Releasing Butterflies at the Library
  - Racism and Hate Have No Place in Morton Grove
  - Dig Deeper: Summer Reading 2020

**Design**

- Began work on the August/September newsletter issue, including copy editing and initial layout
- Created or updated graphics for online events in multiple formats
- Created decal, lettering, and signage for STEMonade Stand

**Promotion**

- Sent regular e-newsletters through Savannah with COVID-19 updates, info about online resources, and links to staff-selected resources
- Edited/uploaded/promoted videos for Bob's Art Nook, Brain Bytes, and Kids in the Kitchen

**Meetings/Training**

- Weekly meetings for the Marketing department, managers, and all staff
- June 3: "Taking it to the Streets! Using Savannah for Outreach" webinar (Chad)
- June 17: Adobe 99U virtual conference (all)
- June 18: Recharge program (Chad)
- June 24-26: ALA virtual conference (all)
- June 26: virtual demo of myLIBRO app (Chad)

# MGPL Youth Services

## May 2020 Report

Courtney Schroeder, Youth Services Manager

Youth Services staff spent the month of May preparing for Summer Reading to begin and figuring out the logistics of handing out bags to participants. Overall, I think the program is going to do exactly what we were hoping: provide a fun set of experiences for kids throughout Morton Grove while keeping everyone safe and socially distant. I am truly grateful that we have a team of innovative and creative people on staff whose ideas for serving the families of Morton Grove seem to be endless.

### Programming

Throughout the month of May, we provided 12 programs for an audience of 1920 people/families. In addition to Jeff's **Yogi & Me Storytime** and Amy's **Listen Up! Storytime**, we also hosted **Bedtime Stories & More** on Wednesday evenings and Debbie's **Wee Read** on Friday mornings. Jess also began her **Brain Bytes** series of YouTube videos teaching a math or science concept. All of our programs have been well received and appreciated.

### Outreach

In the month of May we continued to serve schools from afar, simply by offering up help with online resources to interested teachers.

### Professional Development/Training/Meetings

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

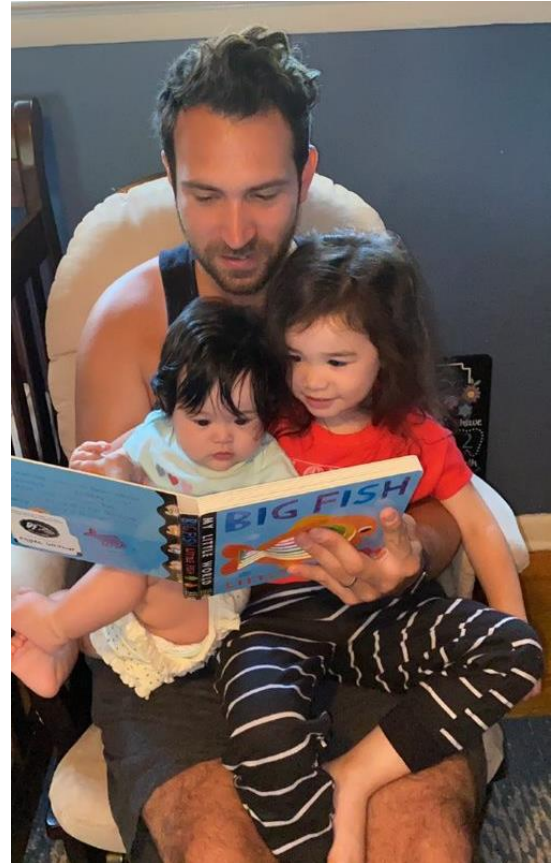
- Librarian's Guide to Homelessness Webinar (6)
- Sexual Harassment Prevention in the Workplace (6)
- Jess attended the virtual National Math Festival Roundtable
- Debbie watched a webinar on Youth Outreach in the time of Covid
- iRead Webinar on SRP online options
- Beyond e-storytimes: virtual services programs
- Courtney watched a Paycom webinar on the Emergency FMLA
- Courtney attended the Baker & Taylor Early Reader new releases virtual meeting
- Debbie attended a virtual presentation of the Erikson Institute's findings on health disparities and risk factors according to socio-economic status.
- Leslie took part in several Zoom training sessions.
- Jess watched the webinar: Engagement in Isolation: Keeping Kids and Caregivers Captivated During COVID-19
- All YS Staff were trained on using the library's chat service
- Brittany attended the School Library Journal Middle Grade Magic virtual summit
- 5 All Staff meetings and two YS Staff meetings were held throughout the month

## MGPL Youth Services

### June 2020 Report

Courtney Schroeder, Youth Services Manager

Well, we survived! After all the preparation in May, we made it through our curbside/contactless pickup version of Summer Reading Club, and it was really wonderful. Not only was it encouraging to see so many of our regular families and to interact with our incredible patrons, but we got 575 kids to sign up for our program. Obviously we don't know how many families participated entirely from home using the log printed in the newsletter or printed from our online documents, but 575 kids were signed up via the webform and 560 of them came to pick up their materials as of July 1. In all our planning, we thought perhaps half of our typical participation would be considered successful and we knocked it out of the park with 67% of 2019 and 70% of 2018's participation numbers. Considering that in a typical year, 15% of participants sign up and then do nothing else (check in or earn prizes, etc.), that is actually kind of incredible. We have the best community and it really shows. Our favorite part of the program is that we were able to give a book to each participant.



#### Programming

In June, we provided 28 programs for an audience of 3161 people/families. When you are looking at the statistics for June, it is important to note the difference between a Facebook program and a Zoom program. Zoom program attendance numbers are taken from actual attendance at the Zoom event. Facebook program attendance numbers are taken from 'views' as of the end of the month. This means that Facebook programs will appear to have many more participants as patrons can watch at any time and it also means that Facebook programs at the beginning of the month will likely have many more views than those toward the end of the month simply because they've been available longer.

We had quite a few successful programs this month, with our online **Magic with Jaime Aponte** show gathering 80 kids and adults, Debbie's **Kids in the Kitchen** video garnering 686 views in three days (wow!), and Jess' **Brain Bytes** videos reaching 504 viewers over 4 segments.

Debbie contacted all the participants from her **Mother-Daughter Bookclub** in March, which ended up being canceled and arranged to meet with them via Zoom in June and 19 participants excitedly met. Instead of Debbie providing a fun book-related snack, each kid brought their own snack to the virtual table and they all talked about how it related. They had a wonderful discussion on the book *Riding Freedom* by Pam Muñoz Ryan.

Jess' **STEMonade stand**, which officially started on June 15 is a huge hit! In just the 16 days it was stocked in June, we gave away 274 STEM kit projects! Now that it's up and running, several other staff members have been excitedly creating kits.



Natalie and Sarah also created the **"Tape-stacle Course"** on the sidewalks leading to the Library – and they also are a huge hit with patrons coming to pick up their STEMonade Stand kits. There is no way to determine the number of kids participating in the course, but we sure are seeing lots of pictures of kids having fun with it!

Throughout the summer, we've had families tag us on social media or e-mail us pictures of them participating in Summer Reading and we've loved seeing all of the fun they're having.

### **Outreach**

In the month of June we continued to serve schools from afar, simply by offering up help with online resources to interested teachers. We spoke with a few teachers about placing holds for bookbags for curbside pickup.

### **Professional Development/Training/Meetings**

In June, the Youth Services staff attended the following professional development and training meetings in addition to the three all-staff Friday meetings:

- Librarian's Guide to Homelessness Webinar (2)
- Library's COVID procedures (9)
- Debbie listened to the report: Who's Watching the Kids? The Challenge of Child Care During A Pandemic
- Brittany watched the SLJ Middle Grade Magic Virtual Summit webinar.
- Debbie attended virtual meetings of the ECA and the Advocate Literacy Committee
- Brittany watched the RAILS webinar, Dealing with Angry Customer Behaviors



## Programming Statistics - May 2020

Program Name:	# of sessions	Total Attendance
<b>Adult Programs</b>	<b>21</b>	<b>1288</b>
Between The Line book discussion (phone)	1	8
Chair Yoga (online - Zoom)	4	125
MGPL Thursday Trivia (online)	4	5
Meditation (Phone)	2	16
Book A Librarian Tech Help	5	5
Easy Ways to Choose and Make Healthy Foods (Online)	1	11
Crafting Live (Facebook Live)	4	1118
<b>Teen Programs</b>	<b>0</b>	<b>0</b>
<b>Youth Programs</b>	<b>12</b>	<b>1920</b>
Bedtime Stories & More (Facebook Live)	4	583
Brain Bytes (YouTube)	2	90
Listen Up Storytime (Facebook Live)	4	842
Yogi & Me Storytime (Facebook Live)	2	405
Wee Read (Facebook Live)	5	1732
<b>Library-Wide Programs</b>	<b>0</b>	<b>0</b>
<b>Talks/Tours inside the Library</b>		
<b>Youth Services</b>	<b>0</b>	<b>0</b>
<b>Adult/Teen Services</b>	<b>0</b>	<b>0</b>
<b>Talks/Tours outside the Library</b>		
<b>Youth Services</b>	<b>0</b>	<b>0</b>
<b>Adult/Teen Services</b>	<b>1</b>	<b>17</b>
LitLounge	1	17



## June 2020 Programming

Program Name:	# of sessions	Total Attendance
<b>Adult Programs</b>	<b>8</b>	<b>137</b>
<b>Active Programs</b>		
Between The Line book discussion (phone)	1	9
Chair Yoga (online - Zoom)	3	94
Meditation (Phone)	1	11
Book A Librarian Tech Help	1	1
Good Foods for Brain Health	1	11
LitLounge	1	11
<b>Teen Programs</b>	<b>0</b>	<b>0</b>
<b>Youth Programs</b>	<b>28</b>	<b>3161</b>
Bedtime Stories & More (Facebook Live)	4	630
Brain Bytes (YouTube)	4	504
Chess Academy (Zoom)	1	8
Creative Writing Crew (Zoom)	1	2
Digging in the Dirt (Farm Bureau)(Zoom)	1	9
Drama Club (Zoom)	1	14
Family Engineering Night (Zoom)	1	11
Jaime Aponte Magic Show (Zoom)	1	80
Kids in the Kitchen: Patriotic Pies (Facebook Live)	1	686
LEGO Builders	2	22
Let's Potty Storytime (Zoom)	1	16
Monday Morning Playgroup (Zoom)	1	8
Mother-Daughter Bookclub - re-group from April (Zoom)	1	19
Scratch'n'Code (Zoom)	1	6
STEAM Storytime (Zoom)	1	13
STEMonade Stand	1	274
Summer Storytime (Facebook Live)	5	859
Wee Read (Facebook Live)	4	512

06/01/2020

**Morton Grove Public Library  
Monthly Statistics  
For 05/2020**

*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	Normal	1
Checkins at your stations	Power PAC Checkin	2
	Total Checkins	3
Checkouts at your stations	Circ Checkout and Renewal	1
Checkouts at your stations	Leap Checkout and Renewal	10
	Total Checkouts	11
	Total Renewals	0
Number of your Library's items checked out system-wide		19
Number of your Library's unique items checked out system-wide		19
Holds Placed through your interface		322
Holds placed for/by your patrons		343
Holds Held		0
Holds Located		0
Holds Checkedout		0
Holds Expired		0
Holds Cancelled		126

Holds Unclaimed		0
Number Of Items Currently Out		14730
Existing "MortonGrove" patron received new barcode		0
Patron Expiration Date Extended More Than 30 Days:		23
Count of physical patron records at beginning of 05/2020		12904
Minus Patron records physically deleted		82
Minus Patron library was changed from "MortonGrove" to some other CCS librar		0
Plus Patron records physically added		32
Plus Patron library was changed from some CCS library to "MortonGrove"		0
Count of physical patron records at end of 05/2020		12854
Minus In-House and Test Cards		14
Minus Expired Cards		3885
Unexpired Patrons on file		8955
Leap Registration	Patron Lib=MortonGrove	32
Pac Registrations from 05/2019 thru 04/2020 - All		1
Pac Registrations from 05/2019 thru 04/2020 - Converted		0
Pac Registrations from 05/2019 thru 04/2020 - Conversion Rate		0.00%

07/01/2020

**Morton Grove Public Library**  
**Monthly Statistics**  
**For 06/2020**

*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	222
Checkins at your stations	Leap Check in	6347
Checkins at your stations	Normal	1
	Total Checkins	6570
Checkouts at your stations	Circ Checkout and Renewal	19
Checkouts at your stations	Leap Checkout and Renewal	3367
Checkouts at your stations	Self check Check out	12
	Total Checkouts	3398
Renewals at your stations	Auto-renewal	50
Renewals at your stations	Inbound Telephony Checkout	2
Renewals at your stations	Leap Checkout and Renewal	247
Renewals at your stations	Power PAC Renewal	777
	Total Renewals	1076
Number of your Library's items checked out system-wide		3460
Number of your Library's unique items checked out system-wide		3408
Holds Placed through your interface		4366

Holds placed for/by your patrons	4525
Holds Held	3716
Holds Located	0
Holds Checkedout	3082
Holds Expired	0
Holds Cancelled	362
Holds Unclaimed	859
Number Of Items Currently Out	11701
Existing "MortonGrove" patron received new barcode	7
Patron Expiration Date Extended More Than 30 Days:	1551
Count of physical patron records at beginning of 06/2020	12854
Minus Patron records physically deleted	144
Minus Patron library was changed from "MortonGrove" to some other CCS librar	2
Plus Patron records physically added	22
Plus Patron library was changed from some CCS library to "MortonGrove"	3
Count of physical patron records at end of 06/2020	12733
Minus In-House and Test Cards	14
Minus Expired Cards	3729
Unexpired Patrons on file	8990
Leap Registration	Patron Lib=MortonGrove22
Pac Registrations from 06/2019 thru 05/2020 - All	1
Pac Registrations from 06/2019 thru 05/2020 - Converted	0
Pac Registrations from 06/2019 thru 05/2020 - Conversion Rate	0.00%

07/01/2020

**Morton Grove Public Library**  
**MONTHLY CCS INTERLIBRARY LOAN ACTIVITY**  
**06/2020 - 06/2020**

*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	149	9	2	160	3.71	4.55
Cary	55	1	1	57	3.12	1.68
CCSL	1	0	0	1	0.00	0.03
Crystal Lake	125	0	0	125	4.14	3.81
Des Plaines	250	14	10	274	5.96	7.63
Ela	152	2	0	154	3.65	4.64
Evanston	144	8	4	156	8.27	4.39
Fox River Valley	135	0	0	135	3.05	4.12
Fremont	101	8	0	109	2.18	3.08
Glencoe	45	7	3	55	2.40	1.37
Glenview	203	45	57	305	5.55	6.19
Grayslake	2	0	0	2	0.00	0.06
Highland Park	126	13	19	158	4.52	3.84
Huntley	112	17	3	132	2.99	3.42
Indian Trails Public Library	143	24	0	167	3.60	4.36
Lake Forest	89	0	0	89	3.50	2.72
Lake Villa	114	2	1	117	3.09	3.48
Lincolnwood	86	0	0	86	2.13	2.62
McHenry	91	3	2	96	2.80	2.78
Morton Grove	112	0	0	112	3.70	3.42
Niles	283	3	2	288	5.60	8.63
Northbrook	186	0	0	186	5.30	5.67
Palatine Public Library	0	0	0	0	0.00	0.00
Park Ridge	78	0	0	78	3.64	2.38
Prospect Heights	81	0	3	84	2.73	2.47
Round Lake	88	0	0	88	3.68	2.68
Wilmette	221	6	3	230	5.41	6.74
Winnetka-Northfield	56	1	0	57	1.70	1.71
Zion-Benton	50	0	0	50	3.55	1.53
Total	3,278	163	110	3,551	100.00	100.00

06/01/2020

**Morton Grove Public Library**  
**MONTHLY CCS INTERLIBRARY LOAN ACTIVITY**  
**05/2020 - 05/2020**

*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*

<b>Lending Library</b>	<b>Intra-CCS</b>	<b>Other Ill.</b>	<b>Outside Ill.</b>	<b>Total</b>	<b>Percent Held</b>	<b>Percent Intra-CCS</b>
Algonquin	13	3	0	16	3.69	6.05
Cary	4	0	0	4	3.12	1.86
CCSL	0	0	0	0	0.00	0.00
Crystal Lake	4	0	0	4	4.16	1.86
Des Plaines	16	1	1	18	5.98	7.44
Ela	11	0	0	11	3.65	5.12
Evanston	22	0	0	22	8.32	10.23
Fox River Valley	9	0	0	9	3.05	4.19
Fremont	4	0	0	4	2.14	1.86
Glencoe	2	6	0	8	2.45	0.93
Glenview	10	0	0	10	5.54	4.65
Grayslake	0	0	0	0	0.00	0.00
Highland Park	16	0	0	16	4.54	7.44
Huntley	10	0	0	10	2.99	4.65
Indian Trails Public Library	11	5	0	16	3.59	5.12
Lake Forest	5	0	0	5	3.50	2.33
Lake Villa	5	0	0	5	3.08	2.33
Lincolnwood	0	0	0	0	2.12	0.00
McHenry	8	0	0	8	2.79	3.72
Morton Grove	8	0	0	8	3.70	3.72
Niles	11	0	0	11	5.61	5.12
Northbrook	13	0	0	13	5.22	6.05
Palatine Public Library	0	0	0	0	0.00	0.00
Park Ridge	4	0	0	4	3.63	1.86
Prospect Heights	4	0	0	4	2.74	1.86
Round Lake	5	0	0	5	3.70	2.33
Wilmette	15	4	0	19	5.43	6.98
Winnetka-Northfield	3	0	0	3	1.68	1.40
Zion-Benton	2	7	0	9	3.57	0.93
<b>Total</b>	<b>215</b>	<b>26</b>	<b>1</b>	<b>242</b>	<b>100.00</b>	<b>100.00</b>

**2018 Statistics -- Morton Grove Public Library**

		Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Total	Prev YTD	Prev YrMo
<b><u>CIRCULATION</u></b>																
<b>Adult/Teen</b>															<u>2019</u>	<u>Jan-19</u>
Books		See attachments from CCS for MGPL statistics.												0	n/a	n/a
CDs (music)														0	n/a	n/a
Audiobooks														0	n/a	n/a
DVDs/Blu-Ray														0	n/a	n/a
Videogames														0	n/a	n/a
Magazines														0	n/a	n/a
<b>Youth</b>															n/a	n/a
Books														0	n/a	n/a
CDs (music)														0	n/a	n/a
Audiobooks														0	n/a	n/a
DVDs/Blu-Ray														0	n/a	n/a
Videogames														0	n/a	n/a
Multimedia Kits														0	n/a	n/a
Magazines														0	n/a	n/a
<b>Downloads/Streaming</b>																
ebooks		1,553	1,377	2,058	3,445	3,341	3,316								2,673	1,281
eAudiobooks		1,105	919	1,157	1442	1,406	1335								1,520	710
Movies		594	334	896	1,294	1,346	1,125								734	336
Music		77	89	114	164	169	139								213	112
Magazines		118	73	130	189	199	235								184	85
<b>TOTAL</b>	<b>TOTAL</b>	<b>3,447</b>	<b>2,792</b>	<b>4,355</b>	<b>6,534</b>	<b>6,262</b>	<b>6,150</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>29,540</b>	5,324	2,524
<b>In House Use</b>		1,979	1,878											<b>3,857</b>	n/a	
<b><u>COLLECTIONS</u></b>																
<b>Adult/Teen Collection</b>																
Books		53,467	52,463			52,270								53,467	n/a	56,406
CDs (music)		5,243	5,247			5,248								5,243	n/a	6,291
Audiobooks		1,979	1,985			1,996								1,979	n/a	2,781
DVDs/Blu-ray		9,594	9,676			9,713								9,594	n/a	9,419
Videogames		575	581			582								575	n/a	544
Laptops		5	5			6								5	n/a	9
Hotspots		20	20			20								20	n/a	20
Serials (Title count)		231	231			215								231	n/a	246
Microforms		209	209											209	n/a	209
Library of Things						6										
<b>Youth Collection</b>																
Books		43,438	43,612			35,286								43,438	n/a	45,277
CDs (music)		827	828			829								827	n/a	797
Audiobooks		675	683			689								675	n/a	635
DVDs/Blu-Ray		3,954	3,968			3,980								3,954	n/a	3,968
Videogames		475	471			475								475	n/a	500
Serials (Title count)		26	26			31								26	n/a	53
Multimedia Kits		39	39			38								39	n/a	53
Laptops		1	1			1								1	n/a	n/a
Tablets		4	4			4								4	n/a	4
<b>TOTAL</b>	<b>TOTAL</b>	<b>120,762</b>	<b>120,049</b>	<b>0</b>	<b>0</b>	<b>111,389</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>120,762</b>	n/a	127,212



		Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Total	Prev YTD	Prev YrMo
<b>PATRONS</b>																
Gate Count		16,445	15,432											31,877	29,326	15,668
Curbside Appointments							735									
Active Cards		8,634	8,622	8,862	8,915	8,955	8,990								8,542	
Adult														n/a	n/a	
Youth														n/a	n/a	
Other (NR Fee, Org, etc)														n/a	n/a	
% of MG pop w/active cards		38%	38%	39%	39%	39%								n/a	n/a	38%
<b>REFERENCE</b>																
<b>Adult</b>																
Technology and Reference		1,322	1,301	610	86	76	532							3,927	2,769	1,348
Directional/General Library Info		1,443	1,227	484	151	199	1,075							4,579	1,914	946
Reading Program		0	0	0	0	2	14							16	0	
<b>Youth</b>																
Technology and Reference		574	672	422	5	3	63							1,739	1,249	663
Directional/General Library Info		510	418	184	0	12	226							1,350	591	296
Reading Program		100	0	0	0	0	1135							1,235	202	0
<b>Circulation</b>																
General Info		102	106	41										249	159	
Directional		86	83	36										205	68	
TOTAL		4,137	3,807	1,777	242	292	3,045	0	0	0	0	0	0	13,300	6,952	3,253
<b>INTERLIBRARY LOAN (ILL)</b>																
Requests BY MGPL		See attachments from CCS for MGPL statistics.												0		
Filled														0		
Requests OF MGPL														0		
Filled														0		
<b>OUTREACH</b>																
Offsite Visits		42	41	28	0	0	0							111	57	30
Audience		963	1,263	721	0	0	0							2,947	1,449	803
In Library Visits		5	1	0	0	0	0							6	0	0
Audience		131	23	0	0	0	0							154	0	0
School Deliveries		4	6	7	0	0	0							17	11	6
Items		70	79	116	0	0	0							265	362	236
Homebound Deliveries		23	15	8	0	0	0							46	44	23
Items		156	113	44	0	0	0							313	226	118
<b>TECHNOLOGY/INTERNET USE</b>																

		Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	YTD Total	Prev YTD	Prev YrMo
AWE Early Learning computers																
Sessions		480	402		0	0	0							882	918	480
Total time (hrs)		160	141.4		0	0	0							301.4	300	160
Public Scan Stations																
Scans		2,627	2,724	1,408	0	0	0							6,759	2,344	1,202
Faxes (pages)		42	66	49	0	0	0							157	265	118
Website Visits																
mgpl.org		10,658	9,943	10,353	6,590	6,393	12,212							56,149	14,883	6,445
Databases/Online Resources																
Sessions		820	720	884	1,000	769	985							5,178	2,168	794
Searches		2,858	3,516	5,539	4,791	4,991	3,577							25,272	5,532	2896
<b><u>LIBRARY PROGRAMMING</u></b>																
Adult																
Number of Program Sessions		56	55	25	12	22	8							178		55
Total Attendance		521	602	155	1385	1305	137							4105		662
Teen																
Number of Program Sessions		4	5	1	0	0	0							10		5
Total Attendance		28	73	4	0	0	0							105		30
Youth																
Number of Program Sessions		68	67	26	7	12	28							208		57
Total Attendance		1161	1462	372	1938	1920	3161							10014		1279
Library-wide																
Number of Program Sessions		0	0	0	0	0	0							0	0	0
Total Attendance		0	0	0	0	0	0							0	0	0
<b><u>MEETING ROOM USAGE</u></b>																
Activity Room																
Library		59	64	28	0	0	0							151	105	50
Outside Use		0	0	0	0	0	0							0	0	0
Baxter Room																
Library		21	24	9	0	0	0							54	49	24
Outside Use		1	3	4	0	0	0							8	4	2
Cooperman Room																
Library Use		15	26	7	0	0	0									

