

## Rolling Meadows Library February 2023 – Executive Director’s Report

### Executive Summary

The IPLAR report has been completed. Lucia served in a coordinating role, and several staff contributed data in their area of expertise. Lucia and I then reviewed the data bit-by-bit, and then Karen proofread the entire document for discrepancies. I’m grateful for the cooperative group effort.

We’re making a significant refinement to how we identify borrower records to be purged from the database. We will soon be removing a large number of records from the database, but we’re proactively stopping miscounting them now. So you’ll see our percent of cardholding residents at a new number: 31.2%.

Do you Roku like I Roku? Mary Constance shared an interesting anecdote with me. She told me about how she took advantage of the *Let’s Talk Oscars* program to promote our newly circulating Rokus to attendees. That’s when she learned that just saying “Roku” doesn’t cover it. The actual physical Roku unit is only a very small part of what we’re offering by circulating them. What *really* matters is the content on them: streaming platforms galore. A patron might say to Mary Constance, “but I already have a Roku at home.” To which she would respond, “Does it have Netflix? Or Apple TV?” Aha, there’s the clincher. You may have a Roku at home, but maybe you only have one or two platforms. Well, we have eight platforms. See more info in the Per Capita Goals Check-in section of this report. Note: This may be the last Executive Director’s Report where you hear about Rokus, as they are now very much “in the mix”.

-Kevin

### In the Library

- Did you know that our library has “payroll heroes”? Our already-productive, already-excellent Administration team has had a lot of extra work to do since the end of 2022. For each payroll cycle, they must manually enter hours worked and pay codes for each and every shift that each and every person works or takes as time off. This is very much an above-and-beyond task. It is made necessary by the City’s transition to a new payroll system. Things will be better in the future, but our Admin team has accepted the taxing challenge of doing this extra data entry to ensure accurate paychecks for everyone. We still don’t know when this temporary additional assignment will come to an end, but the City Finance team is working diligently to get their new system implemented. Thank you, Julie, Kristin, and Karen for all your extra work!
- Our party for Eunice Semple was well attended by staff, Trustees, and Eunice’s family. The Library staff did an excellent job of orchestrating the perfect send-off. Eunice must surely have felt appreciated (and, I hope, rewarded) for her years of service and commitment to the community. The icing on the cake was a proclamation by Mayor Joe Gallo at the February 14<sup>th</sup> City Council meeting.

## **In the Community**

- Darlene and Laura G attended the Willow Bend School Multicultural Night to promote the library. (LK)

## **Special Features**

### *Let’s Talk Oscars*

On February 25, 2023, the Library presented the program Let’s Talk Oscars—an idea over 20 years in the making. Readers Services staff highlighted the 2023 Oscar nominees in the top 7 categories. The room and décor set the stage for a real life Oscar celebration with all the accoutrements of a real theater experience. The room was set up theater style—red carpet and all. When patrons entered, they were given a ticket for a bag of popcorn, a candy bar, and a bottle of water at the concession stand. Several patrons giddily commented that they could smell the popcorn!

We were pleased to see a whole different crowd of patrons than the groups who come to Book Lover's Day and the Book Clubs. There were 57 people in attendance, and at first we were concerned we may need to set up more chairs! Once everyone was seated, the lights were turned off to showcase the slide presentation and limit distractions. The screen was lit as was our podium as well as some additional up lighting for ambiance and safety.

The program clocked in at just under two hours—less than the time it takes to see one of the Best Picture Nominees! The program was informative and entertaining, and the transitions were seamless. It was clear the staff members presenting were masters of their craft. Finally, “Tom Cruise” was also in attendance and made himself available for photo ops after the program. (Yes, really!)

Always cognizant of tying library programs into the collection, staff displayed books, movies, and provided “View-A-Like” recommendations to attendees. These have also been made available at the Readers Desk later to those who were unable to attend.

An extraordinary amount of work went into this production but it was worth it! The end result was very well received by our patrons. This program sets the stage (pun intended) and continues to set expectations for what the Rolling Meadows community expects from its Library in the future. Challenge accepted! (MCB)

## **Per Capita Goals Check-in**

### **Collection Management**

We can chalk up a major milestone with respect to one of our goals in this category. The “Library of Things” collection was launched early this year, and we spent a couple of months getting our first item (Rokus) where we needed it to be. We’ve expanded the streaming offerings on our Rokus, to now include all of these streaming platforms: Amazon Prime, Apple TV, Discovery+, Disney+, HBO Max, Hulu, Netflix and Paramount+. What’s more, there’s more...

**Rolling Meadows Library**  
**February 2023 – Executive Director’s Report**

More Rokus, that is. We added three additional units, for a total of seven. At this very moment, there are 22 holds on them.

### **Department Highlights**

#### **Youth Services (LK)**

- We have completed our Winter Reading Challenge, “Read to Your Pup.” Over 270 young readers signed up and about 170 reported that they had completed the challenge. Anecdotally, this is the highlight and the reason we do Reading Challenges: Lynne of TS has a neighbor who was so excited to tell her that she had signed up for the Pup Reading Challenge. She is shy, but was so motivated to get her pup that she signed up at the Ask Me Desk on her own. Her first interaction with a librarian! This is a big deal, especially following two years of COVID isolation.

#### **Readers Services (MCB)**

- Our first Oscar program Let’s Talk Oscars took place on February 25. See details above in the “Special Features” section of this report. We are experimenting with offering more programming on Saturdays to see what, if any, impact this has on participation.
- The library now subscribes to The Booklist Reader. Like the popular BookPage, the Booklist Reader is a monthly periodical in handout form. It features diverse readers' advisory recommendations for readers and listeners of all ages.

#### **Reference Services (JC)**

- The Library now participates in the RAILS Explore More Illinois program. This program makes it possible for RAILS member libraries to offer free passes, discounted admission, and other deals from a wide variety of Illinois cultural attractions to library cardholders.
- The Library subscribed to the Weiss Financial Ratings database. In addition to finance and stock information, this database also includes access to the often requested Medigap Tool which assists patrons in selecting Medicare Supplemental Insurance.

#### **Special Services (SM)**

- We designed and installed a display for the display case at City Hall: Check Out What’s New at Rolling Meadows Library. If you have not seen it, you still have a chance - we’ve been asked to leave it up an additional week or so.
- The newsletter was completed and mailed to area homes and businesses on February 24. The mailing went out a few days later than planned due to printer equipment problems.
- Designs for Summer Reading wearables (t-shirts and aprons) have been completed.
- Plans are underway for the Volunteer Luncheon to be held on Thursday, April 27. Invitations will be mailed in early April.
- Website progress: Despite issues with Communico’s website this month, Jessica was able to complete image responsiveness improvements, as well as update the Policy page, board pages, 2023 closing dates, and required reporting.

**Rolling Meadows Library**  
**February 2023 – Executive Director’s Report**

**Technology**

- We were experiencing repeated issues where students from nearby schools were unable to connect to our Wifi with their Chromebooks. This may be an issue with the Chromebooks themselves, or it could potentially be due to an incompatibility between the Chromebooks and our terms-agreement page. Since it is essential that students have seamless access to the Internet and their Google Classroom sites, we needed to drop the terms-agreement page (where you agree to terms of access before proceeding), and allow direct access to the Wifi. This change does not reduce the security of our network. Kevin has prior experience with an unfettered-access setup like this, and also visited Palatine Public Library with a District 15 Chromebook to assess their setup. They use an agreement-free setup, too, and my test Chromebook was able to connect immediately to their network. This should be the standard UX (end-user experience) for all of our student visitors. (KM)
- We upgraded the hardware for a security camera. (MM)
- We troubleshooted issues with device drivers on 3 PCs and rebuilt them to fix the problems, and the PCs were returned to service after the issues were fixed. (KM)
- Troubleshooting of the Community Room projector was done to resolve issues with the converter device used. (KM)

**Circulation (MS)**

- Revised the New Resident Letter and added a QR code which links to a Google Map enabling new residents to get directions to the library using a smart device.
- Developed a procedure to add ILL holds to patron accounts. Patrons can now see their ILL holds when they access their accounts on the mobile app or website, and Circulation staff will be alerted to these holds when they scan patrons’ cards. This ensures that staff will not miss any ILL items that are being held for patrons.

**Technical Services (SR)**

- Finished cataloging all the board games in both departments.
- Added cover images to the ILS for board games and library of things material.

**Facilities (PD)**

- Painted tile in staff bathroom.
- Replaced faucet in staff bathroom.
- Installed another floor box electrical outlet in garden area.
- Experimenting with different cleaning solutions and cleaning tools for when facilities take over cleaning.
- Purchased new recycle and trashcan for outside main entrance.