

## Executive Director's Report September 2024

### Strategic Planning Update



### News

## Rolling Meadows Library survey open through Nov. 8



A community survey will help determine the future of the Rolling Meadows Library. *Daily Herald file, 2017*

The community survey is now live at [www.rmlib.org/survey](http://www.rmlib.org/survey) and will remain open until Friday, November 8. This survey is a critical part of our strategic planning process, and we encourage everyone to help us reach as many community members as possible. It is available in English, Spanish, and Polish. Paper versions are also available at the library, and we have flyers on hand for anyone who needs them. Our goal is to collect input from at least 300 respondents, and with your continued support, we're confident we can surpass this target.

In addition, we have invited community members identified by our Steering Committee to participate in five focus groups, scheduled for October 28-30. Four of these sessions will be conducted in English, and one will be held in Spanish to ensure broad community representation. We look forward to gathering valuable insights and feedback from these sessions to further guide our planning efforts.

## Youth Services Flooring Project and Asbestos Abatement Update

Following the discovery of asbestos beneath the carpet and tile in the Youth Services area, we have taken every precaution to ensure the safety of staff and patrons throughout the ongoing flooring project. The abatement work began after hours on September 26, led by EHC Industries, a licensed contractor with over 40 years of experience, and supervised by TRC, a reputable environmental consulting firm.

Phase 1 of the abatement process was completed ahead of schedule, with all air quality tests confirming safe levels on October 3. Phase 2 of the abatement is scheduled to begin on Monday, October 21, and will continue through Friday, October 25. Throughout the entire process, air quality is being closely monitored, and additional safety measures, such as containment barriers and a negative pressure enclosure, are in place to prevent any exposure outside the designated work area.

Additionally, we have reached out to patrons to inform them of these developments and are providing updates as the project progresses. Our current timeline estimates that the Youth Services area will be ready to reopen to the public by early November. We will host a Grand Re-opening Celebration in early December.



# September 2024 Rolling Meadows Library



## Rolling Meadows Library

### Tentative Schedule

Type	Dates	Duration	Notes
<b>PHASE 1</b>			
Phase 1 Abatement	Friday 9/27 - Friday 10/4	5 Days	Work starts at 9pm each day (6pm Friday)
Moisture Tests	Monday 10/7 - Tuesday 10/8	2 Days	Results back 2nd day
Floor Preparation	Wednesday 10/9	1 Day	Assumes Moisture Tests are good, 3-4 Installers, leaning 4
Flooring Install	Thursday 10/10 - Thursday 10/17	6 days	3 Installers
DLA Punchlist	Thursday 10/17	1 day	Should be completed as soon as possible on last day of install
Movers	Monday 10/21	1 day	
	<b>Duration</b>	<b>16 Days</b>	
<b>Phase 2</b>			
Phase 2 Abatement	Monday 10/21 - Friday 10/25	5 Days	Work starts at 9pm each day (6pm Friday)
Moisture Tests	Monday 10/28 - Tuesday 10/29	2 Days	Results back 2nd day
Demolition (JFC)	Monday 10/28	1 Day	
Grinding	Tuesday 10/29	1 Day	
Floor Preparation	Wednesday 10/30	1 Day	Assumes Moisture Tests are good, 3-4 Installers, leaning 4
Flooring Install	Thursday 10/31 - Thursday 11/7	6 Days	3 Installers
DLA Punchlist	Thursday 11/7	1 Day	Should be completed as soon as possible on last day of install
Movers	Friday 11/8	1 Day	
	<b>Duration</b>	<b>18 Days</b>	

### **Youth Services Temporarily Relocated to the Garden Lounge**

Due to delays in our lower level renovations, Youth Services has been temporarily relocated to the Garden Lounge for the month of October and early November. This adjustment allows us to continue offering key services and programming in a centralized and accessible space while work on the lower level is completed.

The Garden Lounge has proven to be an excellent temporary location, and both staff and patrons are pleased with the setup. Youth Services staff are available at the new service desk during all library hours, including Sundays. Patrons can browse a curated collection of youth materials and enjoy various storytimes and programs scheduled to take place in the Garden Lounge. To minimize disruption, the space will remain open to the public outside of designated program times.

Thank you to our Readers Services team for previously hosting Youth Services and to the Reference team for their flexibility and understanding during this transition.



### **Celebrating Hispanic Heritage Month at RML**

Rolling Meadows Library is celebrating Hispanic Heritage Month (Sept. 15 - Oct. 15) with a series of engaging programs and events! The festivities kicked off with a fantastic Mariachi concert as part of our September Arts Alive Concert series, featuring Mariachi Mexico Vivo. Organized by Janet C., our Adult Programming Coordinator, the concert drew a crowd of 79 attendees and received rave reviews, with many expressing interest in having the group return for future performances.

In addition to the concert, the library is hosting Lotería programs both at the library and at the Neighborhood Resource Center, offering even more opportunities for the community to come together and celebrate Hispanic culture. We look forward to continuing this month of cultural appreciation and engagement!

### **Library Card Sign-Up Month: “There’s More Than Meets the Eye” Raffle**

In celebration of Library Card Sign-Up Month, the library held the “There’s More Than Meets the Eye” raffle, encouraging patrons to explore our unique collections like the Library of Things, Fun & Games, and Books & More. By using their Rolling Meadows Library card to check out items, patrons could earn up to three raffle tickets each day for a chance to win exciting prizes, including an iPad. We collected a total of 1,148 tickets!

Additionally, new cardholders were entered into a separate drawing for a \$10 gift card, and current cardholders could participate by completing an online survey—which received just under 100 responses. The raffle drawing will be held on Monday, October 7. This program was a great way to promote library card usage and showcase the diverse resources available at the library!



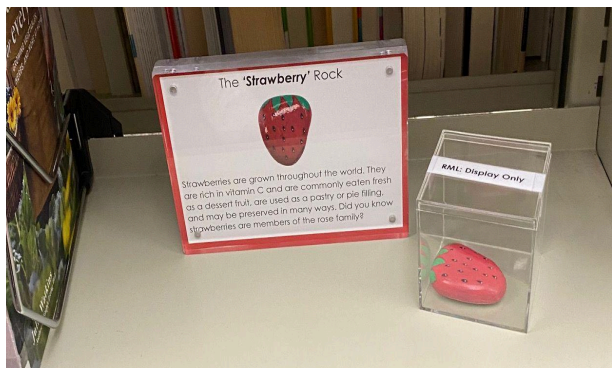
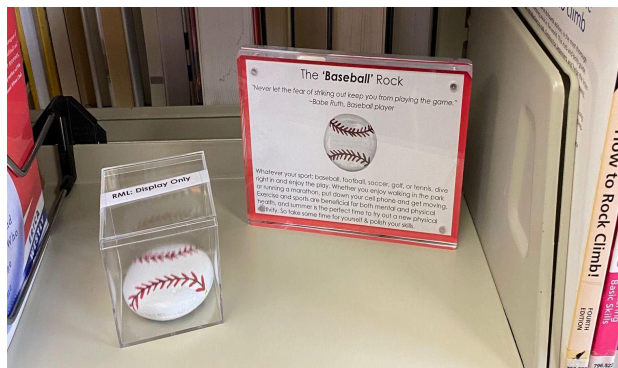
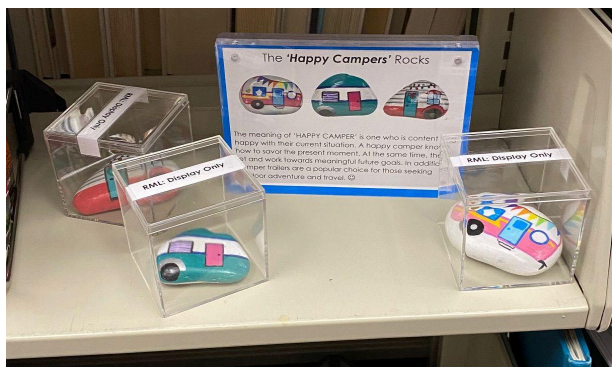
### **New All-Access Comics Package Added to OverDrive Collection**

We are excited to announce the addition of the All-Access Comics Package to our OverDrive offerings! This new package includes 4,905 titles from popular publishers, providing a wide range of comic books and graphic novels for our patrons to enjoy. By adding this package, the library can now meet the growing demand for digital comics in a cost-effective and accessible manner, enhancing our collection and offering something for everyone.

### **Encouragement Rocks Program Recap**

In celebration of National Wellness Month, the Readers Services team hosted the Encouragement Rocks program to inspire creativity, promote relaxation, and highlight the library’s collection. This two-part program was open to patrons ages 13 and up and encouraged participation in both rock painting and a scavenger hunt. Patrons could drop in to decorate a rock with their own designs, words, or encouraging phrases. Additionally, an informative pamphlet was created, which showcased both activities along with a list of wellness and rock painting books available for checkout.

The second component of the program featured a scavenger hunt, where patrons searched for painted rocks hidden throughout the library. Each rock featured themes related to our collection, and participants who completed the hunt uncovered an inspirational message. They were then entered into a drawing for a chance to win a 1-hour massage or facial gift card (\$69.95 value) generously donated by Hand & Stone Spa in Rolling Meadows, or a Wellness Gift Basket. The program was a tremendous success, with 218 participants in total—195 for rock painting and 23 for the scavenger hunt.



### **Employee Self-Service (ESS) Online Payroll Transition Update**

We are excited to share that the library is transitioning to the City's Employee Self-Service (ESS) online payroll system, which the City implemented about a year ago. This system will streamline payroll processes and give staff a more accessible way to manage their employment information.

As part of this transition, we will be aligning our pay periods to match the City's standard work week of Sunday through Saturday, moving away from our current Thursday to Wednesday schedule. The project includes several phases of training and testing. The City will provide in-person training on October 10, followed by a testing period for a sample group. All staff will receive ESS payroll training during the October 16 All Staff Meeting.

To ensure a smooth transition, we will conduct parallel payroll periods from October 27 through November 23, where both paper and online entries will be recorded. The official "Go Live" date is scheduled for November 24, with full ESS implementation by December 7. We will continue to use paper timesheets as a backup until the transition is complete.

### **In-Service Recap**

Administrative Services Coordinator Kristin T. and the admin staff successfully organized the second Staff In-Service Day of 2024, held on September 20. The day began with departmental updates and featured a morning presentation by Martina Mathisen titled Keep Calm Under Pressure, which focused on strengthening customer service skills. In the afternoon, our Library Strategies consultants Nick Dimassis and Melissa Brechon led Strategic Plan SOAR sessions, facilitating discussions to gather staff input and feedback on the library's future direction. With 49 staff members participating, we had an impressive turnout, making the day a productive and rewarding experience for all.

Looking ahead, Executive Director Jack Bower recommends reducing the number of full-day Staff In-Service Days to one per year starting in 2025. While these days are valuable for professional development, minimizing library closures is a priority. With monthly staff meetings held before the library opens, we now have ample opportunities for regular communication and training, ensuring continued staff growth and engagement throughout the year.



### **League of Women Voters Voter Registration**

On September 14, the Library partnered with the League of Women Voters to host a voter registration and information session. The event provided patrons with the opportunity to register to vote and receive valuable information on the voting process. As a result, several patrons successfully registered to vote, reinforcing the library's role as a community hub for civic engagement and information.

## **In the Community**

### **Outreach at District 15 B-PAC Picnic**

On a warm, sunny Saturday, Community Relations Manager, Laura G. represented the library and its services at the Bilingual Parents Advisory Council (B-PAC) picnic for District 15. The event had a fantastic turnout, with over 400 attendees. Laura's presence helped highlight the library's offerings and build stronger connections within the community.

## **Department Highlights**

### **Youth Services**

Youth Services has been hard at work managing the logistics of the re-flooring project. Immediately after Summer Reading ended, the team packed up their area, identified popular materials and toys to relocate to the first floor for browsing, and continued serving families from their temporary location. Programming has continued in available spaces, and staff have been creatively managing collections to avoid overflow in the storage areas. Laura G. and Youth Services Director Lucia Khipple represented the library at a LACONI Youth Services meeting at the National Museum of Mexican Art, focusing on programming for Hispanic Heritage Month.

### **Readers Services**

The Adult and Teen Summer Reading Programs concluded on August 31, surpassing previous years with 524 participants (481 adults and 43 teens) and a total of 3,164 books read. A total of 119 patrons completed the program. The increase in participation is attributed to the successful Launch Party, parallel program offerings, and active community engagement. On September 13, Director of Readers Services Mary Constance Back attended The Dark Side of Management program at the Des Plaines Public Library to enhance leadership skills and learn new management strategies.

### **Reference Services**

The Reference Department hosted several successful programs in September, with a special highlight on the drop-in seed ball program led by Reference Librarian Lauren V. With around 40 participants, the program promoted hands-on learning and showcased the library's nonfiction gardening resources. Additionally, Reference Services Director Jennifer Collette attended the

Rolling Meadows Chamber of Commerce Networking Group on September 10 to strengthen community connections and raise awareness of the library's services.

### **Technical Services**

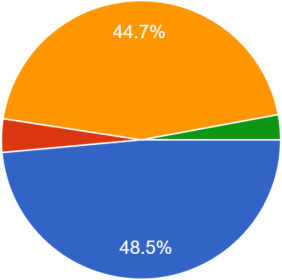
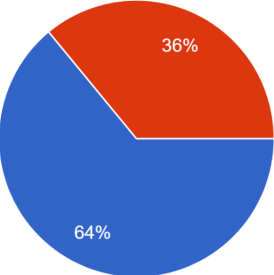
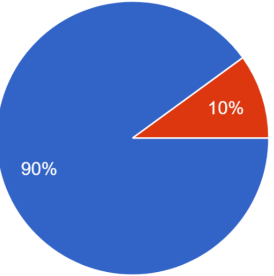
The Technical Services team expanded the Library of Things collection with items designed to help patrons tackle home projects. New additions include a cordless drill, portable air compressor, laminator, and digital postal scales. To complement these practical items, fun resources such as a sewing machine, knitting loom, and dog agility set were also added. Parents can now check out new baby bags filled with high-quality toys and books, providing a valuable resource for engaging with young children.

The team has also been actively preparing for the upcoming Youth Services relocation, ensuring that all collections and materials are easily accessible during the transition period.

### **Technical Services Recap 2023/24 YTD**

	Collection	Added	Withdrawn
Oct '23	189,737	1,046	1,743
Nov '23	189,040	1,076	2,313
Dec '23	187,803	881	1,471
Jan '24	187,213	839	1,412
Feb '24	186,640	1,232	1,240
Mar '24	186,632	1,269	544
Apr '24	187,357	964	780
May '24	187,541	1,156	1,680
Jun '24	187,017	958	1,581
Jul '24	186,394	1,237	1,385
Aug '24	186,246	905	1,176
Sep '24	185,375	987	1,517
Total	184,845	12,550	16,842

## RML App Online Survey - 100 Responses

<p>Please select the option that best describes you: 103 responses</p>  <ul style="list-style-type: none"> <li>I currently have the RML app on my mobile device</li> <li>I currently DO NOT have the RML app on my mobile device, but have in the past</li> <li>I have NEVER had the RML app on my mobile device</li> <li>I do not have a mobile device</li> </ul>	<p><b>50 patrons currently have the RML App on their phone</b></p>
<p>Please select the option that best describes you: 50 responses</p>  <ul style="list-style-type: none"> <li>I am interested in downloading the RML app to my mobile device</li> <li>I am NOT interested in downloading the RML app to my mobile device</li> </ul>	<p>Of the other 50 patrons, <b>32 are interested</b> in getting it</p> <p>Of those 32 patrons, <b>9 patrons downloaded</b> it by the end of the survey and <b>24 understood how to</b> in the future</p>
<p>Please select the option that best describes you: 50 responses</p>  <ul style="list-style-type: none"> <li>My RML card is connected to the RML app on my mobile device</li> <li>My RML card is NOT connected to the RML app on my mobile device, but I am interested in adding it</li> <li>My RML card is NOT connected to the RML app on my mobile device, and I DO NOT want to add it</li> </ul>	<p>Of the 50 patrons that have the app, <b>45 have the RML card connected</b> digitally to their account</p>
<p><b>Most used feature of the app:</b> Access account &amp; Search Catalog  <b>Least used feature of the app:</b> Download PDF of the newsletter &amp; Digital card/scannable eLibrary card</p>	