

Executive Director's Report September 2026



Library Card Sign-Up Month Sets a Record

September's Library Card Sign-Up Month did two jobs: it celebrated our library cards, and it got patron records ready for the October 20 catalog launch. Residents who verified or updated their card information, or signed up for a new card, received a thank-you gift and an entry into a special raffle. All month long, "A Library Card Hits All the Right Notes" also gave patrons one raffle ticket per day for checking out items, for a chance at a \$10 gift card. Patrons turned in a record 1,541 tickets.

The Check Out Desk felt the difference. Staff averaged about 50 registration cards a day in September, compared with the typical fewer than 10 a day. A postcard mailed the first week of September also pointed residents to the new catalog and asked them to come in and update their information. Supports Goal 4, "Increase community awareness around the value and versatility of the library."



Summer Reading Shirts Spotted at Kimball Hill

Youth Services Librarian and Education Coordinator Alex E. recently received this photo from Kimball Hill Elementary, showing a group of students proudly wearing the shirts they earned by completing this year's Summer Reading Challenge. It's a great reminder that the work our staff puts into summer reading carries well past August and into the classroom.



Patron-Led Mahjong Sessions Draw a Waiting List

Volunteer Bonnie H. brought Readers Services the idea of teaching patrons to play Mahjong, and staff worked with her to make it happen. The first two of four sessions ran September 23 and 30. Staff set up four tables with color-coded game sets and Bonnie led the instructions. The Friends of the Library donated sixteen large-print Mahjong cards, and each one was bagged with a wrist strap for participants. Demand outpaced seats, so there is now a waiting list. The long-term goal is for players to keep meeting on their own, which would make the program self-sustaining. Supports Strategy 1.4, "Provide more volunteer opportunities inside and outside the library."



Youth Services Highlights

Cradle Will Rock! Baby Storytime, Arrorró Bebé Baby Storytime in Spanish, Prevention Initiative Beginning Together Program Library Visit, Central Road School Storytime/Craft Library Visit, and Building Block Challenge.



Library Featured in Bruce Lee Video

Former Rolling Meadows resident Nathaniel Cho asked to film in the Library in our DVD area. His finished video, “The Problem with Bruce Lee,” is now on YouTube. The Library looks great on screen, and he thanked RML in the credits.



Final Stretch Before the CCS Migration

With migration day coming in late October, staff across the building spent September in CCS training. Tech Services staff completed sessions on Record Sets in Leap, Introduction to BiblioCore, Circulation Tasks, and Introduction to Simply Reports. IT staff and Youth Services staff attended their own sessions as well, and Youth Services is collecting questions and scenarios to test before launch. Supports Strategy 2.3, “Invest in the library’s online discovery tools through a website redesign and improvements to app functionality.”



Faster WiFi Throughout the Building

IT replaced the building’s WiFi with a Cisco Meraki system that is easier to install and manage. Wireless speeds run 8 to 10 times faster than the previous SonicWall system. The new setup also spreads costs out so they fit into regular operations, instead of requiring a large overhaul every few years, and it still leaves room for major upgrades as technology changes.

New Print System for Patrons

After 19 years, the Library has retired LPTOne from Envisionware, which was struggling with our new Windows 11 PCs. Its replacement is a cloud-based “Cloud Nine” system that better protects the privacy of patron documents and takes the load off our internal servers. Patrons can now navigate printing on their own more easily, and staff can manage the system from an iPad. Staff are still fine-tuning the setup, but it has already resolved many of the issues we were seeing with LPTOne. Supports Strategy 3.3, “Explore the incorporation of convenient self-service touch points into RML’s existing service models.”

Camp RML Staff Day

The Library closed to the public on September 25 so staff could spend a full day together on training and team building. Organized around a camp theme, “Back to Basics, Forward Together,” the day began with a review of safety policies, followed by department exercises built around real situations staff handle on the job. After a group photo and lunch, the afternoon focused on the CCS migration with a briefing on what lies ahead, then time for department meetings.

Supports Strategies 5.3, “Invest in staff cross-training in select areas to increase cross-departmental understanding and foster a nimble frontline team,” and 5.4, “Provide periodic customer service training to increase staff confidence when interacting with any patron and in a wide range of scenarios.”

Mary S. Retires After 43 Years

Circulation Director Mary Sebela retired at the end of September after 43 years with the Library. We are celebrating Mary’s significant impact on the library in the upcoming Winter newsletter. Thank you, Mary, for more than four decades of service to Rolling Meadows!

In the Community

Honoring Our Heroes

The Library placed an ad in the Journal & Topics “Honoring Our Heroes” special section, which ran in print and online September 2, 3, 9, and 10.



Meadows Fest

Community Relations Manager Laura G. and Youth Services Director Lucia Khipple represented the Library at Meadows Fest on September 26 during Family Hours, 2 to 6 p.m. The table sat along market row, which brought steady foot traffic all afternoon.

BPAC Back-to-School Event

Laura and Lucia also represented the Library at the Bilingual Parents Committee's back-to-school event on September 19. Rain moved the event into the Winston Campus gymnasium, and more than 500 people attended. Supports Strategies 1.2, "Foster and expand strategic community partnerships across both the public and private sectors," and 4.1, "Prioritize outreach into underserved pockets of the community."



Department Highlights

Youth Services

- Youth Services welcomed Elizabeth S., a former school librarian, to the department.

Readers Services

- **New Teen Services Associate:** Elizabeth K., who holds an MLS, became Readers Services Teen Associate on September 1. She will serve as the Library's liaison to the local high schools, plan and lead teen programs and events, and run a monthly book discussion group.

- **Book Garden:** During the Summer Reading Program, patrons wrote their favorite summer reads on paper flowers for the Book Garden Wall, one of the challenges toward the Pursuit of Happiness t-shirt. The garden collected more than 300 recommendations. The 12 most popular titles are now on display in Readers Services, a simple way to show patrons what their neighbors are reading and that we use their feedback.



Reference Services

- **Dewey Dare Challenge:** Reference launched a 15-month challenge that features a different area of the Dewey Decimal System each month. Patrons pick up a reading tracker at the Reference Desk. Eleven patrons attended the first discussion, on biographies and memoirs, on September 30 and went home with a journal, pen, and stickers.
- **By the numbers:** 69 notary appointments and 129 seed packets from the seed library.
- **Student volunteers:** Reference accepted 8 high school civic engagement volunteers, managed by Librarian Lauren V. Supports Strategies 1.2, "Foster and expand strategic community partnerships across both the public and private sectors," and 1.4, "Provide more volunteer opportunities inside and outside the library."
- **Flavorful Kitchen Escapades:** Seven attendees, including at least one from another library, compared coconut sugar with the palm and cane sugars they knew best.
- **Displays:** Librarian Olya T. has added patron engagement features to the department's displays. September's chicken and egg cookbook display asked which came first. The vote ended in an exact tie.
- **Creative Coloring Club:** After nearly two years of members taking turns, the club finished its group poster, a bright design in the style of the late 1960s. It goes on display in the West Wing in November.



Special Services

- **LUDY and his LADY:** The duo performed songs from movie musicals spanning eleven decades while the matching film clips played behind them. The audience joined in on “Sweet Caroline.”



- **Winter Car Care:** Robert Boyle, Assistant Professor of Automotive Technology at College of DuPage, covered winter vehicle prep, driving on ice, and general maintenance. The crowd was small but asked enough questions to run the program over time.
- **Secrets of the Wine World:** Certified sommelier and College of DuPage adjunct professor Timothy Campbell let the audience set the agenda in an open Q&A on wine history, making, pairing, and tasting. Patrons also tested their noses on four aromas: cherry, lavender, green pepper, and smoke.
- **Displays:** Hispanic Heritage Month and the Dewey Dare Challenge in the main display cases, and Library Card Sign-Up Month at the Check Out Desk.

