

CHAMPAIGN PUBLIC LIBRARY
DIRECTOR'S REPORT
December 9, 2010

Patron Comments

Adult Services

- A couple visiting from Ohio mentioned that they thought our library was nice and so beautiful. They were particularly impressed by the number of Internet stations available.
- A patron who regularly comes in to the library and calls us with reference questions told a staff member that she could not live and breathe without the library.
- "My library card is my most important and valuable credit card."
- We were the last stop on a geocaching trip for a young man and his girlfriend. We helped him hide an item in a book that the girlfriend could find as part of his marriage proposal. We learned later that she said yes.
- "I am impressed! Of all the libraries I have been to, you have the most complete collection of test study guides. Most libraries just have one small section-just one little area; but you have lots and lots of guides! You could use a bit more GRE booklets, but for the most part I would say your library is complete!"
- Comment to a staff member working in TeenSpace, "God Bless You!! God Bless your patience and hard work for being here."

Children's Services

- A group from Quincy stopped by the library. They were on a library tour, went to Bloomington first, then here. Here are some quotes... "I use your website all the time. It is really clean. I really like it." "I really like the way the computers are set up." "We love this desk -- the colors -- what a cool thing to have."
- After helping a gentleman, referred to the Children's desk by circulation, find some suitable sports (and other recent well written) biographies for a 4th grader, he remarked, "You really do know your stuff."
- A woman called one evening and said, rather tentatively, that she'd seen a business card on a bulletin board somewhere with a number to call for a poem. Staff explained Dial-a-Poem to her and asked if she had a child who wanted to hear the day's poem. She said no, she just thought it was an amazing thing for us to do. So staff read 'Charlie Chipmunk' to her and she said, "You have so just made my evening!"
- In reference to the new check out toy - "That has to be the smartest thing you have ever done. Thank you, thank you, thank you!"
- Within the first few minutes after our new check-out station toy was able to be used, a parent commented on what a fantastic idea it was and that it was a great way to occupy her child and keep him from running off while she was checking out.
- A patron emailed this comment: We've been thoroughly enjoying the Little Amadeus DVD series. I discovered it on the shelf -- I've never heard of this production. It's really well done and both our kids like it. Great characters and young Mozart has so many adventures. The music is of course terrific and it's really helped our kid's interest in music to see young kids in the movie playing piano and violin. They both told me the other day they'd like to play violin and I think it's because of seeing these programs. Also, there are so many historical details, I think it gets them thinking about living in another era. This is a multi-disc set so I'm sure it must have been expensive. I wanted to let you know it was a great purchase.
- One family, who came for the Ginger Lozar puppet show, was very excited because they had been to the Youth Literature Festival and Ginger had told them she would be performing at the library. An hour after the program, a mother came up to the children's desk, specifically, to thank us for having Ginger Lozar.
- An adult looking for The Giver said: "You guys are so nice down here. You really are. You have such a wonderful staff."
- After helping a patron log into her account to renew materials, she said. "I can do this from home? Oh my gosh, this is so easy. This is the coolest library." This patron, after picking up hold items, stated, "This is so helpful. Can you please thank the person who pulled these for me? These are great!"

- Comment from an adult patron: "Did you notice I have a 'library swagger' now? I know where things are and how to find them. I've earned it!" She specifically mentioned how she knows now not to look for CDs that aren't "on the premises".
- Staff helped a U of I student find a few books. She was so appreciative and said, "I just love this library. It's so nice and everyone is so helpful here! I don't even go to the University Library, I just come here to study."
- Note received from an author: "Thank you so much for meeting with me on Thurs., Oct. 21st to examine the Short Vowel Phonics books and thank you for your trust and purchase of the short vowel phonics series. It is an honor that the books are in your library. Your library's quick payment is a reflection of why your library is a top 10 library but your library café's vegetarian wrap is #1 in my book."

Douglass Branch

- "They've got all kinds of good games here." (Child looking at list of board games to play in the library)
- "I like coming here because your selection is so different."
- "Thank you for helping me find that ABC book." 4 year old girl to Aaron.
- (Referring to Stephanie)"That lady was so, so nice. She gave me games off of that right there (pointing to our game list)." Same 4 year old girl.

Department Reports

City Staff Awards

- This year a teamwork award went to the Library Volunteer Coordination Team—Eva Liu, Karin Ballsrud, Maricela Arce, Marie Bleus-Francois, Paul Gast, Amanda Raklovits, Kathie Kading, Trish Ohlsson, Theresa Kennedy, and Betty Spero.
- An Individual award in the area of Respect went to Reference Librarian Melissa Records
- Service pin awards—*5 years*—Amy Al-Shabibi, Brent Colcalsure, Stephanie Edwards, Jean Flood, Laura Golaszewski, Kristin Hungerford, Jory Johnson, Greg Olson; *10 years*—Jill Bouvet; *15 years*—Theresa Quick; *20 years*—Marie Bleus-Francois, Danotra Brown, Sue Haley; *25 years*—Mary Bissey, Laura Kinney, Lauren Pirkle, Betsy Su

Adult Services

- 8,755 reference questions
- *Trends in reference questions:* -readers and downloading MyMediaMall e-books, tax forms, and study rooms
- *Computer use:* 9,713
- *Book Discussions and Clubs:* Trina, Jordan and Lauren led 18 people in B.Y.O.B. in a discussion of *Company* by Max Barry at Seven Saints. Kristina and Essie led 45 Cover to Cover, Between the Lines and Table Talk members in a joint discussion of *The Help* by Kathryn Stockett. The Book by Book adult reading program has 173 registered participants that have read 1,657 books with over 700 reviews/ratings posted. Kristina and Betsy added 34 posts to our Twitter feed. We now have 883 Twitter followers.
- *Adult Programs:* Ester taught an Internet for Beginners class to five people. Melissa worked with four different customers on how to access downloadable e-books and audiobooks for their e-readers. Lavana provided one-on-one computer instruction to two people. The Americana Rhythms series continued with 57 people enjoying the music of folk singer/songwriter Ben Bedford. Linda arranged the program but Eileen stepped in at the last minute to host. Nine Lifelong Learners learned about the world of viruses and cancer from Vikki Cmekovic, Associate Professor of Biology at Parkland College. Linda hosted the Christmas in Illinois program in cooperation with the U of I Press. Thirty attendees enjoyed the event featuring the Temperley Singers performing carols of various nations. Author James Ballowe read selections from his book titled *Christmas in Illinois* and three children read 1908 letters to Santa from Vermilion County. Jane Addams Book Shop handled book sales. Judi provided an impromptu library tour for two people. One was a library board member from the Aurora area.
- *Teen Events:* Trish made trail mix with 28 students at Rookie Cooks. UI professor Joanne Manaster led 11 people in a fun, hands-on program about the physical properties of hair and the ingredients that go into shampoos and conditioners. Professor Manaster also brought UI students from the Vacuum Society for a Sensational Science program where 18 teens enjoyed learning about the ways Peeps, balloons, and shaving cream are affected when they are in an airless place. Betsy updated the TeenSpace Facebook page with 11 entries including photo albums of Rookie Cooks, Sensational

Science, and new books. She added six entries to the general library's Facebook page including albums of new mysteries, books about food, historical romances, and health/fitness books. Betsy wrote five blog entries this month.

- *Outreach:* There are currently 60 patrons enrolled in Home Delivery services with 47 actively receiving deliveries. One new customer was added this month. 512 items were delivered by 23 volunteers working 145 hours. Marie and Maricela trained one new driver and one office volunteer.
- Betsy was videotaped in an interview with 2 UI students for their Media Studies class. UI student Michelle Abrazzo also talked with Betsy about library resources for teenage women for the Girls Advocacy Project.
- Kristina worked with Amy to set up our Text a Librarian service and is working on training materials with a proposed launch date to the public of February 1. Judi worked on the complicated holiday schedules.

Children's Services

- *Regular Programming*
 - 503 O Baby attendance (15 programs/average attendance of 34 per program)
 - 454 Tuesday Twos (15 programs/average attendance of 30 per program)
 - 164 Goodnight Storyshop (5 programs/average attendance of 33 per program)
 - 242 Story Shop (8 programs/average attendance of 30)
- *Fall Reading Club:* Reading Racers had 228 participants earning a prize in Nov. Reading totals reached 114,000 minutes for the month!
- *Weekly Programs:* Children and their families had the opportunity to attend three special programs during the month of November: Ginger Lozar Puppet Show (+58), PanUSA Steel Drums (+82), Chinese Storyshop (+9). Total attendance: 149; avg. of 50 per program.
- *Monarch Award Challenge:* The 5th annual Challenge was held on Nov. 6 with 62 1st and 2nd graders participating in the literature-trivia contest. Total attendance at the event: 224.
- *Library Visitors:* The children's department welcomed 255 visitors during November, including 1st graders from Stratton and Carrie Busey Elementary Schools, kindergarteners from Holy Cross, 5th graders from Garden Hills, preschoolers from Bundles of Joy and a Tiger Cub troop.
- *Outreach; Books-to-Go Visits:* Bottenfield Elementary (5 classes; 120 students), Carrie Busey Elementary (6 classes; 134 students), Next Generation School (3 classes; 90 students), Countryside School (2 classes; 62 students), Holy Cross Elementary (6 classes; 96 students), Westview Elementary (6 classes; 160 students), Garden Hills Elementary (8 classes; 174 students), St. John Elementary (3 classes; 56 students), Garden Hills 3-5th graders (10 classes; 212 students), Totals: 49 classes; 1104 students
- *Preschool Visits:* La Petite (4 classes; 34 students), Next Generation (11 classes; 195 students)
- *Other visits:* Garden Hills Family Reading Night (150 attending)

Circulation Services

- 379,425 items checked in and checked out, 15,929 holds filled, 17,569 pre-overdue notices emailed, 13,433 overdue notices and hold notices emailed, 1,441 notices mailed, and 61 accounts sent to the collection agency.
- Assistant Director Mary Bissey took on interim duties of Circulation Manager, and began the task of learning the ropes in this new position.
- Number of check outs declined by over 8 percent or 17,000 items this month (15,000 inhouse check outs and another 2,000 decline in interloans sent to other libraries). It is most likely because of the change in policy concerning reciprocal borrowing and interloans to Mahomet and Tolono. The number of transit bags this month, also showed a slight decline.
- Circulation staff reports that reaction of customers at the front desk to the new requirements for Mahomet and Tolono patrons seems that there is a high level of understanding about the requirements. Perhaps our efforts to publicize the change in advance and the press coverage in the community have resulted in people being well-informed about it.
- Mary met with all Library Assistant II's (shift leads) to begin a process of orientation to critical issues in the department.

Collection Management

- The usual sources such as *Library Journal*, *Booklist*, *the NYT Book Review*, and *Publishers' Weekly* were used to select materials. Amazon, *Romantic Times*, *Entertainment Weekly*, catalogs, Oprah website, the *News-Gazette*, *Audiofile*, *Rolling Stone*, and *Billboard* are also important sources.
- *Items added:* Over 760 adult print titles ordered and 90 titles in teen print. Audiobooks on CD were a big area this month, as over 282 titles were selected. \$31,829 was spent on adult, teen, and Douglass materials this month.

- *WCIA Appearance:* Kelly appeared on WCIA and discussed fiction based in suburbia. Books included *Sylvan Street* by Deborah Schupak, *Slightly Suburban* by Wendy Markham, *37* by Maria Beaumont, and *Magnolia Wednesdays* by Wendy Wax.
- *News-Gazette column:* 2 columns: one featured children seeing the world through different eyes. The titles included *Room* by Emma Donoghue, *Greyhound* by Steffan Piper, *The Curious Incident of the Dog in the Nighttime* by Mark Haddon and a revisiting of *The Giver* by Lois Lowry. The second column was suburbia fiction. This included three of the titles from the Channel 3 appearance, and also provided a review for “Rockville Pike” by Susan Coll.
- Kelly arranged to have a representative from Playaway come to CPL for four hours of demonstrations for the public. The Playaway representative greeted people and introduced them to the world of Playaways. Each visitor received a free set of earphones.

Development

- Donna prepared a grant application to Champaign Rotary Club to fund Live Homework Help
- Prepared and printed annual appeal letters; stuffed envelopes with volunteer help
- Coordinated third of three fall donor luncheons hosted by CPL Foundation
- Attended training with Debbie Keith on Busey ACH process
- Met with Foundation board member who is joining the Art Committee
- Met with fundraising consultant, Angela White, of Johnson, Grossnickle & Associates
- Worked on plans for special foundation event in February
- Helped plan and host 2010 National Philanthropy Day Awards Luncheon

Douglass Branch

- *Programming:* Tales for Twos (four sessions, 74 participants), Baby Time (two sessions, 58 participants), ARTfusion, Rookie Cooks, GRLZ Wanna Have Fun, Board Silly, Karaoke Klub, and others. Storyshop at the Branch had one session with 39 participants. *Table Talk Book Club* had 45 participants and discussed the book *The Help* by Kathryn Stockett (this was a joint meeting with the Main Library book club)
- *Special Programming:* Dr. Howard School Night at the Branch – 60 attended for stories, activities, and a craft, Even Start – 42 children and adults attended for lapsit, library time, crafts, and Storyshop, Board Silly, Knittin’ Special, Real Computing Help – this free drop in computing help program is made possible with volunteers from the Urbana-Champaign Independent Media Center and the Illinois Informatics Club, Odyssey Project – 6 sessions in November with avg. attendance of 15, and Project Next Generation – 6 sessions in November avg. attendance 5. PNG students presented PNG Speak Café where participants read their original poems and stories. The Café was filmed by videographer Drew Raklovits who then showed the student how to make and edit videos
- *School/Outreach:* Amanda met with Stratton Literacy team in preparation for Stratton Family Reading Night on 11/2 & 11/9. Amanda hosted Stratton Family Reading Night at the Main library where 150 attended for stories, activities, and a craft on 11/18. Amanda hosted BT Washington Family Reading Night at the Main library where 40 attended for stories, activities, and a craft on 11/30.
- Essie attended the eBlackChampaign-Urbana Campus-Community Symposium held on 11/5; received a certificate for being a “Difference Maker” in the community.
- Amanda appeared on Channel 15’s Sunrise Show to promote programs at the library on 11/3.
- Essie and Amanda along with Mary and Marsha met with the Douglass Library Advisory Committee on 11/10.

Maintenance Services

- *Meeting Room Setups:* 72 were set up and 63 work orders completed
- *Volunteers & Put Illinois Back to Work Employees:* spent 439 hours cleaning shelving vacuuming, etc.
- Jason, Eric, Paul and Mike set up holiday decorations.
- Larry spot cleaned carpet in the new materials area, Children’s area and on the second floor.
- The humidifiers were cleaned and started for the winter.
- Larry cleaned the slope portions of the conveyor.
- Nancy scrubbed the public bathroom floors.
- Mike continued Fall cleanup outside.

Promotional Services

- After our annual report summary postcard was mailed out, about 150 people followed up by looking at our website for more details. The postcard saved a significant amount compared to the cost to print a full annual report booklet.
- The limited number of questions from Tolono and Mahomet patrons since November 1 indicates that we did a good job getting the word out about our new policy in advance of the change.

- Some catching up on pending projects this month, including a number of small signage projects, various brochure updates, and a map to CU libraries.
- Evelyn completed work on a fundraising mailer for the Foundation.
- Elizabeth prepared next year's budget for Promotions.
- Event promotion priorities for the month included *Playaway Day*, *Ben Bedford*, *One-on-One Computing Help*, *Science of Hair Care*, *Christmas in Illinois*, and *PanUSA Steel Drums*.
- Our Facebook page now has 1,418 likes (formerly called "fans"), up 28% from our last accounting in April. Our users skew heavily female; interestingly, a good proportion have Chicago addresses — perhaps U of I students.
- Continue to use bit.ly links to track how many patrons are accessing links to specific event calendar pages and our staff-generated booklists. Statistics from our bit.ly links indicate that our booklists of holiday recommendations were well received. In particular, the usage chart shows a spike in clicks the day our newsletter went out.
- From the blog of a U of I grad student: *When we first arrived, The Champaign Public Library was a small tiny one-story building. Then they closed for several months and opened with this sparkly, spanking-new building! So very pretty. It's very modern, which is cool, but I like the Urbana Library's cozy, old-fashioned feel too. [The preschool portion is] a preschool teacher's paradise. There are big books too in ready-to-borrow packets full of visual aids! Oh joy oh bliss!... Second floor [has] general books and study tables. It has floor to ceiling windows where natural light can just stream in. It's a wonderful study space. Pretty, pretty!*
- Evelyn is starting to teach herself InDesign page layout software, which is now the industry standard.

Security Services

- *This month 89 incident reports:* seven reports of disorderly patrons: one verbal abuse toward a staff member. 24 theft reports—23 library items (8 recovered) and a patron reported a binder stolen after leaving it unattended.. Three reports of vandalism: a wheelchair rolled over a game case, a patron leaned on a small table and broke it, and the baby changing station in the men's rest room was defaced. 16 reports of improper use of computers. Most of these were patrons either using another people's library card or by passing the Envisionware system to access computers. There were seven reports regarding evidence of alcohol consumption. Empty liquor containers were found in both men's rest rooms. There were two reports of substance abuse. There were two reports regarding unattended children and two panhandling reports. The remaining reports (13) were for various other violations or problems. Two reports documented injuries or illness. Both involved young people who received minor injuries. A vehicle fire in the parking lot required CFD to respond.

Technical Services

- *Collections:* 6,247 items added; 4,102 items deleted; 2,237 titles and 3,616 items received
- *DVD/CD cleaning:* 253 items.
- *Original cataloging:* 11 books, 2 CDs, 1 DVD, 1 video game, 1 storybag. *Inventory:* children's biographies and children's paperback fiction.
- *CD genre labeling:* Continued popular music, completed Christmas and wedding music, and most of Country music.
- *Inventory:* leveled readers, children's Spanish language materials, children's reference,

Technology Services

- 130 work orders performed
- Amy and I interviewed three applicants for the part time tech position.
- Amy attended a PCI meeting in Springfield. Met with Debbie to discuss our own PCI compliance. Assisted Kristina with setting up and testing our subscription for Text a Librarian. Attended a demo for Filemaker, tracked down issues on the room booking system. Ongoing orientation and training for Robert.
- M.C. synchronized clocks on security camera servers so time on all recordings match, and synchronized clocks on self-checkout stations and lobby/café TVs per staff request, replaced shorted projector cable in Friends room table, setup MS Communicator for Douglass stations and the Macs in Promotions, pushed newest version of Flash to public PCs for both browsers and troubleshoot printing issues for public and staff printers as well as the RFID tag printer.
- Robert worked on an issue with the Techlogic server backup, continued training and learning about our setup, worked on deploying newest version of iTunes to public PCs, configured tftp server, starting working on ADWhitePages, started working on getting Office 2010 deployed to all staff computers, and removing any other installed versions of MS Office, setup 3 digital receivers from Comcast @ main.
- Dustin Hasty started 11/29/2010 and will be working 15 hours/week, primarily evenings/weekends.
- Amy held sessions for Outlook, Outlook Calendar, and Communicator; six staff members attended.

Volunteers

- 1,238 hours of volunteer service
- Eva Liu received 18 volunteer applications forms and interviewed 10 applicants. Nine adults and five teens.
- Fifteen students from the University volunteered at the Circulation department on November 13.

Administrative Services

- Debbie began work collecting information for 2011-12 budget
- Susan and Jill answered 502 calls, scheduled/reviewed/handled questions for 72 room reservations.
- Susan processed new hire for one staff member and termination paperwork for one employee and Jill finalized contact with applicants for p/t IT position
- Susan organized first Flu Shot Clinic at CPL for staff

Other

- Mary conducted one exit interview.
- Mary completed preparations for the annual Staff Development Day, November 11. This year's theme was "The Times We Live In" with the morning sessions focused on technical issues, and the afternoon sessions on financial management. The day ended with an upbeat presentation on the "How of Happiness." This year all presenters were from the local area, or were staff members, and presentation costs were minimal.
- Announced this year's Upward Appraisal process by which all staff members provide structured feedback and comments about the performance of their supervisors.
- Scheduled and attended a meeting of the Library's Wellness Task Force.
- Mary completed and submitted to LTLS the Annual Profile Summary report, required for all members of the System.
- Reviewed budget requests from all departments and passed on to Debbie for assembling all requests as a first step toward developing the 2011-2012 budget.
- Board President Rusty Freeland and I met with State Library Director Anne Craig and Assistant State Library Director Lawren Tucker on November 16.