

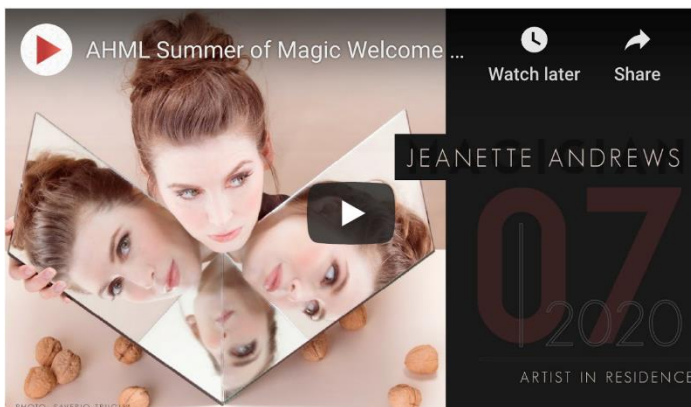
Executive Director's Report June 2020

What's New @ AHML

First Virtual Artist in Residence Kicks Off

Magician and illusionist Jeanette Andrews joins the library as our third artist in residence and first to offer a slate of virtual experiences exploring her practice. Jeanette began practicing magic at age 7 and in her 25-year career has presented for *The Smithsonian's Cooper Hewitt*, the *International Museum of Surgical Science*, and the *Museum of Contemporary Art Chicago*. She has staged hundreds of sold-out performances for *Fortune 500* companies, theaters and universities across the United States. Her work explores how illusions construct reality. To design her first library residency, Jeanette worked with Programs and Exhibits Manager Jennifer Czajka and Specialist Vesryn Grey and Communications and Marketing Editorial Supervisor April Harder to create programs and prepare blog posts, social media content and more. Jeanette selected four themes: Magic & Science, Magic & Art, Magic & Design and Magic & Nature.

Together with Graphic Designer Stephanie Battista, Jeanette produced a video to introduce herself and the residency. Technology and Solution Specialist Ken Pederson worked with the planning team to tie everything together in a custom webpage that launched July 1 – the same day as Jeanette's Instagram takeover. Throughout July, the community will be treated to a live performance, a workshop and two *Meet the Artist* virtual "Studio Visits". Charting new territory for the library, Instagram Live Coffee Chats will see Jeanette in conversation with experts in broad fields from art to neuroscience. Full details at ahml.info/residency



American Ancestors Database Remote Access

Digital Services Librarian Bill Pardue worked with a representative from American Ancestors to make the genealogy database available via remote access while the COVID-19 crisis continues. Ancestry Library Edition has also extended remote access through July 31. This is in addition to the numerous other databases that have adjusted their access model to allow for use outside of the building.

Continuing Education Units from the Library

Digital Services Librarian Bill Pardue created a [clearinghouse page](#) that lists all of the courses that customers can earn Continuing Education Units (CEUs), Professional Development Units (PDUs), certification training and test prep through the library resources Gale Courses, Udemy, Testing & Education Reference Center and Tutor.com. This will come in handy for customers looking for convenient training.

Diversity and Inclusion

Connecting with Local Students

Youth Services Outreach staff collaborated with Des Plaines, Elk Grove Village and Mount Prospect libraries to virtually visit School District 59 summer school classes. Visits included booktalks, reading a story together on hoopla and promoting each library's summer reading programs. The library also contributed to School District 21's food distribution program. Arlington Heights Memorial Library provided bookmobile activity sheets and summer reading promotion for the families participating in the food distribution program at schools we serve in that district, Poe Elementary School and Riley Elementary School.

School District 25 Craft Kits

Youth Services staff assembled 1300 craft kits to contribute to District 25's weekly food distribution at Thomas Middle School on June 10. Each bag included supplies to make a 'cone-and-ice-cream game,' a twist on the 'cup-and-ball game.' The kits also included a reading log for this year's Summer Reading Challenge. This was the library's second time contributing to the food distribution bags.



ESL Virtual Movie Discussion

There were 32 ESL programs with 227 participants in the month of June, including the return of Ingles para Hispanohablantes (English for Spanish Speakers) that included a movie discussion for the first time. Students viewed the coming-of-age movie *Abe* at home, and then shared their reviews. Staff are seeing gains in students' understanding of grammar and vocabulary.

ESL Virtual Book Discussion

Nonfiction as a book discussion choice seems to be a big hit, as ESL students enjoyed discussing *Breaking Through* by Francisco Jimenez. Conversing over Zoom has allowed ESL students to continue conversing in a learning environment.

Serving our Community during COVID-19

Teamwork Makes the Dream Work!

Illinois Phase 4 led to a quick turnaround from curbside services to an open building. With an extraordinary amount of staff help, we were able to come up with creative ways to provide service and materials to our customers both inside and outside of the building while still managing all our additional increased daily tasks.



This would not have been possible, were it not for staff from all departments of the library collaborating to make this a success. Thank you to everyone who helped out. All the hard work and library-wide support was greatly appreciated!





Curbside Pickup

Curbside was extremely busy in June with 6,255 cars coming through to pick up holds. In comparison, June 2019 saw 6,187 cars at drive up while being open the full range of hours/days. On the busiest day, 543 cars stopped by in the six hours we were open, which averages to 91 cars per hour!

Magazine Mania!

Collection Services Staff in Collection Services worked through shipments received while the library was closed to get items from the workroom to our shelves. Acquisitions Assistant Barb Weber added over 2,150 magazine issues for our customers!



So Many Books, So Little Time

By the end of June, we had fulfilled over 11,000 holds, which is a huge accomplishment, because we started with 13,000 outstanding holds at the beginning of the month. Staff also checked in almost 41,000 items, most of these in the last two weeks of June.



Home Delivery Service Resumes

Customers were thrilled when library delivery services resumed on June 16 with contactless deliveries. Thirty-one deliveries were made in June, about 25% of normal deliveries. Senior and Accessible Services Assistant Renee Witt returns from a home delivery route.



Senior Phone-In Programs

For many of our senior customers with visual or cognitive impairments who wanted to participate in our phone-in story times, dialing the phone and entering a meeting ID each week was a challenge. With the new Zoom call-out feature, we now call the customer to join us. Since adding this feature, our regular participation has doubled. *Our Story Discussion* participants share regularly how much this program means to them:

- “I have been enjoying weekly phone-in story discussions.”
- “Thank you for bringing me out of isolation. You’re preventing me from going brain dead.” Other participants responded: “We all agree. Especially as we have to stay put in our rooms and homes.”
- “Thank you. It was a lot of fun.” “It was an excellent discussion.”
- “You’ve given me a completely different viewpoint of this author. Now I want to read more by her [Maeve Binchy short story].”

Bookmobile Out and About

Bookmobile service restarted in June! Although the bookmobile was not accepting returns, it became a hold pick-up location in the community. Customers can pick up their holds closer to home and avoid the drive across town.

Book Drops Back in Business!

Also in June, the book drops at Camelot and Frontier parks opened back up. Bookmobile staff resumed the pre-closure schedule with Monday, Wednesday and Friday pick-ups.

Little Free Libraries

We continue deliveries to the Little Free Libraries throughout Arlington Heights. This will be a monthly addition to bookmobile deliveries. In June, we stocked 20 Little Free Libraries with 330 books generously donated by the Friends of the Library.

Booklists

Info Service Advisors created Booklists on the Readers’ Services page so that customers can access these recommended items from home. The lists feature print, eAudio and eBooks. June lists include: [June Favorite Things](#), [Riveting Nonfiction Reads](#), and [Lift Off](#).

Hot Picks are Flying Off the Shelves

Collection Supervisor Violet Jaffe and Collection Specialists Candy Rossin and Cyndi Hamann made sure *Hot Picks* and the *New & Popular* collection was well stocked by the library’s reopening. Eighty-seven percent of the *Hot Picks* collection was checked out within the first week of reopening.

Virtual Animal Magic Show

On Saturday, June 6, magician Jaime Aponte amazed a virtual audience of 130 with sleight of hand, illusions and mind-boggling magic tricks. Customers marveled at magic tricks using live animals, like a boa constrictor appearing out of nowhere, silks transforming into doves and pulling a rabbit out of a hat. Entire families joined in on the fun and were amazed at magician Jaime’s show, exclaiming “yay!” and “wow” in the chat box during the performance.



Tarot 101 Returns

On Monday, June 22, Programs and Exhibits Specialist Vesryn Grey welcomed 39 adults to a successful second session of *Tarot 101*, presented by experienced Reader Clark Cutchin. The program was first offered in February and had a lengthy wait list, so all customers unable to attend then were notified of the new virtual date. Attendees expressed that they enjoyed the show, and that Clark was very personable, fun and informative.

Beatlemania with Professor Moptop

Gregory Alexander, also known as WXRT’s Professor Moptop, returned to present his first virtual event with the library. He worked with Programs and Exhibits Specialist Vesryn Grey, with help from Digital Services staff, to modify his popular Beatlemania presentation for Zoom. Eighty-two Beatles fans tuned in on Friday, June 19 for the part pre-recorded and part-live event. The presentation included photos, music clips and videos; including rare footage.

Dann & Raymond See Highest Virtual Attendance

For the first time, Dann & Raymond’s Movie Club is continuing into the summer months: a longtime request from regular attendees and fans of the film expert duo. Extending the series has paid off with 120 attending *Greatest Screen Villains* on Thursday, June 11. This is the highest attendance at a live Zoom program to date. Programs and Exhibits Specialist Megan Young has continued to lead production and make ongoing improvements to the program quality since Dann & Raymond launched their live virtual shows with the library.

2020 Summer Reading Challenge

Launched on June 15, the Summer Reading Challenge is 100% accessible online through *Beanstack* for kids, tweens, teens and their families. Youth are challenged to read 500 minutes this summer to complete the program and receive special prizes or activity ideas for every 100 minutes they log. Youth can further challenge themselves to read up to 1000 minutes and earn additional chances at a grand prize, which consist of gift certificates for local restaurants and businesses to continue to support our community during this time.

In response to COVID-19, staff promoted the program in virtual classrooms and via social media. The library [mailed a reading log with information on the program](#) to Arlington Heights’ homes. Seven hundred and thirty-five local readers signed up for the Summer Reading Challenge during the last two weeks of June.

Hub Instagram

The Hub’s Instagram was tagged in a story by a teen participating in the Summer Reading Challenge. Only 2 days after the program was launched, this voracious reader completed 300 minutes of reading and earned three virtual prizes along the way!



Library Awarded “Grow with Google” Grant

Digital Services Manager Jack Bower and Business Services Advisor Diane Malik applied and were approved for the *Libraries Lead with Digital Skills* grant through the American Library Association (ALA) and *Grow with Google*. The initiative awards public libraries \$2,000 to provide virtual programming, outreach and education to address the digital skills gaps of job seekers, entrepreneurs and small businesses. [Arlington Heights Memorial Library was selected to participate](#), utilizing a suite of Google tools geared towards empowering small businesses in their digital endeavors. Programs will take place this summer.

3D Printing More PPE

Makerspace Branch Assistant Manager Chris Krueger has printed 115 face shields, to date, for donation to The Moorings of Arlington Heights. Eighty-three face shields were produced for library staff and distributed to the Security, Maintenance, Youth Services, Digital Services and ESL departments. The library also donated an additional 12 mask strap extenders to nurses working in Arlington Heights.

The Director of Nursing at The Moorings of Arlington Heights, dropped off a card with the following note: *“To our good friends at the Arlington Heights Memorial Library. Thank you so much for the generous donation of face shields. In this unprecedented time, I can’t think of a better gift to receive. The fact that they are hand made only makes it more special. Moorings residents and our staff are safer because of you!”*



New Adult Reading Program: Page Turners

Info Services Advisor Barb Weiner and Info Services Librarian Becky Thornton developed a new reading program for adults. *Page Turners* replaces the Summer Reading Program for adults, as an extended reading program. The program aims to provide a structured leisure activity and motivation for people during this challenging time, by offering activity lists incorporating reading and library-related activities. It soft-launched June 15, and will run through November with a year-end wrap up. *Page Turners* has been enthusiastically received, with 145 adult registrations within two weeks.



Anti-Racism Reading Lists and Beyond

Led by Teen Services Supervisor Alice Son, library staff across departments compiled a new [Anti-Racism Resources page](#) that launched to the public on Friday, June 5. Youth Services staff developed recommended reading and viewing lists by age, Kids through Teens, as well as resources just for parents. Info Services staff contributing reading and recommended viewing lists to aid community members' understanding of current events and the history of racism in America. Collection Services staff, who build our diverse collections year-round, shared ant-racist reading lists built in Cloud Library. The page, ahml.info/antiracism, sees ongoing promotion and placement through a web banner and emails.



June Book Discussions

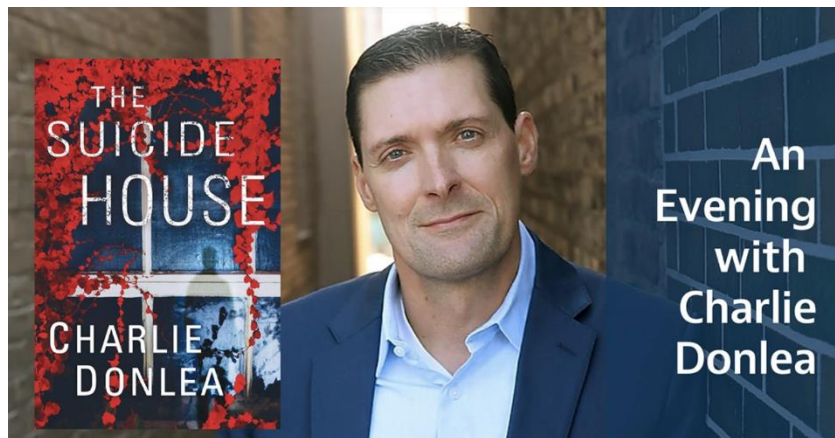
We hosted four virtual book discussions in the month of June, with mystery, science fiction and fiction selections. A total of 26 attendees enjoyed the opportunity to connect online and talk with other readers.

Illinois Servitude and Emancipation Records Program

Genealogy presenter Anita Boyd delved into early Illinois history with a series of case studies highlighting a wealth of genealogical information for anyone researching *Free People of Color*. On Monday, June 29, twenty-two attendees expressed their appreciation and enthusiasm for the presentation. The virtual nature of this program allowed us to share this important and unique information with a wider audience, including out-of-state participants.

An Evening with Charlie Donlea

Programs and Exhibits Specialist Megan Young collaborated with Info Service Advisors Jon Freier and Neal Parker to produce this virtual author event with mystery writer Charlie Donlea. Forty-six attended the June 25 event to connect with Charlie, who spoke about his journey to become a writer (not reading a book until college) and shared answers to a large variety of questions driven by the audience. The audience expressed their appreciation for the quality of the program. Customers who missed the event can [find a link to an unpublished YouTube video](#) in the original event listing.



COVID-19 Story Project Growing

June marked the third month of the ongoing COVID-19 community stories project. On June 20, the first day of summer, we shared a renewed invitation to contribute stories via social media posts. The posts on Facebook, Instagram and Twitter resulted in 11 new submissions (of 35 total submissions collected to date). Two notable new submissions:

- **COVID-19 helped me start my own business**

“A global pandemic, economic uncertainty, physical anxiety. The drawbacks and setbacks caused by CoVid 19 are vast and plentiful, but hiding beneath the surface are some positive outcomes of this experience. While forced to shelter in place, I wanted

to think of a way to help the many families experiencing the same stress and anxiety that I was. So I had the idea to start my own virtual yoga studio, Hop Along Yogi Kids Yoga and brought movement and mindfulness to many kids and families working through this difficult time.” - Submitted by Laura K.

- ***Stay Home with Suhani***

“Suhani Parekh (now a second grader at Patton Elementary) started a podcast to share all she was learning during quarantine. She currently has 4 episodes on topics ranging from her transition to virtual learning, her favorite TV show on Disney Junior that features an Indian lead, her first-grade teacher's experience during quarantine and more. You can subscribe to her podcast on YouTube...” - Submitted by Tina S. on behalf of Suhani P. (Age 7)

LibChat Transition and Training

Library staff transitioned to *LibChat*, the instant messaging chat service replacing OCLC's discontinued *QuestionPoint*, on June 24. Digital Services Librarian Bill Pardue provided a series of eight *LibChat* training sessions to acclimate all Info Services staff and supervisors to the new platform. Bill assisted in the transition, working with IT to update the chat intake form on the library site and updating forms in related research tools that host it (*Ebsco* and *Proquest* products). The switchover occurred during what was, by far, the busiest month ever for chat transactions with library customers (1518 chats, a 229% increase over June 2019).











Here are some of the comments from the chat surveys completed this month:

- *Easy to use and people are nice.*
- *Bill has answered other queries for me and he's outstanding. Very thorough and easy to understand answers. The library is lucky to have him! He's the perfect ambassador for the library.*
- *Keep chat available indefinitely.*
- *Immediate response with answer to my question!*











Virtual Resource Usage

Top ten visited web pages

May 2020:

1.	/www.ahml.info		55,467 (29.11%)
2.	/StayInformed		8,987 (4.72%)
3.	/borrow/ebooks		5,423 (2.85%)
4.	/research/databases		3,041 (1.60%)
5.	/attend/events		2,847 (1.49%)
6.	/borrow/bmm		1,978 (1.04%)
7.	/onlinelearning		912 (0.48%)
8.	/research/genealogy		898 (0.47%)
9.	/zoom		832 (0.44%)
10.	/form/contact		790 (0.41%)

June 2020:

1.	/www.ahml.info		91,935 (30.30%)
2.	/StayInformed		10,771 (3.55%)
3.	/borrow/bmm		3,738 (1.23%)
4.	/borrow/ebooks		3,526 (1.16%)
5.	/research/databases		2,738 (0.90%)
6.	/attend/events		2,707 (0.89%)
7.	/summer		1,922 (0.63%)
8.	/curbsideholdpickup		1,621 (0.53%)
9.	/advanced-search		1,513 (0.50%)
10.	/node/100007320		1,407 (0.46%)

Social Media Engagement

	January	February	March	April	May	June
Facebook						
Posts	25	22	56	60	47	41
Fans*	5067	5113	5217	5291	5376	5436
Engagement	1164	1723	3531	3642	2725	3148
Reactions	1014	1505	2696	3001	2419	2755
Comments	92	128	347	389	180	211
Shares	58	90	488	252	126	182
Twitter						
Tweets	65	51	111	139	148	143
Followers*	4313	4324	4362	4388	4404	4410
Tweet impressions (in thousands)	75400	59900	116,000	120,000	127000	100000
Engagement	247	203	534	394	399	387
Likes	181	164	386	294	348	300
Retweets	65	33	134	92	56	79
Mentions*	57	76	74	77	61	66
Profile visits**	937	819	2040	2060	1240	755
Instagram						
Posts*	n/a	n/a	859	875	898	922
Followers*	1767	1802	1852	1904	1947	2006
Impressions*	n/a	11889	25878	24608	19,188	21052
Average Reach	n/a	286	485	451	435	459
Constant Contact						
Campaigns	20	19	22	27	26	27
Sends	46572	44518	127872	85980	43,351	110,385
Opens	10681	12536	57487	30772	12245	37071
Clicks	498	925	2500	2262	1169	2196
Open rate (percentage)	24%	28%	45%	36%	28%	34%
Click rate growth over previous 30 days	2%	4%	17%	3%	3%	-4%
open rate vs. industry average	6%	10%	27%	11%	6%	12%
Total contacts*	31770	31790	32650	32957	33157	33594
Unsubscribed in last 30 days	30	15	171	98	19	130
New contacts in the last 30 days	3	25	1006	446	184	436

LinkedIn						
Followers*	655	657	659	660	672	684
Posts	7	1	5	1	1	8
Impressions	2335	308	839	620	235	738

YouTube						
Subscribers*	397	402	456	514	585	603
Videos added	0	3	6	23	34	33
Views	1601	1821	2,875	5102	5053	3202
Watch time hours	55.6	63.8	83.3	452.2	437	292.7

Videos by playlist/age added through 3/20-6/30/20

Adult	Youth
32	73

Playlist	Videos
Creative Aging – Art with Alayne	4
Board meetings	5
Top Shelf book recommendations	7
Adult programs	14
Tutorials	2
AHML Storytimes	54
Tweens and Teens + Tween Arts & Craft	18
Summer Reading Challenge	1

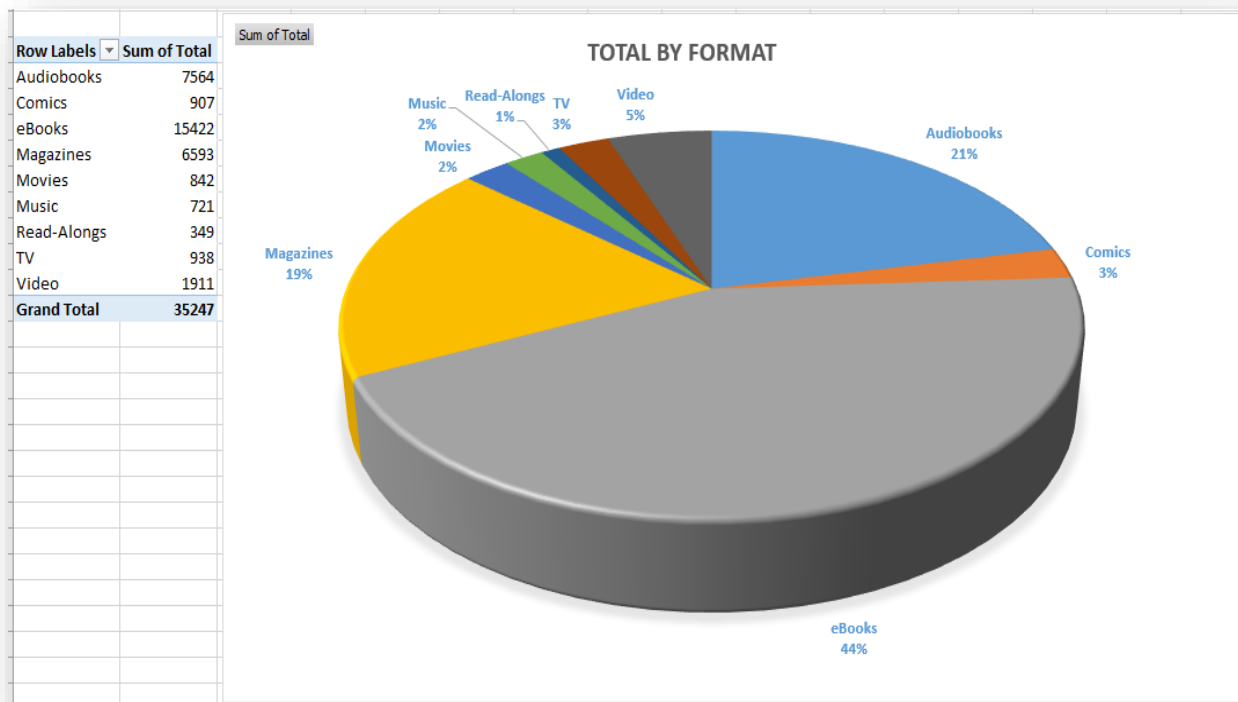
*Cumulative

**New metrics added

eResource Usage

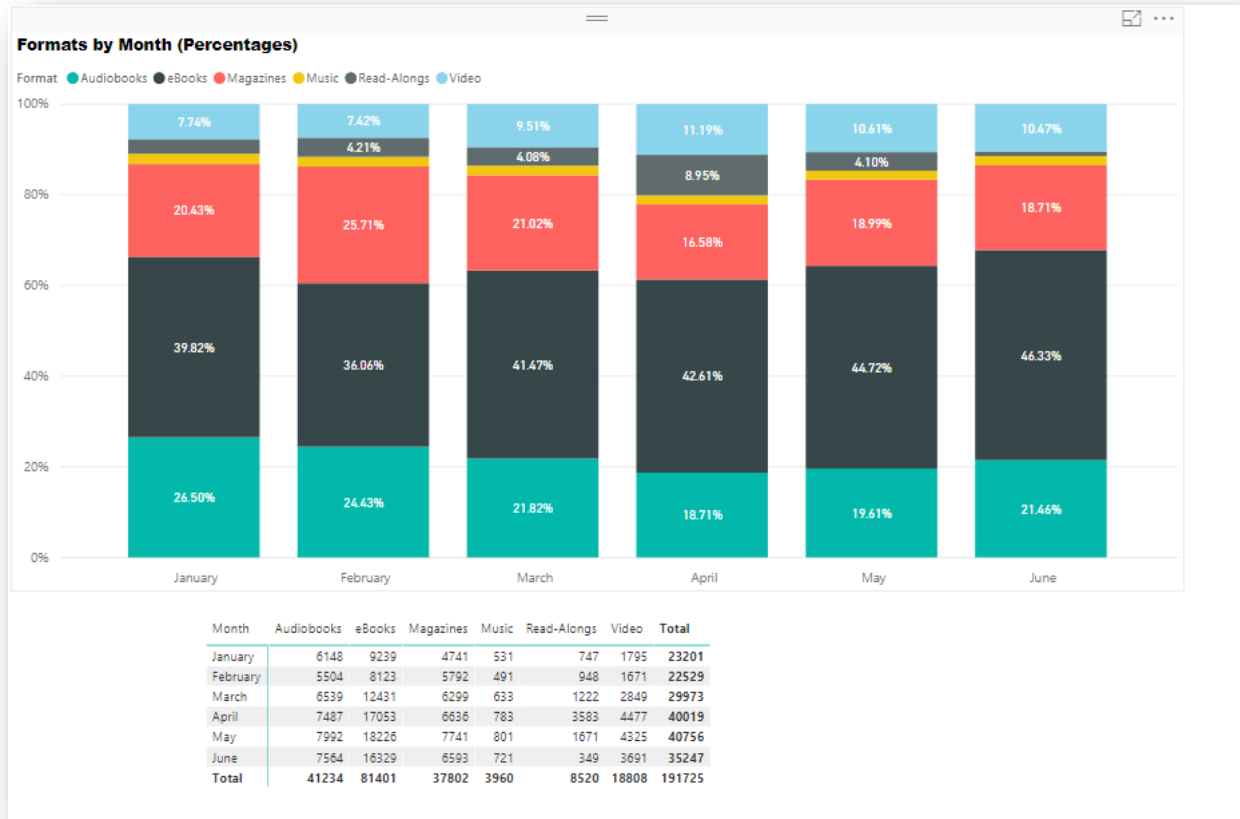
eLibrary 2020	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
Total eBook checkouts	6,759	5,915	8,308	10,969	11,785	11,375	55,111
Total eAudio checkouts	3,237	2,915	3,377	4,011	4,415	4,338	22,293

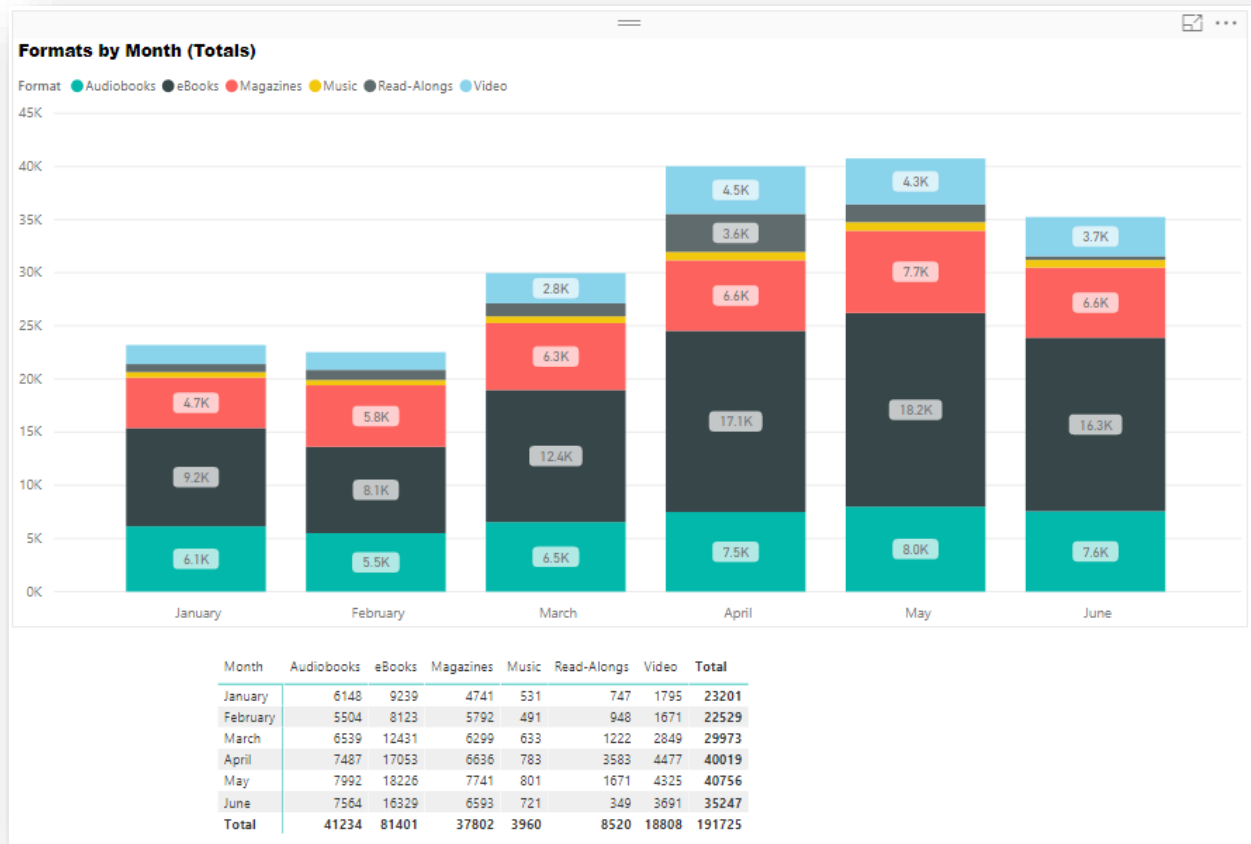
Month at a Glance:



- Due to the COVID-19 library closure, overall circulation is down 60.9% for the month. However, electronic checkouts are up 87.9% for the month, with 35,247 total echeckouts. These echeckouts represent 52.2% of all checkouts in June.

What Are We Watching? What Are We Learning?





MOST POPULAR COURSES/eCONTENT IN JUNE 2020

RBdigital Magazines

- The Economist
- The New Yorker
- Us Weekly
- The Week Magazine
- OK! Magazine
- In Touch Weekly
- HELLO! magazine
- AppleMagazine
- Newsweek
- HGTV Magazine

PressReader (Magazines & Newspapers)

- Chicago Tribune

- Chicago Sun-Times
- Chicago Tribune (Sunday)
- Los Angeles Times
- New York Post
- El País (1ª Edición)
- El Colombiano
- The Washington Times Daily
- Chicago Sun-Times (Sunday)
- El Espectador

Kanopy

- The Farewell
- Delicacy
- Midsommar
- The Aztecs
- The October 1917 Revolution
- I Am Big Bird
- A Chinese Farm Wife
- The Lighthouse
- Les Vampires
- Magnus

hoopla--Audiobooks

- So You Want to Talk about Race
- The Ballad of Songbirds and Snakes
- Stamped from the Beginning
- Harry Potter and the Sorcerer's Stone
- Summary of White Fragility: Why It's so Hard for White People to Talk About Racism by Robin J. DiAng
- Me and White Supremacy
- The Alchemist
- The Good Egg
- If I Were You
- Autopsy of a Boring Wife

hoopla--Comics

- Minecraft: Stories from the Overworld
- Avatar: The Last Airbender: The Promise Part 1
- Big Nate: From the Top
- Avatar: The Last Airbender: The Search
- Avatar: The Last Airbender: The Promise Part 3
- Star Wars: Target Vader
- Big Nate: Blow the Roof Off!

- Avatar: The Last Airbender: The Search Part 2
- Big Nate Makes the Grade
- Avatar: The Last Airbender: The Promise Part 2

hoopla--eBooks

- The New Jim Crow
- Me and White Supremacy
- The Bad Seed
- If I Were You
- Vegetables in Underwear
- Wrecking Ball
- Pete the Cat and the Supercool Science Fair
- Pete the Cat and the Perfect Pizza Party
- Unicorn Day
- Pete the Cat and the Bad Banana

hoopla--Movies

- Dragons Love Tacos 2: The Sequel
- Hope Springs
- Abe
- The Pigeon Finds A Hot Dog!
- Dragons Love Tacos
- Agatha and The Truth of Murder
- Driveways
- Burnt
- Forever
- Batman Be-Leaguered

hoopla--Music

- 80s Mixtape
- The Greatest Showman (Original Motion Picture Soundtrack)
- Hamilton (Original Broadway Cast Recording)
- Descendants 3
- Moana (Original Motion Picture Soundtrack/Deluxe Edition)
- KIDZ BOP Party Playlist!
- Lover
- Chromatica
- Descendants
- 2020 GRAMMY® Nominees

hoopla--Television

- PAW Patrol - Season 8 Sea Patrol: Pups Save a Shark/Sea Patrol: Pups Save the Pier

- Cranford: Return to Cranford - Season 2 Episode 2
- Loud House - Season 1 Left in the Dark/Get the Message
- PAW Patrol - Season 8 Pups Save A Sleepwalking Bear/Pups Save Dude Ranch Danny
- PAW Patrol - Season 8 Pups Save a Space Rock/Pups Save a Good Mayor
- Inspector Lewis 2 And the Moonbeams Kiss the Sea
- Inspector Lewis - Season 1 Whom the Gods Would Destroy
- Alienist - Season 1 Ascension
- Alienist - Season 1 Requiem
- Alienist - Season 1 Many Sainted Men

Gale Courses

- Certificate in Music Therapy and Sound Healing
- Discover Sign Language II
- Keyboarding
- Medical Terminology: A Word Association Approach
- Accounting Fundamentals
- Personal Finance
- The Analysis and Valuation of Stocks
- Marketing Your Business on the Internet
- Writing for ESL
- Spanish in the Classroom

Creativebug

- Working In Acrylic Ink: A Daily Sketchbook Practice
- Halloween Paper Doll Witches
- Watercolor Lettering - A Daily Practice
- Painting Abstract Florals
- Daily Portrait Challenge: 31 Days of Faces
- Daily Painting Challenge: 31 Flowers to Paint with Yao Cheng
- 30 Coloring Pages with Courtney Cerruti, Lisa Congdon and Pam Garrison
- Wrapped Rope Rainbow: 2/21/19
- Daily Painting Challenge: 28 Acrylic Studies
- Creative Sketchbooking

Mango Languages

- **Spanish, Latin American**
- Japanese
- Chinese, Mandarin
- Italian
- French
- Legal, Spanish
- German

- Polish
- Chinese, Cantonese
- Russian
- Arabic, Levantine

Pronunciator

- Spanish (Mexican)
- French
- English (American)
- Arabic (Moroccan)
- Irish

Professional Development During Pandemic *(staff learning post March 13, in response to serving the community during a pandemic)*

ILA Diversity Committee

Programs and Exhibits Specialist and librarian Megan Young was selected to serve on the *Illinois Library Association (ILA) Diversity Committee*. Her term will begin this summer, with annual orientation for ILA committees and forum leadership taking place virtually on July 16. The *Diversity Committee* serves several objectives: to initiate and promote training and library services that address issues in diversity, and to identify and promote best practices and resources for diversity and inclusion in library profession and services.

RAILS Webinar

Collection Specialists Candy Rossin and Cyndi Hamann attended a RAILS webinar, *Equity in Collections: Audits, Weeding, Purchasing & More*, presented by Betsy Bird (Evanston Public Library collection development manager) that addressed collection diversity.

Library Journal's Day of Dialog

Collection Supervisor Violet Jaffe and Collection Specialist Cyndi Hamann attended *Library Journal's Day of Dialog* virtually.

LACONI TSS: Technical Services, COVID-19 & Re-opening

Collection Supervisor Violet Jaffe attended the *LACONI TSS: Technical Services, COVID-19 & Re-opening* meeting on June 19.

Public Library Webinars

ILL Assistant Jen Nitch attended the following webinars:

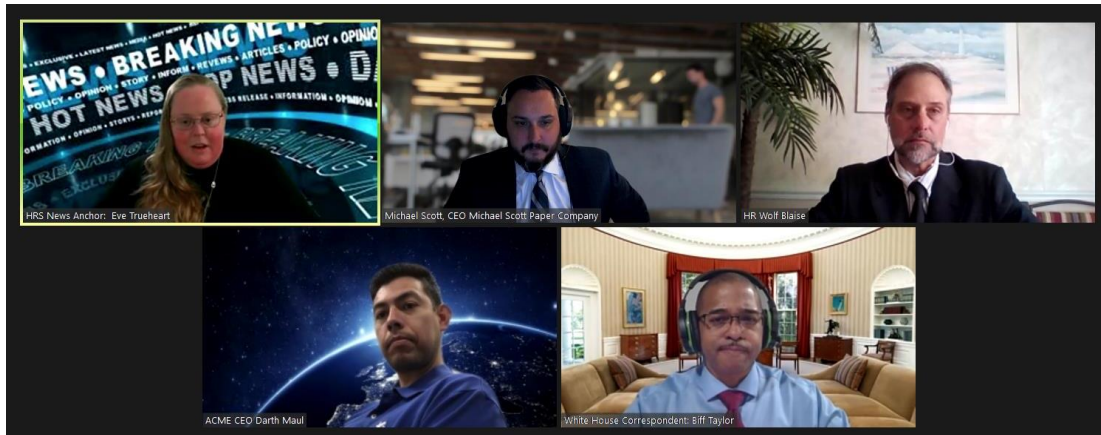
- 21st Century Librarians for 21st Century Libraries
- All of Us Dementia Awareness for Public Libraries
- Everything Library Trustees Need to Know During COVID -19
- COVID-19: Safety Tips for Opening your Library.

Staying Current with Cataloging

Cataloging Librarian Eve Lashley began attending a weekly online course on the newest descriptive cataloging standard for Resource Description and Access (RDA). The revised *RDA Toolkit* has an expected release date of December 2020.

Evolving Manager Boot Camp

Makerspace Branch Assistant Manager Chris Krueger attended a 3-day long *Manager Boot Camp* that covered topics including: interviewing, coaching and counseling. The program consisted of breakout group roleplaying and discussion. The hosting company, *HR Source*, asked his breakout group to stay after class on the final day so they could record their presentation for later use.



Customer Comments

- Teen customer after picking out a stack of graphic novels: *You have no idea how good it is to be back in a library again!*
- Email received from a tween's parent:

"Hi Kerry,

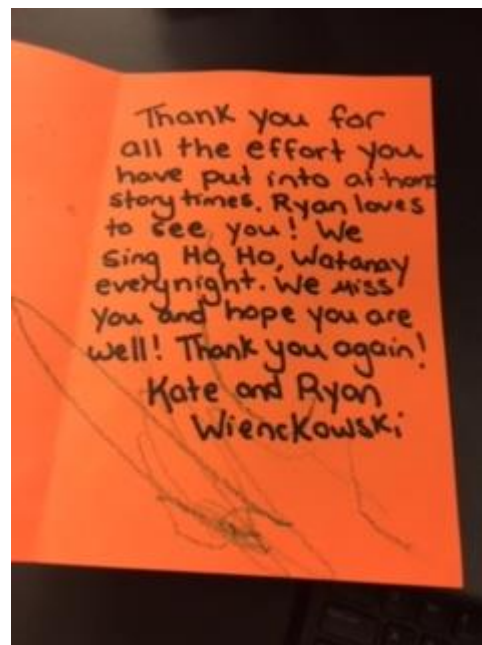
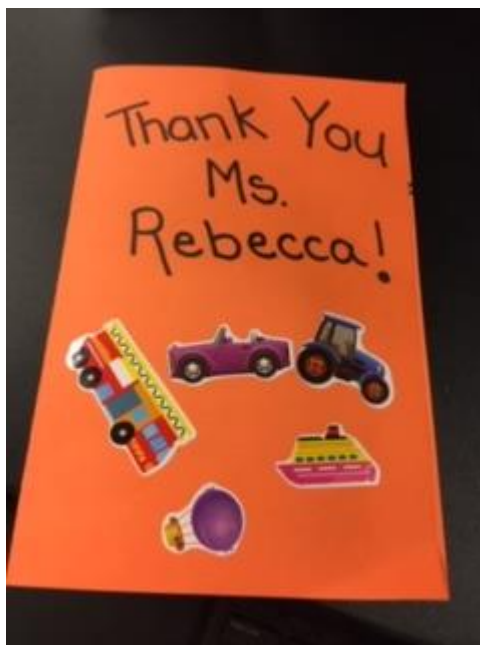
I have been meaning to write you to let you know how much my tween has been enjoying the Tween Tuesdays. She has regularly been on the link each Tuesday, making sure not to miss one and remaking many of your recipes. The mug cakes are a favorite, though any of the recipes were fun for her to follow.

Thanks again for your work!"

- During a readers advisory interaction submitted via Kids' World contact form:

"Additionally, my 5th grader has really enjoyed your Tween Tuesday videos! Especially the cooking ones. They were a big hit! Thank you for developing that platform during the shelter in place. It was perfect."

- Early Literacy Services Supervisor Rebecca King received a thank you note from story time regular Ryan and his mom. "Ho Ho Watanay" mentioned in the note is from the song "Sleep, Sleep Little One" that she shared in a virtual story time, with verses sung in English, Iroquois and French.



- *To Teri, in charge of the Bookmobile. I want to confirm what you already know - that you and your Bookmobile Team are the best. I was so happy to see the Bookmobile at my stop and even happier to see Renu (Khurpa) and Al (Garcia). They went above and beyond. I cannot say enough good things about your team. If you don't know yet, this is Lena from Lake Arlington stop - your biggest and most grateful patron of the bookmobile. Thank you and your team for everything they do. - Lena S*
- *Al (Garcia) really does things that customers don't expect and is always so wonderful! - Glenn B*
- *On Tuesday afternoon, I drove through the library garage in order to pick up four items on hold (I received my email notifications over the weekend.) I want to let you know that the curbside pick-up process was PERFECT! I arrived at the AHML moments after the crazy wind/microburst/rain storm rolled through town. Yet, there were my library co-workers smiling and guiding me through the pick-up process. Pick up was contactless and quick. GREAT JOB thinking through an efficient and easy way to get much-needed reading materials into my hands. – Laura W*
- *I just returned from the library to return and pick up books that were on hold. What a great, efficient, and safe system you have designed. No waiting, clearly laid out, and put together to insure the safety of your customers and staff. Another 5 star event!! Kudos to you! – Chat customer*
- *I took advantage of the drive through to get my items. Love it! – Kate H*
- *(Regarding hold pickup) Thank you SO much. This makes me happy!! – Catherine B*