

## Executive Director's Report May 2020

### **What's New @ AHML**

#### **“Unlimited” Digital Magazine Increase**

Digital Services Librarian Bill Pardue worked with Collection Services Manager Lisa Bobis and Acquisitions Supervisor Marie Szymanek to upgrade the library's RBDigital Magazines subscription to the "unlimited" model. Customers now have access to over 3,800 titles, compared to the previous 122 titles.

#### **This Just In! Databases Available Remotely**

Digital Services Librarian Bill Pardue worked with several vendors to make their products, which are typically only available in the library, available via remote access during the shutdown. Genealogy databases Ancestry.com, ArkivDigital and FindMyPast, automotive repair database Alldata Pro, grant research database Foundation Center Online and law database Westlaw are now available to customers at home while they shelter in place.

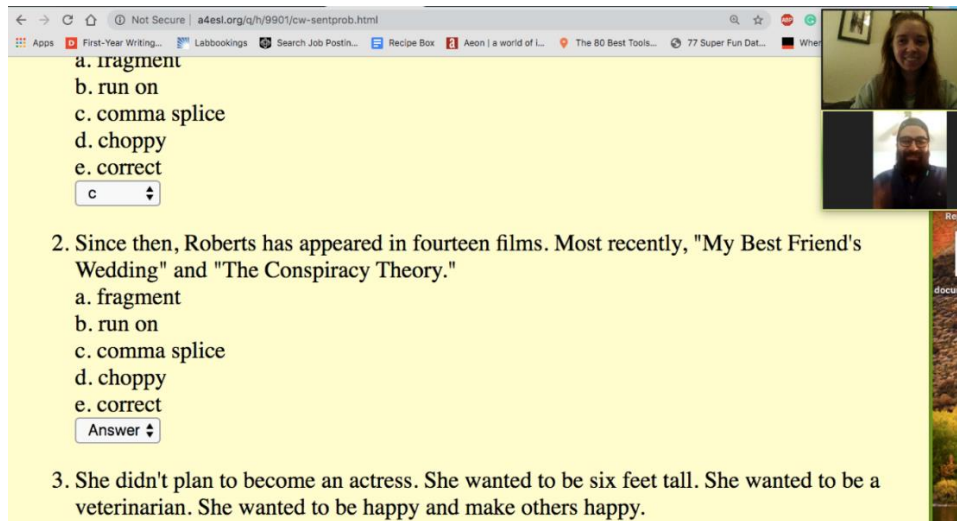
#### **New Reading Program for Grades K-3: *READ 500***

In response to requests from parents, teachers and school librarians looking for a year-round reading program to bridge the gap between established library reading programs *1,000 Books Before Kindergarten* and *100 Books Before High School*, Youth Outreach Librarian Emily Loeffler worked to quickly launch [READ 500](#), a K-3 grade reading program staff were developing. Launched on April 20, the new program had 18 registrants within 10 days. The staff-created a [promotional video](#) that was shared with local school contacts and on social media.

## Diversity and Inclusion

### Virtual ESL Programs

ESL has been leading conversation groups, other programs and working one-on-one with students from home. ESL Advisor Allie Gourley shared a picture of her and one of her students (who consented to his photo being taken to share below) working through some grammar exercises.



ESL students have been overwhelmingly appreciative of the virtual programs. Students have commented that these virtual programs have allowed them to keep their skills sharp until reopening.

### Phone-in Story Discussions

Senior and Accessible Services (SAS) staff hosted weekly phone-in story discussions to reach homebound residents with limited or no access to other technology. Participants call our toll free number to listen to an audiobook short story or book excerpt and then participate in a discussion.

In addition to discussing the selected story, this program has offered a way for participants to meet other community members in the same situation and feel connected. In the most recent discussion, Doris, a resident in assisted living, said “it is the highlight of my week” and others agreed.

To begin the program, SAS Manager Mary Jo Lepo and Library Delivery and Accessibility Supervisor Katie Myers developed a list of short stories and other books published by Random House and available as audiobooks through Cloud Library or hoopla. Once they secured the publisher’s permission to use the selected books, SAS staff Janet McDonnell, Elcin Akdeniz, and Renee Witt developed highlights and questions for the discussions that are hosted on Zoom.

## Current Events Discussions

Senior Center Current Events discussion group members shared their appreciation to the library for making it possible to continue their weekly discussions and connect with their friends. The group has been meeting since 1989 and held their 1,500<sup>th</sup> session on May 14. Resident Edwina said, *“I was feeling really depressed before our discussions resumed but now I have something to look forward to”*. Everyone was happy to share their photos from one of our recent discussions:



## Serving our Community during COVID-19

### 3D Printing Protective Equipment

Makerspace Branch Assistant Manager Chris Krueger printed 566 surgical mask extenders on his personal 3D printers for donation through the library. The design, approved by the National Institute of Health, moves the rough elastic straps off workers' ears and provides relief to those who wear masks for long periods of time.

As more health care organizations have called out for personal protective equipment (PPE), Chris has mobilized further 3D printing efforts through the library. The library ordered eight of the makerspaces' Dremel 3D45 printers early, in addition to the materials to print an initial 300 face shields. Once these items arrive in May, Chris will coordinate Digital Services Advisors to print the shields at the library for donation to local organizations, including The Moorings of Arlington Heights.

### **Mask Extenders to The Moorings**

Lori Nolden, Director of Nursing at The Moorings of Arlington Heights, shared her thanks in an email after receiving Chris Krueger's first delivery of 120 extenders: *"Our staff love the mask extenders. Can we get 100 more?"* Chris promptly delivered a new batch of 120 extenders!



Mary Tremont, Director of Sales and Marketing of The Highlands at the Moorings also shared her appreciation: *"Thank you so much for thinking about The Moorings... On behalf of the Moorings, I want to thank you for this and all of your support that you have given to the residents and the employees of The Moorings. We truly appreciate it."*

### **3D Printing Press**

At the end of March, the library lent Digital Services Substitute Donna Radlicz and her 12-year-old son Vince a Dremel 3D printer and donated filament to increase the output of face shield pieces Vince was already printing for donation. Since beginning the project, Vince was the focus of several media stories for his worthy efforts:

- Daily Herald: <https://www.dailyherald.com/news/20200413/libraries-joining-fight-against-covid-19-virus-with-3-d-printers>
- CNN: <https://www.facebook.com/CNNReplay/videos/560219018210839/>
- Interview with District 214: <https://www.facebook.com/ahsd25/videos/352860522340342/>
- Library social media and upcoming May mailer

### **Outreach to Homebound Residents**

The SAS team made 95 calls to senior residents in April. SAS staff assisted residents with reference information, helped get books downloaded to tablets, offered advisory assistance and let them know we were thinking of them.

Many residents are homebound and unable to connect with us except by phone. Diane R. left a message to say, *"I sure do miss all of my library people! I just called to tell you I am thinking about you all. Thanks for all that you do!"* Marilyn W. messaged, *"I missed talking to you, it is so good to hear a familiar voice, and I look forward to participating in the story discussion."*

## **Virtual Appointments**

To assist customers who prefer personal interaction with Digital Services staff for technology questions, Digital Services has implemented virtual one-on-one appointments. Through the library website, customers can request an appointment on the subjects of Computers & Technology or eBooks & eReaders. Digital Services staff will arrange an over-the-phone or Zoom video chat appointment. In April, Digital Services staff took ten of these appointments on topics ranging from setting up Zoom, working with Excel formulas, getting library content onto new devices and more.

## **CloudLibrary, hoopla, and Kanopy**

Candy Rossin, Collection Services Specialist, created new shelves in cloudLibrary: I Can Read! Books for Beginning Readers, Kids' Fiction Favorites, Best of 2019 - Selected by AHML Youth Services Staff and Required school summer reading. Cyndi Hamann, Collection Services Specialist created cloudlibrary list Quick Listens and continued to update Fun Reads and Fun Listens. She also created hoopla lists: Binge-worthy TV Shows, Book Club Picks, Family-Friendly Films, Picture Books into Movies. Violet Jaffe, Collection Services Supervisor, maintained the Fresh Starts nonfiction shelves in cloudLibrary. Gosia Bylinska, Cataloging Supervisor, added over 4,000 new Kanopy records to Sierra. Eve Lashley, Cataloging Librarian, loaded over 1,181 Cloud Library records (914 eBooks, 267 eAudiobooks) – of those, 460 (348 eBooks, 112 eAudiobooks) are new to our collection.

## **Volunteer Appreciation Video**

National Volunteer Appreciation Week was April 19-25. In lieu of celebrating our volunteers in person, Volunteer Coordinator Jennifer Begich and Digital Media Specialist Chris Smith expressed the library's immense gratitude for our volunteers by producing a thank you video. It featured staff throughout the library sharing the impact that volunteers' work has on the library and their community. View the video here: <https://youtu.be/ssLITrfvnU>

## **Instacart Video Tutorial**

Digital Media Specialist Chris Smith produced a video tutorial, shared over social media, on using the grocery delivery app Instacart. The app allows users to get groceries delivered from their favorite local grocery stores.

## **Virtual Storytime for D214 Women and Children's Center**

Early Literacy Supervisor Rebecca King hosted a virtual storytime for 30 moms and kids from *D214's Women and Children's Center*, a family literacy program. Everyone enjoyed favorite songs, stories and danced with a toy. Rebecca shared links to other library programs for the families to enjoy together.

## National Bookmobile Day

National Bookmobile Day was on April 22. The Association of Bookmobile and Outreach Services (ABOS) shared a virtual bookmobile parade featuring over 100 bookmobiles and vans from across the world. A Facebook page highlighted a new bookmobile every 15 minutes. The Arlington Heights Memorial Library's bookmobile made an appearance! It was a full day of pushing the 'like' button!



Association of Bookmobile and Outreach Services - ABOS

April 22 at 8:00 AM · 🌐

Happy #NationalBookmobileDay!

Pictured is the Arlington Heights (IL) Memorial Library's bookmobile.

#beepbeep #honkhonk #vroomvroom

## Virtual Book Chat

Hosted by Buffalo Grove High School, the library's Teen Advisor Mariel Fechik joined staff from the Indian Trails Public Library District for a virtual chat about books. High school students shared current reads and learned about our Readers' Advisor service, *Book Me*. Two of the teens immediately submitted a *Book Me* form and received a curated list of recommended eBooks!

## **Our Lady of the Wayside Teacher Parade**

On April 29, Executive Director Mike Driskell, Bookmobile Driver Ron Moravec, and Youth Outreach Librarian Emily Loeffler connected with 130 customers by participating in the Our Lady of the Wayside 1<sup>st</sup> grade teacher parade. The library van and bookmobile drove past first grader's homes throughout the community on the parade route. Families and other passersby enthusiastically greeted library staff.

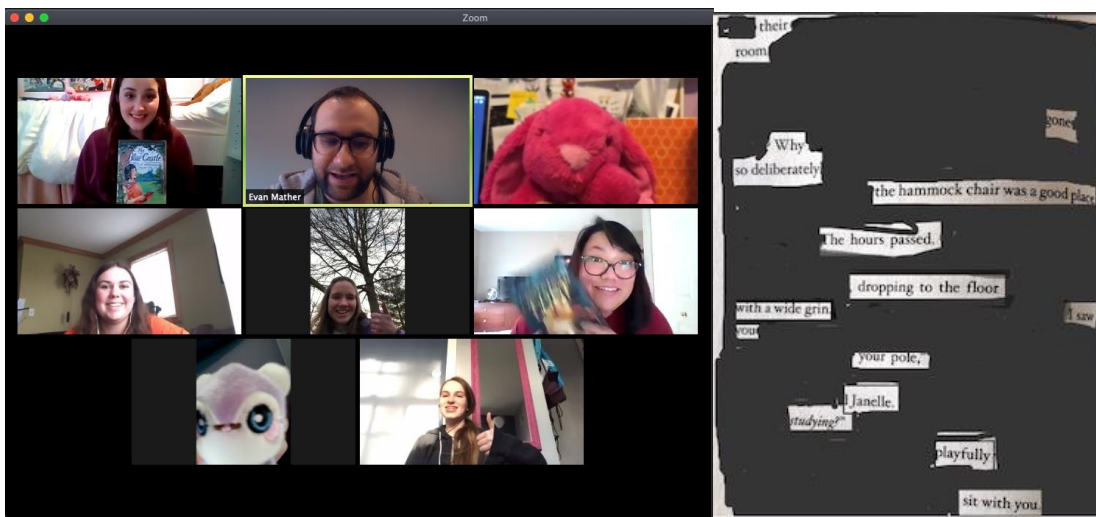


## Curated Activity Sets

Youth Services staff created [activity sets](#) that have been accessed 373 times. To support virtual programs, staff include instructions and online resources for customers to follow along during and after the program. Customers can also create a DIY storytime or explore a topic using the activity sets.

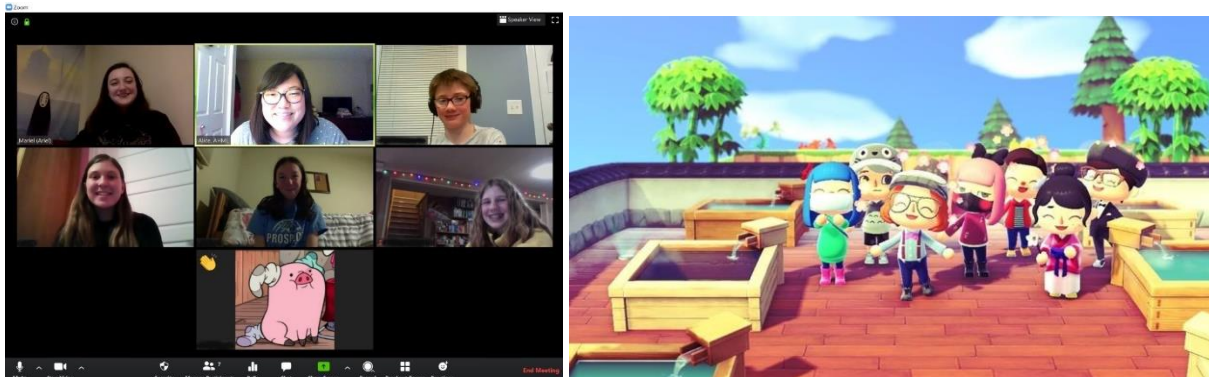
## Connecting with Teens

At the *Inklings* meeting on April 2, Teen Services Supervisor Alice Son and Teen Librarian Evan Mather were joined by seven teen writers to celebrate National Poetry Month. Participants shared some of their favorite poems and worked together to make collaborative blackout poetry.



## Animal Crossing Island Meet-Up

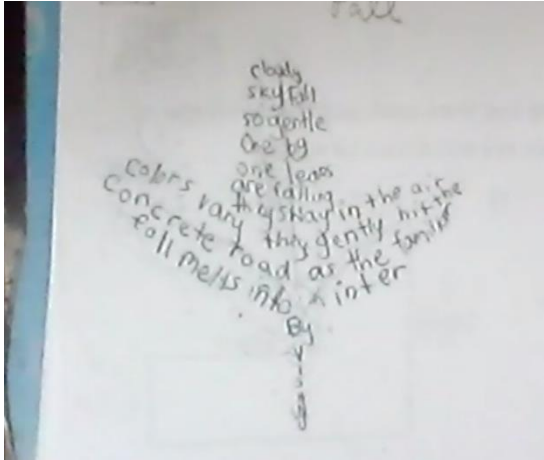
Staff and teens alike are enthusiastically playing *Animal Crossing* with the rest of the world. On Friday, April 22, Teen Services Supervisor Alice Son with Teen Advisor Mariel Fechik hosted *Animal Crossing Island Meet-up*, an in-game meet-up where five teens traveled to Mariel's island. In the video game, participants played games together and swapped items. Teens curated outfits for their avatars for a dazzling island fashion show.





## Tween Tuesdays

Every Tuesday, 4<sup>th</sup>-6<sup>th</sup> graders can attend a virtual program developed just for them. In April, Tween Librarian Kerry Bailey presented *Mug Cakes*, *Peeps Science*, *Snack Attack* and *Creative Writing*. Tweens created book spine poetry, completed a Mad Libs story and collaborated on a blackout poem. Participants viewed examples of haiku and concrete poems. During the last portion of the program, tweens had time to create a poem of their choosing and share it with the group.



Catie my word is:



Kerry - AHML



Vishnu



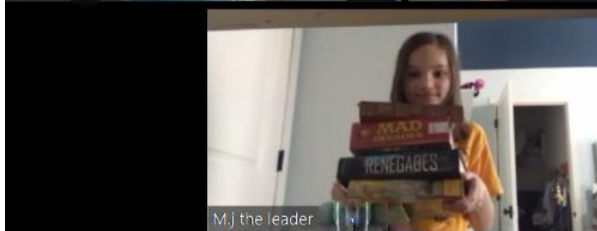
Johaam



Greyson



Tanush



Mj the leader



Jayne H

## Desserts, Books and More

On Monday, April 20, Kids' World Advisor Jan Pinotti and Youth Programs Specialist Maureen Vela adapted a scheduled in-person, family book discussion to a virtual environment. Eleven participants discussed the book, *A Boy Called Bat* by Elana K. Arnold. Themes discussed included animal rehabilitation and autism. Participants ended the session with a skunk art project inspired by the book.



## Virtual Reference via Chat

Virtual reference services continue to be an important way to for customers to connect with us. In April, Info Services covered 56 hours of chat services, addressing a wide range of questions. Staff answered 607 chats, 30% more than April 2019. They also answered over 50 email questions. Topics addressed included eBook troubleshooting, virtual programming, database topics, account troubleshooting and in depth reference questions.

Chat surveys show 68% found the service easy to use and they would recommend the service to someone else. Here are some of the comments received:

- *“Thank you for your assistance! I appreciate that this chat service was available during this pandemic.”*
- *“Thank you so much for this service. I talked with Neal couple minutes before. Neal was very open person. I am an English learner at the library. I wanted to say “hello” who was the librarian right now. Neal answered me very gently. I learned something from Neal in English in the short time. I love the library. It was like my second home. If you need someone help I an help you with heart and soul. Thank you.”*

## Readers' Services

Info Services Advisors curated personalized book recommendations for 22 *Book Me* requests. Feedback from customers include:

- *“Thank you so much! I have run out of ideas for books these days and you have helped me to focus! I look forward to reading your recommendations.”*
- *“Thanks so much for being so quick and so extensive. It will be a real boost to have these selections to keep me company while sheltering in place, which I can see lasting a really long time.”*

## Browse Our Booklists!

On the Readers' Services page, advisors created booklists featuring eAudio and eBooks for customers to access remotely. April lists include:

- [Comforting Reads for Difficult Times](#)
- [What to Read if you Loved Tiger King](#)
- [Celebrating Healthcare Heroes](#)

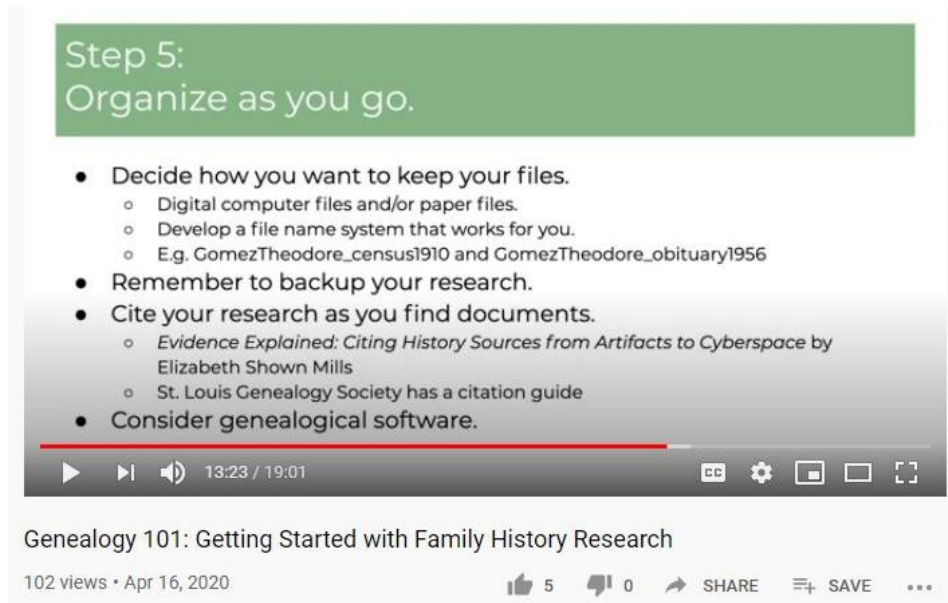
## Let's Talk Books!

Info Services Advisors created *Top Shelf* video booktalks on the library's YouTube channel, with 320 views. Advisors created Instagram posts promoting recommended reading including:



## Genealogy Instruction Via Video

Genealogy and Local History Librarian Jaymie Middendorf created a 20-minute introductory video called, “[Genealogy 101: Getting Started with Family History Research](#)”. The video covers genealogical research, concentrating on reasons for research, concrete steps to get started, creating goals and organizing your research. The video link is located on the library’s [Genealogy webpage](#). In just over two weeks, the video has garnered 111 views on YouTube.



## Job Search and Small Business Programs

Info Services Librarian Alison Lowery and Business Services Advisor Diane Malik brought speakers in for two virtual programs. Twenty-one people attended “Job Search 101”. Highlights included techniques and resources for effective job searching in the current environment. Thirteen participants attended “The Case for Continuing to Market Through These Crazy Times”. It featured strategies for small businesses to work through uncertainty and find opportunity in crisis through marketing.

## Dann & Raymond’s Movie Club Moves Online

Dann Gire and Raymond Benson continued their popular monthly film series on Zoom with two shows in April:

- *Star Trek Movies* on April 9 with 87 attendees
- *The Influence of 007!* On April 30 with 67 attendees

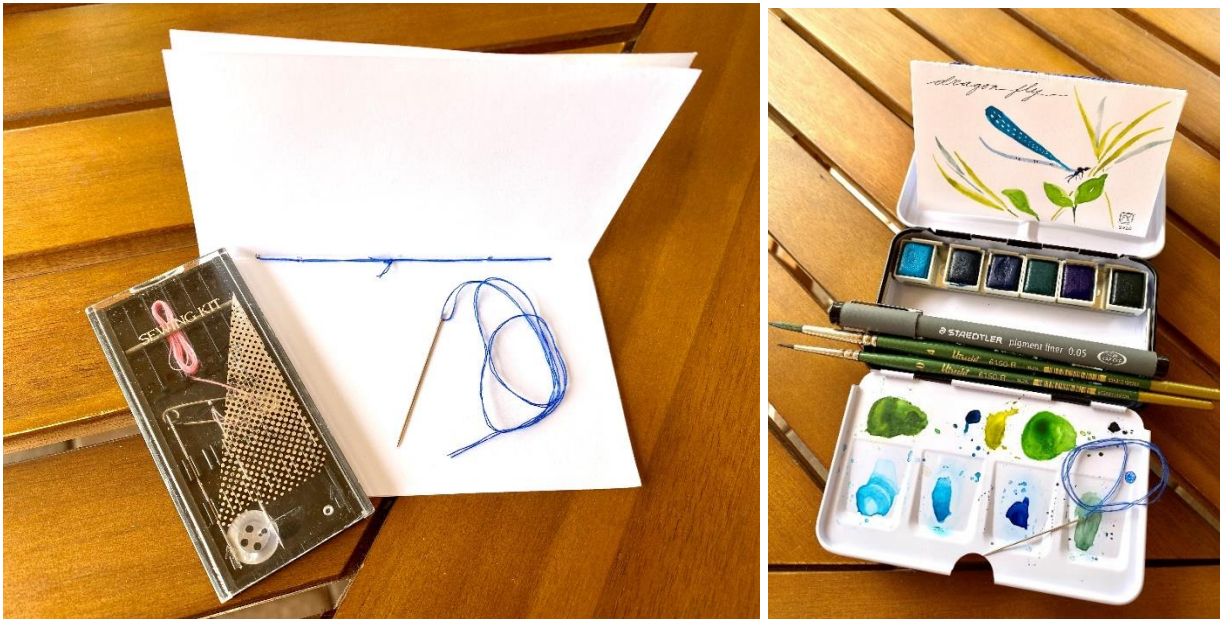
Dann & Raymond attendees shared comments, questions and quips via chat. Moving our favorite movie critics to Zoom has increased accessibility for customers with disabilities previously unable to attend in person. *The Influence of 007!* attracted participants from Florida, New Jersey and even Cambridge, England!

## Virtual Kung Fu

Programs and Exhibits Specialist Megan Young partnered with Northside Kung Fu to offer four sessions of interactive, virtual Ving Tsun Kung Fu. This ancient Chinese martial art was designed in times of war and is practiced in modern times for defense, explore our own economy of motion and develop more profound relaxation. Over four sessions on April 14, 16, 20 and 22, instructor Sifu Cyrus led a total of 73 participants through forms and strikes before the class was then divided for more individual attention. Two additional instructors offered instruction accessible to all abilities. The instructors modified the sessions for Zoom, showing different angles to help participants follow along from home.

## Coffee & Crafts: Bookbinding with Regin

Programs and Exhibits Specialist Sam Ryan worked with bookbinding artist Regin Igloria to go virtual. Twenty-six customers joined Regin on Zoom from his home studio. He covered all parts of the bookbinding process, including the many types of stitches. Customers shared pictures of their finished products following the event. One customer proudly made her book using nothing more than a hotel sewing kit and her own art supplies.



## Recycle Right in Arlington Heights with SWANCC

During Earth Week on Tuesday, April 21, Mary S. Allen, Recycling Director of Solid Waste Agency of Northern Cook County (SWANCC), returned to present a timely program about recycling on Zoom. 45 attendees participated and brought great questions to the table, each of which was answered, facilitated by Programs & Exhibits Specialist Tracy Recklaus. The program succeeded in giving residents accurate information they need to be better recyclers. Mary did a terrific job navigating the complexities of curbside recycling including new considerations in place during COVID-19. A recording of the live event was posted to the library's YouTube channel on May 6 where the information is now readily available to share and learn from, it has already been viewed 56 times.



## COVID-19 Community Story Project Launch

After launching to the public April 7, outreach and engagement for this ongoing local story and future exhibit project continues. Two information sessions designed and delivered by the project leads invited community members and AHML staff to learn more about the project. Exhibits Coordinator Carol Ng-He, Genealogy and Local History Librarian Jaymie Middendorf and Digital Services Librarian Bill Pardue led a total of 30 attendees (20 on April 15 and 10 on May 1) to explore creative ways to help them get started with their contributions.

Throughout the month of April, staff contacted more than one dozen organizations about the project, including Northwest Suburban Genealogy Society, Daughters of the American Revolution (DAR), Luther Village, JOURNEYS The Road Home, VOCAL, Historical Arlington Neighborhood Association, Arlington Heights Fire and Police Departments, AHCC Business Builders Synergy Group, and the Rotary Club. Business

Advisor Diane Malik coordinated with the Chamber of Commerce who shared news of COVID-19 Stories, open to all members of the local business community, in an April 30 e-blast to over 2,200 businesses and residents. Internally, an invitation to participate in the project has been shared with our own genealogy volunteers and Teacher Advisory Committee members. The Daily Herald and Arlington Heights Patch have also been pitched to help us spread the word.

Since launch, multiple libraries have reached out to learn more about the project as they consider offering similar models in their communities. Submissions for the project are ongoing and offer glimpses into a variety of experiences. A sample submission, which was accompanied by a video:











### Birthday Wishes

Summary - Love has no boundaries. When my son, Vyom turned 16 on 4/17/20, family wishes came pouring from all over the world. We thought of making this video to combine everybody's wishes and blessings for my son. We all are living in different cities in different countries and nobody stepped out while making this video. This is our Quarantine story! I hope we can send a message through this video that love can travel anywhere in the world especially in these tough times.











## Virtual Resource Usage

### Top ten visited web pages

**March 2020:**

1.	<a href="#">/www.ahml.info</a>		<b>97,648</b>
2.	<a href="#">/borrow/ebooks</a>		<b>8,861</b>
3.	<a href="#">/merci/availabilitygrid</a>		<b>4,997</b>
4.	<a href="#">/voteonebook1</a>		<b>3,848</b>
5.	<a href="#">/attend/events</a>		<b>3,723</b>
6.	<a href="#">/research/databases</a>		<b>3,096</b>
7.	<a href="#">/Closures-Cancellations &amp; Library Card FAQ</a>		<b>2,971</b>
8.	<a href="#">/borrow/bmm</a>		<b>2,730</b>
9.	<a href="#">/Coronavirus-Information</a>		<b>2,219</b>
10.	<a href="#">/onlinelearning</a>		<b>1,391</b>

**April 2020:**

1.	<a href="#">/www.ahml.info</a>		<b>44,082</b> (28.24%)
2.	<a href="#">/borrow/ebooks</a>		<b>6,659</b> (4.27%)
3.	<a href="#">/research/databases</a>		<b>2,933</b> (1.88%)
4.	<a href="#">/attend/events</a>		<b>2,383</b> (1.53%)
5.	<a href="#">/borrow/bmm</a>		<b>1,349</b> (0.86%)
6.	<a href="#">/research/genealogy</a>		<b>1,172</b> (0.75%)
7.	<a href="#">/zoom</a>		<b>992</b> (0.64%)
8.	<a href="#">/onlinelearning</a>		<b>937</b> (0.60%)
9.	<a href="#">/c19stories</a>		<b>816</b> (0.52%)
10.	<a href="#">/online_resources/kids</a>		<b>746</b> (0.48%)



## Social Media Engagement

	January	February	March	April
<b>Facebook</b>				
Posts	25	22	56	60
Fans*	5067	5113	5217	5291
Engagement	1164	1723	3531	3642
Reactions	1014	1505	2696	3001
Comments	92	128	347	389
Shares	58	90	488	252
<b>Twitter</b>				
Tweets	65	51	111	139
Followers*	4313	4324	4362	4388
Tweet impressions	75.4K	59.9K	116K	120K
Engagement	247	203	534	394
Likes	181	164	386	294
Retweets	65	33	134	92
Mentions**	57	76	74	77
Profile visits**	937	819	2040	2060
<b>Instagram</b>				
Posts*	n/a	n/a	859	875
Followers*	1767	1802	1852	1904
Impressions*	n/a	11889	25878	24608
Average Reach	n/a	286	485	451
<b>Constant Contact</b>				
Campaigns	20	19	22	27
Sends	46572	44518	127872	85980
Opens	10681	12536	57487	30772
Clicks	498	925	2500	2262
Open rate (percentage)	24%	28%	45%	36%
Click rate growth over previous 30 days	2%	4%	17%	3%
performance over industry average	6%	10%	27%	11%
Total contacts*	31770	31790	32650	32957
Unsubscribed in last 30 days**				98
New in the last 30 days**				446
<b>LinkedIn</b>				
Followers*	655	657	659	660
Posts	7	1	5	1
Impressions	2335	308	839	620
<b>YouTube</b>				
Subscribers*	397	402	456	514
Videos added	0	3	6	23
Views	1601	1821	2,875	5102
Watch time hours	55.6	63.8	83.3	452.2

\*Cumulative

\*\*New metrics added

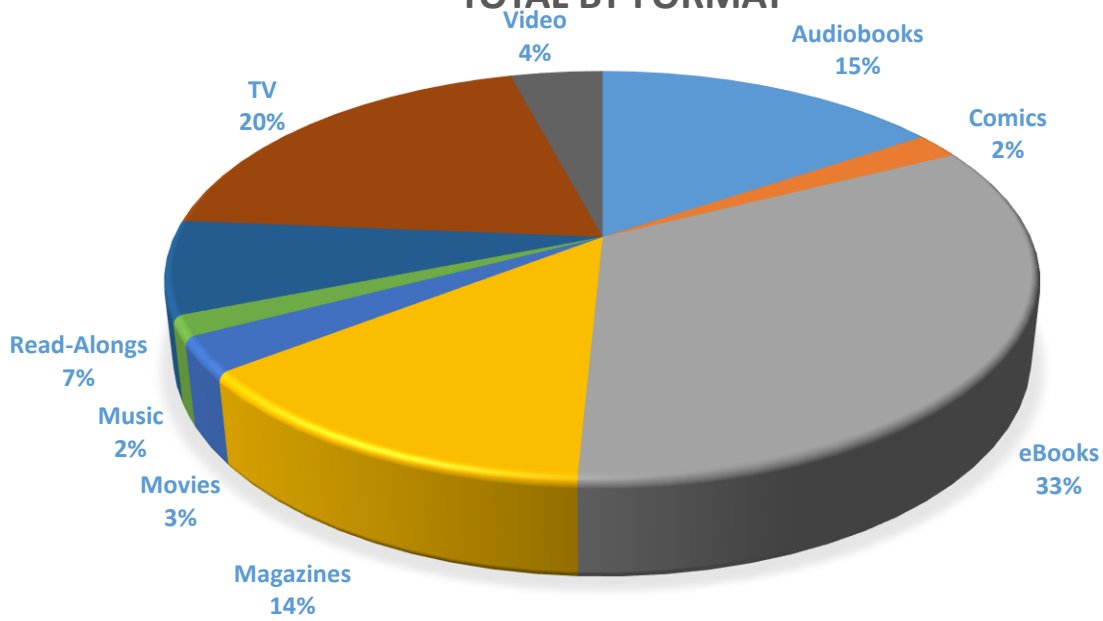
## eResource Usage

cloudLibrary comparison	Feb-19	Feb-20	% increase	Mar-19	Mar-20	% increase	Apr-19	Apr-20	% increase
<b>Total eBook checkouts</b>	5,487	5,915	8%	6352	8,308	31%	5562	10,969	97%
<b>Total eAudio checkouts</b>	2,026	2,915	44%	2500	3,377	35%	2367	4,011	69%
<b>Total all formats</b>	7,513	8,830	18%	8852	11,685	32%	7929	14,980	89%
<b>Unique users</b>	1,589	2,261	42%	1,823	2,878	58%	1,821	3,133	72%
<b>New users</b>	131	128	-2%	205	507	147%	161	428	166%
<b>Holds placed</b>	1,301	2,363	82%	1,688	3,064	82%	1,616	3,162	96%

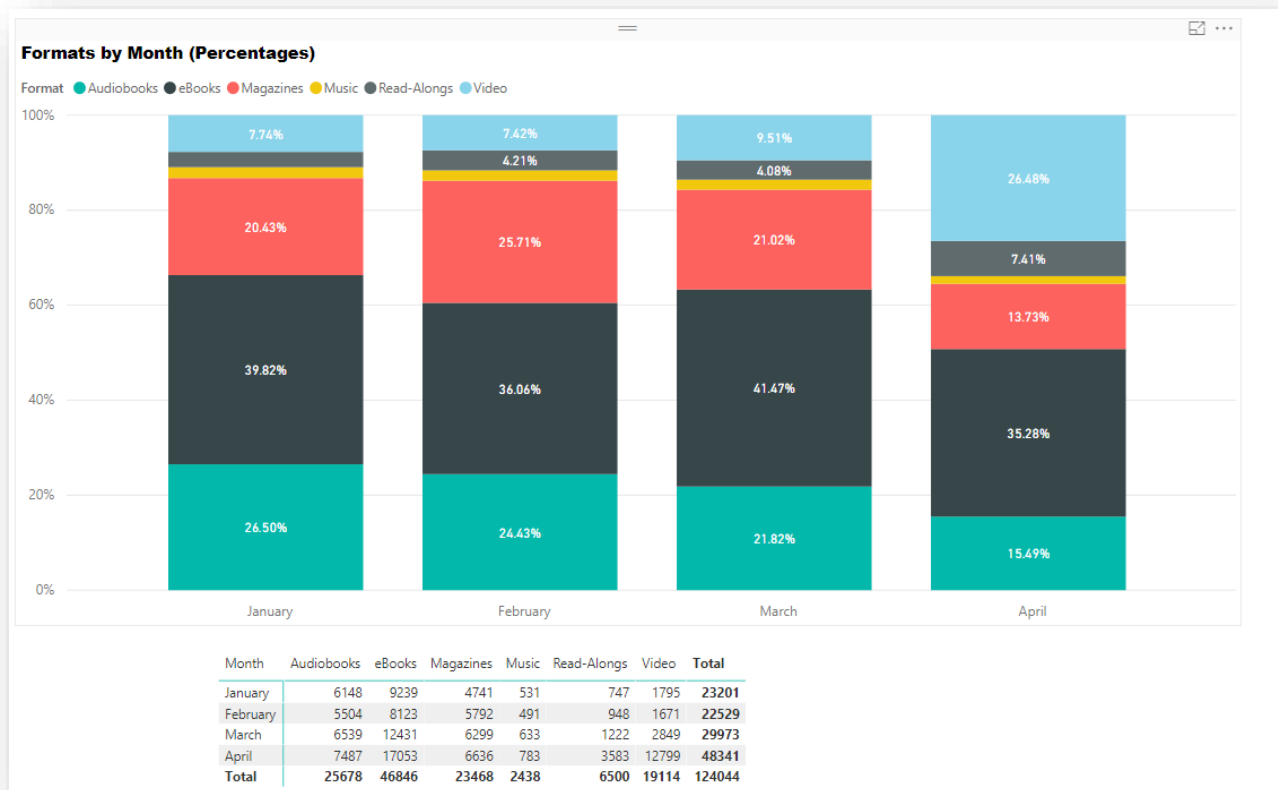
cloudLibrary comparison	Increase from Feb 2020 to March 2020	Increase from March 2020 to April 2020
<b>Total eBook checkouts</b>	<b>40%</b>	<b>32%</b>
<b>Total eAudio checkouts</b>	<b>16%</b>	<b>19%</b>
<b>Total all formats</b>	<b>32%</b>	<b>28%</b>
<b>Unique users</b>	<b>27%</b>	<b>9%</b>
<b>New users</b>	<b>296%</b>	<b>-16%</b>
<b>Holds placed</b>	<b>30%</b>	<b>3%</b>

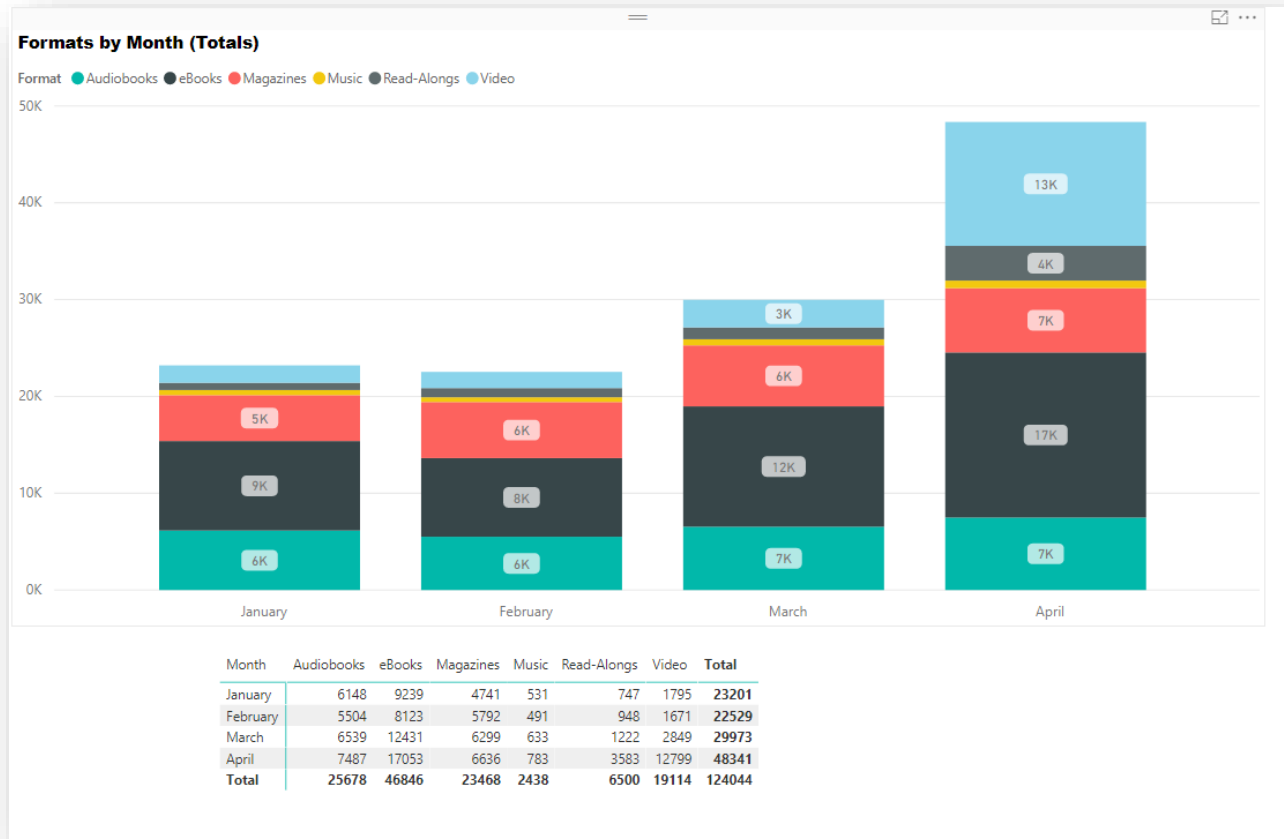
Due to the COVID-19 library closure, overall circulation is down 68.4% for the month. However, electronic checkouts are up 175% for the month, with 48,341 total echeckouts. These echeckouts represent 98.8% of all checkouts in April.

## TOTAL BY FORMAT



## What Are We Watching? What Are We Learning?





**Gale Courses:**

209 new enrollments / 1235 course logins since March 14

**Most popular courses:**

- Explore a Career in Medical Coding
- Start Your Own Edible Garden
- Discover Sign Language
- Accounting Fundamentals
- Introduction to Windows 10
- Grammar for ESL
- Intermediate Microsoft Excel 2010
- Using Social Media in Business

## **Kanopy:**

Most popular videos since March 14:

- Lady Bird
- The Good Old Naughty Days
- Ken Burns: Thomas Jefferson
- World War I - The War in Europe
- Oldboy
- My Old Lady
- Mid90s
- Daniel's Birthday / Daniel's Picnic
- American Experience: The Chinese Exclusion Act
- Wonder Boys

## **Mango**

Most popular language lessons since March 14:

- Spanish, Latin American
- French
- Italian
- Korean
- Japanese
- Hebrew
- ESL Spanish (Latin American)
- German
- Polish
- Chinese, Mandarin
- Russian
- Arabic
- Tagalog

## **Creativebug**

Most popular tutorials since March 1:

- How to Mend Clothing
- Galaxy Slime
- Watercolor Lettering - A Daily Practice
- Color Meditation Daily Practice
- Creative Doodling
- Daily Lettering Challenge: 30 Days of Lettering with Sakura
- Daily Mixed Media Challenge
- Daily Portrait Challenge: 31 Days of Faces
- Knitted Seed Stitch Slippers
- Knitting and Purling
- Personal Map Making - A Daily Mixed Media Practice
- Sketchbook Explorations
- Yarn 101

## **Pronunciator**

Most popular language lessons since March 14:

- Spanish (Mexican)
- English (American)
- American Sign Language
- French
- Spanish (Latin America)

## RBdigital Magazines

Most checked-out magazines since March 14:

- The New Yorker
- Us Weekly
- The Week Magazine
- OK! Magazine
- AppleMagazine
- Chicago Magazine
- In Touch Weekly
- The Economist
- HELLO! magazine
- Newsweek
- Star Magazine
- HGTV Magazine
- Good Housekeeping
- Food Network Magazine
- Kiplinger's Personal Finance
- Family Handyman
- Life & Style Weekly
- O, The Oprah Magazine
- National Geographic
- Closer Weekly
- Prevention
- Country Living
- Soap Opera Digest
- TV Guide Magazine
- Cook's Illustrated
- Discover
- Reader's Digest
- Car and Driver
- Cook's Country
- Cosmopolitan
- WIRED
- New York Review of Books
- Woman's World

## PressReader

Most popular titles since March 14:

- Chicago Tribune
- Chicago Sun-Times
- Los Angeles Times
- Chicago Tribune (Sunday)
- New York Post
- Imagine FX
- The Philadelphia Inquirer
- New York Daily News
- The Washington Times Daily
- The Guardian
- Daily Southtown
- El País (1ª Edición)
- Chicago Sun-Times (Sunday)
- El Colombiano
- El Espectador
- Rolling Stone (USA)
- COVID-19 News
- TV Sorrisi e Canzoni
- Il Messaggero
- Mojo (UK)
- Corriere della Sera
- Focus Storia
- Il Sole 24 Ore
- New York Magazine
- 世界日報 (芝加哥/美中西部) World Daily (Chicago / Midwest)

## **Staff Development**

### **Virtual Dunton Street Social Club**

The Dunton Street Social Club hosted seven events in April over Zoom, including a coffee break, scavenger hunt, trivia nights and “Formal Fridays”. Activity on the group’s Facebook page also continued. The club’s continued efforts are keeping staff connected and raising spirits during these difficult times.



### **ILA's Young Adult Services Forum**

Teen Librarian Evan Mather shared his experiences running virtual Dice Guild programming at ILA's Young Adult Services Forum. He presented to 20 teen librarians at the session “Intro to Virtual RPG Programming”. He demonstrated how to host tabletop roleplaying game programs using Roll20.net and covered best practices. He was [interviewed](#) by *Teen Librarian Toolbox*, a blog associated with School Library Journal.

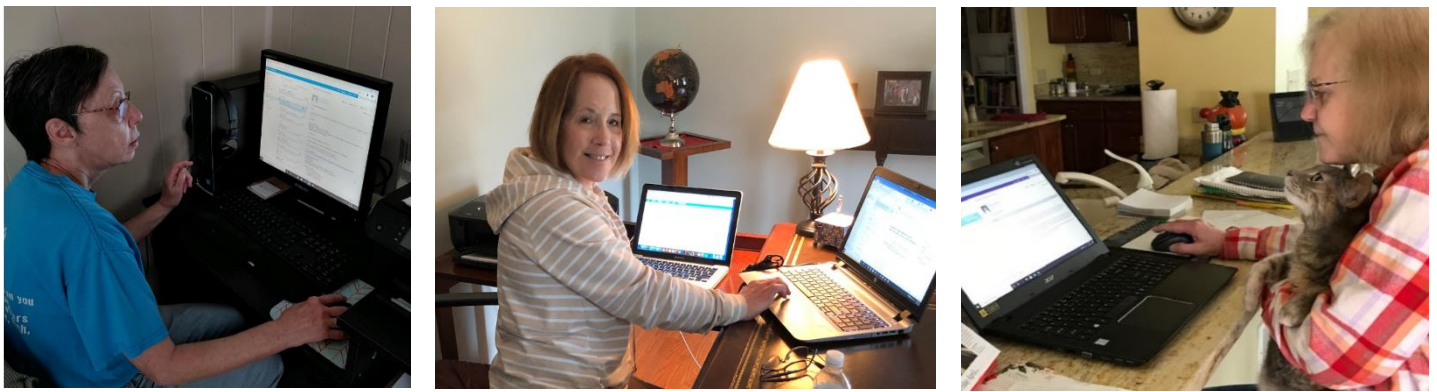
### **Tween Illinois Librarians**

Tween Librarian Kerry Bailey organized and co-hosted a Tween Illinois Librarian (TWILL) virtual meeting on April 10. Attended by 29 other area library staff, she and four other area library staff presented recent experiences offering virtual programs to tween customers.

### **ILA's Youth Services Forum**

As co-manager of ILA's Youth Services Forum (YSF), Tween Librarian Kerry Bailey led a board meeting on April 27 to discuss plans for presenting programs and events virtually at ILA's annual conference. The board developed strategies of engaging and supporting Illinois library staff who serve youth during this difficult time. The YSF Board will be creating weekly roundups of webinars as well as hosting a weekly virtual networking event.

## Community and Circulation Services staff working from home



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

### **Collection Services**

- Emotional well-being during the COVID-19 pandemic COVID-19 Tips from EAP
- ILLiad Projects during Coronavirus Closures—Part 1 & 2

### **Digital Services**

Digital Services staff completed dozens of comprehensive Udemy courses and relevant webinars. Highlights include:

- Challenge: Accepted Remain Connected To Coworkers and Users With Video, Virtual Meeting and Live Streaming
- It's About Equity! Let's Tackle Information Poverty
- A 7-Step Plan to Improve Your Online Learning Program for Maximum Student Engagement



## **Info Services**

Info Services staff completed 117 hours of professional development. Highlights include:

- Productive Tips and Tricks to Help Manage Your Days
- Wholehearted Librarians Mini-Conference
- The Next Year (or Two) of the Pandemic
- Spanish Language for Librarians

## **Across the Library**

Supervisors and staff have been working on professional development through webinars, news articles, online classes, etc. Some of these include:

- Mitigating Covid-19: When Managing paper-based materials, circulating, and other types of collections.

## **Customer Comments**

- *“Thankful for ebooks from AHML. They are my savior in this stressful time.”*
- *“I’m not sure who is responsible, so I’m hoping you can pass the kudos along! My daughter is in the middle of a book series and AHML didn’t have it in eformat. I submitted a purchase suggestion and in less than 24 hours we got notice of not just the one book we wanted, but the entire series now available on Cloud Library! Your team now has a big fan in my 2nd grader!”*
- From a library student: *“Thank you so very much for your prompt reply. I found your answers extremely useful and they were exactly what I needed. I am so impressed with your professionalism. Wow!...Thank you again for your keen insight and rationale. I truly appreciate it.”*
- Susie, a regular attendee of the Dice Guild teen roleplaying game club, shared how much she appreciated being introduced to the tools of the website Roll20.net, and learning how to create and run games. In addition to Dice Guild meetings, she has been able to keep playing Dungeons & Dragons with her group of friends virtually using the website.
- Emailed by a parent of a Teen Advisory Board member: *“Thanks for keeping these meetings going during the shutdown!”*
- Parent response to Tween Tuesday: Creative Writing program: *“Thank you for your meeting yesterday. Catie absolutely loved it. I appreciate the time and effort it took to prepare for and facilitate it!”*