

FOUNTAINDALE PUBLIC LIBRARY DISTRICT  
BOARD OF LIBRARY TRUSTEES  
May 21, 2020 | 7 p.m.  
300 West Briarcliff Road | Bolingbrook | Meeting Room A (1<sup>st</sup> Floor)  
and  
Zoom Online Meeting  
<https://us02web.zoom.us/j/86191085243>  
Phone Number 1 312 626 6799 Webinar ID: 861 9108 5243

NOTICE: MEETING MODIFICATION DUE TO COVID-19

Pursuant to Governor Pritzker Executive Order 2020-07 which suspends the requirement of the Illinois Open Meetings Act requiring in-person attendance by members of a public body during the duration of the Gubernatorial Disaster Proclamation, some of the Fountaindale Trustees will be participating in the meeting through a video and audio access using the virtual meeting platform, Zoom. Some staff members will be physically present in the meeting room, but pursuant to Governor's Executive Order No. 2020-10 and CDC guidelines, no more than 10 people will be allowed in the meeting room at any one time. Anyone in excess of 10 people will be asked to wait in another room with live feed to the meeting until the agenda item for which the person or persons would like to speak on is being discussed or until the floor is opened for public comments.

Public comments can be emailed in advance of the meeting to [pmills@fountaindale.org](mailto:pmills@fountaindale.org)

1. Call to Order and Roll Call of Trustees
2. Pledge of Allegiance
3. Approval of Agenda
4. Minutes for Approval
  - a. Board Meeting – April 16, 2020
5. Employee Recognition
  - a. Melissa Bradley – 5 Years
  - b. Debra Schroeder – 5 Years
6. Comments from the Public
7. Friends of the Library
8. New Business – Action Items
  - a. Approval of Health Insurance for Fiscal Year 2020/2021
  - b. Approval of FMLA Leave Expansion and Emergency Paid Sick Leave Policy Due to COVID-19
  - c. Approval of Resolution 2020-2 – Resolution Approving Agreement with Contractor Re Multi-Function Duplicating Devices and Services
  - d. Approval of Quote for New MacBook Pro Laptops for Studio 300
  - e. Approval of ITsavvy LLC Proposal for Computer Request for Proposals
9. Library Projects
10. Correspondence
11. Treasurer's Report
12. Bills for Approval
  - a. Bills Paid Report – Post April, 2020
  - b. Bills Paid Report – May, 2020
  - c. Bills Payable Report – May, 2020
13. Director's Report – May, 2020
14. Unfinished Business
15. Reports
  - a. Building
  - b. Finance
  - c. Strategic
  - d. Personnel
16. Announcements
17. Executive Session
  - a. Personnel 5 ILCS 120/2 (c) (1) "The appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body or legal counsel for the public body, including hearing testimony on a complaint lodged against an employee of the public body or against legal counsel for the public body to determine its validity."
18. Approval of Executive Director Compensation Adjustment
19. Adjournment

For further information regarding this meeting agenda, please contact: Paul Mills, Executive Director | Fountaindale Public Library District  
(630) 685-4157 | [pmills@fountaindale.org](mailto:pmills@fountaindale.org)

## May 2020 Agenda Background

Paul Mills

### 8. New Business – Action Items

#### a. Approval Health Insurance for Fiscal Year 2020/2021

Please see included memo for an in-depth review.

*Suggested Motion: Motion to fund the allocation for insurance at \$6,700 per eligible employee for those employees selecting health insurance and to fund an allocation of \$500 for those employees who do not select health insurance.*

#### b. Approval of FMLA Leave Expansion and Emergency Paid Sick Leave Policy Due to COVID-19

The FMLA Leave Expansion and Emergency Paid Sick Leave Policy Due to COVID-19 was drafted to comply with the Families First Coronavirus Response Act (FFCRA). This policy is a time specific policy beginning April 1, 2020 and ending December 31, 2020. This policy is for leave requests due to COVID-19 and does not replace current District policies that pertain to other non-FFCRA leaves of absences.

##### Emergency FMLA Leave (EFMLA)

- Eligible employees must have been employed by the District for at least 30 days prior to the start of leave.
- Eligible employees who are unable to work due to a need to care for their son or daughter when the school or place of care have been closed, or their regular childcare provider is unavailable due to a health emergency with respect to COVID-19.
- Up to 12 weeks of leave to use from April 1, 2020-December 31, 2020. This is not in addition to other FMLA leave entitlement.
- Leave is unpaid for the first 10 working days. Employees may choose to use any accrued paid vacation, sick or personal leave during this time, including time available under the Emergency Paid Sick Leave Act. For the remainder of the leave, an employee is paid at  $\frac{2}{3}$  their regular rate of pay; not to exceed \$200 per day.
- The District will continue employee's health benefits under the same conditions as if the employee continued to work. Employees are responsible for their share of premiums.
- Employees will not accrue employment benefits while on unpaid leave.
- Employees wishing to request this leave must submit a Request for Emergency Family Medical Leave form to the Executive Director.

- Leave may be taken intermittently with the agreement of the District.
- Employee is entitled to return to his/her job, or an equivalent position, without loss of benefits or pay.

#### Emergency Paid Sick Leave (EPSL)

- All employees are eligible for EPSL when unable to work due to:

Employee is subject to a federal, state or local quarantine or isolation order related to COVID-19.

Employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.

Employee is experiencing symptoms of COVID-19 and seeking a medical diagnosis.

Employee is caring for an individual who is subject to either 1 or 2 above.

Employee is caring for his/her child if the school or place of care of the child has been closed, or the childcare provider of such child is unavailable due to COVID-19 precautions.

Employee is experiencing any other substantially similar condition specified by the Secretary of Health and Human services in consultation with the Secretary of the Treasury and the Secretary of Labor.

- Employees are entitled to emergency paid sick leave up to his or her regularly scheduled hours for a two week period.

-EPSL will be paid at the employee's regular rate of pay for reasons 1-3 above, not to exceed \$511 per day. EPSL will be paid at 2/3 of the employee's regular rate of pay for reasons 4-6 above, not to exceed \$200 per day.

- Employees must use EPSL under this policy prior to using other accrued paid time off benefits.

- Employees requesting this leave must submit a Request for Emergency Paid Sick Leave form to the Executive Director.

-Emergency paid sick leave under this policy will not be provided beyond December 31, 2020. Any unused paid sick leave will not carry over to the next year or be paid out to employees.

-Emergency paid sick leave must be taken in full-day increments and must continue to take EPSL each day until the employee uses the full amount of paid sick leave or no longer has a qualifying reason for taking paid sick leave.

-Employee may take paid sick leave intermittently, with the agreement of the District, to care for a child whose school or place of care is closed, or whose child care provider is unavailable, because of COVID-19 related reasons.

- Employees who take emergency paid sick leave will not be retaliated or discharged for doing so.

*Suggested Motion: Motion to approve FMLA Leave Expansion and Emergency Paid Sick Leave Policy Due to COVID-19.*

- c. Approval of Resolution 2020-2 Resolution Approving Agreement with Contractor Re Multi-Function Duplicating Devices and Services

John Matysek and I reviewed the responses from our Multi-Function Duplicating Devices and Services RFP, and it is our recommendation to move forward with Konica Minolta's proposal. Konica Minolta's proposal was the one that satisfactorily met our RFP requirements at the lowest 48 month lease price. Their proposal also provides a monthly savings of approximately 7% (\$143.32) over our current lease agreement, which expires in July.

*Suggested Motion: Motion to approve Resolution 2020-2 Resolution Approving Agreement with Contractor Re Multi-Function Duplicating Devices and Services.*

- d. Approval of Quote for New MacBook Pro Laptops for Studio 300

Our Apple computers in Studio 300 are original to the Studio's opening, and it is my recommendation that now is a good time to begin to replace them. The first replacement cycle I am proposing is for the MacBook Pro laptops. We solicited quotes from two vendors and from Apple directly. The Apple quote was the lowest price. We believe that laptops will provide us with more flexibility with social distancing for our patrons and our staff in Studio 300, which is why I am recommending that we move forward with this purchase.

The Apple Store quote for 18 MacBook Pro laptops is \$70,488.

*Suggested Motion: Motion to approve quote for new MacBook Pro laptops for Studio 300.*

e. Approval of ITsavvy LLC Proposal for Computer Request for Proposals

5 proposals were received in response to the Staff Computer Request for Proposals that we published. John Matysek, our IT Manager, and I reviewed them and found that the proposal from ITsavvy LLC was the lowest priced proposal that met all of the requirements.

At this time we are recommending purchasing the laptops and the accessories. The desktops do need to be replaced as well and we will bring a proposal for their replacement at a later date.

The cost to the library is \$30,051.40 for the laptops and accessories from the ITsavvy LLC proposal.

*Suggested Motion: Approval of ITsavvy LLC Proposal for the Computer Request for Proposals.*

MINUTES OF A REGULAR MEETING OF  
THE BOARD OF TRUSTEES OF  
THE FOUNTAINDALE PUBLIC LIBRARY DISTRICT  
WILL AND DUPAGE COUNTIES, ILLINOIS  
HELD APRIL 16, 2020  
BOLINGBROOK, ILLINOIS

A meeting of the Board of Trustees of the Fountaindale Public Library District, Will and DuPage Counties, Illinois was held at the Bolingbrook Library, 300 West Briarcliff Road, Bolingbrook, IL 60440, Thursday, April 16, 2020 at 7 p.m.

Pursuant to Governor Pritzker Executive Order 2020-07 which suspends the requirement of the Illinois Open Meetings Act requiring in-person attendance by members of a public body during the duration of the Gubernatorial Disaster Proclamation, some of the Fountaindale Trustees participated in the meeting through a video and audio access using the virtual meeting platform, Zoom.

CALL TO ORDER

The meeting was called to order at 7 p.m. by President Margaret (Peggy) Danhof.

ROLL CALL

The roll was called by recorder, Juanita Lennon, and a quorum was established.

PRESENT

Present at roll call were Steven Prodehl, Robert Kalnicky, Kathryn Spindel and Margaret (Peggy) Danhof. Ruth Newell, Marcelo Valencia, Celeste Bermejo were present online via Zoom.

ABSENT

None.

FOUNTAINDALE STAFF PRESENT

The following staff was present: Paul Mills and Nancy Korczak. Juanita Lennon, Jeffrey Fisher, Joyce Arellano, Marta Makowski, Melisa Martinez and Lea Pottle were present online via Zoom.

PUBLIC PRESENT

The following public was present: Jennie Mills. Morgan McCaig was present online via Zoom.

## AGENDA APPROVAL

Following the Pledge of Allegiance, Danhof asked for a motion to approve the agenda. A motion was made by Kalnicky, seconded by Newell.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

## MINUTES OF THE BOARD MEETING – February 20, 2020

The minutes of the board meeting held February 20, 2020 were presented. A motion to approve the minutes was made by Spindel, seconded by Valencia. Minutes were approved as read.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

## COMMENTS FROM THE PUBLIC

No comments were made.

## FRIENDS OF THE LIBRARY

Jody Hargett from the Friends was unable to attend the meeting. President Danhof reported that the Spring Book Sale will be rescheduled for another time.

## NEW BUSINESS

### Approval of Brian Zabel & Associates, PC Proposal for Completion of Annual Audit and Financial Review

After receiving seven proposals for RFP Audit Services, Director Mills and the Finance Manager's recommendation is to choose Brian Zabel & Associates PC. Their cost is less than we are currently paying, they specialize in government audits and have or have had 20 libraries as customers. Brian Zabel & Associates PC was also our auditor prior to our current auditor.

A motion to approve the Brian Zabel & Associates, PC proposal for completion of annual audit and financial review was made by Prodehl, seconded by Spindel.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

### Approval of Brooks Café Agreement Addendum (April 2020 – March 2021)

The Brooks Café Agreement is up for its annual extension. The current contract provides an option for four one-year extensions of the agreement. This year's addendum would be the second of those four one-year extensions.

A motion to approve the Brooks Café Agreement Addendum from April 2020 to March 2021 was made by Newell, seconded by Valencia.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

### Approval of Appointment of Executive Director Evaluation Liaisons

A motion to approve Trustee Kathryn Spindel and Trustee Celeste Bermejo as the 2020 Executive Director Evaluation Liaisons was made by Newell, seconded by Valencia.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

### Approval of Appointment of Secretary Audit Liaisons

The Secretary Audit is a requirement of the Illinois Public Library Annual Report (IPLAR) which must be completed by August 1, 2020.

A motion to approve Trustee Marcelo Valencia and Trustee Ruth Newell was made by Kalnicky, seconded by Spindel.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

Approval of Resolution 2020-1 – Resolution Approving a Board of Trustees Anti-Harassment and Anti-Discrimination Policy for the Fountaindale Public Library District

Former Human Resources Manager presented the policy. State legislation requires an anti-harassment and anti-discrimination policy for elected officials.

A motion to approve Resolution 2020-1 – Resolution approving a Board of Trustees Anti-Harassment and Anti-Discrimination Policy for the Fountaindale Public Library District was made by Valencia, seconded by Bermejo.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

Approval of Revised Investment Policy

The revised Investment Policy features the following suggested addition under the Investment Parameters section of our policy.

A motion to repeal the existing Investment Policy and to approve the revised Investment Policy was made by Newell, seconded by Valencia.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

LIBRARY PROJECTS

None.

CORRESPONDENCE

The library received a letter from Greg McCormick, Director of the Illinois State Library regarding the statute that requires public libraries to inform the State Librarian of any board member changes and vacancies.

TREASURER'S REPORT

The Treasurer's Report for both February and March, 2020 was presented by Treasurer Spindel and will be filed for audit.

BILLS FOR APPROVAL

Finance Manager, Jennie Nguyen included a memorandum regarding the check number revisions for the February 1, 2020 payments.

#### Bills Paid Report – March, 2020

Bills paid for post March in the amount of \$62,147.26 was presented for approval. Motion to approve was made by Kalnicky, seconded by Spindel.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

#### Bills Paid Report – Post March, 2020

Bills paid for the month of March in the amount of \$600 was presented for approval. Motion to approve was made by Prodehl, seconded by Spindel.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

#### Bills Paid Report – April, 2020

Bills paid for the month of April in the amount of \$61,237 was presented for approval. Motion to approve was made by Kalnicky, seconded by Newell.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

#### Bills Payable Report – March, 2020

Bills payable for the month of March in the amount of \$389,610.96 was presented for approval. Motion to approve was made by Prodehl, seconded by Newell.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

#### Bills Payable Report – April, 2020

Bills payable for the month of April in the amount of \$93,524.07 was presented for approval. Motion to approve was made by Spindel, seconded by Valencia.

AYES: Prodehl, Kalnicky, Spindel, Newell, Valencia, Bermejo, Danhof  
NAYES: None  
ABSENT: None

## DIRECTOR'S REPORT – April, 2020

Trustee Newell asked about the memo from Finance Manager Jennie Nguyen.

Mills provided a recap of the day leading to the library physically closing at 9 p.m. on March 16. Mills thanked all the Fountaindale staff for all their efforts in preparing to close the building.

Mills reported that the virtual library is open and that staff have been working to provide virtual programs, new content for our website, and digital collections for our community. Staff are also engaged in planning upcoming programs and creating plans for re-opening the physical library. Training and continuing education are also being conducted during this time. Each department provided a forward looking plan for the month of April in their Board Report.

Mills reported that the library has been talking with BCTV about broadcasting our virtual programming.

Trustee Spindel inquired about staff furloughs.

Trustee Kalnicky asked about the sign regarding the automated book return not working. Mills responded that due dates for materials have been extended until June 1 and the library is encouraging patrons to keep materials.

Trustee Newell asked if the library will provide masks and gloves for staff upon reopening. Mills reported that efforts are being made to secure both items for staff.

Trustee Spindel noted that the food pantry has been very well stocked.

IT Manager John Matysek and Building Operations Manager Tasos Priovolos are working on extending the library's wifi into the parking lot where patrons can safely use from their car.

Trustee Prodehl asked about the decision process to physically close the library.

A discussion ensued about furloughing and/or laying off staff.

Trustee Spindel asked about plans to re-open the library building. Mills reported that staff have been working in teams to consider all the factors involved in re-opening the library building. Mills said he is using the recommendations that have been created and incorporating new information and newly released standards to create a multi-phase plan to re-open the library.

Trustee Newell asked if there was a hiring freeze. Mills replied that there are three open positions which are not being filled at this time.

Mills noted that the former Human Resources Manager Lea Pottle will remain on as an HR consultant during this transition period.

## UNFINISHED BUSINESS

None.

## REPORTS

Building – None.

Finance – The liaisons will wait until the following quarter for their next meeting.

Strategic Plan – None.

Personnel – None.

## ANNOUNCEMENTS

National Library Week is April 19 – 25, 2020 and this year's theme is "Find Your Place at the Library."

President Danhof announced that Patty Wong was elected as the new President of the American Library Association.

President Danhof mentioned the United for Libraries campaign of putting teddy bears in library windows to show that while libraries are physically closed, library staff are still available and working virtually. The library placed a teddy bear near our front door with a sign highlighting the library's virtual services and offerings.

## ADJOURNMENT

A consensus was taken and the Board adjourned at 8:31 p.m.

Approved: \_\_\_\_\_  
Steven J. Prodehl, Secretary

\_\_\_\_\_  
Margaret J. (Peggy) Danhof, President

May 21, 2020

From: Lea Pottle, Human Resources Manager  
To: Board of Trustees  
Subj: Employee Health Insurance Renewal for 2020/2021

## **History**

- 2017/2018 – Total decrease for medical 9.92% and dental increase by 2%  
Board approved annual allocation: \$6,550
- 2018/2019 – Total increase for medical 2.1% and dental increase by 5%  
Board approved annual allocation: \$6,700
- 2019/2020 – Total decrease for medical 1.1% and dental increase by 2.5%  
Board approved annual allocation: \$6,780

## **Background**

- Health insurance coverage is with Blue Cross/Blue Shield of Illinois.
- Current total number of eligible full-time employees is 57.
- An allocation of \$500.00 is available for those employees who do not select health insurance allowing the employee the opportunity to select dental, vision, life or AFLAC products.
- Employees also have an option of additional health plans for an additional cost.
- Family coverage is available at the employee's expense.

## **Discussion**

According to Management Association of Illinois 2020 Library Survey, the average percent of premium paid by a library for single coverage PPO from 86 area libraries participating is 82.1%.

## **Medical Renewal**

BCBS of IL issued a renewal with a 2.37% increase. Rob Duerr, our Account Executive with Mesirow Financial, worked with the underwriters in order to negotiate this favorable renewal for the District.

## **Dental Renewal**

BCBS of IL issued a flat renewal to the District's current dental plan; average market increase is between 5-9% for our size segment. This is classified as a favorable renewal. The District will continue to offer the same two dental plans for employees.

## **Vision Renewal**

No change in rates for vision coverage with EyeMed.

## **Life and Dependent Life Renewal**

No change in rates for Life and Dependent Life renewal with Dearborn National.

## **Recommendation**

*Due to the relatively small increase in the renewal rate for medical premiums and no increase in dental premiums, a recommendation is being made for the District to change the funding from \$6,780 to \$6,700 per employee.*

*Funding will cover the following percentages for Single Medical, Dental, and Vision coverages:*

	Proposed 2020/2021	2019/2020	Employees covered
PPO-Select, Option 1	99.33%	99.42%	4
PPO-Select, Option 2	96.64%	96.92%	21
HMO	95.70%	95.38%	18
HDHP w/HSA	87.19%	86.89%	1
PPO+	78.51%	78.29%	8

Currently 5 Staff members do not enroll in the District's Group Medical coverages.

*\*The premium for Life Insurance is not included as it is paid for by the library. The annual premium for Life Insurance is \$6,600.60 for all benefit eligible employees.*

*For those employees who do not elect medical coverage, it is recommended that the \$500.00 allocation continue with options to select Single Dental, Single Vision and Life Insurance. This amount is sufficient to cover the cost for these policies.*

*Suggested Motion: Motion to fund the allocation for insurance at \$6,700.00 per eligible employee for those employees selecting health insurance and to fund an allocation of \$500.00 for those employees who do not select health insurance but wish to select dental, vision, and life insurance.*

## **FMLA Leave Expansion and Emergency Paid Sick Leave Policy Due to COVID-19**

### **Purpose**

The purpose of this policy is to comply with the Families First Coronavirus Response Act (FFCRA). This policy will provide eligible employees with leave and paid sick leave. This policy takes effect on April 1, 2020 and will expire on December 31, 2020. Employees who are seeking a leave for reasons outside of this policy may still be eligible under the District's other leave policies such as the Family Medical Leave Act policy and/or the Leave of Absence Without Pay policy. Please refer to those policies for additional information on non-FFCRA leaves of absences.

For the purpose of this policy, "son or daughter" means the employee's own child under the age of 18, which includes biological, adopted, or foster children, your stepchildren, legal wards, children for whom the employee is standing in loco parentis—someone with day-to-day responsibilities to care for or financially support a child. The definition also includes an adult son or daughter (i.e., one who is 18 years of age or older), who (1) has a mental or physical disability, and (2) is incapable of self-care because of that disability.

### **Emergency FMLA Leave**

#### **Employee Eligibility**

All employees who have been employed with the Fountaindale Public Library District for at least 30 days prior to the date they wish the leave to start.

#### **Reason for Leave**

Eligible employees who are unable to work due to a need to care for their son or daughter when the school or place of care has been closed, or their regular childcare provider is unavailable, due to a public health emergency with respect to COVID-19.

#### **Amount of Leave**

Employees will have up to 12 weeks of leave to use from April 1, 2020, through December 31, 2020. This time is included in and not in addition to the total FMLA leave entitlement of 12 weeks in a 12-month period.

#### **Amount of Pay**

Leave is unpaid during the first ten working days. Employees may elect to use any accrued paid vacation, sick or personal leave during this time, including time available under the Emergency Paid Sick Leave Act (discussed below). For the remainder of the leave, employees will be paid 2/3 their regular rate of pay (calculated as 2/3 of their rate of pay multiplied by the number of hours the employee would otherwise be scheduled to work). In no circumstances will

that pay exceed \$200 per day, and \$10,000 in total, per employee. Any unused portion of this pay will not carry over nor will it pay out upon termination of employment. The employee can use other accrued paid time off to bring the employee's rate of pay to 100% during the leave. The use of any such paid time does not increase the amount of leave the employee is entitled to under this Act.

### **Benefits During Leave**

The District will continue the employee's health benefits, for employees currently enrolled, during the leave period at the same level and under the same conditions as if the employee had continued to work. While on paid leave, the District will continue to make payroll deductions to collect the employee's share of the premium. During any unpaid portions of leave, the employee must continue to make this payment. This should be arranged with Human Resources. If the employee does not continue these pre-arranged benefit payments, the District may discontinue coverage during the leave. If the District maintains coverage while the employee is on leave, the District may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

Employees will not accrue employment benefits, such as vacation pay and sick/personal pay, etc. while on leave.

### **Notice and Documentation Required**

All employees requesting this leave must provide written notice of the need for leave by submitting the Request for Emergency Family Medical Leave form to the Executive Director as soon as practicable. The request must include: the name and age of the child (or children) to be cared for; the name of the school that has closed or place of care that is unavailable; and, a statement that no other person will be providing care for the child during the period for which the employee is receiving family medical leave. If the employee is requesting leave for the need to provide care for a child older than fourteen during daylight hours, the employee must provide a statement that special circumstances exist requiring the employee to provide care.

### **Intermittent or Reduced Schedule Leave**

This leave may be taken intermittently (in separate blocks of time) or on a reduced hours basis with the agreement of the District and the employee if the employee is unable to work.

### **Job Restoration**

An employee who returns to work from an approved FMLA leave of absence is entitled to return to his or her job or an equivalent position without loss of benefits or pay.

## **Emergency Paid Sick Leave**

### **Eligibility**

All employees unable to work due to one of the following reasons for leave:

1. The employee is subject to a federal, state or local quarantine or isolation order related to COVID-19.
2. The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
3. The employee is experiencing symptoms of COVID-19 and seeking a medical diagnosis.
4. The employee is caring for an individual who is subject to either number 1 or 2 above.
5. The employee is caring for his or her child if the school or place of care of the child has been closed, or the childcare provider of such child is unavailable, due to COVID-19 precautions.
6. The employee is experiencing any other substantially similar condition specified by the Secretary of Health and Human services in consultation with the Secretary of the Treasury and the Secretary of Labor.

### **Amount and Reasons for Leave**

All eligible full-time employees will have up to 75 hours, an equivalent number of regularly scheduled hours for a two-week period, of emergency paid sick leave available to use for the qualifying reasons above. Eligible part-time employees are entitled to his or her regularly scheduled hours for a two-week period.

### **Amount of Pay**

Emergency paid sick leave will be paid at the employee's regular rate of pay for leave taken for reasons 1-3 above, subject to the caps, described below. Employees taking leave for reasons 4-6 will be compensated at two-thirds their regular rate of pay, also subject to the caps described below. Pay will not exceed:

- \$511 per day and \$5,110 in total per employee for leave taken for reasons 1-3 above;
- \$200 per day and \$2,000 in total per employee for leave taken for reasons 4-6 above.

### **Interaction with Other Paid Leave**

The employee may use emergency paid sick leave under this policy before using any other accrued paid time off for the qualifying reasons stated above.

If an employee is using emergency family medical leave, the employee may use emergency paid sick leave during the first ten days of unpaid emergency FMLA. The use of emergency paid

sick leave during the first two weeks of emergency family medical leave will not extend the time off available under the emergency family medical leave act.

### **Notice and Documentation Required**

All employees requesting this leave must provide written notice of the need for leave by submitting the Request for Emergency Paid Sick Leave form to the Executive Director as soon as practicable. The request must include: the employee's name; the date or dates for which leave is requested; a statement of the COVID-19 related reason the employee is requesting leave as well as written support for such reason; and, a statement that the employee is unable to work.

If the employee is requesting the leave due to a quarantine, the employee must also include: the name of the governmental entity ordering quarantine or the name of the health care professional advising self-quarantine; and, if the person subject to quarantine or advised to self-quarantine is not the employee, that person's name and relationship to the employee.

If the leave request is based on a school closing or child care provider unavailability, the statement from the employee should include: the name and age of the child (or children) to be cared for; the name of the school that has closed or place of care that is unavailable; and, a representation that no other person will be providing care for the child during the period for which the employee is receiving the leave. If the request is based on the employee's inability to work because of a need to provide care for a child older than fourteen during daylight hours, a statement that special circumstances exist requiring the employee to provide care.

### **Carryover**

Emergency paid sick leave under this policy will not be provided beyond December 31, 2020. Any unused paid sick leave will not carry over to the next year or be paid out to employees.

### **Intermittent or Reduced Schedule Leave**

Emergency paid sick leave for qualifying reasons related to COVID-19 must be taken in full-day increments. It cannot be taken intermittently if the leave is being taken because:

- The employee is subject to a Federal, State, or local quarantine or isolation order related to COVID-19;
- The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19;
- The employee is experiencing symptoms of COVID-19 and seeking a medical diagnosis;
- The employee is caring for an individual who either is subject to a quarantine or isolation order related to COVID-19 or has been advised by a health care provider to self-quarantine due to concerns related to COVID-19;

- The employee is experiencing any other substantially similar condition specified by the Secretary of Health and Human Services.

Once the employee begins taking emergency paid sick leave for one or more of these qualifying reasons, the employee must continue to take emergency paid sick leave each day until the employee either: (1) uses the full amount of paid sick leave; or (2) no longer has a qualifying reason for taking paid sick leave.

The employee may take emergency paid sick leave intermittently, if the employee wants to, with the agreement of the District if the employee is taking emergency paid sick leave to care for the employee's child whose school or place of care is closed, or whose child care provider is unavailable, because of COVID-19 related reasons.

### **Job Protections**

Employees who take emergency paid sick leave will not be retaliated or discharged for doing so.

## Request for Emergency Family Medical Leave

Employee Name:

---

Employee Title/Position:

---

Employee Date of Hire:

---

Name and age of the child or children:

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Name of the school or place of care that has closed, or childcare that is unavailable, due to COVID-19 related reasons and documentation demonstrating such closure:

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A representation that no other suitable person is available to care for the child during the period of requested leave:

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For care of a child older than 14 during daylight hours, a statement that special circumstances exist requiring the employee to provide care, if applicable:

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Date(s) for which leave is requested: \_\_\_\_\_

Date of the end of the school year for your child (if leave requested for school closure):

---

State whether you are requesting full day leave or are able work partial day/reduced hours. If able to work reduced hours, state your availability:

---

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The first two weeks of our Emergency FMLA are unpaid. During this unpaid time, I wish to (choose one):

- ☐ Use and receive payment under the Emergency Paid Sick Leave Act
- ☐ Use other accrued paid time off
- ☐ Not use any other available paid time off

After the first two weeks of leave, Emergency FMLA is paid at 2/3 the employee's regular rate of pay. During this time, I wish to (choose one):

- ☐ Use other accrued paid time off to supplement my pay so that I receive 100% of my wages.
- ☐ Forgo using other accrued paid time off so that I receive 66.67% of my pay up to the cap, as set by law.

Employee Signature:

---

Date:

---

Executive Director Signature:

---

Date:

---

-----

**For Office Use Only:**

Circle one: Request is Approved / Request is Denied

Length of Time Leave Approved For: \_\_\_\_\_

Employee Pay Explanation:

## Request for Emergency Paid Sick Leave

Employee Name: \_\_\_\_\_

Employee Title/Position: \_\_\_\_\_

Employee Date of Hire: \_\_\_\_\_

### Please choose one:

- ☐ I am subject to a federal/state/or local quarantine/isolation order related to COVID-19.  
(Please include information relating to the quarantine/isolation order, including the name of the government body advising quarantine/isolation).
- ☐ I have been advised by a health care provider to self-quarantine related to COVID-19.  
(Please include the name of the health care provider advising self-quarantine and include a copy of the provider's order, if available).
- ☐ I am experiencing symptoms of COVID-19 and seeking a medical diagnosis. (Please include information regarding your symptoms (attach a separate sheet) and additional information concerning your plan to seek treatment/diagnosis).
- ☐ I am caring for an individual who meets the requirements of number 1 or 2 above. (Please include the information listed in reasons 1 & 2, as well as the name of the individual the employee will be caring for and the relationship of the person to the employee).

Date(s) for which leave is requested: \_\_\_\_\_

State whether you are requesting full day leave or are able to work partial day/reduced hours.

If you are able to work partial day/reduced hours, please specify your availability:

---

---

---

I would like to use accrued time off, if available, through Employer policies during this leave:

- ☐ Yes
- ☐ No

Employee Signature:

---

Date:

---

Executive Director Signature:

---

Date:

---

-----

**For Office Use Only:**

Circle one: Request is Approved / Request is Denied

Length of Time Leave Approved For: \_\_\_\_\_

Employee Pay Explanation:

---

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**RESOLUTION 2020-2**  
**RESOLUTION APPROVING AGREEMENT WITH CONTRACTOR**  
**RE MULTI FUNCTION DUPLICATING DEVICES AND SERVICES**

WHEREAS, the Fountaindale Public Library District derives its rights, power and authority from the various sections of the Public Library District Act; and

WHEREAS, the Board of Library Trustees believe and hereby declare that it is in the best interests of the Library District and its residents to enter into a Lease Agreement with Konica Minolta Business Solutions as lowest responsible responder to the Request For Proposal for Multi Function Duplicating Devices and Services, which is attached hereto as Exhibit 1 and made part hereof (the “Agreement”); and

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF LIBRARY TRUSTEES OF FOUNTAINDALE PUBLIC LIBRARY DISTRICT, WILL COUNTY, ILLINOIS, AS FOLLOWS:

SECTION ONE: The foregoing recitals shall be and are hereby adopted as findings of fact as if said recitals were fully set forth within this Section One.

SECTION TWO: The Agreement attached hereto as Exhibit 1 shall be and is hereby approved in a monthly lease amount not to exceed \$1,823.68 for a total of 48 months for the base equipment, services, and copies/prints and with additional copies/prints beyond the included quantities set at the rates specified, and the President and Secretary of the Board of Library Trustees are hereby authorized and directed to execute said agreement in substantially the form attached hereto.

SECTION THREE: All policies and resolutions of the Library District that conflict with the provisions of this resolution shall be and are hereby repealed to the extent of such conflict.

SECTION FOUR: This resolution shall be in full force and effect from and after its passage and approval in the manner provided by law.

PASSED THIS 21<sup>st</sup> day of May, 2020.

AYES:

NAYS:

ABSENT:

APPROVED THIS 21<sup>st</sup> day of May, 2020.

ATTEST:

---

Margaret J. (Peggy) Danhof  
President, Board of Library Trustees

---

Steven J. Prodehl  
Secretary, Board of Library Trustees

**Quote:**

2206267438 –  
18000003701743

**Date:**

Thursday, May 07, 2020

**Valid until:**

Saturday, June 06, 2020

**Prepared for:**

John Matysek

FOUNTAINDALE PUBLIC LIBRARY  
DIST

300 W BRIARCLIFF RD

BOLINGBROOK, IL 60440-2844

16306854275

jmatysek@fountaindale.org

Customer ID: 26429998242286

**Ship to:**

John Matysek

FOUNTAINDALE PUBLIC  
LIBRARY DIST

300 W BRIARCLIFF RD

BOLINGBROOK, IL 60440-2844

16306854275

**Prepared by:**

Michelle DePompeis

Apple Business Team

16305365403

mainplacebusiness@apple.com

Product / Description	Qty	Price	Total
<b>16-inch MacBook Pro with Touch Bar – Space Gray</b> Z0Y0 <b>Configuration:</b> <ul style="list-style-type: none"> <li>• 2.4GHz 8-core Intel Core i9, Turbo Boost up to 5.0GHz</li> <li>• AMD Radeon Pro 5500M with 8GB of GDDR6 memory</li> <li>• 64GB 2666MHz DDR4 memory</li> <li>• 1TB SSD storage</li> <li>• Retina display with True Tone</li> <li>• Four Thunderbolt 3 ports</li> <li>• Touch Bar and Touch ID</li> <li>• Backlit Keyboard – US English</li> </ul>	18	\$3,559.00	<b>\$64,062.00</b>
<b>3-Year AppleCare+ for Schools – 16-inch MacBook Pro</b> S7734LL/A	18	\$259.00	<b>\$4,662.00</b>
<b>USB-C Charge Cable (2m)</b> MLL82AM/A	18	\$19.00	<b>\$342.00</b>

96W USB-C Power Adapter MX0J2AM/A	18	\$79.00	\$1,422.00
Subtotal			\$70,488.00
Estimated Total (USD)			\$70,488.00

Terms and Conditions

This is a quote invoice, not a receipt of purchase. The applicable sales tax and any additional surcharges (such as recycling fees) are subject to verification and will be reflected on your final invoice.

Product availability and pricing are subject to change without notification. The configurations and pricing noted in this quote are generally valid for up to 30 days, and are specifically intended for purchase by the entity indicated above. Quotes that reflect promotional or special sales event discounts are valid only for the duration of the promotion or special sales event.

Consideration for business pricing is made based on the type of product, the quantity and the availability of the products ordered. For further information regarding this proposal, please contact your Apple Business Team. Our full sales and refund terms and conditions can be found at <http://www.apple.com/legal/sales-support/>.

<http://www.apple.com/retail/business/>



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ITSavvy LLC  
313 South Rohlwing Road  
Addison, IL 60101  
www.ITSavvy.com

Quote Details	
<b>Quote #:</b>	3338769
<b>Date:</b>	05/12/2020
<b>Payment Method:</b>	Net 30 Days
<b>Client PO#:</b>	
<b>Cost Center:</b>	
<b>Shipping Method:</b>	Ground

**Bill To:**  
ACCT #: 642720  
Fountaindale Public Library District  
Accounts Payable  
300 West Briarcliff Road  
Bolingbrook, IL 60440  
United States  
630-685-4241

**Ship To:**  
Fountaindale Public Library  
John Matysek  
300 West Briarcliff Road  
Bolingbrook, IL 60440  
United States  
630-685-4275

**Client Contact:**  
John Matysek  
(P) 630-685-4275  
jmatysek@fountaindale.org

**Client Executive:**  
Elizabeth Kasbeer  
(P) 630.396.6332  
(F) 630.396.6322  
ekasbeer@ITSavvy.com

**Description:** FPLD Computer Proposals 2020

Item Description	Part #	Tax	Qty	Unit Price	Total
<b>1 HP EliteDesk 800 G5 Desktop Mini PC 65W</b> HP EliteDesk 800 G5 Desktop Mini PC 65W - Windows 10 Pro 64 - Intel® Core™ i7-9700 Processor (3.0GHz, up to 4.7GHz w/Boost, 12MB Cache, 2666MHz, 8 core, 65W) + Intel® UHD Graphics 630 - 16 GB (1x16GB) DDR4-2666 DIMM Memory - 512 GB PCIe SSD - 2 DisplayPort and 1 HDMI port - HP Wired STANDARD USB Keyboard (NOT Business Slim version) - HP Wired Optical USB Mouse - HP 4 Yr Next Business Day Onsite Extended Warranty for Desktops	B22305966	Y	95	\$1,096.61	\$104,177.95
<b>2 HP Desktop Mini Security Dual VESA Sleeve</b> Mounting kit (4 screws, dual VESA sleeve) for Desktop Mini - black - mounting interface: 100 x 100 mm - promo - for HP 260 G3; EliteDesk 705 G3, 705 G5; ProDesk 400 G5, 405 G4, 600 G2, 600 G3, 600 G4 Manufacturer Part #: 2JA32AT	20624988	Y	95	\$23.65	\$2,246.75
<b>3 HP Desktop Mini DVD-Writer ODD Module</b> comp w/HP EliteDesk 800 G5 Desktop Mini PC Manufacturer Part #: K9Q83AA	16364721	Y	95	\$61.66	\$5,857.70
<b>4 HP Integrated Work Center for Desktop Mini and Thin Client</b> Monitor/desktop stand - 17"-24" - black - for HP 260 G2, t430, t530, t628, V206, Z24; Chromebox G2; EliteDesk 705 G3; ProDesk 600 G3 Manufacturer Part #: G1V61AT	16022554	Y	95	\$91.13	\$8,657.35
<b>5 TP-Link UH720 Hub - 7 x SuperSpeed USB 3.0 - desktop</b> Manufacturer Part #: UH720	16349139	Y	95	\$30.00	\$2,850.00
<b>6 HP EliteDisplay E243 23.8-Inch Monitor</b> LED monitor - 23.8" - 1920 x 1080 Full HD (1080p) - IPS - 250 cd/m² - 1000:1 - 5 ms - HDMI, VGA, DisplayPort - silver bezel, silver frame, black (rear cover) - Smart Buy Manufacturer Part #: 1FH47A8#ABA	20616590	Y	125	\$146.63	\$18,328.75
<b>7 HP EliteDisplay E243p 23.8-Inch Monitor with Sure View Privacy Screen</b> LED monitor - 23.8" (23.8" viewable) - 1920 x 1080 Full HD (1080p) - IPS - 260 cd/m² - 1000:1 - 14 ms - HDMI, VGA, DisplayPort - black, silver Manufacturer Part #: 5FT13A8#ABA	21820201	Y	12	\$299.93	\$3,599.16
<b>8 HP S101 Speaker Bar (compatible with both E243 and E243p monitors)</b> Sound bar - for monitor - 2.5 Watt - black - for HP P174, P204, P224, P244, P274, Z27; EliteDesk 705 G5; EliteDisplay E223, E243, E324 Manufacturer Part #: 5UU40AT	21901492	Y	95	\$26.02	\$2,471.90
<b>9 HP ProBook 650 G5 Notebook PC</b> Windows 10 Pro 64 - Intel® Core™ i7-8565U processor with Intel® UHD Graphics 620 - 15.6" diagonal LED IPS eDP Anti-Glare UWVA FHD,250 nits (1920x1080) for HD Webcam - Integrated HD 720p webcam - 8 GB DDR4-2400 PC4 SO-DIMM memory (1 DIMM) - 256 GB PCIe SSD - DVD±RW Dual-Layer drive - Advanced keyboard with numeric keypad; Dual-point, spill-resistant with multi-touch gesture support - Backlit - Intel® AX200 Wi-Fi 6 (2x2) and Bluetooth® 5 Combo, non-vPro™ - Active SmartCard Reader - Video port - VGA - 45-watt Smart AC Adapter, right-angle connector, nPFC - 1.8m Power Cord with C5 connector - 3-cell 48 WHr Long Life Battery - HP 3 year Next Business Day Onsite Hardware Support for HP Notebooks - No WWAN Broadband Wireless - No Fingerprint Reader - No Near Field Communication (No NFC)	B22305967	Y	20	\$1,186.01	\$23,720.20
<b>10 HP Wired Optical USB Mouse</b> Mouse - optical - 3 buttons - wired - USB - for Desktop Pro 300 G3, Pro G3; Elite Slice G2; EliteDesk 705 G5, 800 G5; Workstation Z1 G5 Manufacturer Part #: QY777AT	14067350	Y	50	\$8.54	\$427.00
<b>11 HP Wired STANDARD USB Keyboard (NOT Business Slim version)</b> Keyboard - USB - English - for ProDesk 400 G6, 600 G5; ProOne 400 G5, 440 G5, 600	14067348	Y	25	\$14.83	\$370.75

	G5; Workstation Z1 G5 Manufacturer Part #: QY776AT#ABA					
12	<b>Honeywell Hyperion 1300g</b> Barcode scanner - handheld - linear imager - 270 scan / sec - decoded - USB Manufacturer Part #: 1300G-2USB-N	21652595	Y	35	\$118.62	\$4,151.70
13	<b>Honeywell Flex Neck Stand</b> Barcode scanner stand - gray - for Honeywell 3800g; Hyperion 1300g Manufacturer Part #: HFSTAND7E	14383653	Y	35	\$19.57	\$684.95
14	<b>Targus CityLite Briefcase</b> Notebook carrying case - 15.6" - 16" - black Manufacturer Part #: TBT053US	13830365	Y	20	\$34.84	\$696.80

Subtotal: \$178,240.96  
Shipping: \$0.00  
Tax Exempt  
**TOTAL: \$178,240.96**

ITsavvy is always looking to deliver the lowest cost possible to our clients. This results in fluctuating prices that you will find are lower more often than not. However, prices are subject to increases without notice in the event of a manufacturer or distributor price increase. Available inventory is subject to change without notice. This document is a quotation only and is not an order or offer to sell.

We do accept credit cards for payment. However, if the credit card is provided after the order has been invoiced there will be a charge of 3% of the total purchase.

Unless specifically listed above, these prices do NOT include applicable taxes, insurance, shipping, delivery, setup fees, or any cables or cabling services or material.

All non-recurring services are 50% due upon signing of contract, 40% due upon delivery of equipment, balance due upon install.

ITsavvy's General Terms and Conditions of Sale, which can be found at [www.ITsavvy.com/termsandconditions](http://www.ITsavvy.com/termsandconditions), shall apply to and are incorporated into all agreements with Client, including all Orders.

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_



IT PRODUCTS TECHNOLOGY SOLUTIONS PEACE OF MIND®

ITSavvy LLC  
33 North LaSalle Street, Suite 2200  
Chicago, IL 60602  
www.ITSavvy.com

Quote Details	
Quote #:	3362344
Date:	05/13/2020
Payment Method:	Net 30 Days
Client PO#:	
Cost Center:	
Shipping Method:	Ground

**Bill To:**  
ACCT #: 642720  
Fountaindale Public Library District  
Accounts Payable  
300 West Briarcliff Road  
Bolingbrook, IL 60440  
United States  
630-685-4241

**Ship To:**  
Fountaindale Public Library  
John Matysek  
300 West Briarcliff Road  
Bolingbrook, IL 60440  
United States  
630-685-4275

**Client Contact:**  
John Matysek  
(P) 630-685-4275  
jmatysek@fountaindale.org

**Client Executive:**  
Elizabeth Kasbeer  
(P) 630.396.6332  
(F) 630.396.6322  
ekasbeer@ITSavvy.com

**Description:** FPLD Computer Proposals 2020 (Revised)

Item Description	Part #	Tax	Qty	Unit Price	Total
<b>1 HP ProBook 650 G5 Notebook PC</b> Windows 10 Pro 64 - Intel® Core™ i7-8565U processor with Intel® UHD Graphics 620 - 15.6" diagonal LED IPS eDP Anti-Glare UWVA FHD,250 nits (1920x1080) for HD Webcam - Integrated HD 720p webcam - 8 GB DDR4-2400 PC4 SO-DIMM memory (1 DIMM) - 256 GB PCIe SSD - DVD±RW Dual-Layer drive - Advanced keyboard with numeric keypad; Dual-point, spill-resistant with multi-touch gesture support - Backlit - Intel® AX200 Wi-Fi 6 (2x2) and Bluetooth® 5 Combo, non-vPro™ - Active SmartCard Reader - Video port - VGA - 45-watt Smart AC Adapter, right-angle connector, nPFC - 1.8m Power Cord with C5 connector - 3-cell 48 WHr Long Life Battery - HP 3 year Next Business Day Onsite Hardware Support for HP Notebooks - No WWAN Broadband Wireless - No Fingerprint Reader - No Near Field Communication (No NFC)	B22430711	Y	20	\$1,186.01	\$23,720.20
<b>2 HP Wired Optical USB Mouse</b> Mouse - optical - 3 buttons - wired - USB - for Desktop Pro 300 G3, Pro G3; Elite Slice G2; EliteDesk 705 G5, 800 G5; Workstation Z1 G5 Manufacturer Part #: QY777AT	14067350	Y	50	\$8.54	\$427.00
<b>3 HP Wired STANDARD USB Keyboard (NOT Business Slim version)</b> Keyboard - USB - English - for ProDesk 400 G6, 600 G5; ProOne 400 G5, 440 G5, 600 G5; Workstation Z1 G5 Manufacturer Part #: QY776AT#ABA	14067348	Y	25	\$14.83	\$370.75
<b>4 Honeywell Hyperion 1300g</b> Barcode scanner - handheld - linear imager - 270 scan / sec - decoded - USB Manufacturer Part #: 1300G-2USB-N	21652595	Y	35	\$118.62	\$4,151.70
<b>5 Honeywell Flex Neck Stand</b> Barcode scanner stand - gray - for Honeywell 3800g; Hyperion 1300g Manufacturer Part #: HFSTAND7E	14383653	Y	35	\$19.57	\$684.95
<b>6 Targus CityLite Briefcase</b> Notebook carrying case - 15.6" - 16" - black Manufacturer Part #: TBT053US	13830365	Y	20	\$34.84	\$696.80

Subtotal: \$30,051.40  
Shipping: \$0.00  
Tax: Exempt  
**TOTAL: \$30,051.40**

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# Fountaindale Public Library District

## Cash and Investment

April 30, 2020

	Beginning Balance	Net Change-YTD	Ending Balance
Cash and Investments			
Cash			
Cash Checking/Wintrust Operating	\$0.00	\$650,277.25	\$650,277.25
Cash Checking/BMO Operating	\$783,397.51	(\$390,215.33)	\$393,182.18
Cash Checking/Payroll	\$186,644.40	\$193,250.90	\$379,895.30
Petty Cash	\$2,429.25	\$0.00	\$2,429.25
Total Cash	\$972,471.16	\$453,312.82	\$1,425,783.98
Investments			
Investment - General Fund/Wintrust MM	\$6,677,388.60	(\$3,313,047.25)	\$3,364,341.35
Investment - IL Funds/General	\$70,052.78	\$1,044.02	\$71,096.80
Investment - IL Funds/INB/E-Pay	\$57,746.31	\$5,382.10	\$63,128.41
Investment - Special Reserve/Wintrust MM	\$2,042,408.59	\$32,481.79	\$2,074,890.38
Investment - Working Cash/Wintrust MM	\$1,074,669.45	(\$4,240.14)	\$1,070,429.31
Investment - Special Reserve/PMA	\$15,260,952.35	\$179,591.51	\$15,440,543.86
Total Investments	\$25,183,218.08	(\$3,098,787.97)	\$22,084,430.11
Bond Fund			
4-1211-40 Invest/Wintrust MM Account	\$1,447,597.04	(\$1,274,559.13)	\$173,037.91
Total Bond Fund	\$1,447,597.04	(\$1,274,559.13)	\$173,037.91
Building Project Fund			
9-1211-90 Invest/Wintrust MM Account	\$10,613.02	(\$7,506.49)	\$3,106.53
Total Building Project Fund	\$10,613.02	(\$7,506.49)	\$3,106.53
Total Cash and Investments	\$27,613,899.30	(\$3,927,540.77)	\$23,686,358.53

Special Res. PMA - 2.14 %  
General - IL Fund - 1.004%  
Money Market Wintrust - 0.990%

# Fountaindale Public Library District

## Revenue Report

April 30, 2020

	Current Month	Year to Date	Percent Collected	Budgeted Receipts	Uncollected Receipts
Revenue					
Revenue Funds 1-8					
Property Tax - Will - 2018	\$0.00	\$4,137,715.51	99.49 %	\$4,158,849.00	\$21,133.49
Property Tax Dupage 2018	\$0.00	\$83,059.36	97.86 %	\$84,874.00	\$1,814.64
Property Tax Will - 2019 - Est.	\$0.00	\$0.00	0.00 %	\$4,278,200.00	\$4,278,200.00
Property Tax Dupage - 2019 - Est.	\$0.00	\$0.00	0.00 %	\$87,310.00	\$87,310.00
Other Tax	\$30,472.88	\$123,238.05	109.99 %	\$112,040.00	(\$11,198.05)
Interest	\$12,567.64	\$338,186.72	84.12 %	\$402,030.00	\$63,843.28
Fines	\$104.35	\$28,941.94	44.53 %	\$65,000.00	\$36,058.06
Copy Machines	\$0.00	\$4,973.65	62.17 %	\$8,000.00	\$3,026.35
Fax Machine	\$0.00	\$4,957.43	70.82 %	\$7,000.00	\$2,042.57
Book Sales	\$0.00	\$0.00	0.00 %	\$0.00	\$0.00
Printing	\$0.00	\$17,923.03	89.62 %	\$20,000.00	\$2,076.97
Miscellaneous	\$0.00	\$14,322.60	124.54 %	\$11,500.00	(\$2,822.60)
Reimbursements	\$0.00	\$5,588.47	124.19 %	\$4,500.00	(\$1,088.47)
Board Reimbursements	\$0.00	\$120.00	48.00 %	\$250.00	\$130.00
Leases	\$0.00	\$0.00	0.00 %	\$300.00	\$300.00
Grant Income	\$0.00	\$84,603.75	99.71 %	\$84,854.00	\$250.25
General Fund Balance Contrib.	\$0.00	\$0.00	0.00 %	\$632,000.00	\$632,000.00
Total Operating Funds	\$43,144.87	\$4,843,630.51	48.65 %	\$9,956,707.00	\$5,113,076.49
Building Project Fund Revenue					
Proceeds From Bond Sale	\$0.00	\$0.00	0.00 %	\$0.00	\$0.00
Interest Building Project Fund	\$2.58	\$140.48	0.00 %	\$0.00	(\$140.48)
Total Building Project Fund	\$2.58	\$140.48	0.00 %	\$0.00	(\$140.48)
Bond Fund					
Property Tax - Will 2018	\$0.00	\$1,108,691.82	99.48 %	\$1,114,516.00	\$5,824.18
Property Tax - Dupage 2018	\$0.00	\$22,417.90	98.56 %	\$22,745.00	\$327.10
Property Tax - Will 2019 - Est.	\$0.00	\$0.00	0.00 %	\$1,907,636.64	\$1,907,636.64
Property Tax - Dupage 2019 - Est.	\$0.00	\$0.00	0.00 %	\$38,931.36	\$38,931.36
Interest Bond Fund	\$142.67	\$20,712.57	207.13 %	\$10,000.00	(\$10,712.57)
Interest Rebate Payment - BAB	\$0.00	\$166,377.22	100.16 %	\$166,112.00	(\$265.22)
General Fund Balance Contrib. to Escrow	\$0.00	\$655,000.00	21.83 %	\$3,000,000.00	\$2,345,000.00
Total Bond Fund	\$142.67	\$1,973,199.51	31.52 %	\$6,259,941.00	\$4,286,741.49
Total Revenue	\$43,290.12	\$6,816,970.50	42.04 %	\$16,216,648.00	\$9,399,677.50

# Fountaindale Public Library District

## Expenditure Report

April 30, 2020

	Current Month	Year to Date	% Expended	Working Budget	Unexpended Budget
Expenditures					
Total Expenditures - Operating Funds					
General Fund Expenditures					
Personnel Expense	\$340,475.97	\$3,610,932.83	74.47 %	\$4,848,800.00	\$1,237,867.17
Contractual Services	\$25,633.93	\$385,006.51	64.33 %	\$598,500.00	\$213,493.49
Supplies & Utilities	\$18,995.98	\$359,091.67	59.79 %	\$600,600.00	\$241,508.33
Library Materials	\$42,120.64	\$691,402.39	55.80 %	\$1,238,967.00	\$547,564.61
Capital Expenditures	\$6,739.99	\$519,569.15	45.02 %	\$1,154,200.00	\$634,630.85
Miscellaneous	\$4,623.73	\$36,755.54	49.01 %	\$75,000.00	\$38,244.46
Per Capita Grant	\$0.00	\$0.00	0.00 %	\$84,604.00	\$84,604.00
Other Grant Expenditures	\$0.00	\$0.00	0.00 %	\$500.00	\$500.00
Escrow Expenditures	\$0.00	\$655,000.00	21.83 %	\$3,000,000.00	\$2,345,000.00
Total General Fund Expenditures	\$438,590.24	\$6,257,758.09	53.94 %	\$11,601,171.00	\$5,343,412.91
Other Fund Expenditures					
Audit Fund Expenditures	\$0.00	\$8,800.00	73.33 %	\$12,000.00	\$3,200.00
Liability Insurance Fund Expenditures	\$0.00	\$85,682.95	86.55 %	\$99,000.00	\$13,317.05
Soc Sec/IMRF Fund Expenditures	\$52,724.10	\$526,088.90	68.32 %	\$770,000.00	\$243,911.10
Special Reserve Fund Expenditures	\$0.00	\$0.00	0.00 %	\$40.00	\$40.00
Maintenance Fund Expenditures	\$8,792.37	\$251,841.36	78.46 %	\$321,000.00	\$69,158.64
Total Other Fund Expenditures	\$61,516.47	\$872,413.21	72.58 %	\$1,202,040.00	\$329,626.79
Total Expenditures - Operating Funds	\$500,106.71	\$7,130,171.30	55.69 %	\$12,803,211.00	\$5,673,039.70
Building Project Fund Expenditures	\$0.00	\$7,646.97	72.05 %	\$10,613.00	\$2,966.03
Total Building Project Fund Expenditures	\$0.00	\$7,646.97	72.05 %	\$10,613.00	\$2,966.03
Bond Fund Expenditures					
Principal Payment - 2008	\$0.00	\$334,216.00	41.78 %	\$800,000.00	\$465,784.00
Interest Payment - 2008	\$0.00	\$33,600.00	100.00 %	\$33,600.00	\$0.00
Principal Payment - 2009B	\$0.00	\$0.00	0.00 %	\$0.00	\$0.00
Interest Payment - 2009B	\$0.00	\$252,987.50	50.00 %	\$505,975.00	\$252,987.50
Principal Payment - 2016A	\$0.00	\$90,000.00	100.00 %	\$90,000.00	\$0.00
Interest Payment - 2016A	\$0.00	\$189,400.00	100.00 %	\$189,400.00	\$0.00
Principal Payment - 2018	\$0.00	\$870,000.00	100.00 %	\$870,000.00	\$0.00
Interest Payment - 2018	\$0.00	\$475,050.00	100.00 %	\$475,050.00	\$0.00
Principal Payment - 2019	\$0.00	\$0.00	0.00 %	\$0.00	\$0.00
Interest Payment - 2019	\$0.00	\$53,460.00	0.00 %	\$0.00	(\$53,460.00)
Bond - Abatement from General Fund	\$0.00	\$465,784.00	100.00 %	\$465,784.00	\$0.00
Escrow Expense - From General Fund	\$0.00	\$629,481.88	20.98 %	\$3,000,000.00	\$2,370,518.12
Total Bond Fund Expenditures	\$0.00	\$3,393,979.38	52.79 %	\$6,429,809.00	\$3,035,829.62

# Fountaindale Public Library District

## Expenditure Report

April 30, 2020

	Current Month	Year to Date	% Expended	Working Budget	Unexpended Budget
Total	\$0.00	\$3,401,626.35	52.82 %	\$6,440,422.00	\$3,038,795.65
Total Expenditures - All Funds	\$500,106.71	\$10,531,797.65	54.73 %	\$19,243,633.00	\$8,711,835.35

**Fountaindale Public Library District**  
**Bills Paid - Operating Account**  
 APRIL 2020

Payee Name	Description	Payment Date	Check/Draft Number	Account Number	Payment Amount
4imprint Inc.	2020 Summer Adventure Giveaways	4/17/2020	53763	1-4753-10	\$3,846.04
American Building Services, LLC	Building - Overhead Holder	4/17/2020	53764	8-4211-30	\$1,276.44
American Library Association	Trustee Membership - Prodehl	4/17/2020	53765	1-4161-16	\$122.00
Best Quality Cleaning, Inc.	Special Clean -1st FL Women - 03/09/2020	4/17/2020	53766	8-4211-30	\$75.00
Call One	Internet & Telephone - 4/15/2020 to 05/14/2020	4/17/2020	53767	1-4312-14	\$1,062.45
				1-4314-14	\$1,968.00
Cintas Corporation	Weekly Mat Services	4/17/2020	53768	8-4215-30	\$90.00
Comcast Cable	Cable - 04/03/2020 to 05/02/2020	4/17/2020	53769	1-4316-14	\$124.44
Dynegy Energy Services	Electricity - 03/02/2020 to 04/03/2020	4/17/2020	53770	1-4321-30	\$7,725.69
Groot Industries, Inc	Garbage & Recycling - 04/01/2020 to 04/30/2020	4/17/2020	53771	8-4215-30	\$393.47
Kellie Chase	Staff face masks	4/17/2020	53772	1-4691-10	\$920.00
Unique Management Services, Inc.	Collection Expense - March 2020	4/17/2020	53773	53773	\$89.50
					<b><u>\$17,693.03</u></b>

  
 Jennie Nguyen, Finance Manager

**Fountaindale Public Library District**

**Bills Paid - Operating Account**

May 2020

Payee Name	Description	Payment Date	Check/Draft Number	Account Number	Payment Amount
AFLAC	Employer Insurance Contribution - April 2020	5/1/2020	805	1-4192-10	\$12.09
Blue Cross Blue Shield of Illinois	Employer Insurance Contribution - May 2020	5/1/2020	53774	1-4192-10	\$30,253.02
Dearborn National Life Insurance Company	Employer Insurance Contribution - May 2020	5/1/2020	53775	1-4192-10	\$551.70
Fidelity Security Life Insurance/EyeMed	Employer Insurance Contribution - May 2020	5/1/2020	53776	1-4192-10	\$174.13
Illinois Municipal Retirement Fund	Employer Contribution- April 2020	5/1/2020	807	5-4142-10	\$30,048.82
LIMRiCC Unemployment Compensation	Unemployment Insurance - 1st Qtr ending 03/31/2020	5/1/2020	53777	3-4143-10	\$3,730.90
					<u><u>\$64,770.66</u></u>

  
Jennie Nguyen, Finance Manager

Gross Payroll & FICA Expense - April 2020

Gross Payroll	\$302,875.52
FICA	\$22,478.04
Total Gross Payroll & FICA	<u>\$325,353.56</u>

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

**General Fund** Page 1

<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
<b>Allyse Schiller</b>	Printer & Office Supplies for Work From Home 2020 Closure	AS040520	1-4342-10	\$ 143.99
	Printer & Office Supplies for Work From Home 2020 Closure	AS040520	1-4351-10	89.80
	<i>Totals for Allyse Schiller</i>			<b>\$ 233.79</b>
<b>Amazon</b>	Outreach - Bkm Staff Supplies	A102-1920	1-4351-10	11.00
	Finance - Desk Office Supplies	A101-1920	1-4351-10	64.51
	Finance - Desk Office Supplies	A104-1920	1-4351-10	3.74
	Outreach - Bkm Staff Supplies	A102-1920	1-4351-10	35.48
	District Supplies - Monthly Restock	A104-1920	1-4351-10	29.95
	Emergency Closure - Printer Ink	2020422JN	1-4351-10	89.99
	Emergency Closure - Printer Ink	2020422JN	1-4351-10	42.99
	Outreach - Bkm Heater	A103-1920	1-4235-29	149.99
	IT - Replacement Phone Handsets	A107-1920	1-4354-14	449.50
	Periodicals	0660346-APR20	1-4511-26	56.94
	Books - Adult Fiction	0660346-APR20	1-4540-26	126.32
	Books - Adult Non-Fiction	0660346-APR20	1-4541-26	52.53
	DVD - Adult	0660346-APR20	1-4557-26	101.21
	Emergency Supplies - Hand Sanitizer	A105-1920	1-4691-10	432.00
	Emergency Supplies - Divider Partitions	Emergency TaskFor	1-4691-10	1,876.23
	Emergency Supplies - Disposable Gloves	Emergency Order 1F	1-4691-10	330.20
	Emergency Supplies - Disinfectant Wipes	Disinfectant Supllie	1-4691-10	538.40
	Emergency Supplies - Disinfectant Wipes	20200421-JN-02	1-4691-10	98.50
	Emergency Supplies - Disinfectant Wipes	Emergency Disinfect	1-4691-10	201.90
	Emergency Supplies - Disinfectant Wipes	Disinfectant Supplie	1-4691-10	538.40
	Emergency Supplies - Disinfectant Wipes	Emergency Order 2F	1-4691-10	326.00
	Emergency Supplies - Outreach - Tubs	A106-1920	1-4691-10	151.00
	Emergency Supplies - Plastic Bags	A106-1920	1-4691-10	16.99
	Emergency Supplies - Disinfectant Wipes	Emergency Task Fo	1-4691-10	299.80
	Emergency Supplies - Disinfectant Wipes	20200421-JN	1-4691-10	985.00
	Emergency Supplies - Disposable Gloves	Glove Order 1 PDM	1-4691-10	802.80
	Emergency Supplies - Disinfectant Wipes	20200421-JN-02	1-4691-10	1,379.00
	Emergency Supplies - Outreach - Garbage Bags	A106-1920	1-4691-10	38.96
	Emergency Supplies - Disinfectant Wipes	Emergency Task Fo	1-4691-10	538.40
	Emergency Supplies - Hand Sanitizer Spray Bottles	Emergency Task Fo	1-4691-10	167.50
	Emergency Supplies - Safety Jackets & Vests	Emergency Task Se	1-4691-10	323.87
	Emergency Supplies - Social Distance Marking Tape	Social Distancing Ta	1-4691-10	50.98
	STPLD Emergency Supplies - Disinfectant Wipes	STPLD Reimburse	1-4691-10	253.20

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

General Fund

Page 2

<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
<b>Amazon</b>		(Cont'd)		
	Emergency Supplies - Outreach - Storage Totes	A106-1920	1-4691-10	\$ 68.50
	Emergency Supplies - Sandwich Bags for Masks	Mask Bags 01 - AS	1-4691-10	14.22
	Emergency Supplies - Face Shields	PDM Face Shield an	1-4691-10	698.00
	Emergency Supplies - Safety Glasses	PDM Face Shield an	1-4691-10	349.99
	STPLD Emergency Supplies - Hand Sanitizer	STPLD Reimbursem	1-4691-10	179.40
	Emergency Supplies - Hand Sanitizer	Purell Order 01	1-4691-10	239.20
	Emergency Supplies - Day Stickers	20200507JN	1-4691-10	50.68
	Emergency Supplies - Disinfectant Wipes	Emergency Supplies	1-4691-10	156.00
	Donations - Doll Collection	0660346-APR20	1-4575-10	74.97
	Outreach - Bkm Staff Supplies	A102-1920	1-4572-28	13.99
	Periodicals	0660346-APR20	1-4511-29	12.00
	STEAM Boxes	0660346-APR20	1-4528-26	62.84
		<i>Totals for Amazon</i>		<b>\$ 12,483.07</b>
<b>Amazon Capital Services</b>				
	Emergency Supplies - Hand Sanitizer & Wipes	1CQ4-3MY1_9JV1	1-4691-10	589.79
	Emergency Supplies - Divider Partitions	16GX-WL4L-CRCH	1-4691-10	208.06
	Emergency Supplies - Disinfectant Spray & Wipes	1L9F-7J6M-G9XC	1-4691-10	900.38
		<i>Totals for Amazon Capital Services</i>		<b>\$ 1,698.23</b>
<b>AmeriFlex Business Solutions</b>				
	Benefit/Cobra Administration Fees - May 2020	INV334060	1-4253-10	189.55
		<i>Totals for AmeriFlex Business Solutions</i>		<b>\$ 189.55</b>
<b>Animal Quest Entertainment Inc.</b>				
	Program - Animal Quest Show! - Date 6/2/2020	AQE060220	1-4572-20	400.00
		<i>Totals for Animal Quest Entertainment Inc.</i>		<b>\$ 400.00</b>
<b>AT &amp; T</b>				
	Internet - April 2020	2267024500	1-4314-14	1,353.29
		<i>Totals for AT &amp; T</i>		<b>\$ 1,353.29</b>
<b>Baker &amp; Taylor - L420685</b>				
	Books - Juvenile Fiction	2035169367	1-4544-29	97.94
	Books - Juvenile Easy	2035169367	1-4546-29	34.57
	Books - Adult Fiction	2035169367	1-4540-29	16.67
	Library Materials - Processing Costs	2035169367	1-4518-29	2.45
	Library Materials - Shipping Costs	2035169367	1-4519-29	1.25
	Books - Juvenile Fiction	2035169367	1-4544-26	100.52
		<i>Totals for Baker &amp; Taylor - L420685</i>		<b>\$ 253.40</b>

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

General Fund

Page 3

<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
<b>Baker &amp; Taylor - L420686</b>				
	Books - Juvenile Fiction	2035138873	1-4544-26	\$ 70.88
	Books - Juvenile Fiction	2035169447	1-4544-26	39.04
	Books - Juvenile Fiction	2035156449	1-4544-26	125.99
	Books - Juvenile Fiction	2035135966	1-4544-26	286.24
	Books - Juvenile Fiction	2035141528	1-4544-26	141.47
	Books - Adult Fiction	2035141528	1-4540-26	109.30
	Books - Adult Fiction	2035135966	1-4540-26	194.89
	Books - Adult Fiction	2035156449	1-4540-26	159.26
	Books - Adult Fiction	2035169447	1-4540-26	845.86
	Books - Juvenile Easy	2035138873	1-4546-26	76.43
	Books - Juvenile Easy	2035169447	1-4546-26	61.41
	Books - Juvenile Easy	2035156449	1-4546-26	38.31
	Books - Juvenile Easy	2035135966	1-4546-26	218.51
	Books - Juvenile Easy	2035141528	1-4546-26	356.95
	Books - Young Adult Fiction	2035138873	1-4548-26	58.72
	Books - Young Adult Fiction	2035156449	1-4548-26	40.80
	Books - Young Adult Fiction	2035135966	1-4548-26	64.36
	Books - Young Adult Fiction	2035141528	1-4548-26	52.13
	Books - Juvenile Non-Fiction	2035156449	1-4545-26	26.49
	Books - Juvenile Non-Fiction	2035141528	1-4545-26	92.78
	Books - Adult Non-Fiction	2035169447	1-4541-26	429.80
	Books - Adult Non-Fiction	2035156449	1-4541-26	41.25
	Books - Adult Non-Fiction	2035135966	1-4541-26	142.15
	Books - Adult Non-Fiction	2035141528	1-4541-26	127.55
	Books - Adult Large Print	2035169447	1-4543-26	18.59
	Books - Adult Large Print	2035135966	1-4543-26	17.99
	Books - Adult Large Print	2035141528	1-4543-26	35.40
	Books - Adult Fiction	2035138873	1-4540-26	161.77
	Library Materials - Shipping Costs	2035138873	1-4519-26	2.88
	Library Materials - Shipping Costs	2035169447	1-4519-26	6.97
	Library Materials - Shipping Costs	2035156449	1-4519-26	2.16
	Library Materials - Shipping Costs	2035135966	1-4519-26	4.62
	Library Matierals - Shipping Costs	2035141528	1-4519-26	4.58
	Library Materials - Processing Costs	2035138873	1-4518-26	30.50
	Library Materials - Processing Costs	2035169447	1-4518-26	66.95
	Library Materials - Processing Costs	2035156449	1-4518-26	19.20
	Library Materials - Processing Costs	2035135966	1-4518-26	38.40
	Library Materials - Processing Costs	2035141528	1-4518-26	37.05

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

**General Fund** Page 4

<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
<b>Baker &amp; Taylor - L420686</b>		(Cont'd)		
	Books - Adult Non-Fiction	2035138873	1-4541-29	\$ 209.00
		<i>Totals for Baker &amp; Taylor - L420686</i>		<b>\$ 4,456.63</b>
<b>Belynda Head</b>				
	Program - R&B Line Dancing - Date 6/14/2020	BH061420	1-4571-24	125.00
		<i>Totals for Belynda Head</i>		<b>\$ 125.00</b>
<b>Blackstone Publishing</b>				
	Audiobooks - Adult	1167365	1-4551-26	318.70
		<i>Totals for Blackstone Publishing</i>		<b>\$ 318.70</b>
<b>Bolingbrook Area Chamber of Commerce</b>				
	Purrazzo Virtual Power Hour Registration - 5/13/2020	113282	1-4151-10	10.00
		<i>Totals for Bolingbrook Area Chamber of Commerce</i>		<b>\$ 10.00</b>
<b>Call One</b>				
	Internet & Telephone - 5/15/2020-6/14/2020	244436	1-4312-14	1,061.78
	Internet & Telephone - 5/15/2020-6/14/2020	244436	1-4314-14	1,968.00
		<i>Totals for Call One</i>		<b>\$ 3,029.78</b>
<b>Capstone Group, Inc.</b>				
	Program - Genealogy Club: Hunt for Henry - Date 6/10/2020	CG061020	1-4571-24	200.00
		<i>Totals for Capstone Group, Inc.</i>		<b>\$ 200.00</b>
<b>Cathryn Stanek-Whisler</b>				
	Program - Upcycled Wind Chimes - Date 5/18/2020-6/1/2020	CSW051820	1-4573-24	200.00
	Program - No-Sew T-Shirt Bag - Date 5/11/2020-5/24/2020	CSW051120	1-4573-24	200.00
		<i>Totals for Cathryn Stanek-Whisler</i>		<b>\$ 400.00</b>
<b>Center Point Large Print</b>				
	Books - Adult Large Print	1764197	1-4543-26	318.78
	Books - Adult Large Print	1766740	1-4543-26	22.77
	Books - Adult Large Print	1769426	1-4543-26	21.75
	Books - Adult Large Print	1767340	1-4543-26	20.97
		<i>Totals for Center Point Large Print</i>		<b>\$ 384.27</b>
<b>Chicago Tribune</b>				
	Periodicals	40172770	1-4511-26	858.00
		<i>Totals for Chicago Tribune</i>		<b>\$ 858.00</b>

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

<b>General Fund</b>				Page 5
<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
<b>Children's Plus Inc.</b>				
	Books - Juvenile Storytime & Professional Reference	184035	1-4547-26	\$ 50.85
	Books - Juvenile Non-Fiction	183645	1-4545-26	113.80
	<i>Totals for Children's Plus Inc.</i>			<b>\$ 164.65</b>
<b>Christina Beaird</b>				
	Program - Genealogy Club Adding Social Media - Date 5/8/2020	CB050820	1-4571-24	100.00
	Program - Genealogy Club Add Social Media - Date 5/22/2020	CB052220	1-4571-24	100.00
	<i>Totals for Christina Beaird</i>			<b>\$ 200.00</b>
<b>Christine Thornton</b>				
	Program - Flowering Spring Trees - Date 5/26/2020-5/30/2020	CT052620	1-4571-24	125.00
	Program - Celebrate Spring: Online Art - Date 5/12-5/16/2020	CT051220	1-4571-24	125.00
	Program - Flowering Spring Trees - Date 5/26/2020-5/30/2020	CT052620	1-4573-24	125.00
	Program - Celebrate Spring: Online Art - Date 5/12-5/16/2020	CT051220	1-4573-24	125.00
	<i>Totals for Christine Thornton</i>			<b>\$ 500.00</b>
<b>Comcast Cable</b>				
	Cable - 5/3/2020-6/2/2020	0367494-MAY20	1-4316-14	124.44
	<i>Totals for Comcast Cable</i>			<b>\$ 124.44</b>
<b>Daily Southtown</b>				
	Periodicals	74033238	1-4511-26	390.00
	<i>Totals for Daily Southtown</i>			<b>\$ 390.00</b>
<b>Demco, Inc.</b>				
	CMTSD - Clear Glossy Label Protectors	6789186	1-4371-12	559.90
	<i>Totals for Demco, Inc.</i>			<b>\$ 559.90</b>
<b>Diesel Service Center</b>				
	Bkm - Check & Fix Various Issues	D065662	1-4235-29	467.07
	Bkm Inspection - Leak & Missing Part	D066139	1-4235-29	1,807.39
	<i>Totals for Diesel Service Center</i>			<b>\$ 2,274.46</b>
<b>Dynegy Energy Services</b>				
	Electricity - 4/3/2020-5/4/2020	270493920051	1-4321-30	6,422.08
	<i>Totals for Dynegy Energy Services</i>			<b>\$ 6,422.08</b>
<b>Erika Doyle</b>				
	Program - 50% Artist in Residence - April-May 2020	ED052620	1-4575-10	500.00
	Program - 50% Artist in Residence - April-May 2020	ED052620	1-4571-27	125.00
	<i>Totals for Erika Doyle</i>			<b>\$ 625.00</b>

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

**General Fund**

Page 6

<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
<b>First Bankcard</b>				
	Netflix - 4/12 Roku Monthly Subscriptions	T7780-MAY20	1-4523-26	\$ 15.99
	Netflix - 4/12 Roku Monthly Subscriptions	T7780-MAY20	1-4523-26	15.99
	Netflix - 4/12 Roku Monthly Subscriptions	T7780-MAY20	1-4523-26	15.99
	HBO Now - 3/12 Roku Monthly Subscriptions	T7780-MAY20	1-4523-26	14.99
	HBO Now - 3/12 Roku Monthly Subscriptions	T7780-MAY20	1-4523-26	14.99
	HBO Now - 3/12 Roku Monthly Subscriptions	T7780-MAY20	1-4523-26	14.99
	HBO Now - 3/12 Roku Monthly Subscriptions	T7780-MAY20	1-4523-26	14.99
	Facebook - Monthly Ads	N7231-MAY20	1-4731-10	45.95
	Mailchimp - Monthly Subscription	N7231-MAY20	1-4731-10	84.99
	Woobox - Monthly Subscription	N7231-MAY20	1-4731-10	29.00
	Zoom - 2 Standard Pro Prorated Subscriptions 4/21/20-1/20/21	N7231-MAY20	1-4522-14	112.63
	Zoom - 2 Webinar 100 Prorated Subscriptions 4/21/20-1/20/21	N7231-MAY20	1-4522-14	300.54
	Citizens of Humanity - Emergency Supply Order - Staff Masks	M4566-MAY20	1-4691-10	146.62
	Gordon Food - Emergency Supply - Gloves, Sanitizer, Wipes	M4566-MAY20	1-4691-10	2,998.78
	Global Industrial - Cubicle Guard Clips	P7810-MAY20	1-4691-10	71.49
	Race City Steel - Public Desk Partitions	P7810-MAY20	1-4691-10	2,308.60
	Juke Box Print - Social Distancing Floor Decals	P7810-MAY20	1-4691-10	294.31
	Global Industrial - Additional Cubicle Guard Clips	P7810-MAY20	1-4691-10	142.98
	GFOA - J. Nguyen - Reserves Webinar - 4/30/2020	N7231-MAY20	1-4151-10	85.00
	GFOA - J. Nguyen - Cash Flow Webinar - 4/24/2020	N7231-MAY20	1-4151-10	35.00
	Homeless Training - FPLD Staff Training Program	M4566-MAY20	1-4151-10	1,399.00
	USPS - April Board Packet Mailings	M4566-MAY20	1-4171-10	53.70
	<i>Totals for First Bankcard</i>			<b>\$ 8,216.52</b>
<b>Gale/Cengage Learning</b>				
	Books - Adult Large Print	70072325	1-4543-26	137.20
	Books - Adult Large Print	70108885	1-4543-26	27.74
	Electronic Audiobooks & Books	70178127	1-4520-26	543.40
	<i>Totals for Gale/Cengage Learning</i>			<b>\$ 708.34</b>
<b>Grasso Graphics, Inc.</b>				
	Digital Services Postcard Mailer	30784	1-4256-10	2,986.45
	<i>Totals for Grasso Graphics, Inc.</i>			<b>\$ 2,986.45</b>
<b>HR Source</b>				
	Library Membership - 7/1/2020-6/30/2021	FY21-59961	1-4162-10	1,340.00
	<i>Totals for HR Source</i>			<b>\$ 1,340.00</b>

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

**General Fund** Page 7

<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
<b>Illinois American Water</b>				
	Fire Protection - 4/17/2020-5/19/2020	1025-210003089465	1-4331-30	\$ 43.66
	Irrigation - 3/19/2020-4/17/2020	1025-210003089915	1-4331-30	107.82
	<i>Totals for Illinois American Water</i>			<b>\$ 151.48</b>
<b>Illinois American Water/Bolingbrook</b>				
	Water & Sewer - 3/19/2020-4/17/2020	1025-210003088318	1-4331-30	733.18
	<i>Totals for Illinois American Water/Bolingbrook</i>			<b>\$ 733.18</b>
<b>Ilya Kabirov</b>				
	Program - Great Reads Book Club - Date 5/27/2020	IK052720	1-4571-24	75.00
	<i>Totals for Ilya Kabirov</i>			<b>\$ 75.00</b>
<b>Improv Playhouse Theater, Inc.</b>				
	Program - Improv Playhouse City Castles - Date 6/8-6/21/2020	IPT060820	1-4572-20	150.00
	<i>Totals for Improv Playhouse Theater, Inc.</i>			<b>\$ 150.00</b>
<b>Ingram Library Services</b>				
	ATSD Program Supplies - 2020 Maker Faire Prizes	44253024	1-4353-24	39.48
	Books - Adult Fiction	44199986	1-4540-26	26.08
	Video Games - YA	44199988	1-4563-26	94.97
	Books - Juvenile	44253023	1-4544-26	9.60
	Video Games - Juvenile	44199987	1-4564-26	47.49
	<i>Totals for Ingram Library Services</i>			<b>\$ 217.62</b>
<b>ITsavvy LLC</b>				
	IT - MacBook Pro & AppleCare+	01173389	1-4641-14	4,160.00
	<i>Totals for ITsavvy LLC</i>			<b>\$ 4,160.00</b>
<b>John Matysek</b>				
	Reimbursement - Asus Zenbook Laptop Screen	JM050820	1-4354-14	78.13
	<i>Totals for John Matysek</i>			<b>\$ 78.13</b>
<b>Kellie Chase</b>				
	Emergency Supplies - XL Staff Face Masks	101	1-4691-10	16.00
	<i>Totals for Kellie Chase</i>			<b>\$ 16.00</b>
<b>Kevin J. Wood</b>				
	Program - From Obscurity to Greatness - Date 4/21/2020	KJW042120	1-4571-24	150.00
	<i>Totals for Kevin J. Wood</i>			<b>\$ 150.00</b>

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

**General Fund** Page 8

<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
<b>Konica Minolta Business Solutions U.S.A., Inc.</b>				
	Copy Overage - 3/15/2020-4/14/2020	9006689826	1-4234-14	\$ 124.93
	Maintenance - 4/15/2020-5/14/2020	9006692734	1-4234-14	356.18
		<i>Totals for Konica Minolta Business Solutions U.S.A., Inc.</i>		<b>\$ 481.11</b>
<b>Konica Minolta Premier Finance</b>				
	Leased Equipment - May 2020	411329105	1-4234-14	1,616.00
		<i>Totals for Konica Minolta Premier Finance</i>		<b>\$ 1,616.00</b>
<b>Leah D. Moon</b>				
	Program - Drawing Manga Style - Date 5/15/2020-5/29/2020	LDM051520	1-4573-24	165.00
		<i>Totals for Leah D. Moon</i>		<b>\$ 165.00</b>
<b>Leandra Pottle</b>				
	Reimbursement - Executive Director Annual Performance Eval.	LP042320	1-4631-14	99.00
		<i>Totals for Leandra Pottle</i>		<b>\$ 99.00</b>
<b>LibrariesFirst</b>				
	Brainfuse Subscription - 7/1/2020-6/30/2021	7617	1-4521-26	10,500.00
		<i>Totals for LibrariesFirst</i>		<b>\$ 10,500.00</b>
<b>Library Ideas LLC</b>				
	Books - Juvenile Easy	74607	1-4546-26	725.10
	Books - Juvenile World Languages	74608	1-4526-26	236.70
	Books - Juvenile Easy	74607	1-4546-29	725.10
		<i>Totals for Library Ideas LLC</i>		<b>\$ 1,686.90</b>
<b>Mango Languages</b>				
	Little Pim Subscription - 6/1/2020-5/31/2021	INV006600	1-4521-26	2,142.16
	Mango Conversations Subscription - 6/1/2020-5/31/2021	INV006599	1-4521-26	4,958.11
		<i>Totals for Mango Languages</i>		<b>\$ 7,100.27</b>
<b>Martina Mathisen</b>				
	Program - Great Mothers of History - Date 5/4/2020	MM051020	1-4571-24	100.00
		<i>Totals for Martina Mathisen</i>		<b>\$ 100.00</b>

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

**General Fund** Page 9

<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
<b>Midwest Tape</b>				
	Audiobooks - Adult	98736212	1-4551-26	\$ 80.58
	CD Music - Juvenile	98736216	1-4554-26	13.58
	DVD - Adult	98736213	1-4557-26	164.13
	DVD - Adult	98736214	1-4557-26	153.65
	DVD - Adult	98736215	1-4557-26	39.46
	DVD - Adult	98736217	1-4557-26	34.96
	Audiobooks - Adult	98736281	1-4551-29	40.29
	DVD - Adult	98736282	1-4557-29	19.73
	DVD - Juvenile	98736218	1-4558-29	19.73
	CD Music - Juvenile	98736219	1-4554-29	15.53
	<i>Totals for Midwest Tape</i>			<b>\$ 581.64</b>
<b>NTT Cloud Communications U.S.</b>				
	Conference Calls - 4/1/2020-4/30/2020	C243674042020	1-4311-14	0.74
	<i>Totals for NTT Cloud Communications U.S.</i>			<b>\$ 0.74</b>
<b>Pace Systems, Inc.</b>				
	External Wi-Fi Access Equipment	IN00031462	1-4641-14	357.00
	External Wi-Fi Access Equipment	IN00031477	1-4641-14	4,056.00
	External Wi-Fi Access Labor	IN00031540	1-4641-14	291.01
	External Wi-Fi Access Labor	IN00031541	1-4641-14	4,226.00
	<i>Totals for Pace Systems, Inc.</i>			<b>\$ 8,930.01</b>
<b>Paddock Publications</b>				
	Periodicals	1788	1-4511-26	49.99
	<i>Totals for Paddock Publications</i>			<b>\$ 49.99</b>
<b>Pinnacle Library Cooperative</b>				
	RefUSA Reference & EBSCO Databases	20-015	1-4521-26	27,208.12
	OverDrive Platform eBook Services & Collection Development	20-016	1-4805-10	40,683.77
	<i>Totals for Pinnacle Library Cooperative</i>			<b>\$ 67,891.89</b>
<b>Pocket Circus, Inc.</b>				
	Program - Pocket Circus - Date 6/10/2020	PC061020	1-4572-28	500.00
	<i>Totals for Pocket Circus, Inc.</i>			<b>\$ 500.00</b>
<b>Raymond Geddes &amp; Co. Inc.</b>				
	CSD - Pencil Giveaways	751118	1-4353-20	251.50
	<i>Totals for Raymond Geddes &amp; Co. Inc.</i>			<b>\$ 251.50</b>

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

Page 10

<b>General Fund</b>				
<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
<b>Rebecca K. Vacco-Giudice</b>				
	Refund - Thanksgiving Mice!	RKVG4008	1-3310-10	\$ 12.99
		<i>Totals for Rebecca K. Vacco-Giudice</i>		<b>\$ 12.99</b>
<b>Ronald Goldie</b>				
	Program - Virtual Dungeons & Dragons - Date 6/13/2020	RG061320	1-4573-24	75.00
	Program - Virtual Dungeons & Dragons - Date 5/4/2020	RG052320	1-4573-24	60.00
	Program - Virtual Dungeons & Dragons - Date 5/2/2020	RG050220	1-4573-24	75.00
		<i>Totals for Ronald Goldie</i>		<b>\$ 210.00</b>
<b>Sebert Landscaping Inc.</b>				
	Lawn Maintenance - April 2020	199891	1-4392-30	1,580.00
	Lawn Maintenance - May 2020	201285	1-4392-30	1,580.00
		<i>Totals for Sebert Landscaping Inc.</i>		<b>\$ 3,160.00</b>
<b>Susan K. Maddox</b>				
	Program - Cooking Demo w/Chef Maddox - Date 6/11/2020	SKM061120	1-4571-24	300.00
		<i>Totals for Susan K. Maddox</i>		<b>\$ 300.00</b>
<b>Tasos Priovolos</b>				
	Mileage - 11/20/2019-4/28/2020	TP050720	1-4171-10	402.37
		<i>Totals for Tasos Priovolos</i>		<b>\$ 402.37</b>
<b>Terrance M. Lynch</b>				
	Program - Monsters Mayhem of the Midwest - Date 5/20/2020	TML052020	1-4571-24	150.00
		<i>Totals for Terrance M. Lynch</i>		<b>\$ 150.00</b>
<b>The Shop Bolingbrook</b>				
	Mitchel & Petrov Business Cards	12349	1-4351-10	80.00
	Drive-Thru Open Signs	12817	1-4731-10	790.00
		<i>Totals for The Shop Bolingbrook</i>		<b>\$ 870.00</b>
<b>Today's Business Solutions, Inc.</b>				
	Fax Program - 1st Quarter - Jan-Mar 2020	042720-45	1-4234-14	230.08
		<i>Totals for Today's Business Solutions, Inc.</i>		<b>\$ 230.08</b>
<b>Tressler LLP</b>				
	Legal Expense - Attorney - April 2020	416708	1-4241-10	1,235.00
	Legal Expense - Attorney - Tax Objection - April 2020	416711	1-4241-10	551.00
		<i>Totals for Tressler LLP</i>		<b>\$ 1,786.00</b>

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

**General Fund** Page 11

<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
<b>ULINE</b>				
	Drive-Thru Re-Opening Traffic Cones	119309907	1-4691-10	\$ 606.73
	Drive-Thru Re-Opening Corrugate Totes	119328596	1-4691-10	927.77
	<i>Totals for ULINE</i>			<u>\$ 1,534.50</u>
<b>Valley View School District</b>				
	Bkm & Van Fuel - March 2020	VVSD041520	1-4359-29	140.50
	<i>Totals for Valley View School District</i>			<u>\$ 140.50</u>
<b>Vanguard Energy Services, LLC</b>				
	Gas Service - 4/1/2020-4/30/2020	G404408050520	1-4322-30	550.25
	<i>Totals for Vanguard Energy Services, LLC</i>			<u>\$ 550.25</u>
<b>Verizon Wireless</b>				
	Telephone - 3/17/2020-4/16/2020	9852747985	1-4311-14	546.57
	<i>Totals for Verizon Wireless</i>			<u>\$ 546.57</u>
<b>Warehouse Direct</b>				
	CMTSD - Labels & Markers	4612671-0	1-4351-10	96.78
	CMTSD - Labels & Markers	4612671-0	1-4371-12	381.40
	Emergency Supplies - Hand Sanitizer	4637185-0	1-4691-10	2,799.86
	Emergency Supplies - Hand Sanitizer	4637185-1	1-4691-10	199.99
	Emergency Supplies - Disinfectant Spray	4657722-0	1-4691-10	404.50
	Communications - Pouches	4656620-0	1-4731-10	173.90
	Emergency Supplies - Staff Water	4656733-0	1-4711-10	263.88
	<i>Totals for Warehouse Direct</i>			<u>\$ 4,320.31</u>
	<b>Total for Fund 1</b>			<u>\$ 170,804.58</u>

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

Maintenance Fund

Page 12


<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
<b>Amazon</b>	District Supplies - Monthly Restock	A104-1920	8-4357-30	\$ 109.96
		<i>Totals for Amazon</i>		<b>\$ 109.96</b>
<b>Ampest Exterminating, LLC</b>	Remove Goose Nest & Eggs	77760	8-4211-30	350.00
		<i>Totals for Ampest Exterminating, LLC</i>		<b>\$ 350.00</b>
<b>Best Quality Cleaning, Inc.</b>	Cleaning Service - April 2020	32790	8-4215-30	6,921.00
	Cleaning Service - May 2020	33120	8-4215-30	6,921.00
	Strip & Wax 2nd Floor - 3/16/2020	32566	8-4211-30	847.50
		<i>Totals for Best Quality Cleaning, Inc.</i>		<b>\$ 14,689.50</b>
<b>Cintas Corporation</b>	First Aid Restock - March 2020	8404554593	8-4215-30	313.07
		<i>Totals for Cintas Corporation</i>		<b>\$ 313.07</b>
<b>Combined Roofing Service</b>	Spring Roof Maintenance Inspection - 3/16/2020	9287	8-4215-30	1,805.00
		<i>Totals for Combined Roofing Service</i>		<b>\$ 1,805.00</b>
<b>First Bankcard</b>	Surveillance - Replace Broken Door Contacts	P7810-MAY20	8-4211-30	42.91
	StepNPull - Hands Free Door Openers	P7810-MAY20	8-4211-30	281.55
		<i>Totals for First Bankcard</i>		<b>\$ 324.46</b>
<b>H-O-H Water Technology</b>	Quarterly Water Treatment - April, May, June 2020	577593	8-4215-30	250.00
		<i>Totals for H-O-H Water Technology</i>		<b>\$ 250.00</b>
<b>Intrinsic Landscaping, Inc.</b>	Green Roof Maintenance - May 2020	20-0073	8-4215-30	630.23
		<i>Totals for Intrinsic Landscaping, Inc.</i>		<b>\$ 630.23</b>
<b>McCahill Painting Company</b>	Remove Graffiti from West Elevation Dumpster Corral	3785	8-4211-30	300.00
		<i>Totals for McCahill Painting Company</i>		<b>\$ 300.00</b>
<b>Stanley Steemer International, Inc.</b>	Clean 2nd & 3rd Floors	13116318-68	8-4211-30	5,250.00
	Clean 1st & Lower Level Floors	13116319-68	8-4211-30	4,700.00
		<i>Totals for Stanley Steemer International, Inc.</i>		<b>\$ 9,950.00</b>

**Fountaindale Public Library District**  
**Bills Payable Report**  
**May 21, 2020**

**Maintenance Fund**

Page 13

<u>Vendor name</u>	<u>Invoice Description</u>	<u>Invoice #</u>	<u>Account #</u>	<u>Amount</u>
Superior Service Solutions, Inc.	Exterior Wash - Various Areas	4009	8-4215-30	\$ 3,780.00
<i>Totals for Superior Service Solutions, Inc.</i>				<u>\$ 3,780.00</u>
Warehouse Direct	Building - Sanitizer, Lysol, Wipes	4609703-0	8-4357-30	79.96
	Building - Sanitizer & Wipes	4609823-0	8-4357-30	88.20
	Building - Paper Towels & Wipes	4612683-0	8-4357-30	129.75
	Building - Aloe Gloves	4615893-0	8-4357-30	190.06
	District Restock - Gloves	4615974-0	8-4357-30	52.95
<i>Totals for Warehouse Direct</i>				<u>\$ 540.92</u>
<b>Total for Fund 8</b>				<u>\$ 33,043.14</u>
<b>Grand Total</b>				<u><u>\$ 203,847.72</u></u>

  
 Jennie Nguyen/Finance Manager

May 2020 Monthly Board Report  
Paul Mills

**Director**

We have a great (and long!) report here that recounts the excellent work our staff has done to serve our community. I am very proud of our team and how we have served our community virtually during the month of April.

Drive Thru Service began on Monday, May 4. To my knowledge we were one of two libraries to begin to offer drive thru or curbside service on the first Monday in May. Several other libraries have subsequently begun curbside service (which is substantially different than drive thru service), including our Pinnacle Library Cooperative partner, the Shorewood-Troy Public Library District. The service has been very well received by our patrons, and I am glad we are able to offer access to our physical collections once again. We look forward to expanding the hours the service is available.

We have continued to work on and revised our Re-Open Plan so that it aligns better with the State's Phased Re-Open Plan. Things change frequently, and we understand the importance of being agile.

Nancy Korczak, our Deputy Director, and I continue to serve as our interim HR Co-Managers. Lea Pottle has transitioned into a part-time role for us, and Nancy and I are both very grateful for her continued support and availability.

Speaking of HR, we do have several open positions. At this time we will not be filling them. As we look towards our new normal in the coming months it will be critical that we examine what services we can provide given the environment and pivot to meet those needs.

**Deputy Director (Nancy Korczak)**

During the month of April Public Service staff did an excellent job working remotely. During the first two weeks of the month I met several staff (one by one) in the building to provide them the technology they needed to continue working from home. Staff were able to pick up Chromebook, hotspots and the occasional iPad. With this in hand, staff were able to attend virtual meetings, record videos for our Facebook page and YouTube channel and host programs via zoom.

Our programming committee met weekly during the month of April to discuss our continued transition to digital programs. The library now has two zoom accounts and staff have been able to both host programs themselves and hire presenters to host zoom programs. A big thank you to Jeffrey, our Studio Manager who was able to get everything set up, assist on many programs and provide training on how to use zoom safely for our patrons. Many of our zoom programs have been recorded and made available to our patrons on YouTube for a limited time.

YouTube programming was a great success this month. Staff recorded and uploaded 63 different videos and they were viewed 4,764 times. This reflects a 201% increase in views from March 2020 and a 480% increase from February 2020. We also had 61 new subscribers,

in comparison in March 2020 we had 17 new subscribers and in February 2020 we had 4 new subscribers. Our live programs went very well with R&B line dancing having the largest live attendance at 53 participants.

During April staff helped answer many reference questions by email and after our Google Voice number was set up, staff were able to call patrons who left voicemails for us. Both ATSD and Circulation had schedules set up so that someone would be available to call patrons any time during library operating hours.

Our chat service and text a librarian also saw an increase in usage. We received a total of a total of 146 chat questions, this represents a 9% increase from the month of March and a 67% increase from the month of February. We also received 121 text a librarian messages, this reflects an increase of 278% over the month of March and 152% over the month of February.

Our databases did very well with the most notable being Universal class with a 59% increase in usage (1,256 people logged in) Brainfuse Job now was used 238 (only used 2 times in March) and Mango languages gaining 48% more usage (238 people logged in). Gale courses, Lynda and Ancestry gained usage as well.

The end of the month was taken up with developing a plan for drive-thru service. Amina Ali, Tana Petrov and I worked together to put together a detailed procedure and staffing plan. The plan was shared with the rest of the management team and each department then came up with a detailed plan that fit their needs.

### From Jeffrey Fisher's report

#### Studio 300



With our core functions of serving our patrons through the creative resources, spaces, and in-person staff assistance unavailable during the extended Stay-At-Home order, we've turned our attention to a number of key tasks: supporting virtual services from other departments, implementing and training on the Zoom platform, handling video demands, promoting virtual services via blog posts, assisting patrons via email, social media, Text-a-Librarian, and one-on-one virtual meetings, reevaluating scheduled summer programs, planning future service and program offerings, and individual staff professional development.

The Studio 300 staff meet virtually on every Monday afternoon to discuss departmental matters and plan current and pending endeavors. These meetings keep us connected and also allow us to divide up tasks, share accomplishments, and disseminate important information and news.

*The following details the work accomplished by Studio Services this April:*

#### Adriana

Adriana dedicated much of her time to independent learning focusing on photography and new emerging technologies. Adriana also continued to support staff and manage schedules and payroll through the month of April. April was full of virtual meetings including programming, staff, reopen task forces, and Summer Adventure. From these meetings many

tasks were generated and Adriana took on several challenges as well as assigned various tasks to team members. Below is a detailed list of tasks and classes that Adriana was able to accomplish while working from home.

- Attended the following virtual meetings; weekly studio staff meeting, weekly programming, April learning circles, reopen task force, and Summer Adventure.
- Worked on completing Korean-themed blog posts in collaboration with Randi C from ATSD. Last week we posted the first titled [BTS Joins Homefest](#) and scheduled our next blog Favorite K-dramas to Binge. Finished writing: Korean Variety Show Games to Play with Your Family, Learn Korean with Mango Languages and Stay active and learn your favorite K-Pop dances with Ellen and Brian on YouTube, which will be scheduled soon.
- Continued to watch the Librarian's Guide to Homelessness (Core Training)
- Researched possible equipment purchases to supplement the circulating collection and sent suggestions to her manager.
- Reviewed Lynda classes for summer and updated the class recommendation list to be listed in the Summer Fountain.
- Submitted *Stay Active with K-pop* blog for review, set to be published on 4/24.
- Researched Covid-19 disinfection practices, CDC guidelines, WHO guidelines, John's Hopkins reports and research.
- Assigned weekly reporting to studio staff, first report to be turned in on 4/13/2020.
- Reviewed Gale Courses for Summer Fountain 2020
- Mocked up Zoom meeting authors graphics for The Nameless meeting
- Wrote and submitted [BTS Bang Bang Con](#) blog post for review, which has now gone live.
- Reviewed staff weekly reports, staff is working on various projects including programming, at home tasks, and independent learning.
- Attended Procedures for Safe Circulating Materials Handling, focus on what procedures may need to be implemented, materials we may need and problems that might arise.
- Finished watching Nikon School online classes and prepared a detailed report of what I learned:
  - Creator's mindset: creating video with content with Z50
  - Getting started with your Nikon DSLR
  - Photographing Children and Pets
  - Hands on with SB5000
  - Fundamentals of Photography
  - Environmental Portraiture
  - Beyond the Fundamentals of Photography
  - Discovering Macro Photography
  - Exploring Dynamic Landscape Photography
  - The Art of Music Videos
- Continued CDC research found some information on re-opening and [water systems](#), shared with Public Technology task force
- Reviewed Virtual Orientation project notes provided by Monica
- Reviewed Orientation Verification Process submitted by Justin
- Spoke with Randi C and set up a virtual online K-pop Meetup for May 27th
- Watched Propagating Promising Practices webinar, to assess feasibility of applying for grant; the grant really focuses on literacy, numeracy and digital literacy, unsure if we would qualify

- Reviewed M. Stamper's Affinity Blog post, made suggestions on a few edits to change the tone of the blog post.
- Met with staff to review phase two opening guidelines and procedures, worked out staff on site schedule.
- Watched Rethinking Object Photography for Cultural Heritage webinar. Interesting photography practices to accurately represent 3D objects.
- Watched The Magic of Mirrorless webinar, informative webinar about mirrorless camera technology specifically the Sony Alpha series.
- Drafted May's Pillars of the Community poster for Jose Vera and sent on to marketing.

## Justin

Justin has continued to work on expanding his multimedia knowledge with plenty of independent learning. Justin is able to take what he learns and put it to good practice while developing ways to serve our community. He is also part of the team currently developing an online orientation that will allow us a safe method to serve our patrons in the future. Below is a list of Justin's work activities and contributions in the month of April.

- Watched The Great Courses' Fundamentals of Photography tutorial. This week learned about capturing wildlife plus people and relationships. I also learned how to shoot landscapes and turn an uninteresting environment into something extraordinary.



- Some of the newest Adobe skills I worked on were cropping images, creating web icons and business cards using templates, and drawing with shapes, lines and colors.
- Went online and scouted photos for the Studio 300 virtual orientation and tour.
- Continue to work on the Parental Waiver, taking into consideration precautions and measures Studio 300 can take to establish that forms submitted by individuals are valid.
- Submitted my second blog titled "Home Recording Hacks for the "In-House" Producer" which should be helpful for those who are stuck at home and miss having the ability to record in Studio 300 and want to continue to create music at home.
- Completed a few Adobe Illustrator tutorials which allowed me to create my first vector image from a reference photo.



- Watched the webinar Waves Open Sessions-Masterclass with Producer Focus, where I learned about different mixing techniques that I plan to share with future Studio 300 classes.
- Finished revising the script for the Virtual Orientation as well as the Virtual Orientation Verification Process.
- I have also been able to further develop my Adobe Illustrator skills by way of their free online tutorials.

- On Thursday 4/16 Monica, Nikki, and myself had a virtual meeting via Google to discuss the details in regards to creating an online virtual orientation for Studio 300.
- Currently revising the script for the virtual orientation that was provided by one of our former coworkers Steven B.

## Anna

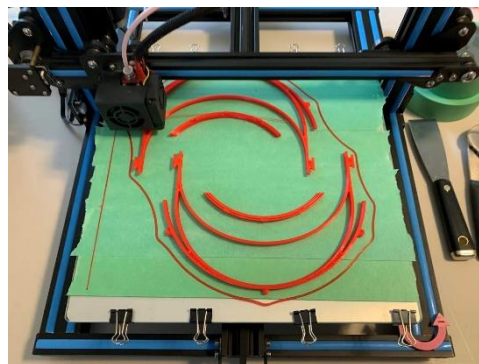
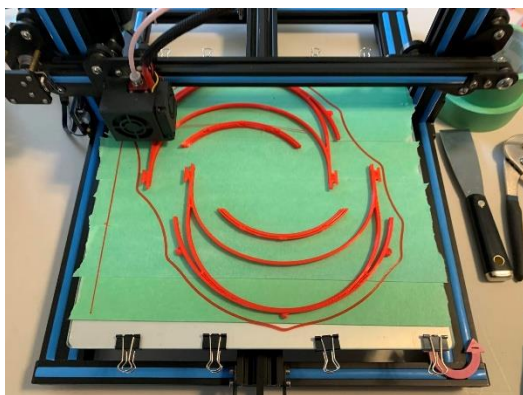
Anna has been busily working from home on many tasks. She took the Makerbot 3D printer home and continues to 3D print PPE medical supplies to be donated locally. Anna has continued to find ways that she can create virtual maker programs so that we can serve our patrons needs while they are safe at home. She has also coordinated with other departments and the Tinker Technology Troupe to continue building avenues to serve our community. The following is a detailed list of Anna's activities over the month of April.

- Attended weekly staff Monday meetings
- Tinker Troupe meetings 4/7, 4/21
- Wrote: [Quarantine Maker Facemask](#) blog post
- Udemy C# 2hrs48mins
- 3D printed 9 face shield pieces, to be donated locally
- Emailed patrons for Java Learning Circle
- 3D print webinar, 3D Printing for the Health Field & Libraries
- Ryan Dowd Homelessness Webinar: got good advice about the penny jar and handling customer service for all patrons
- Started the Java Learning circle with patrons, completed weekly lessons 1-4 and met with patrons virtually via Zoom to discuss lessons.
- Designed templates for Teen Window Display
- Reviewed and responded to P3 Grant Application on learning circles
- Cut out window display templates sent pictures and started blog post
- Created list of supplies flower class
- Created and emailed Randi coloring page
- Reviewed Circ Shelving document 57 out of 100 on quiz.
- Webinar Continuing the Student/Teacher Feedback Loop with 3D Printing was interesting. I found a few projects that might be fun once we are not social distancing anymore

## Patrick

Patrick spent the month busily 3D printing face shield headbands for local donations (he took the CR-10 printer home). Patrick also took on the challenge to work with 3D models and adjusted them to fit our desks in order to hold shields in place in various areas of the Library. Patrick has been educating himself on Covid-19 by watching various informative webinars that outline the current state of events and best practices. The following is a list of Patrick's work from home activities.

- Continued to watch Ryan Dowd's Homelessness Training, have completed a large part of this training in April
- Attended weekly virtual Studio 300 meetings
- Attended virtual Tinker Technology Troupe Meeting on 4/7/2020 and 4/21/2020
- Attended Live Webinar 3D Printing and the Health Field on 4/8/2020
- Attended virtual meeting after 3D printing webinar with Anna and Jeffrey to discuss options and came up with a plan to pick up both printers from the Studio and begin printing headbands for AMITA health



- AMITA Health, troubleshooting the design and GCODE after each print
- Watched Creating a Diverse Archive: Lessons in Community Engagement from StoryCorps Webinar
- Watched Taking a Walk with the Library: StoryWalk®, Walking Book Clubs and More Webinar
  - Storywalk seems like a good idea that allows for social distancing
  - Walking bookclubs not as viable for social distancing since people are still somewhat grouped up, and the discussion is separate from the walk
- Researched Storycorps Connect for recording Storycorps interviews remotely, downloaded and familiarized myself with the Storycorps app
- Familiarize myself with Tinkercad Tools to be able to design Cubicle Hook
  - Adding Objects
  - Changing Object Dimensions
  - Changing Graph Units
  - Changing Workplane
  - Group Objects Function
- Design 3D Cubicle Hook For Plexiglass Partitions, printed 2, redesigned and printed 2
- Researched some options for getting large quantity molds of the cubicle hooks
- Proofread the Studio 300 Summer Fountain Pages
- Completed Staff Book and Movie Expertise Survey
- Watched Public Libraries Respond to COVID-19: The Current Landscape
- Watched Public Libraries Respond to COVID-19: Innovative Solutions in Times of Crisis
- Explored Citizen DJ Tool on Library of Congress Website
- Attended Kindness Day Committee meeting 4/9 and 4/30
- Read through Fountaindale Re-Open Master Plan
  - Reviewed Phases 1-6
  - Reviewed Appendices A-D
- Review Mask and Glove Safety Guidelines
- Read Circulation Shelving Training
- Read Collections of Checkout Plan 2020
- Watched Public Libraries Respond to COVID-19: Strategies for Advancing Digital Equity Now
  - Mobile Hotspot Van Schedule: Schools, Grocery Store Parking Lots, 2hr Stops
  - Boosted Access Points for Exterior of Building
  - Mobile Printing using PinterOn
  - Chromebooks for college students first
  - Resources Include: Everyoneon.org, Lifeline
- Continued Printing Headbands: Total Count 51

## Monica

During the month of April Monica spent a large part of her time in self-development, she watched various classes and webinars to expand her multimedia knowledge. Monica took on the challenge to write a blog post for the return of Lynda. She has also drafted another great post on a product that patrons might benefit from. Monica continues to contribute to the success of Studio 300 and her contributions in April are listed below.

- Participated in the weekly virtual Studio 300 meetings
- Emailed co-workers and supervisors throughout the week to collaborate and get feedback on work.
- Added an entry to the Studio 300 staff blog post.
- Added ideas for Creative Bug classes patrons would be interested in to the Summer *The Fountain* document.
- Wrote a [blog post on how to access Lynda](#), navigate the site, and included suggestions for courses to start on.
- Watched a webinar on providing virtual library services during the COVID-19 crisis and took notes.
- Checked out RB Digital's Photography Fundamentals 1 course from National Geographic and The Great Courses. Watched and took notes on lectures 1-4.
  - Took test photos for Fundamentals of Photography course.
- During the week, to help me plan out a working routine and avoid burnout, I listened to How to Not Always Be Working by Marlee Grace. It was a short audiobook, less than an hour and a half, was good that after I listened to it on Hoopla for free, I bought a copy on Audible so that I could print out the complimentary workbook.
- Volunteered to help develop the virtual orientation for Summer using Niche Academy.
  - Emailed Justin and Nikki about when to meet to brainstorm for virtual orientation.
  - Met with Justin and Nikki about Virtual Orientation
  - Took notes for Virtual Orientation meeting and shared document with team
- Began Affinity Designer training on Lynda made ample progress in April
- Second, proofed Summer Fountain pages
- Had virtual meeting and training about how to use Niche Academy with Jeffrey
- Wrote a draft for blog post on Affinity Designer
- Emailed Nikki a storyboard template
- Finished Ryan Dowd's Homelessness Webinar. Really felt I learned how to have empathy based tools for dealing with patrons.
- Worked on webinars for How to Use Niche Academy

## Nikki

Nikki has been focusing on expanding her knowledge base specifically in video post-production taking time to practice video editing techniques. She has also continued to expand her photography knowledge while working with patrons. Nikki has started the Mastering your DSLR Learning Circle and continues to provide excellent service to our patrons. She was even able to virtually meet a patron to assist them and answer their questions. She is always able to walk patrons through problems and distance has not hindered her dedication to our patrons. The following is a detailed list of Nikki's work from home activities.

- Completed Hoonuit's Adobe Premiere Pro training modules
  - Weekly practice video editing
- Wrote blog post: [Tips and tricks for at-home photography lighting](#)
  - Took demo pictures

- Webinars:
  - 3D Printing for the Health Field and Libraries
- Attended weekly Studio Department Meetings
- Attended Virtual Orientation Meetings
- Launch of *Mastering your Digital SLR Camera* Learning Circle
  - Completed lessons 1-4
  - Put together speaking notes for virtual Zoom meetings
- Virtual Orientation procedure/script draft review
- Reviewing Grant presentation and application
  - Put together speaking notes for meeting
- Ryan Dowd's Homelessness staff training made good progress in April
- Hoonuit's Adobe After Effects training modules
- Virtual One on One with Patron
  - Reviewing Adobe Lightroom workflows and features
  - Critiquing recent photographic work
- Review documents on reopen procedure and phases
- Sign up for Social Distancing Checkout Webinar
- Review Training Document for Circulation procedures

## McKayla

McKayla has been busy in the month of April taking on the challenge to learn Spanish, she has taken advantage of FPLD's great resource Mango Languages. She has also continued her independent learning and focused on areas that would help her provide virtual programming for our patrons while they remain safe at home. The details of her work from home efforts are listed below.

- Attended Studio 300 weekly meetings to touch base and discuss ideas for projects, classes and online training.
- Continued practicing Spanish with Mango Languages and learned about salutations and small talk. I really like the way the learning is formatted with the option to review words and phrases at the end of lessons and how Mango goes deeper than just teaching a language, but addresses cultural customs and history as well.
- Completed training for Ryan Dowd's Homelessness and learned a lot about how your body language and tone can drastically change the outcome of interactions with homeless patrons.
- Completed training for Typography: Type in Motion and learned from Ina Saltz about how to create entertaining, effective typography and how to make it come alive with motion. I love how passionate and knowledgeable Saltz is without being overwhelming to learn from.
- Completed training for Creative Video Editing Techniques led by Ashley Kennedy, who gave lots of great examples from film and further explained methods on her own footage in Premiere Pro. She talks in-depth about how to match up shots for continuity and how emotion is the most important element for matching shots.
- Continued working researching and creating content for upcoming documentary class.
- Proofread the first draft of the *Summer Fountain*.
- Continued creating content for my documentary class and shooting example footage.
- Completed Screenflow basic training and learned the basics of recording, editing, exporting and uploading a ScreenFlow project.

- Began intermediate Photoshop class from Gale Classes and learned about layers. I really enjoy how you can use the class discussion board to ask for help and to help fellow students.
- Completed learning for Typography: Choosing and Combining Typefaces led by Ina Saltz. She went through various fonts and their uses, as well as winning type combinations and various websites to access free and paid fonts.
- Began training for Premiere Pro Advanced from Hoonuit. I really like how the class allows you to move at your own pace and read along with what the instructor is saying.
- Completed advanced ScreenFlow training and learned how to nest clips and create simple animations.
- Completed Piano Lessons: Fundamentals and learned how to sight read music as well as how to correlate notes to keys.
- Completed Typography: Working with Grids and learned from Ina Saltz about the history and importance of using grids as well as how to effectively stray away from the rules.
- Continued intermediate photoshop from Gale learning and learned about manipulating layers. I really like the quiz at the end of each section and how it goes over everything we learned.
- Completed Typography: Color Contrast and Scale and learned from Ina Saltz about how to create tonal weight as well as creating contrast with different font sizes and colors.
- Completed Typography: Hierarchy and Navigation and learned from Ina Saltz how to use color, contrast and position to indicate hierarchy in text. I love how Saltz is so passionate and creates a creative challenge at the end for us to use what we've learned.
- Started Premiere Pro: Documentary Editing and learned from Jason Osder editing techniques used specifically for documentary. Osder spoke about building sequence and narrative through editing techniques, like title graphics.

## Jeffrey

Jeffrey dedicated substantial time to supporting the virtual programming developed by ATSD, ATSD-Teens, CSD, Outreach, and, of course, Studio 300. This included helping troubleshoot video recording issues, editing these videos, and packaging them and uploading them to YouTube for sharing with our patron community (63 total video during April!).

He also spearheaded the launch of our Zoom platform allowing FPLD to bring live webinars to our patrons. He served as the primary conduit for this programming acting as technical host, solving issues, and ultimately developing extensive training so other FPLD staff can take over in the future.

Studio 300 hosted two Learning Circles (weekly, beginning mid-month) and continue to run into late May. And working with the departments, he assisted with several Genealogy events, ESL live training, ATSD-Teens programs, CSD Storytimes, and a puppet show with Outreach. He also managed the hosting and tech duties for the monthly Board meeting as well.

In many cases, we have successfully reached more people with our virtual programming than we would have been able to do in person. Our YouTube stats tell this tale:

- 63 new videos
- 4764 views
- 215.8 hours of view time

- 61 new subscribers

Top three videos include:

- Miss Laura's Virtual Puppet Show: The Hare and the Tortoise
- A Letter to our VVSD Community
- And Virtual Movin' & Groovin' with Miss Kathy
- However, all other videos show quite respectable numbers.

Note: Several of the videos originated as live Zoom webinars, but we also held several Zoom-only programs such as the ATSD-Teen Trivia and Anime Night, CSD Storytimes, and the gathering of the Nameless Writer's Group, to name a couple of examples.

Jeffrey led multiple virtual meetings of the Tinker Technology Troupe as they made plans for a scaled down, virtual Mess Fest for July and the Kindness Day Committee as we finalized plans for our virtual presentations for the May 16th date, too. He also worked with Randi C. and Melisa M. on planning T(w)een summer program alternatives.

He either wrote, edited, or assisted with five blog posts, too.

- [Lynda.Com Is Back, Back, Back Again!](#) (written by Monica S.)
- [Top 5 Tips For Expert Photo Lighting At Home](#) (written by Nikki S.)
- [A Day In The Life: Studio 300 At Home](#) (written by all Studio Services staff)
- [Two Learning Circles Return](#), April 15!
- [Biblioboard: Your Library From Anywhere](#)

He participated in various Manager's (including three re-open plan task forces), Programming, and Summer Adventure virtual meetings, too. He led the revision to the Summer *The Fountain* newsletter and revised the May and June Studio 300 program offerings.

He attended a 3D PPE Printing, RAILS Makerspace, and Virtual Programming webinars, too, in addition to several professional development ones related to writing and publishing.



On 4/22, Jeffrey hosted a *Soon to Be Famous Author Talk* featuring last year's winners of the annual STBF Indie Author Project. At the program's conclusion, STBF announced the winner of their second annual Manuscript Project Contest winner, too. He produced the video for this as well. [All are available on the STBF website](#) which he also maintains for the team. He attended a virtual meeting earlier in the month as well.

Jeffrey spoke 4/29 via Zoom to Brooks Middle School's David Burke's 6th grade Applied Science class about Studio 300 and virtual alternatives. Burke had this to say: "Thank you SO much for that presentation! At one point we had 39 students online. I'll post that link and continue to promote the Library as much as possible. Your time today is greatly appreciated!"

## From Debra Dudek's report

### Adult and Teen Service

#### General Comments on the Month

During the month of April, our library services shifted to a focus on virtual services, online content production, and recorded/streaming programming. In this unprecedented time, the Adult and Teen Services Department adapting new ensure measurable and approachable projects, tasks, and staff training were accomplished by all team members.

Our measurable and accomplishable goals were outlined during our first weekly ATSD team meeting on March 31, 2020 and implemented the following day on April 1, 2020. Our plan was divided into two sections – producing online content and programming opportunities for patrons and completing essential projects/tasks and staff training.

Content Creation for Patrons (1-2 per week of each item)

- Videos
- Book Talks
- Blog Posts

ATSD's content creation team produced one or two items each week, ranging from blog posts, to craft videos, and book talks. With new content being submitted by a staff member each day, the library's communication team had a steady flow of new items to share with patrons on a daily basis.

Essential Departmental Projects and Tasks (2-3 per week of each item)

- Creation of Library Database Sheets
- Re-writing of the Departmental Procedure Manual
- Library Policy & Procedures Review
- Continuing Education/Staff Training

During the month, our team completed all their measurable and achievable goals in this essential projects and tasks category. Staff completed [77 database listings](#), [30 departmental procedures](#), a re-rereading of new library policies, and [123 training sessions](#). Upon review of these accomplishments, three new procedures were added to the departmental checklist to be completed in May.

Programming: Our ATSD programming team made a swift shift to transitioning previously scheduled events to a virtual/steaming/recorded format under a very compressed set of deadlines. During the same week, they were responsible for creating copy for a new version of the summer Fountain newsletter. Our team negotiated with presenters, rescheduled some in-person programs for fall dates, accommodated others for one-on-one recorded sessions for the summer, and produced contracts and agreements for a new schedule of virtual/streaming programs for April and May. I am very proud of what our team accomplished during the month, as this transition was under a very challenging deadline with shifting dates and statuses for future programs.

One of the areas where I contributed to this reshuffling of programs, concerns our library's Genealogy Club. With the cancellation of Genealogy Day on March 28, 2020, I coordinated with Jeffrey from Studio 300 and our conference lecturers to present all our previously

scheduled sessions on separate days during the month of April. We also rescheduled the monthly Genealogy Club meeting and added one additional session to ensure our patrons received access to two virtual genealogy programs each week. The zoom webinar format was very well received, with minimal technical issues being reported by our patrons.

For expediency, a link for each webinar and a lecture handout was posted on the Genealogy Club Facebook page, which was later compiled into an [April/May events blog post](#). The feedback for these genealogy sessions all were very positive.

**Debra Dudek** uploaded a file.  
Admin · April 14 at 5:02 PM

Did you miss our FamilySearch WIKI & Memories webinar with Maureen Brady this morning? The recording is live now on Youtube! Watch it here! [https://youtu.be/1ZgLjNO\\_FOI](https://youtu.be/1ZgLjNO_FOI)

**FamilySearch Wiki and Memories Handout Fount...**  
PDF

Tina Beaird and 6 others · 5 Comments · 4 Shares · Seen by 70

Like · Comment · Share

**Jennifer Burris-Peterson** Thanks so much  
Love · Reply · 2w · 1

**Jeffrey Crowell** BTW MEMORIES on FamilySearch is where I found a group photo taken at my GGF's funeral. It even had pics of my 2xGGP on both sides of the family, and a young Charles Crowell (my Grandpa). Circa 1906  
Love · Reply · 2w · Edited · 3

**Patty Robinson** Thank you! Some of us still have to work (from home) and so this is helpful!!  
Love · Reply · 2w · 1

**Judy Whichard** Excellent presentation yesterday - thank you Debra and Maureen! It was great hearing your familiar voices again!  
Love · Reply · 2w · 1

**Laura Seri Dunne** Thanks so much for posting this. Wonderful resource of info.  
Love · Reply · 2w · 1

**Debra Dudek**  
Admin · April 21 at 10:52 AM



1 · 2 Comments · Seen by 18

Like · Comment · Share

**Pogvara-Grimm Joan** Loved listening to the delayed 'Genealogy Day' speakers. It was good to hear Tina's voice. She is a favorite speaker of mine. Keep up the good work Debbie. 😊  
Love · Reply · 1w · 1

**Debra Dudek** Thanks! We're so happy you enjoyed the sessions!  
Like · Reply · 1w

**Debra Dudek** uploaded a file.  
Admin · April 17 at 7:26 PM

Did you miss our "FamilySearch Browse and Break Down Brick Walls" webinar with Jenny Warner this morning? The recording is live now on Youtube! Watch it here! <https://youtu.be/pQOEelaQ7wU>

**Handout Browse and Break Down Walls.pdf**  
PDF

1 · 1 Comment · 1 Share · Seen by 61

Like · Comment · Share

**Donna Reed Wyllie** just got to listen to this!! I can't believe I have been using Family Search for years & missing so much!!! Awesome presentation!  
Love · Reply · 1w · 1

**Debra Dudek** uploaded a file.  
Admin · April 23 at 10:48 AM

Did you miss our "FamilySearch Basics and Beyond" webinar with Tina Beaird yesterday? The recording is live now on Youtube! Watch it here! <https://www.youtube.com/watch?v=1RJ4Ujm2fU8>

**FamilySearch Basics and Beyond.pdf**  
PDF

10 · 4 Comments · 3 Shares · Seen by 72

Like · Comment · Share

**Cherry Toney Roegner** Great webinar with lots of information to follow up on!  
Love · Reply · 1w · 2

**Debra Dudek** Cherry Toney Roegner Thanks!  
Like · Reply · 1w · 1

Write a reply... 📷 📎 📧 📧

**Christine Simon Goldberg** Thank you so much- already found some gems using the new skills I learned.  
Love · Reply · 1w · 2

**Debra Dudek** Christine Simon Goldberg so happy you're finding cool new stuff!  
Like · Reply · 1w · 1

One interesting note about our genealogy club attendance - each of our club sessions has a high registration and attendee retention rate, with a little less than five percent of registrants not reporting in the scheduled zoom webinar. This is great, as it allows us to guestimate how many people we should have in the program before commencing each session.

I presented one webinar session on April 28 entitled 'Using Fold3 Library Edition' which was a presentation I created last year just in case a regular genealogy club presenter cancelled unexpectedly. I have around five backup lectures ready should this occur, and I've only had to do this once in February 2019. I chose to present 'Using Fold3 Library Edition' as this is a great database which provides home access to FPLD cardholders, and it has many outstanding records hidden on the site. We tested the third-party Zoom registration option through Communico, and while it seemed to be a workable option, the automatic reminders were great, but I was not impressed with how we had to send handouts separately from the reminder e-mails, and generating an attendee e-mail list was not an easy task.



Using Fold3 Library Edition with Debra Dudek

| [Download the handout](#)

Looking forward to May, we have one virtual Genealogy Club session each week, and I am slated to present 'The War of 1812 – Researching Your Second Revolution Ancestors.'

Early in the month, I assisted patrons with account issues as they tried to access Overdrive or Cloud library with an expired or blocked library card. ATSD created a virtual reference schedule which assigns team members a two or three hour time slot in which to answer phone calls and e-mails received through our [asd@fountaindale.org](mailto:asd@fountaindale.org) and [help@fountaindale.org](mailto:help@fountaindale.org) addresses. This delegation of tasks has allowed us to respond to patrons in a proactive and effective manner, ensuring the team member assigned can focus on assisting patrons, while other staff are able to complete essential tasks at the same time.

I fielded between five to ten reference questions a week, most of them from genealogy club members asking for general help and assistance. Many of the questions I fielded were in regards to assisting patrons with downloading and using Zoom for our club meetings, as well as how to register for events online. A majority of the patron assistance I performed were from e-mails sent directly to my library account, as I have helped many of our club members via e-mail previously. I conducted two one-on-one genealogy research sessions by phone to

patrons who needed a little extra help using Ancestry Library Edition and Fold3 from home using their library card.

### **Genealogy Blog for April**

- Two new blog posts
  - *March Genealogy Club Meeting Webinar “German Genealogy: Tips and Tidbits” Now Online!*
  - *April Genealogy Club Webinar Roundup and May Webinar Schedule!*

**April Observations and Projects** – I met with several managers & staff to work on these projects:

- Weekly ATSD Team Meetings
- ATSD Programming Team Meetings
- ATSD Librarian Team Meetings
- Presenter Rescheduling and Webinar Setup
- Cancellation of Library Programs
- Patron Assistance by E-mail
- Homelessness Webinar Training
- Census 2020 Social Media News
- Career Online High School Student Scholarship Check-In
- Programming Contracts
- Fountain Newsletter Content and Edits
- Employee Evaluations
- Communico Updates and Event Maintenance
- Genealogy Streaming Webinars and Contract Negotiations
- Staff Meetings with Administration

### **Programming (includes):**

#### YA Programs:

4/13/20–4/30/20	Teen Volunteering: Book Recommendations	29
4/14/2020	Minecraft Club: Virtual Open Play	0
4/15/2020	Teen Marvel Trivia	3
4/21/2020	Minecraft Club: Virtual Open Play	2
4/22/2020	Anime Night	2
4/24/2020	Teen Crafternoon - DIY Paper-Marbling	37
4/28/2020	Minecraft Club: Virtual Open Play	4
4/29/2020	Animal Crossing Meetup	3

**TOTAL: 80**

## **Randi's Observations:**

### **Teen Services:**

On March 26, I began developing a service plan for our teen patrons. I created a working document—Covid-19 Service Plan: Teen Services—and shared it with my team. We jumped right in sharing ideas for blog posts and virtual programming. This document has been a godsend. It helped us organize and prioritize projects and included links to other important documents like our virtual programming calendar and blog schedule. I have spent my month planning virtual programming, testing software for these programs, working with outside presenters to reschedule events, updating Communico, rewriting content for our Summer Fountain, collaborating with Communications staff to promote our content, writing blogs promoting library services and collections, creating digital book lists in LibraryAware, contacting our teen patrons via email and by phone to promote our programs and provide instructions for joining events, meeting with Adult Services staff and other library committees, viewing professional development webinars, filming craft tutorials, providing support to library media specialists at Brooks, Humphrey and Jane Addams Middle Schools and Bolingbrook High School and starting a new teen volunteering opportunity. I held weekly check-in meetings with teen services specialists, completed monthly schedules, maintained Paylocity schedules and approved hours.

### **Teen Virtual Programming: Transitioning from In-person to Virtual**

One of the first tasks I decided to tackle was teen programming. Illinois's stay at home order meant canceling our in-person programming and transitioning to some type of virtual programming. We were asked to cancel or unpublish many of our events in Communico for March and April. I decided to look at what we had scheduled and determine whether or not we could offer it virtually, what software would be used to present these programs and how we would get our teens to attend. Our Teen Services team decided that we could move forward with Minecraft Club, Teen Marvel Trivia and Anime Night, that we would add an Animal Crossing Meetup and start recording craft tutorials. We tested different software like Zoom and Kast to see how these would work with the services we already use (Crunchyroll and Kahoot).

Once the details were worked out, I wrote new program copy and instructional FAQ for each event, worked with Jeffrey to schedule Zoom webinars when needed, created Google Calendar invites for each event and sent invitations to ATSD staff that were helping with these programs. I then created and submitted each event in Communico. Of course, I wasn't the only programmer transitioning to digital content. In a conversation with Melissa Bradley, I suggested we start a Basecamp for virtual programming. This made it easier to coordinate everything. I checked the Basecamp daily as we continue to post information about the programs that are rescheduled, scheduled and submitting recorded content.

Traditionally teens learn about our programs in the Vortex (from staff, promotional flyers and calendars), in school and from their parents who are reading our newsletter. We don't really have a huge teen following on our social media. Obviously this presented challenges. I asked my staff to review old registration lists in Communico. We reviewed Teen Volunteering, Dungeons & Dragons and other programs to build a contact list. We emailed our regular patrons information about our virtual programs and encouraged them to register. I have also been calling one family through our Google Voice account as our emails don't come through. Emails go out to registrants before each program; they include links and access information.

I am on hand for every teen event either in the program itself or in the case of Minecraft in my email so that I can address any questions. Mainly, we are helping people that are having trouble logging in. For other events, like Anime Night, I am using my computer to stream Crunchyroll via Zoom. Jeffrey has been a tremendous resource. He has tested and trained us to use Zoom and edited my crafting videos. Thanks to him I was able to host our April 29 Animal Crossing Meetup and will be hosting Virtual Dungeons & Dragons on May 2.

### **Rescheduling Outside Presenters**

Besides creating our own programs, I was responsible for working with outside presenters to reschedule any paid programs scheduled between April 11 through May 31. This included Ron Goldie, our Dungeons & Dragons DM, Christine Thornton, artist, and Cathryn Stanek-Whisler, artist and crafter. In all cases, this required starting from scratch—determining whether or not the presenter was ready or willing to present virtually, how we would do that (live vs. recorded), negotiating program costs and scheduling dates and times. These were not quick conversations but we were able to schedule programming with all of our regular presenters for May.

Christine Thornton will provide links to two pre-recorded art classes: Celebrate Spring and Flowering Spring Trees. These classes will be accessible for five days and allow for interaction between the artist and students via Facebook.

Cathryn will be recording two craft tutorials for adults and teens. These classes, No-Sew T-Shirts Bags & Upcycled Wind Chimes will be available for two weeks. I worked with Cathy to select projects that would be accessible for our patrons. Both of these classes don't really specialized supplies but instead utilize objects that can be found in your home or backyard.

Ron Goldie agreed to run two sessions of D&D during the month of May. We decided to use Zoom after we tested the software together. Participants will be able to interact with Ron and each other as they play the game. Ron is prepping for the game using some of the character sheets we had on hand in the Vortex. The kids are very excited for this program. Within one day of emailing our regulars, the program was full!

After negotiations were complete, I created program forms for each event. I shared the forms with Debra and Nancy for review and approval. Many of our paid presenters reduced their programming rates for these virtual events. We also added an additional art class, Drawing Manga Style, with a new presenter, Leah Moon. I assisted Ashe with these negotiations. I am also working with many of the same presenters to schedule virtual programming in June. I am happy to report that negotiations are almost complete. I finalized our summer slate of teen programs. We plan to have a bevy of craft programs, Studio 300 bootcamps, movies and an after hours laser tag event in July. I also made examples of our summer craft/maker projects. The idea is to take pictures of these finished pieces and use them in Communico, the Fountain and other promotional pieces. Here are some of the finished projects. I think the kids are going to have a good time with these programs during the summer months.

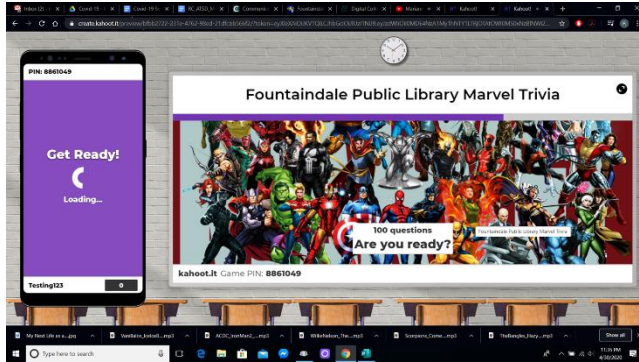
### **Teen Programming**

- **Minecraft Club: Virtual Open Play**

When we first started planning our programs, I approached Agnes to determine whether or not we could offer Minecraft as a virtual program. Agnes agreed and has been doing a great job running this program. She and I worked out dates and times,

promo copy and instructions. I worked behind the scenes to enter each event in Communico. We did not have any kids register for our first program on April 14. We hadn't really gotten the word out about our virtual events yet. We did have tweens and teens participate in our sessions on April 21 (2) and April 28 (4). We have had some challenges. The library has a Java based server so this prevents kids with Windows based Minecraft accounts from joining. We have also done some troubleshooting as a few kids have struggled to access the game. We were able to get these two kids on and playing. Minecraft will continue into May in the hopes that participation will increase. We plan to evaluate the program towards the end of May.

- **Teen Marvel Trivia**



This program was originally scheduled as an in-person program in April. Our team decided to make this a virtual program using Zoom and the online trivia program Kahoot. The night before the program we only had one teen registered. I did email explaining that we were happy to run the program if they wanted to invite their friends and family to play. His mom pushed the program out to her mom's group and

we had three additional teens register. But when it came time for the program to start, only one of the four logged on. The teen, his mother and sister did stay with us to hear about more of our upcoming events and where they could find them. I have also continued to email their family directly to promote the event. While the game portion didn't necessarily work out, we were able to connect with our patrons and promote our services.

- **Anime Night**

Anime Night was another program originally scheduled as an in-person event. Teen Service currently has an outreach Crunchyroll account and they allowed us to stream their content. Kelsey had recommended we use a streaming service called Kast, but after testing the software, we ultimately decided to use Zoom. We actually borrowed the idea from the family who attended our trivia program. Their daughter was running her own anime viewing parties on Zoom. Jenna, Ashe and I decided to test it out and it worked beautifully. The video and audio was crystal clear, we were able to go full screen and the participants could use the chat to talk. Ashe selected two different animes, My Next Life as Villainess and The 8th Son? Are You Kidding Me?. My Next Life was hilarious! The two teens that attended really enjoyed it. We watched all three episodes that were available. I seemed to have the best internet connection so I was in charge of streaming. All in all, a successful event despite the low numbers. Both teens are really looking forward to our May event and plan to invite their friends to join in.

- **Teen Crafternoons**

We wanted to offer some type of crafting program for our teen patrons. In-person arts and crafts classes are some of our most popular programming in the Vortex. I thought the best way to do that would be to record tutorial videos for some simple projects. We came up with a few ideas including paper marbling. This was a class that we had done in house and we thought it would work well as an at home project. I went to the library to pick up a few craft supplies as I really didn't have any on hand in my home. I spent an entire

afternoon filming two different crafting videos using my cell phone. My sister was kind enough to be a videographer. Our first video went up on Friday, April 24 and has had 37 views! The second video, DIY Pipe Cleaner Flower Rings, will be posted on Friday, May 1. This was definitely a learning experience for me. I had to practice the craft, make examples and then come up with a script. It was challenging and rewarding at the same time. I have already started working on the more videos for May. The next one will cover DIY suncatchers. I have made my examples and will start filming on May 1.

- **Animal Crossing Meetup**

Animal Crossing: New Horizons is very popular right now. Several of our ATSD staff members, Jenna, Ashe & Becca, love and play the game. Those three decided to collaborate and write a blog about the game. My thought—this would make a great program! Our staff who play the game and our teen patrons could come together to chat about the game while they play at home. We decided to use Zoom for this event. Jenna was our host and resident Animal Crossing expert. She and our three attendees had a great time discussing the ins and outs of the game, playing together and were able to teach me a few things as well. This was my first program acting as a Zoom webinar host. It was a great learning experience for me. I was happy that Jeffrey was there in the beginning to get me started.

- **Teen Volunteering**

I wanted to be able to continue our teen volunteer program. Other libraries had started teen recommendation programs. I thought this would be a great service opportunity. Teens in grades 6 through 12 can submit a book review to earn service hours! We are going to use these recommendations in blog posts, on our website, social media and our new recorded book talks, Teen Book Babble. Teens receive one service hour for every recommendation submitted. I worked with Steven to create an online submission form and wrote a blog post that included the program details and submission guidelines. We compiled a list of our regular volunteers. I then emailed them the details of our new program. I also emailed the school media specialists at all three Bolingbrook middle schools and the high school. We had 29 submissions in April!

I download all the submissions and add them to a Google Sheet. Jenna and Ashe look through our catalog to see if we own this in print and as part of our digital collection. We include links to the digital record if available. Communications uses this spreadsheet when posting these recommendations on Instagram for #TeenPickTuesday. Each week I create volunteer letters and email them to the participants. These emails go out on Fridays. Some students have used their VVSD emails. These emails are not set up to receive emails from outside email addresses. I made arrangements to send those volunteer letters to the school librarian and the NJHS coordinate, Ruth Bardy.

### Career Online High School:

Tyler G. completed our COHS program in April. His twin brother Zach graduated in January 2020, and both students are official the first set of siblings to complete our program. I am very proud of all they have accomplished.

### Statistics

Currently Enrolled: 4

Currently Enrolled 30 Day Probation: 0

Currently Enrolled Completed 30 Day Probation:0

Students 75% Through Program: 0

Graduate: 24

#### Adult Programming:

Conversational ESL for Adults (Drop In) AM	4/13/2020	4
Genealogy Day - FamilySearch WIKI & Memories	4/14/2020	32
Genealogy Day - Browse and Break Down Brick Walls	4/17/2020	22
Conversational ESL for Adults (Drop In) AM	4/21/2020	6
From Obscurity to Greatness: Mister Lincoln and Illinois	4/21/2020	12
Genealogy Day FamilySearch Searching Strategies	4/22/2020	45
Tidy Up Home and Life: KonMari Method	4/23/2020	31
Genealogy Club - Joining The Mayflower Society	4/24/2020	13
R&B Line Dancing	4/26/2020	52
Conversational ESL for Adults (Drop In) AM	4/28/2020	8
Genealogy Club: Using Fold3 Library Edition	4/28/2020	38

**TOTAL : 263**

#### **Programming:**

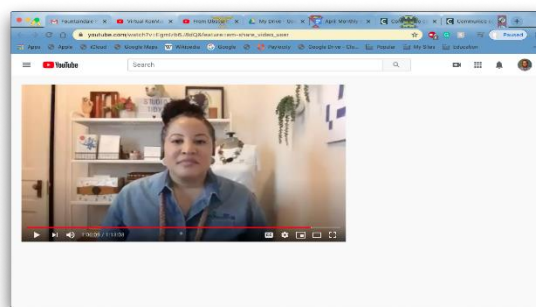
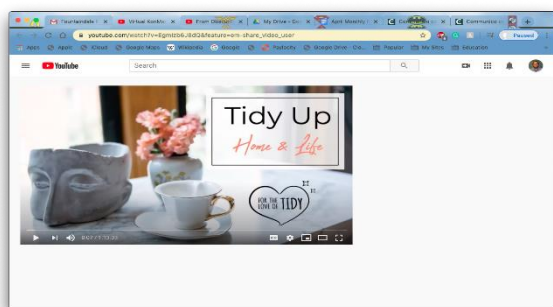
##### From Nic M. Report

To avoid allusion to the strange times we are in, I will state outright that times in the life of COVID-19 have definitely changed the processes which I would think that we have taken a bit for granted. The closure of the library created a massive drive to reschedule as much as we could to take programs to a virtual medium to best serve our community. With this came numerous correspondences to ensure that that was still an option for some of our presenters. For some, it unfortunately could not work out, often due to technical limitations that the presenter had or the need for materials that patrons would not have direct access to. But some of our programs did make the leap to a digital format, notably the Tidy Your Home and Life program.

But, of course, this peculiar pause has allowed us to get a handle on many of the internal projects that we have been planning on doing. Some of the tasks that I was able to accomplish was writing up information sheets for a few of the numerous databases/e-resources that Fountaindale has to offer. In Particular, I was able to write up the information sheet for Mango and its children's application Little Pim, which is a resource that our patrons could use to learn many different languages. It is an incredible resource, but could be daunting to try to work through. With these particular datasheets, staff has the ability to create a path for a patron that may not be the most comfortable to just explore. Uncertainty creates frustration and we want to ease that frustration in order for our patrons to be comfortable and confident to access information that they would otherwise avoid. This notion was also explored in some of the continuing education webinars I was able to access as well. Some of the topics that had been brought up in those webinars included how to create programs during the COVID-19 crisis and what is the best avenue to have patrons access them, how are we (librarians) able to provide basic services for our patrons despite not being able to physically interact, and tips and standards for providing the best customer service that we can (especially to our homeless population). These webinars have helped me keep fresh the different ways that we interact with our community and to assist with ensuring that exemplary customer service is transferred from person to person interaction into the digital realm. And to be prepared to make the switch back.

- **Tidy Your Home and Life 4/23 (31 Attendees)**

This was a program that we originally had scheduled for the end of March, but we were able to reschedule the program. Kristyn Ivey, the host, was very accommodating with all of the changes and new paths we had to take. And while the planning and execution of the program went smoothly, it was well attended and well-reviewed. During the program, we received many appreciative comments not only about having the program rescheduled, but that we were still trying to do programming of this nature. We knew that the closure of the library would affect our patrons, and we needed to stay accessible to as many as we could. This was a program that already had great interest before with over 50 people signed up to attend. When the program aired, we had an attendance of about 30.

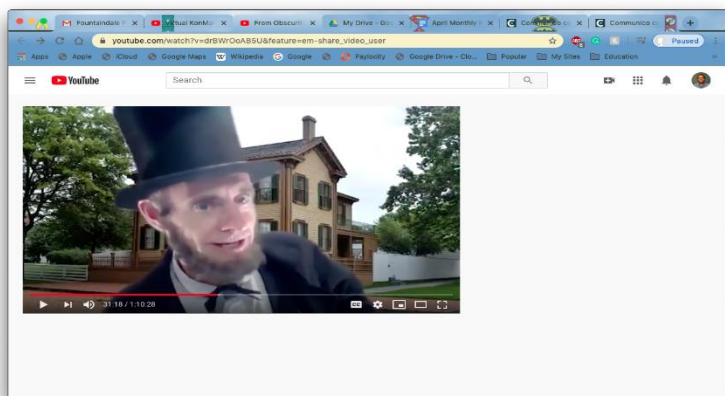


- **Virtual ESL Classes 4/14 (4 Attendees), 4/21 (6 Attendees), 4/28 (8 Attendees)**

Another program that has been having success with the switch to digital is our ESL class. While Elizabeth was nervous about the switch, the last few weeks have shown comfort for the presenter and enthusiasm from patrons. Our numbers have almost matched what we would have had during the morning sessions of the class and have grown each week. I'm interested to see how the next month will work with the ESL classes being set to evening hours. In normal circumstances, this is the most attended class Elizabeth hosts.

- **From Obscurity to Greatness: Mister Lincoln and Illinois 4/21 (12 Attendees)**

But programming this month wasn't just coordinating to reschedule. We also were able to add new programs to the month in order to fill gaps that have happened from some of the programs that had been canceled. One we were able to host was with presenter Kevin Wood, who does a fantastic Abraham Lincoln program. His "From Obscurity to Greatness: Mister Lincoln and Illinois", patrons were treated to a quick bit of history from Abraham Lincoln as he rose from a standard lawyer to the Republican candidate for President of the United States. We had 12 patrons attend this program that also had a Q&A at the end. This event, coupled with the many webinars that Fountaindale has been hosting, was a great insight as to how the community is not only excited that we had planned these events, but that they are attending the programs. Despite everything else that is going on, we have still been able to reach our patrons with our programming.



### From Tony N.'s Report

Of the two years that I've been with Fountaindale, I have never experienced anything like this. And I imagine all of my fellow staff members and much of the community hasn't either. And I must say that it has been interesting to adjust to working from home for such a long period of time. But it's good that our libraries and many others across the country have stepped up to provide service to their respective communities.

Initially, all programs were canceled for the safety of everyone. But when procedures for virtual programming were solidified, I reached out to the presenters I scheduled for this month. These would be the Gardening 101 by the Growing Place, Tuesdays with Toni book club by Toni Greathouse, the Cooking Demo by Chef Susan Maddox, and R&B Line Dancing by Belynda Head.

The Growing Place optioned to reschedule for another date when in person presentations were allowed and Toni wanted to resume the book club at the safer date of September 1st.

But Susan Maddox and Belynda Head agreed to present virtually with the R&B Line Dancing class happening on April 26 to a full house of 50 registrants and the virtual Cooking Demo happening May 14th over Zoom. As we continue with virtual programming to maintain everyone's safety, I'll be reaching out to scheduled and new presenters to continue giving our community the fantastic programming lineup that we're known for.

In between working with presenters for virtual programs for this month, I also helped with filling out some Database Sheets. This project was very nice since I got to better know the large database resources that we offer to our patrons. With these completed database sheets, it will be very easy to reference their description and use to our patrons and ourselves so that we can better lead to them the information that they're looking for. The ones that I filled out are TumbleBook Library, Literary Reference Center Plus, Omnigraphics Health Reference Series, and Novelist K-8 Plus.

As for the webinars that we've been offered and have sought out on our own, of course the Librarian's Guide to Homelessness (Core Training) has been amazing. I appreciate the experiences that Ryan Dowd has shared with us so that we may better help those in the community that may be experiencing homelessness and want to use the library's services. I've also found the ALA's Public Libraries Respond to COVID-19 webinar series to be very helpful as during those live webinars, there were hundreds of library professionals sharing their experiences to help the whole library community through this crisis.

Lastly, I want to recount an experience I had with our new Google Voice account. On the morning of the R&B Line Dance program, I sent an email to all of the registered patrons with the link to Belynda's YouTube channel where she would be live streaming. Two of the emails bounced back as not being able to send. So I logged onto Google Voice and sent both of the recipients a voicemail with the info. Just a few minutes before the program went live, I received and answered a call from one of the patrons. After helping her with the YouTube link, she said she was thankful for the assistance and went on to join the program. I'm glad we have a system that keeps our personal numbers anonymous while allowing the staff to help our patrons.

### **From Rebecca Falasz's Report**

During the month of April we have sadly all been stuck at home. But this has been a great opportunity to get some things out of the way. During this time I have completed Ryan Dowd's Homelessness for Librarians training. It has given me some great advice for how we can help

the homeless patrons that frequent Fountaindale Library. This training should be beneficial for all staff and patrons involved. I'm glad we will be able to help these patrons feel more comfortable when coming in. I have also been working on moving programs from in-person, to virtual. With the help of Randi Carreno we have been able to negotiate with our presenters and they have agreed to film content, and allow us to make it available to our patrons and because supplies aren't being provided we have agreed on a discounted cost. I have also planned to convert my summer craft programs into blog posts since social distancing is still in place. I have begun writing up some directions, and once the date is near and I can get my supplies I'll be able to write everything in full detail, and take still photos to add as well. I worked on a blog post with a few of my coworkers, and I did a blog post myself to help highlight some films featured on Kanopy. The last few weeks I have also taken some time to work on my yearly review. I'm happy to say that I have been at Fountaindale for three years now. And I have loved working at the library!

### **Minecraft Monthly Report – Agnes Babinski**

Randi and I began discussing the possibility of moving Minecraft Club to a virtual setting at the end of March. Hosting a Minecraft server that is open is a lot of work and comes with a high level of toxic behavior such as verbal harassment and grieving (maliciously destroying builds). Due to not being able to monitor a running open server constantly, I suggested we run a registered program, at a set time so that we can whitelist the server (only allow registered patrons) and have someone actively watching the game and chat. Especially due to the large age range, we wanted to make sure that everyone felt safe, and had a good time playing together.

I wrote up a very short rules list that reflected this, a program description with requirements, a programming email template that we sent out the day before, and an email template for registrants who submitted missing information. Randi took care of the communications part and set up the event in Communico.

I also had to deal with some issues on the server end. MCProhosting has been testing a new control panel page, and apparently migrated to the new version without notifying us. I sat in on chat help until the problems were resolved and I could access the server again.

#### We have had three sessions this month.

**Tuesday 4/14** – We had no registrants, this was posted just a few days before, and our virtual programming was just starting. I think there just weren't enough people looking for a library program at this point.

**Tuesday 4/21** – We had five registrants, two of which made it to the program. Two registrants were from a family that turned out to only have Xbox Minecraft accounts, which are not compatible with our server. I offered the parents some resources and information on who they are able to play with using Minecraft Better Together (consoles + Windows 10 versions) in case they have friends or family that want to play together.

**Tuesday 4/28** – We had four registrants, and all four made it! We had one player that had some issues in connecting, but we resolved it over a phone call. All four played well together and it was nice to see them helping each other out.

If we can continue getting 4-6 per session, I think we can make this work for an extended period of time. There is one thing to note, none of these players are ones we typically get for our Minecraft Club sessions. I feel like the group of kids we were catering to with an in person program don't really overlap with those able or wanting to do a virtual club. For our regular sessions, we had kids who wanted to play together next to their friends (it's a lot more fun!)

and those without their own Minecraft accounts. I feel like if they do have their own account, they probably have their own maps, or connect to public servers and don't necessarily want to play on a generic library Minecraft map once a week. So we will see if interest continues!

I also have updated Minecraft statistics for March. I was able to pick up the sign-in sheets as well as some other work.

### **Assistant Manager, Christopher Halvorsen**

This month I did several schedules including two desk schedules for openings that never happened. I also did the monthly schedule for May and June and started the monthly schedule for July. In addition I did the schedule for May for the soft opening and a schedule to cover email questions while we are sheltering in place.

I virtually helped six patrons during this time. One email had six questions. Including promoting our learning databases like Lynda.com and Universal Class for Excel and Office products, promoting our virtual programs, finding classes online from Joliet Junior College, our digital book collection, web resources for making masks, Mango Languages and the Bolingbrook Historical Preservation Society.

Another question involved a patron that could not return her ebook. Even though I didn't know what ebook service she was using, I provided her with instructions for all of them and she was able to successfully return the book.

Another patron wanted ebooks and wanted me to call him to talk him through the process. However, he did not provide me a time to call him so I called him at 5pm. I woke him up! Still he was good natured and was able to assist him in getting an ebook. He had put Overdrive on three devices, and when he downloaded it he downloaded it to another device and it took us a while to figure that out. He kept thinking it wasn't downloading until he checked his other device.

Another patron needed a pin reset and downloaded Overdrive to her brand-new Kindle Fire. However, she could not login. I asked her several times if she was sure it was brand new, and she said it was, but then she said, "Oh wait, this is my old iPad. It's like seven years old." She then got her new Kindle Fire and everything went smoothly.

Another patron was looking for a picture of two middle schoolers who came in second in a middle school talent show sometime between 1984 and 1986. I went to the library and looked through 3 years of microfilm for 2 different newspapers (which took about six hours) but could not find the picture.

The final two patrons were relatively simple ebook questions. Because I had assisted the first two patrons with ebooks, I had written up a script with ebook assistance that I emailed to the department so that they could use it when they helped staff.

This month saw us almost complete the database project that should have taken us the rest of the year to complete. I created the initial spreadsheet to keep track of the progress, as well as wrote eleven of the database sheets. During this process, I discovered two databases that were not working properly and reported it to IT.

I wrote blogs on Masterfile, our education databases (Lynda, Universal Class, and Gale Courses), and one that was a musical journey of the movie "The Big Lebowski". This one turned into a larger project than I anticipated as there were 37 songs in the movie. I had to watch the movie three times, pausing it at each song, figuring out what the song was and finding it in Freegal to create the playlist to go along with the blog. Fortunately, most of the songs were in Freegal and for songs like the Spanish version "Hotel California" and "Viva Los Vegas" there were sound-a-likes. I didn't even know sound-a-likes existed.

I also started the Department Procedure Manual, writing six of the procedures and creating the formats so that other staff can write them as well. I also created the spreadsheet to track the progress.

During this time, many of the staff I supervised had questions so I did 8 phone meetings where I called them and let them ask all the questions they wanted. The average call was about twenty minutes.

I watched the entire Homeless training seminars, including filling out the worksheet that went with the program. This had a lot of really good information, including how to help difficult patrons.

I also attend a webinar for Leap for public services. I didn't really learn anything new but if there was a recording created, I would recommend staff watch it as it had a lot of good examples for advanced searches in Leap.

I watched a program on virtual programming on the fly. I think this program would have been really good a month ago. Most of the stuff they were talking about we are already doing at the library.

I also watched a webinar that was a question and answer session. They discussed how to deal with stressed out people in a virtual environment. They urged libraries to have virtual office hours. And when using social media keep it simple and don't try to replicate the library experience. They suggested a really good website for health questions  
- [www.Publiclibrary.health](http://www.Publiclibrary.health) for information about Covid-19.

I also watched a COVID-19 and Digital Access Webinar. It offered health and wellness resources. Talked about connecting with the government on social media and discussed distance learning resources including technical service advice. There were some good sites to check out like <https://www.coosbaylibrary.org/quaran-time-activities-resources>. I also started to watch the Screenflow 5 video on Niche Academy. However, I decided it would be better to watch when I have the software in front of me.

Below is a concise bullet point summary of what happened this month.

- Monthly schedule for May
- Monthly schedule for June
- Started monthly schedule for July
- Did schedule for soft opening
- 11 database sheets
- Six procedures for procedure manual
- Wrote three blogs
- Virtually helped 6 patrons with a total of 13 questions, including going to the library twice to look through microfilm.

- Diana's evaluation
- Held eight phone meetings with staff to answer their question
- Completed homeless training of about 11 hours
- Five additional webinars for 5.5 total hours
- Discovered two databases that were not working and reported it to IT
- Worked on issues with staff I supervised as they occurred
- Created four Googles Docs to help keep track of staff progress

### Librarian Highlight, Brian S.

During the month of April, I created content, completed my assigned tasks and projects, and attended staff training sessions.

### Blogs

#### 1. *What You Need to Know About Federal Student Loan Forbearance due to COVID-19*

This blog post addresses student loan forbearance due to COVID-19. It provides information and what one needs to know if they are indeed looking to do so. This is the first in a series of blog posts addressing financial difficulties due to COVID-19 and what an individual can do and what resources are available to him/her as he/she tries to take care of this during this time.

#### 2. *"The Way Back" Movie Review*

This blog post is a movie review I did about the film "The Way Back" starring Ben Affleck. I discuss the plot and what I liked about the movie and if I would recommend it to others.

#### 3. *Brian's Top Five Poetry Book Recommendations*

This blog post was written in tribute to National Poetry Month. I discuss five Poetry books we have in our collection that I would recommend to our staff and patrons to take a look at and check out if they are looking for a good introduction to Poetry.

#### 4. *Information on Loan Repayment Difficulties due to COVID-19*

This blog post addresses loan repayment difficulties due to COVID-19. It provides information and what one needs to know if they are dealing with this. This is the second in a series of blog posts addressing financial difficulties due to COVID-19 and what an individual can do and what resources are available to him/her as he/she tries to take care of this during this time.

#### 5. *What You Need to Know About Protecting Your Credit Score due to COVID-19*

This blog post addresses protecting your credit score due to COVID-19. It provides information and what one needs to know if they are indeed looking to do so. This is the third in a series of blog posts addressing financial difficulties due to COVID-19 and what an individual can do and what resources are available to him/her as he/she tries to take care of this during this time.

Here's is what I submitted to Kelsey's "Pets of Fountaindale" Blog Post:



Hey there! My name is Sweet Pea. My best friend is Brian. He works in the Adult & Teen Services Department. I love being outside on a warm sunny day and sunbathing on my favorite chair. I also love playing catch with my favorite ice cream cone toy and running all over the house. I am NOT a fan of

the vacuum cleaner AT ALL but cuddling, sitting on top of the loveseat and looking outside the window as well as getting treats is my absolute favorite!

### **Completed Database Sheets**

- African American Heritage
- Bolingbrook: Project Music
- CultureGrams
- FreedomFlix
- GPO–Government Printing Office
- MyHeritage
- Scholastic GO!
- TrueFlix

For each of my eight entries I would title the specific sheet, add access info, describe what it does, how to search, what the results were, and other things of note about the specific resource.

### **Procedure Manual Assignment**

DVD Checkout Procedures:

<https://docs.google.com/document/d/13gjLOW830ss9bz8WqALK6ICQehc0pY4bm3Ty0gy9QlY/edit?userstoinvite=ababinski%40fountaindale.lib.il.us&ts=5e9f77e4>

I created a DVD Checkout Procedure document detailing the step-by-step procedures needed to successfully checkout DVDs in our library. I also provided access for other staff in the Adult & Teen Services Department to edit the document as they saw fit.

### **ATSD Professional Development Log:**

#### *1. The Librarian's Guide To Homelessness:*

- a. The Librarian's Guide To Homelessness - Core Training
- b. Managing Problematic Behavior - Supervisor's Webinar
- c. Burnout, Vicarious Trauma, & Compassion Fatigue Webinar
- d. Advanced Body Language Webinar
- e. Domestic Violence and Sexual Assault Webinar
- f. Homeless 201 Webinar
- g. Body Odor Webinar
- h. Managing Problematic Behavior - Q&A Webinar

This training looks to help staff in how to reduce problems/conflict and be inclusive. It does this by having you recognize the power you have to resolve problems and have greater confidence in doing so. By doing this and in doing so, the library will have fewer problems and the library will be more compassionate and inclusive.

It was discussed and laid out in the following 4 Parts:

1. Deeper Understanding of Homelessness and Differences.
2. Punishment and Limitations
3. Psychology of Voluntary Compliance
4. Tools

I would recommend this activity to others because I found the training to be very helpful and useful. I found it to be informative but also liked that it was presented in a way that made it equally entertaining too.

## *2. Libraries and COVID-19: Managing Strategies and Stress*

Maria Stella Rasetti - the Director of San Giorgio Library in Pistoia, Tuscany, Italy; Lisa Rosenblum - the Executive Director of King County (Washington) Library System; Loren McClain - the Certified Instructor for the National Council for Behavioral Health and Mental Health First Aid USA, and Richard Moniz - Director of Library Services Horry-Georgetown Technical College in Myrtle Beach, South Carolina share their personal experiences in dealing with COVID-19 in their regions as well as how their libraries reacted to the situation. They also discussed strategies that they use in being productive working from home as well as in general during this time. They closed with the ways in which they try to cope and deal with stress as well as ways to lessen it.

I would recommend this because I found it very helpful and relatable. It was interesting to get different perspectives of the individual's direct experience in dealing with the COVID-19 pandemic in their areas as well as how their libraries reacted as well. I also liked that they discussed ways in which they felt would help people and that help them in dealing with stress as well as the ways they found were helpful in reducing it.

## *3. Public Libraries Respond to COVID-19: The Current Landscape*

Patrick Losinski, Chief Executive Officer at Columbus (OH) Metropolitan Library; Patty Ross, Library Director at Puyallup (WA) Public Library; and Larra Clark, PLA Deputy Director discuss what Public Libraries are doing in response to COVID-19 and how they are making decisions. They also looked at where they are getting information and how they are sharing it with their communities.

I would recommend this activity to others because it is good to know and be aware of the current Public Library landscape amidst COVID-19 and what library leaders in the field have done in their respective communities and would and do recommend to others in the Library Field.

## *4. Public Libraries Respond to COVID-19: Successful Ways to Work Remotely*

Cindy Fesemyer, Adult and Community Services Consultant, Public Library Development at Wisconsin Dept. of Public Instruction; Toby Greenwalt, Director, Digital Strategy & Technology Integration at Carnegie Library of Pittsburgh, PA; and Larra Clark, PLA Deputy Director look at the current environment of library closures and mandated quarantines and how Public Library staff are adapting, being affected by and/or struggling with the transition from a public-facing role to one of working from home.

I would recommend this activity to others because it is helpful in informing Library Staff about some software and technology options that are helpful in providing and ensuring success in being a remote employee and/or manager.

## *5. Public Libraries Respond to COVID-19: Managing Stress and Anxiety*

Debra Keane, LCSW, Coordinator, Social Work at Jefferson County (CO) Public Library; Susan Voss-Rothmeier, LCSW, Project Respond Library Crisis Services at Multnomah County (OR) Library; and Kathleen M. Hughes, PLA Manager, Publications take a look at how during these times of uncertainty, self-care needs to be a top priority. They look at how Library managers need to be thinking of the well-being of their staff, and how staff need to be thinking of the well-being of their patrons.

I would recommend this activity to others because it is absolutely essential in discussing how we/do we manage stress as well as working with an anxious public during these challenging

and unprecedented times. It also discusses ways to approach self-care, prioritizing well-being, and managing stress and anxiety.

*6. Public Libraries Respond to COVID-19: Innovative Solutions in Times of Crisis*

Pam Sandlian Smith, Director, at Anythink Libraries, Adams County, CO; Marcellus Turner, Executive Director and Chief Librarian at The Seattle (WA) Public Library; Kelvin Watson, Director of Libraries at Broward County (FL) Libraries Division; and Mary Hirsh, PLA Deputy Director discuss how Public Libraries are having to and must continue to evolve to meet the needs of their communities. They also talk about thinking ahead and looking forward in regards to how it relates to planning for what comes next.

I would recommend this activity to others because it provides examples and suggestions from Library Staff in surrounding, neighboring, and/or other States who have responded in this time of crisis with innovative solutions to services and programs.

*7. Public Libraries Respond to COVID-19: National Survey Results*

Linda Hofschire, Director, Library Research Service at Colorado State Library; Kolleen Taylor, Library Director at Bertha Bartlett Public Library, Story City, IA; and Emily Plagman, PLA Manager, Impact and Advocacy analyze, discuss, and look at the broadest national survey of Public Library responses to the COVID-19 Pandemic from March 24–April 1 that more than 2,500 Public Libraries responded to. They discuss the findings and what they learned about closures, services, and staffing as it relates to how it can help libraries understand how their peers are responding to the current crisis and plan for future recovery. They also look and see how organizations like PLA and ALA are using this data, as well as what other Public Libraries and Librarians in the Field could do with it. It is also noted that due to the rapidly evolving and changing nature of the current landscape, PLA plans to conduct another survey about this topic.

I would recommend this activity to others because it helps identify current responses from U.S. Public Libraries as it relates to the COVID-19 Pandemic. It is also essential in understanding the impact(s) that COVID-19 is having on Public Library Staff and Services. Finally, it helps to direct Librarians in gaining confidence to implement innovative services and solutions to meet staff and patron needs.

*8. Public Libraries Respond to COVID-19: Strategies for Advancing Digital Equity Now*

Betsy Fowler, Director of Williamsburg (VA) Regional Library; Misty Hawkins, Director of Arkansas River Valley Regional Library; Julie Walker, Georgia State Librarian, and Larra Clark, PLA Deputy Director look at how more than 20 million people lack home broadband access at a time when virtually every aspect of our lives has a digital component. They discuss how Public Libraries have long been part of a digital equity solution with devices, Internet access and technology training. They share some tips and strategies ranging from amplifying WiFi signals to deploying mobile hotspots to mapping and publicizing public WiFi while library buildings are/remain closed and the needs for people who are digitally disconnected are greater than ever before.

I would recommend this activity to others because it addresses the needs and concerns of patrons who are digitally disconnected during this time and what libraries can do to help in providing innovative and necessary solutions.

*9. Virtual Programming on the Fly*

Jez Layman, Adult & Teen Programming Librarian at the Elmhurst Public Library and Laura Golaszewski, Community Engagement Manager at the Normal Public Library discuss the benefits that Virtual Programming has for libraries and their patrons. They also give tips and

make recommendations on what are the necessary steps to take in providing quality virtual material on the fly that best represents our patrons as well as the community at large. I would recommend this activity to others because it is very helpful and useful in guiding librarians with the essential materials and objectives needed and necessary in regards to providing quality virtual programming content that best serves our patrons as well as our community at large during this time.

#### *10. Libraries and COVID-19: Providing Virtual Services*

Jason Griffey, Director of Strategic Initiatives at NISO; Francisca Goldsmith, Consultant at Library Ronin; David Lee King, Digital Services Director at Topeka and Shawnee County Public Library; and Lindsey Gervais, Digital Pedagogy Specialist at Gale discuss where you should start if you've never provided any sort of virtual service from outside of your physical library. They also discuss what specific tools they are using and would recommend. They also take a look at how virtual reference is the same as in-person reference and how it differs. I would recommend this activity to others because it is very informative in regards to implementing as well as providing excellent Virtual Services to patrons.

#### *11. Libraries and COVID-19: Considering Copyright during a Crisis*

Lesley Ellen Harris, CEO of Copyrightlaws.com, Copyright Consultant, Published Author, Copyright Blogger, and Educator; Jill Hurst-Wahl, Consultant, Speaker, Writer, Educator, and President of Hurst Associates, Ltd; and Kenneth D. Crews, Attorney, Author, Professor, and International Copyright Consultant discuss how some content providers are loosening restrictions. They also take a look at how much we should as librarians worry about copyright day-to-day while still trying to do our jobs during this pandemic. They also discuss what we should do with all the content that is being created at this time as a result of this situation.

I would recommend this activity to others because it is helpful in providing librarians with what they need to know, how to adapt, as well as what to be aware of when working with content as it relates to copyright during this time.

I completed 18 webinars. I then submitted them via the Staff Development Activity Report Form wherein I summarized what they were about and all they entailed. I also discussed if I would recommend them to others and if so, why. I also submitted any Certificate of Completion documents that I obtained at the end of a specific webinar and/or course.

#### **Programming Reassessment Spreadsheet**

I worked on and made modifications for the months of April and May in the Programming Reassessment Spreadsheet. I also worked with and coordinated with Jeffrey Fisher from Studio 300, Melissa Bradley and Steven Ford from Communications; and Pat Smith, the presenter of The Spirits in the Wind Flute Circle in discussing and implementing Virtual Programming for the months of May and June.

#### **Librarian Highlight, Jay P.**

This month has been tough, but I am continuously amazed by how much work staff have been putting out for patrons.

I've attended or viewed at least 20 hours of webinars and meetings, several of those with the Bolingbrook Chamber of Commerce. This has allowed me to make meaningful connections with chamber members that can be leveraged for future programming and cooperation. I grabbed a speaker on mental health from one of these events who agreed to speak at no cost

for the library. Some of the best networking I have done was during chamber game nights, something I would not normally be able to attend. The others I viewed gave me some wonderful ideas for programming and to help inform employees and business owners, such as workNet Dupage's series on their job training grant (\$10,000 towards any training program in growing fields). These are things I need to know about when providing business or employment reference.



#### Virtual Morning Job Club - (Online)

Thursday, May 07

Thursday, May 21

Thursday, June 04

Thursday, June 18

Zoom Meeting 10:00 am - 11:00 am

Join other job seekers for an overview of services that can help you meet your goals. Followed discussion and questions. Zoom info will be sent to registrants an hour before the start of the program.

Register Online: <https://communico.fountaindale.org/event/4279097>



**A Virtual Morning Job Club** is starting later this month with the library. With most of my programs in April cancelled, I still wanted a way to do something for patrons. Most of what I had been doing was focused around small businesses, who are suffering dearly in these times. Chamber meetings this week were full of heart breaking stories in and outside of Bolingbrook, which led me to write a fairly compressive post on all the loans and grants available to small businesses. Now the chamber is doing a lot of good work for our local business owners, but

they are not career centers. The job club is something I can do right now and give something functional to patrons to use. The first meeting will just cover our services because not a lot of people know about what we can offer to further a job search. It will also build a presence with patrons and gives me a portal to implement anything I think can help on a bi-weekly basis.

Quickbooks! I've been chipping away at training modules towards QuickBooks Online Certification, which I would need to be able to teach a class on the subject. Quickbooks training is in demand for any small business or freelancer who wants solid control over their accounts, payroll, and orders. I can issue training accounts RIGHT NOW, I still need to know more about how it works. While this will take time, a class like this would give patrons something they can put on a resume. That's something worthwhile and concrete.

ATSD completed over 70 database sheets to better inform patrons on their use. I personally completed at least 10. The project was especially enjoyable because it gave me the time to really dig into what these services offer and how they work. Braisefuse is one of our most valuable services, I can't say how using having a tutors on the fly for most academic subjects and job skills. Much of what I will be covering during the Job Club will be from what I learned from combing over our databases.

This photo is from a "walk-along" post I did earlier in the month. It was something I would not normally have time to do and hopefully reminded patrons to stay active and healthy. Moss is neat.



## Librarian Highlight, Erica Edwards

I filmed, edited, and uploaded four Book Talk videos for patrons to enjoy! Patrons are able to view these videos through our YouTube channel as well as on our social media sites (facebook, instagram).

You can find the videos here: <https://www.youtube.com/user/FPLStudio300/videos>

**The Book Thief by Marcus Zusack** is one of my favorite books and I recommend it for everybody from ages 10-110. It's heartbreaking, uplifting, and heartwarming all in one which is a lot to experience! I think our patrons will fall in love with the main character and find themselves rooting for her and her love of books.

**The Martian by Andy Weir** is very relevant to our current times. Mark Watney is stuck alone on Mars and he's run out of toilet paper and ketchup. Also, nobody knows that he's still alive and so nobody is coming to rescue him anytime soon. He knows a lot about self isolation and can give you some incredible tips on how to stay busy when bored and alone.

**Big Little Lies by Liane Moriarty** is a wonderfully entertaining and gripping read. It's complex enough to keep you hooked, but also has a lot of light parts that will make people smile and laugh. It was also made into a successful TV show on HBO that patrons can watch (after they're done reading of course!).

**The Gifts of Imperfection by Brene Brown** is a wonderful self help book that will help people learn to embrace their flaws instead of trying to change them. Our community has always responded well to self help books, everytime that I put one on a display it's gone in minutes. A lot of people right now are looking inward and working on themselves since they may have some extra time on their hands or are stressed out about the state of the world, and so that's why I wanted to offer a self help read!

When picking the books to do a book talk on, I wanted to create a wide variety of books that are both a great escape for people who might need it but also might have some relevance to our current times that can be a comfort to people (or give them a much needed laugh).

I have heard so much positive feedback about these book talks! Our patrons have loved being able to still see our smiling faces even though our physical doors are shut. It's been an incredible way to stay connected to our community and still continue to give them great recommendations! I am going to continue filming these videos even when our doors re-open to the public so that I can continue connecting with our community in new and fun ways!

**Book Clubs** - I keep in constant contact with the leader of The Chills & Thrills Mystery Book Club to keep them updated on any news. We decided that for the May meeting, we will meet via Zoom. Our Zoom book club meeting is scheduled for May 6th. Everybody is very excited to get the chance to see/hear from each other! We will be discussing "First, Kill the Lawyers" by David Housewright.

I have continued to stay connected with my Coffee and Conversations Book Group through email! We have decided to meet via Zoom for our regular May meeting. We will meet on May 19th via Zoom! We are excited to try out this new platform and to catch up with everybody! We will be discussing "Things You Save in a Fire" by Katherine Center.

I have been working on a new book club for the fall, "Forever Young Adult Book Club". This was originally going to start in September, but due to recent events I decided to try it in May! We are going to meet on Sunday May 24th. The book that I chose is available as an eBook or eAudiobook on Hoopla.

I feel like a lot of the programs that we have had are appealing to either a younger audience (teen and children) or our senior community. I am hoping that this program appeals more to millennials (ages 20's-40's) who often get overlooked in library programming

A lot of millennials are feeling especially lonely right now-not being able to go out to restaurants, bars, etc so I'm hoping this will provide some much needed connection

I have been involved with our new Online Book Club!

I have been chosen to be an admin which means that I will have some oversight on how patrons are using the database as well as I will help to keep conversation flowing by contributing to discussions with prompts, etc.

Nancy and Paul expressed some concern over the app, Freading, which is what we will be using to read the Online Book Club books. I offered to make some instructions on how to use it as I am pretty familiar with the platform. I quickly drafted instructions for patron use which I think will be a great benefit to our community!

[https://docs.google.com/document/d/14S8R8XWgRfJtO3bFS0sC4uP12zpgurN\\_Z-T6RTRGT3E/edit](https://docs.google.com/document/d/14S8R8XWgRfJtO3bFS0sC4uP12zpgurN_Z-T6RTRGT3E/edit)

I have encountered numerous patrons who are interested in joining a book club but don't have the time or can't go to the ones that we offer in person. I think this online book club will be such a great option for those people! I also like that it's low pressure. When you have an in person book club so many people will skip a month or two because they didn't finish the book or maybe they are too afraid to express an unpopular opinion, but I think that an online book club will eliminate a lot of that. It seems much more casual while still maintaining great conversation and connection.

I was also included in the most recent newsletter because I will now be offering personalized recommendations to interested patrons! I know that a lot of people are struggling with knowing what to read next so I'm excited to be offering this service! We included my email address so that patrons can email me easily and we can start a conversation! I think this service is definitely something that I want to continue even after we get back to "normal" since a lot of people may not have the time to visit our physical library but still want good book recommendations. Some people may also be uncomfortable approaching staff to ask questions so this is a great work around to that. I'm also looking forward to highlighting some of the great work that our staff has done with our YouTube channel and blog. I plan to refer these patrons to those sources as well when I make my recommendations.

### **Specialist Highlight, Kelsey S.**

This month, for the staff blog and social media pages I created my first ever video book talk. On the YA novel *Spin the Dawn* by Elizabeth Lim. I had a lot of fun making this (Even coordinating my makeup and outfit to match the cover and themes of the book.) For the blog, I have been doing weekly "Meet the Pets of Fountaindale" posts. Staff members from all departments have sent me their photos and descriptions for the project. I got to (virtually) interact and collaborate with folks I normally never really run into and it has been awesome.

In addition to social content creation, our department had several goals for the month for reviewing and creating instructional content for both patrons and staff. For our database project I explored and summarized our in library access to public government records and record sets. For our procedure project, I created written procedures for sign in of the local history room and use of chromebooks/computer mouse from the third floor reference desk. I

also went through reviewed all policies listed on the Fountaindale web page over the course of the month.

This whole experience was one giant learning curve. During this time I was able to attend multiple virtual trainings and webinars. These included “The Librarian’s Guide to Homelessness” multi part training, “Hottest Graphic Novels of 2020” webinar, as well as “Virtual Programming on the Fly” Webinar.

### **Specialist Highlight, Agnes B.**

During the month of April, I attended several professional training sessions that I otherwise would not have time to complete.

#### **A. Niche Academy – Homelessness in Libraries (~4 hours)**

I completed this training over the course of two weeks. It was very well presented, and all of the information was broken down into easy to follow segments. I think this training will definitely be applicable to all of our patrons in some form.

#### **B. Webinar: Misinformation and the Media during the Covid-10 Crisis (45 min)**

With how much information we’re bombarded with every day, it is important to be able to recognize misleading news, misinformation, or maliciously false claims and make sure we aren’t passing this along to others.

This webinar covered a brief history of news media up until present day. Historically, news has been a biased and released by interested parties to spread their view/propaganda. We only recently had a nice stretch of reliable and unbiased reporting, but with financial issues due the introduction of the internet there is less incentive to produce un-editorialized and unbiased content. News production is now pushed to use various means to try to capture consumer attention.

False information sites are getting a lot of attention right now, from topics like what the Coronavirus is, its origin, phony cures, all the way to downplaying its seriousness.

In order to filter these out, you have to start by checking its source (organizational ties, funding), checking what other sources say, date of publishing (information has been changing very quickly!), and motivation (financial motive, political, pushing products). One of the evaluation tools offered was NewsGuard, which co-authored this webinar. NewsGuard is an organization that evaluates news websites based on various non-biased criteria (mentioned above).

#### **C. Webinar: Novelist Crash Courses**

Whenever I have a patron come up and ask for book recommendations, I have a deer-in-the-headlights moment. I panic! I blank! I can’t remember anything I’ve ever read in my life! I clearly read, and enjoy doing so, but I have trouble using my own reading history to organize and find something that a patron might be interested in. I thought these courses might be helpful in building the vocabulary and process to break down my interesting books into something I can delve into with a patron. I went through three of them this month and I’m hoping to continue.

- Crash Course in Historical Fiction (1.25 hours)
- Crash Course in Fantasy (1.25 hours)
- Crash Course in Science Fiction (1.25 hours)

Each of these crash courses covered what the makes genre, and a breakdown of themes, characters, pacing and settings that appeal to readers.

I think spending time on these has been very helpful, and I hope that I can devote some time in the future to update myself of current genre trends and suggestions.

#### **D. ALA Live: Libraries and Census 2020 (1.5 hours)**

This was recommended to me by a coworker. This was published before the Covid-19 shutdowns, but it was a good addition to the presentation we got during our last in-service. It was interesting to see how other states and libraries were planning (with vastly different funding) to approach trying to make sure everyone gets counted. They also gave various resources that are tracking census completion in real-time, and how these will be used in the progressive phases.

I was interested to see if anything had been changed since most of the country is dealing with stay-home orders. The ALA website does not have any recent releases, but links to [2020census.gov](https://www.census.gov) press release regarding Operational Adjustments Due to COVID-19 (April 13). They are adjusting field operations (enumeration, office work, processing) based on regional data and Federal, State and local authority recommendations. I'm curious to see how libraries will change their plans and whether they will still be able to play a part in ensuring our community gets counted.

#### **E. Articles**

In addition to webinars, I have been browsing Library Journal articles, some out of personal interest, and the rest related to services we have or could provide.

*Organizing the Books in Your Home P1&2* – was my personal interest article. I was hoping to get inspired, but I think I misread the intention of the author. The articles break down how libraries are organized, and I'm not sure there's a good way to apply that to my home library. Right now they are roughly grouped up by topic, mostly by owner.

*How Library Maker Spaces Can #FlattenTheCurve* – Especially at the start there were many articles and videos on people adapting 3d printers to print protective equipment. I wasn't sure if that was something our library would be capable of (I'm not sure to what accuracy own machine can print, or how durable the filaments). This article went into some options that have been produced by library equipment. The face shield in particular looked doable – the printed part is the curved piece that hold an acrylic shield in place on top of the head.

*What You Need To Know Before You Start Library School* - This article seemed geared towards those with much less experience in the library field. Overall – know what you're getting yourself into, both school and eventual work!

*Libraries Connect Their Communities with WiFi, Even from Closed Branches* – Libraries have been trying to support their community internet access by boosting WiFi signals to cover parking lots and access points around town, offering computer sessions by appointment, offering hotspots to patrons and local teachers.

*Stay-At-Home Stir Crazy? Library Crowdsourcing Projects Provide Productive Distraction at a Social Distance* – A list of projects that looked interesting to work on.

#### **Specialist Highlight, Roy H.**

During the month of April while we were shut down to the public, I worked on several items from home online. I followed up on library product news emails that were sent out from Christopher Halvorsen that provided industry related news and items to help make our library better. I took some eLearning Solutions courses that informed me on how to serve patrons remotely during a crisis. I also studied up on an email from Christopher Halvorsen on

Overdrive Remote Resources for Libraries including innovative ways that libraries are staying connected with their patrons and communities while closed. I took a personal survey provided by staff librarian Erica Edwards on a staff expertise list. The purpose is to know all of our skills and resources available around our staff to be able to help our patrons better. Another helpful webinar that I took part in was provided by bibliotheca that included the topic making library use more accessible. I studied another helpful email from Christopher Halvorsen about LJxpress. It was about prepping your literacy toolkit. It included titles from self-help from ancient wisdom to modern modalities, earth day, public libraries uptick in digital checkouts of YA and kid books. I learned that juvenile fiction jumped 68% since pandemic. I guess that is one positive thing I learned that helped society from the unfortunate pandemic. I took part in a couple of fun things the library did such as the 10 push up challenge by the Bolingbrook Park District. I recorded myself and sent the fun video over to Melissa Bradley to post. It provided some personal fitness and fun for all to share in.

I sent a picture and a little story about my pet to Kelsey from ATSD that put together a pets of Fountaindale newsletter. That helped us to get to know our staff and their pets better.

I took a webinar from cloudLibrary Collection Development Resources that helped me to understand how to manage the growing demand for digital content. It also taught about how our team can help curate lists of popular titles at lower price points to help maximize budgets. The team on the webinar also went through some of the resources in both Content Acquisition Tool and other resources. I sat in on a bibliotheca webinar that spoke to how to create a 21st century library experience no matter the size of your library. We were assigned a policy review from Christopher Halvorsen on our department and how to understand and contribute to these better.

One of my personal FAVORITES was a Homeless webinar by Ryan Dowd. Ryan talked about understanding all points of view from people from different social classes and how mental health impacts our society and how to understand and treat all persons with respect. The final thing that has always been my greatest strength to Fountaindale is connecting with our patrons. I was out and about at our local Menard's and met up with a retired gentleman who visits our library daily. He uses our computers, reads the newspapers and checks out DVDs. I had built a friendly rapport with him before and he was really happy to see me. I was able to share with him the information that I had been learning from ATSD weekly Zoom meetings and from email check ins from Paul. I also saw another elderly man on a walk with my dogs. He too comes in daily and always talks about his deceased wife and just life in general. I shared with him the same knowledge as with the other gentleman as well. It was nice to see them and bring a smile to their faces. They also brought a smile to me as well. No one was above depression and anxiety during this time including us as a staff. I appreciated the weekly Zoom ATSD meetings as well as attending an all staff Google meeting.

### **Specialist Highlight, Jenna D.**

I usually begin every day in April with a webinar. I spent a couple weeks working through the Homelessness training with Ryan Dowd. Each of the segments were in-depth and informative. The main core training taught me a lot about interacting with individuals experiencing homelessness. I had already received some training on this subject in the past, but it was a great refresher. Ryan covered several ways to communicate effectively in the Homelessness Intro. Always approach someone with an open demeanor; stand far enough away from the person so they have a clear exit. This is a guideline I learned during various teen librarian conferences. It turns out, all people respond to hostility in a similar way. An interaction with a patron from any walk of life should have a goal of deescalation, not confrontation.

I really liked the way this training was structured. First, Ryan discussed poverty, mental illness and other circumstances that result in people just like you and me becoming homeless. Then, Ryan explored the psychology of punishment and poverty itself. The information provided was clear, concise and vital to anyone working in public service.

I then completed all the training segments after core training, including: "Tips for Managers", "Burnout/Compassion Fatigue", "Advanced Body Language", "Domestic Violence/Sexual Assault", "Homelessness 201", "Body Odor", and a recently released "Q&A with Ryan". These segments were a little quicker than the main training, but they still reviewed some important information. For example, in "Tips for Managers", I learned about coaching staff and which people in the community you should know as a library manager. Next, in "Burnout/ Compassion Fatigue", I learned about how easy it is for people to get burned out working ANY job. Ryan also covered vicarious trauma in this video, which is taking on the trauma of those you are serving. I think this is something that I, and many of my coworkers, experience when working with our patrons, especially our homeless patrons. It felt good to learn there was a name for that aching feeling you get when a patron is opening up to you about their hardships or personal struggles. In "Advanced Body Language", I learned just how many factors go into body language and how people in compromising positions, like homelessness, listen to your body language way more than your actual words. "Domestic Violence/Sexual Assault" training was mostly a review for me, too. Ryan discussed the challenges men and women face when their safety needs are not met or are threatened with violence or sexual assault. "Homelessness 201" covered more of the cognitive impact those facing poverty experience and just how damaging it can be to our executive functioning as human beings. "Body Odor" was an important segment about the challenge of hard conversations. We're all human beings who know what it's like to get a bit smelly, so this portion of the training was really humanizing. And again, the mental turmoil impoverished people suffer through because they aren't getting their basic needs met is a point that needs to be brought up again and again. People experiencing poverty are not fundamentally broken, anyone and everyone would have the same experience in the same situation. And finally, the Q&A with Ryan was a solid note to end on; viewers got to see Ryan in action, putting his strategies to the test with some real-life situations. It was helpful to see these ideas applied to everyday library circumstances.

After the Homelessness training, I signed up for a Booklist webinar called "Must-Have Middle Grade". I attended this webinar hoping to come away with some ideas for Summer Reading book prizes. Unfortunately, it was skewed a bit younger than I thought, mostly focusing on middle grade graphic novels, but still interesting!

Next, I completed a free webinar provided by the Public Library Association: "Public Libraries Respond to COVID-19: Managing Stress and Anxiety". This webinar was actually super beneficial to me during such a weird time. The discussion about helpful thinking vs. not helpful thinking has influenced me to identify my mental habits and stressors. I've noticed a slight improvement in my self-talk, I think! Definitely something I'll continue working on.

After having success with the first PLA webinar, I decided to watch "Public Libraries Respond to COVID-19: Successful Ways to Work Remotely". This webinar covered a lot of strategies we are already using at Fountaindale, like Zoom meetings and promoting eResources. But what was neat about this call was the active chat! This was probably the most conversing I've seen in a webinar all month. The chat was full of people sharing ideas and opinions about creating at-home workspaces, virtual storytimes and social media sharing.

I also attended "Harnessing Library Data: Equity, Diversity, and Inclusion and eBook Usage". This webinar mostly covered data collected from California State Libraries, but the pre and post-Corona Virus comparison statistics presented were eye-opening. The effect of the virus

is being felt at libraries all over the world. It was nice to see, statistically, that we aren't alone, even compared to a state as vast as Cali. Since watching this one, I've been on the hunt for a webinar that covers Illinois eResource demographics as nicely as this presentation. Understanding our target audience, what eResources they use and how we market to them could really change the way I recommend resources to our patrons.

The most recent webinar I attended was "Virtual Programming on the Fly". The amount of Parks and Recreation gifs in the PowerPoint presentation may have been the best part of this webinar. It seemed a tad repetitive based on all the virtual programming discussions I've had in the past couple months, but maybe that's just me. It was neat to hear some of the other librarians discussing Animal Crossing programs! Made me feel like we are on the right track!!

I have written a few blog posts this month including one I worked on with Ashe and Becca about Animal Crossing: New Horizons! It was fun to collaborate with my two work pals and even more fun to write a blog about something so near and dear to my heart. I don't know if many people read it, but it felt good to talk about something I was obsessing over all by myself in my apartment!

I also wrote the BroadwayHD recommendation blog post. BroadwayHD is not an eResource linked to the library (I know, shame on me) but it's an awesome resource for HD stage performances that can't be seen anywhere else! This was something I did NOT want our patrons to miss; Broadway buffs and newbies alike now have access to some of the most awesome, award-winning performances of all time! I couldn't NOT write about it!

I also contributed to a book recommendation blog that Randi, Ashe and I completed together. I read *We'll Fly Away* by Bryan Bliss, a popular YA author. I grabbed this book from the Vortex right before we closed, and I'm glad I did! It was a moving read, and definitely one I would recommend to our YA-dedicated patrons!

The other book I read this month (and wrote a separate blog about) was called *A List of Cages* by Robin Roe. Coincidentally, both of these books are about friendships between two sets of teenage boys! I haven't read a YA book from the perspective of a guy in a long time, so I guess I had some catching up to do! *A List of Cages* was also pretty emotional and involved a lot of important dialogue about mental illness and disabilities. I enjoy writing book reviews because I get to share with our patrons and rehash what I read and how it made me feel. Plus, after reflecting on what I read, I remember it better, too! Those were the only two YA hardcopy books I had on hand, so my next selections will have to be accessed from our digital resources! This is no problem since Ashe, Randi and I have created YA eBook lists of what we have available for our patrons. So, I'm already familiar with what OverDrive, cloudLibrary, Axis360 and Hoopla are offering right now, and I have a few titles picked out! I'm dedicating next month to some less depressing reads!

In programming news, I spent a couple weeks completing my Marvel Trivia game on Kahoot. This program was already in the Fountain and seemed like a good time to try out virtual programming as our trivia games are already technology based. Unfortunately, the teens that showed were siblings and therefore already tired of competing against each other during quarantine, so the program couldn't run. But it was still a great opportunity to experiment with Zoom and screen sharing. We learned a lot that first time out! And we ended up making the Kahoot game public so our patrons can still access my hard work whenever they want! I'm currently still hunting for virtual game ideas. Randi mentioned that some libraries are playing Pictionary over video chat. I think that could be really successful if we figure out the logistics.

I also participated in Ashe's anime program! We started out streaming with Kast, but ultimately discovered Zoom is even better for streaming than we thought.

I had the opportunity to explore CreativeBug a bit more, which now I am excited about due to the unfortunate circumstances. I'll admit, when it was first presented to us, I was not one of the people who thought CreativeBug would be a great purchase for our library. I am still partial to Pinterest, but I found some ideas on their platform that may work for virtual programming. Paint pouring, finger knitting and tissue paper flowers were just a few videos that looked achievable from home. I think this pandemic has created the perfect storm for CreativeBug; this could be really useful once we figure out how to stream it correctly. Randi mentioned a CreativeBug program might work best if one of us is on screen doing the craft alongside the video. I'm not quite sure how we'd do that yet, but it's definitely possible.

Randi, Ashe and I also kicked around the idea of recording a Zoom book talk! It would be a wonderful way to share some recommendations with our patrons.

I hosted another program this month, too. It was an Animal Crossing Meetup and was surprisingly successful! I mean, I knew Animal Crossing wouldn't let us down, but based on trivia night, I was a little worried. Thankfully, we had 3 teens show up who played along and talked about the games with me! It was super fun and I'm looking forward to the day when we can do this program in person! For now, I'm going to figure out how to stream my gameplay for the next virtual meetup in May.

This month, we've gotten into the groove of weekly department meetings as well as teen staff meetings. I've enjoyed connecting with everyone and observing how we work under pressure. This unique circumstance will only make us stronger, and I'm hoping our transition back into normal life goes smoothly.

### **Specialist Highlight, Jason P.**

I've done quite a bit in the month of April, split between personal development to assist when we reopen and content production, with more on the way now that I've developed a more efficient at home workflow. A bout of seasonal illness and a major flare up in my mental health issues significantly reduced my output late in the month, but also gave me the chance to step away, clear my mind, and plan for lots more content to come.

Between webinars, reading articles related to the profession, and self-directed explorations of software, databases, and other tools, I've performed dozens of hours of professional development over the course of the month.

Relatedly, I produced three Database sheets- BiblioBoard, Press Reader, and Primary Search, to what I feel is a very high standard of quality. Additionally, I spent 1-3 hours on each of these beyond what was necessary to produce the sheets, taking an active look through their interfaces and collections, so I can not only better assist patrons with particular queries, but as is more often the case, give them pointers to assist with fruitful browsing. BiblioBoard in particular I plan to spend several more hours working with in the time to come- there's a real eccentric mix of content there that I think some patrons would get a real kick out of.

What I think might be most fruitful going forward is reviewing. As of 5/1 I've written three adult video game reviews for the blog (two of which will be published simultaneously with reviews by Ashe,) all of which my test readers believed were of extremely high quality, and I've begun work on 4-5 others, awaiting completing the piece of media or at least getting far enough to offer authoritative commentary beyond impressions, depending on length. I found working on the reviews to be a blast, and will continue to do so throughout the work from home period

and, time permitting, after. The three reviews written in April all cover very new, hotly anticipated titles, likely to generate very high levels of interest among patrons. The next couple will likely focus on hidden gems and back titles. I would like to work on reviews for other media as well going forward, but video games will be my initial focus since there isn't much on the blog, our collection is fantastic, and they're the primary way I've been interacting with media available in a library setting during the Stay At Home order.

I'm incredibly proud of the work I've been doing in the face of this situation, particularly given that face-to-face patron interaction was definitely my specialty when we were open, and look forward to continuing on with it as we work to serve our community while ensuring their health and well-being, as well as our own.

### **From the Computer Commons, By Nabil A.**

The month of April was a different experience for everyone and one that continues onto May with social distancing and staying home as much as possible. During my stay at home I've been watching webinars, updating databases, writing procedure manuals, and reading up on policies. I've also been attending any meeting that my managers have requested to stay up to date on what we need to do for the library and our patrons.

Some of the webinars I have been watching are the guide to homelessness which has been a great help to me honestly. I think this was a great thing to watch to not only to brush up on how better I could be when speaking to certain patrons but also learn to have more empathy. I also learned a lot of facts such as there are different levels of homelessness and I also learned that I need to speak at a lower volume so as to not trigger the person and create a further hostile situation. I also learned verbal and non verbal communications techniques to pick up from the patron to know how to better communicate with them. One thing that will help me greatly is what to say when a situation occurs that I need to ask a patron to leave for the day. I always get nervous in those situations because I am scared that it would upset the patron but if I use the right verbal and non verbal communication it will help to make the situation easier and also make the patron feel less embarrassed or agitated. There was a lot to learn from this training webinar and I will continue to use these techniques and teachings to better assist our patrons.

I also have been listening to the American libraries live podcasts. I've been learning about how libraries across the US have been handling the Covid-19 pandemic. One such podcast that I listened to was how Libraries who have 3d printing capabilities are working along with local hospitals to print PPE (personal protective equipment). This one really made me proud to listen to because it shows how even though we are not open many libraries are doing what they can to help out their communities and therefore helping our patrons who are working in the medical field. They also discussed that by doing this patrons who have their own 3D printers have called into their local libraries and asked what they can do to help as well.

Another podcast that I listened to that talked about how libraries are helping patrons is social media. A lot of libraries have been communicating with patrons via social media and other media outlets. Libraries have also been teaching patrons about checking out ebooks and audiobooks during this time. Library databases have also been a great help for patrons that are continuing their education at home and need online tutoring or need to look up certain information. Library staff have been attending zoom/hangouts to talk about what they can do to help patrons as well as how they can continue their work at home. Social media has been the way to go and seems to be what is the best option to help our community.

Another two that I listened to were how libraries have been upholding copyright policy and managing strategies and stress. These were just very informative because they taught me

how other libraries across the US have been upholding their copyright policy and why it is important to protect the publishers work. The other podcast I listened to was managing strategies and stress. This podcast I liked a lot because they talked about how libraries across the US have been dealing with Covid and what they did to try their hardest to remain open until stay at home orders were in place such as social distancing, closing meeting rooms and study rooms, and limiting the amount of people in the building. They also talked about what they are doing now that most libraries are closed and helping patrons online. They have been answering questions through chat sites and phones as well as promoting their online databases. I also liked that they discussed what their potential plans were as to reopen and how they are going to maintain a safe work environment. Lastly, they spoke about stress during this pandemic. There is a lot of people who have been dealing with stress during this time and they discussed what they can do to help manage the stress or spoke about places where they can go to talk to someone.

During this time I have also been working on databases and providing information on what some of our databases have to offer our patrons. I wrote about hoopla, overdrive, and pressreader in spanish. I chose these because I figured that these were some of the databases that patrons would frequently use during their time at home. I myself have been using hoopla and overdrive because I love to watch movies and read ebooks. I have yet to use pressreader in spanish but I have mentioned it to my mother and she loves that she can find newspapers in spanish and her favorite magazines online. I also took the time to read what my other coworkers wrote about other databases we offer at the libraries just to brush up on them myself and see if there were things that I myself didn't know that we offered.

I have also been writing up procedure manuals for the computer commons such as how to use the Cpad, how to use the scanner, how to override a print on papercut, and adding a reservation on MyPc. I thought that this was a great idea so that if staff needs to refer back to how to use something coming back to work then they can find how in the procedures we have written out. I also believe this is great for when newly hired staff can have something to look up when they are trying to help patrons. Lastly, what I have been doing to prepare myself when we do open to the library to the public is reading up on our policies. I'm sure things will be a little different when we come back but it is important to know our policies to not only enforce them but help protect the public.

### **From the Computer Commons, By Diana Schneidman**

In recent weeks, much of my work time has been devoted to the Librarian's Guide to Homelessness series. The fundamental course covers homelessness, punishment, psychology and tools. The additional segments include tips for managers, burnout / compassion fatigue, domestic violence / sexual assault, homelessness 201, body odor and additional Q&A.

This series has been very valuable in educating me not just on how to work with the homeless, but in how to handle difficult interpersonal situations in general.

I also saw the webinar from SLA Canada on Discovering News Before Your Boss, presented by Gary Price. This introduced me to impressive databases, some requiring paid membership, that aid professional researchers.

During this period I have also begun to review library policies, including those for computer use, conduct, hotspot lending, identity protection, interlibrary loan and local history room. I have made a few suggestions for improvements, but more important, I am gaining a more complete view of library administration issues through looking beyond only those issues that affect the Computer Commons.

I reviewed the Circulation Shelving Guidelines and earned a passing grade on the associated quiz. I also reviewed how to remove disposable gloves correctly and how to use a mask for glasses wearers so the glasses do not fog up.

I summarized two databases for the FPLD database list: Chicago Tribune and Universal Class. The Chicago Tribune is interesting; I practiced by researching Bolingbrook and learned many interesting things about the community. I also summarized Universal Class, a database with which I am quite familiar because I've studied quite a few computer topics on it, including intro to Macs, Microsoft software and Google Drive,

In addition, I have attended several online staff meetings and reviewed quite a lot of library-related email, including publishing and professional library association emails. On April 30 I attended the all-staff online meeting.

## From Joyce Arellano's report

### Children's Services

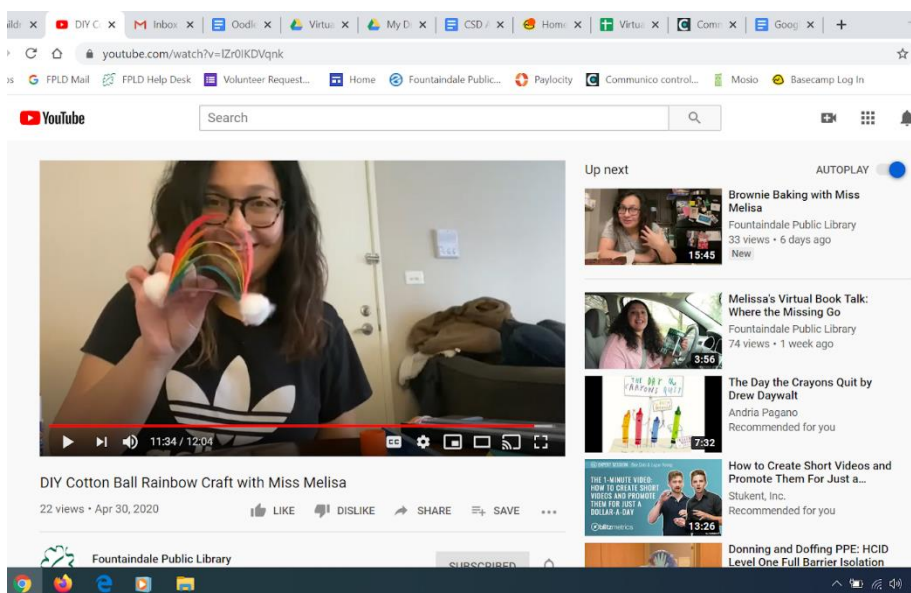
#### Monthly Overview:

The Children's Services team continued to work remotely, from preparing program lesson plans and craft kits to participating in online training and virtual meetings. Many patrons actively sought contact with CSD staff through email and social media, and our team responded to their requests. We offered virtual services and programs to our community through blog posts and videos and looked for ways to transition in-person programming to a virtual format. This month we also began using Zoom to offer live virtual programs to families.

## PROGRAMMING ARTS & CRAFTS

### Virtual Crafting with Miss Melisa (YouTube)

Since the building's closure, Melisa M. looked for ways to engage our craft-loving families online. She made a point to come up with projects that all ages and abilities could complete and families can work on together. She was also determined to use materials and supplies that most patrons have at home. "I am glad people are loving my craft videos. I hope they inspire people to be positive." *Melisa M.*

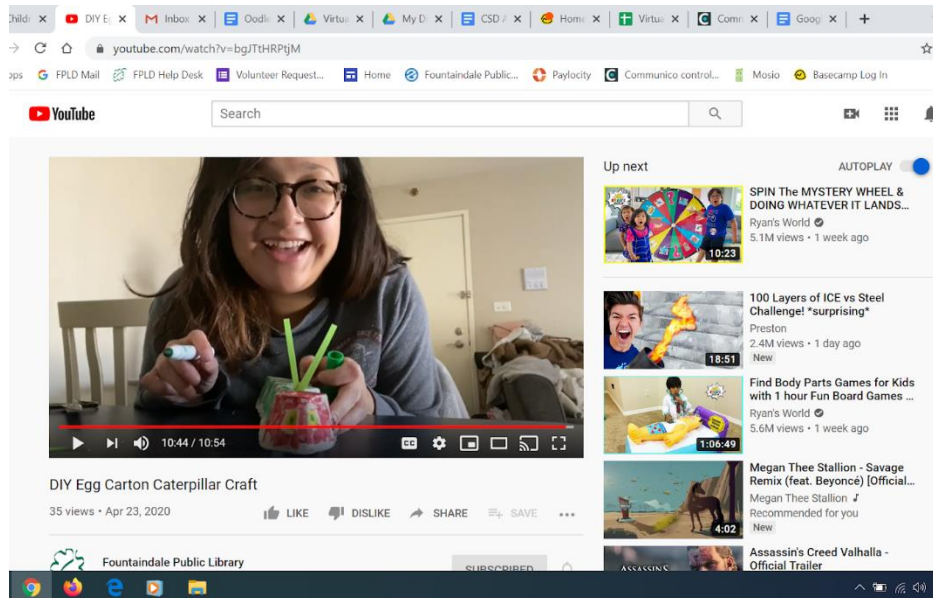


DIY Toilet Paper Tube Butterfly: <https://youtu.be/xEHZ1VLKwDw>

DIY Watermelon Craft: [https://youtu.be/wE\\_cVa7LIXE](https://youtu.be/wE_cVa7LIXE)

DIY Egg Carton Caterpillar: <https://youtu.be/bqJTtHRPtjM>

DIY Cotton Ball Rainbow: <https://youtu.be/IZr0IKDVqnk>



## Take-Home DIY Kits



Several staff members prepared take-home craft kits that will be available for patrons this summer. Each kit contains the materials and instructions needed to complete the



project and requires minimal supplies such as glue or tape. Rosemary B. had several in-person Make-It Take-It programs planned that needed to be transitioned to a program that promoted social distancing. "I worked on the Olaf craft. I cut out the pieces and assembled 55 bags which included the pieces as a take home craft. I made the instructions for the Olaf take home craft, I used this picture with the instructions." *Rosemary B.*

## Let's Create

Chris Z. transitioned this program to a pre-recorded virtual program that will premiere in May. After thinking about children who may not have paint at home, she experimented with ingredients and household items to show kids how to make their own paint. "After searching through some more elaborate recipes I found simple cornstarch, water and food coloring will work. It took a little time to get the consistency right. Several batches over several days that will be saved for something else. I used ice cube trays since I figure that the kids should have one at home." *Chris Z.*





## Baking Brownies with Miss Melisa (YouTube)

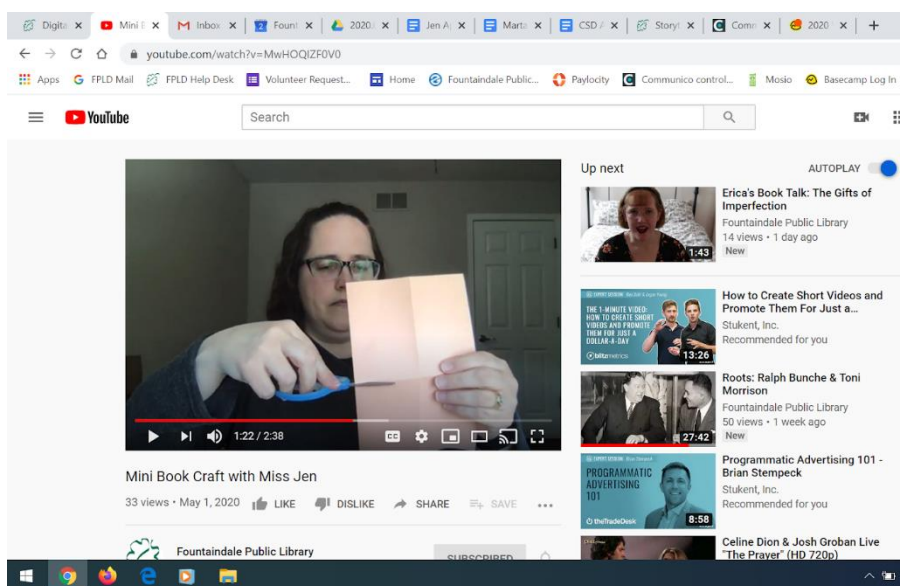
<https://youtu.be/oTQRyBs-HxU>

Melisa was excited to share one of her favorite things to do at home: baking! She found a simple recipe for brownies that children and grownups can make together and filmed a fun video with step-by-step instructions.

## Mini Book Craft with Miss Jen (YouTube)

<https://youtu.be/MwHOQIZF0V0>

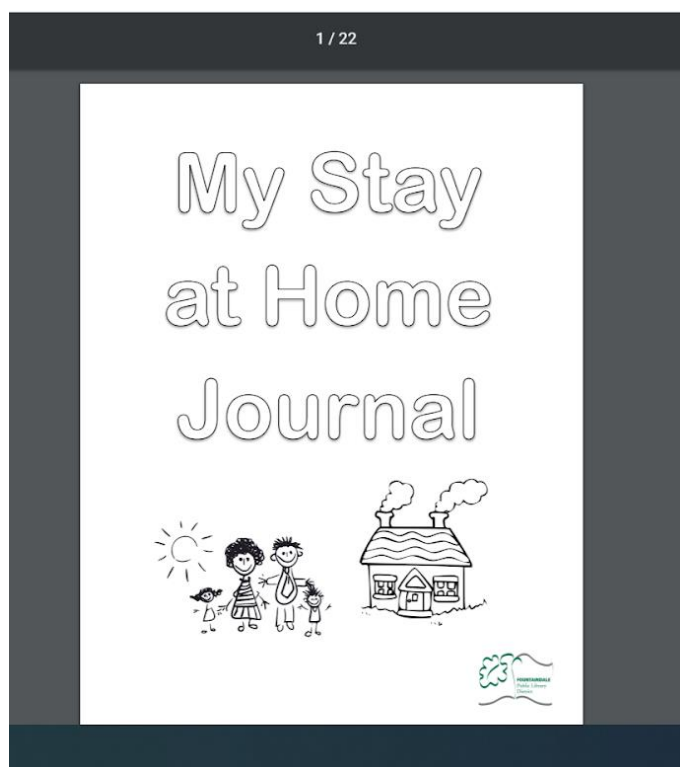
Jen F. showed families how to make their very own mini book using markers, scissors, and one sheet of paper.



## READING & WRITING

### My Stay at Home Journal (Blog post)

<https://www.fountaindale.org/2020/04/28/create-a-my-stay-at-home-journal-for-children/>



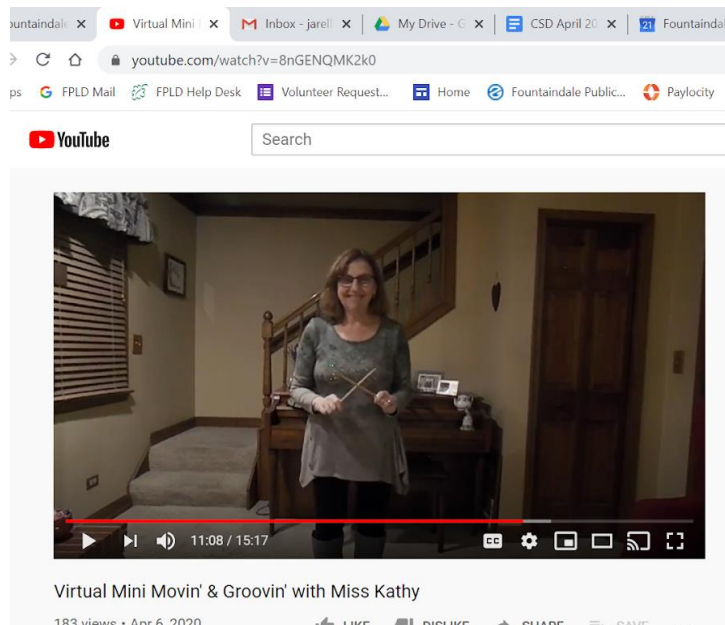
Susan F. and Rosemary B. created a journal that patrons could download and print at home. The journal was featured in Susan's blog post on April 28 and includes coloring pages, writing prompts and graphics promoting kindness and positivity. Susan wrote in the blog post, "While making this journal for your child, I tried to not harp on the negative of what is going on."

Instead I wanted to help your child focus on the positive in the world around them. Help your child to find things to do, no matter how small, to help others and yourself. It will make them feel much better about themselves and help take their mind off the bad in the world today.”

## MOVIES, MUSIC & ENTERTAINMENT

### Mini Movin' & Groovin' (YouTube)

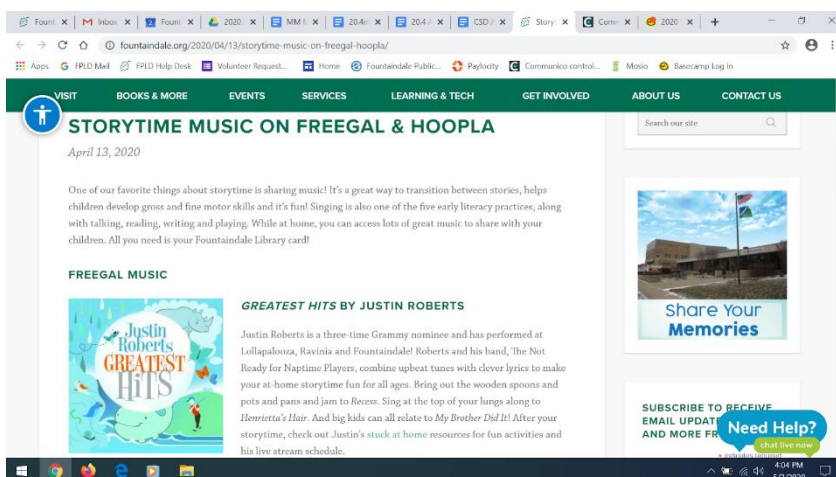
<https://youtu.be/8nGENQMK2k0>



### Storytime Music on Freegal and Hoopla (Blog post)

<https://www.fountaindale.org/2020/04/13/storytime-music-on-freegal-hoopla/>

After receiving a patron question about the songs we use in storytime, Joyce looked in the library's eResources to see if patrons could stream storytime music at home. It was exciting to see many of our favorite tunes can be found on Freegal and Hoopla! A few of our favorites are included in the blog post.



## ALL ABOUT ME

Thanks to Oak Park musician and teacher, Jim Gill, Kathy B. was able to use some of our favorite movement songs to record a virtual edition of this popular program. Gill generously invited librarians and educators to use and share his music with their communities, and no special permission was needed. After the video went live, Jim Gill sent a message on Facebook saying, “I love my work and I am glad that you enjoy it enough to WANT to share it! Thanks for the work that YOU are doing at this time!”

## STEAM & LEARNING FUN

### Adventures in Homeschooling & Mini Adventures Around the World

Kathy B., Debbie S., and Rosemary B. reached out to our homeschool families via email providing an update on the program and links to Studio 300's resources and the library's eResources. In April, the group had planned to explore Japan, in celebration of the 2020 Summer Olympics. The team decided to postpone their exploration of Japan to 2021 since the Olympic games are also postponed to that time.

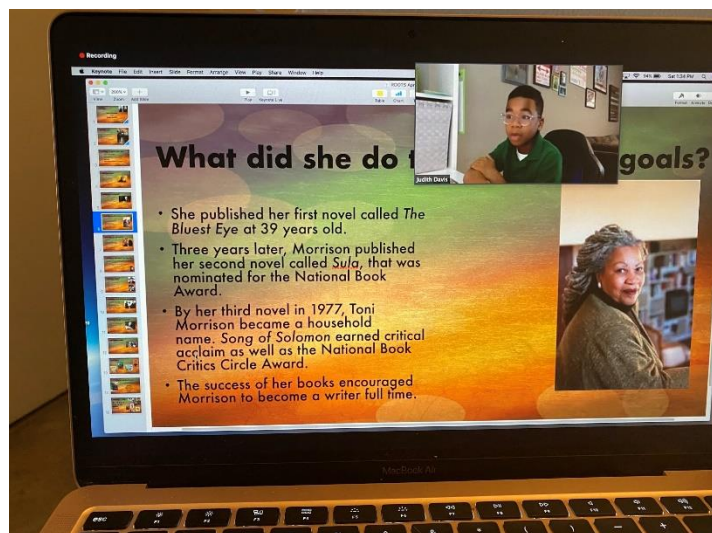
Kathy, Debbie and Rosemary then began preparing for the annual Year in Review program in May. In the initial plan, all of our homeschool students gather together in Meeting Room A to celebrate and look back on their school year with the library. Each family also gets a "yearbook" of photos and highlights from the past year. Since we cannot be together, our team is preparing a virtual celebration, and we will email a pdf yearbook to the families. "Using our monthly program notes I spent time creating a slideshow for the end-of-year homeschool program. While this will look very different, it will be comprehensive. Debbie and I brainstormed ways to get feedback from patrons about next year's countries and how best to distribute our yearbook. We feel like an email with the yearbook attached allowing them to print it out themselves is the best option." *Kathy B.*

### A's Tutoring Club (2)

Amudha and several Plainfield East High School students offered tutoring services for elementary students over Google Hangouts. Parents filled out a Google Form to set up appointments. Communications shared the Google Form link on social media, and there are currently 2 students participating in the program. In April the students received 2–3 hours of tutoring per week in math and language arts, and Amudha reports the parents "are extremely happy with the tutors and the sessions."

### Roots: Ralph Bunche & Toni Morrison (Zoom Webinar, 5 attendees)

<https://youtu.be/Qn-dVYJ9HGw>

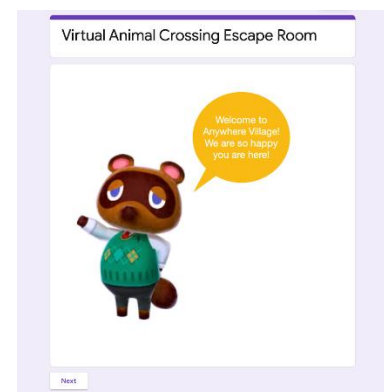


Judith and Ernie Davis created another fun and educational presentation on two Nobel Prize winners. Morrison won the Nobel Prize in Literature in 1993, and Bunche was the first African American to win the Nobel Peace Prize. 5 attendees took part in the webinar, and it was great to see them using Zoom's chat feature to ask questions. A big thank you to Jeffrey, who led everyone through a practice session, hosted and recorded the live program and uploaded the video to YouTube. Judith commented, "We're all finding a new normal. Kudos to the library team for finding ways to still connect."

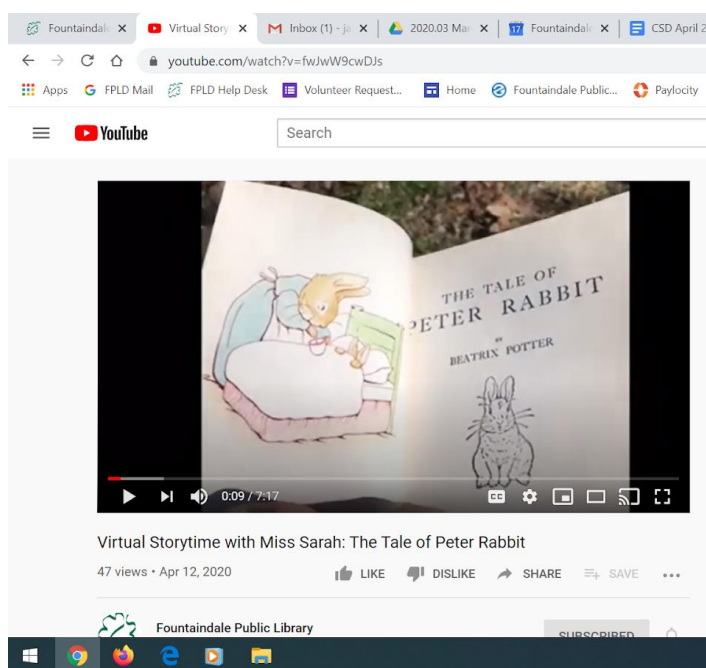
## GAMING, PLAY & CONTESTS

### Virtual Escape Room: *Animal Crossing* (Blog post)

Melisa M. and Rosemary B. worked together to create a virtual escape room that will be included in a future blog post. Patrons must read a clue to answer a question. Correct answers allow patrons to move forward to the next clue, and after answering all the questions correctly, patrons are greeted with a fun celebration image telling them they successfully “escaped.” “We used Google Forms and we also wrote a blog post that will promote it. It will be posted on Monday, May 4.” *Melisa M.*



## STORYTIMES



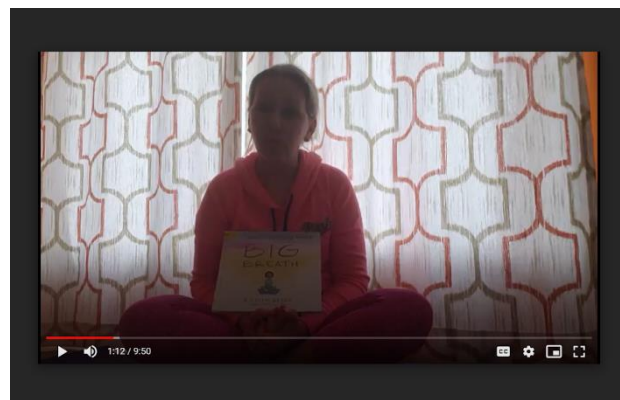
### Virtual Storytime with Miss Sarah: *The Tale of Peter Rabbit* (YouTube)

<https://youtu.be/fwJwW9cwDJs>

Beatrix Potter's beloved story is in the public domain, which allows us to keep Sarah D.'s storytime on the library's YouTube channel permanently. The video premiered on Easter Sunday.

### Meditation Storytime with Miss Marta: *Big Breath* (YouTube)

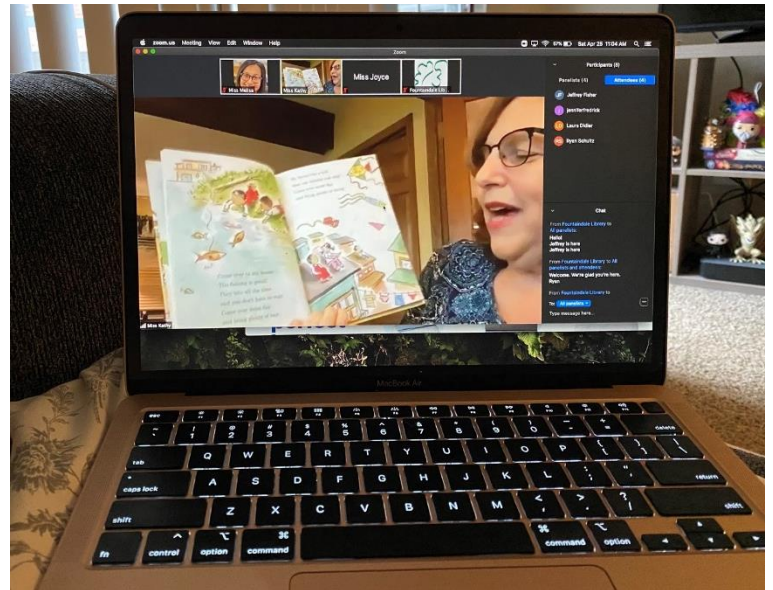
Marta M. offered a unique virtual storytime, incorporating simple breathing exercises for meditation. “I have been doing a lot of yoga and meditation lately, to help me deal with all that is happening around and it has truly helped a lot. I hope that it can help at least one child out there that is struggling with their feelings and needs to find calmness.” *Marta M.*



## Virtual Storytime with Miss Kathy: *Día de los Niños Celebration!* (Zoom Webinar, 4 attendees)

In our first Zoom storytime, Kathy B. presented a 30-minute storytime promoting Children's Day, books and diversity. After reading Dr. Seuss's *Come Over to My House*, she invited patrons to dance to several songs including the traditional Swahili song, *Che Che Kule*, Hawaiian song *Pupu Hinuhinu* and Spanish folk song, *De Colores*.

Due to publisher permission guidelines, the following pre-recorded storytime videos were available for viewing for 24 hours.



- Virtual Storytime with Miss Jen: *If You Give a Mouse a Brownie* (YouTube)
- Virtual Storytime with Miss Kathy: *Little Blue Truck* (YouTube)
- Virtual Storytime with Miss Chris: *A Mouse Told His Mother* (YouTube)
- Virtual Storytime with Miss Kathy: *The Blue Balloon* (YouTube)
- Virtual Storytime with Miss Andreea: *Día de los Niños Celebration!* (YouTube)
- Virtual Storytime with Miss Jen: *I Love You Stinky Face* (YouTube)



### Ms. Chris' Virtual Storytime: A Mouse Told his Mother

54 views · 17 hours ago



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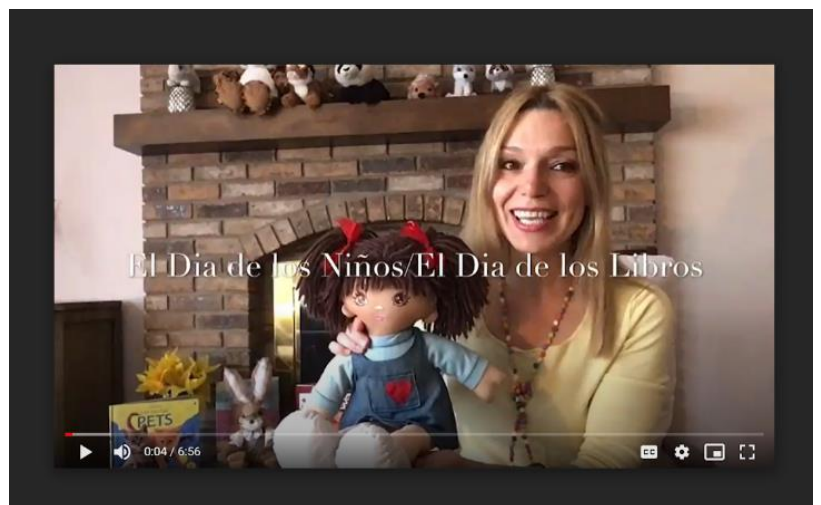


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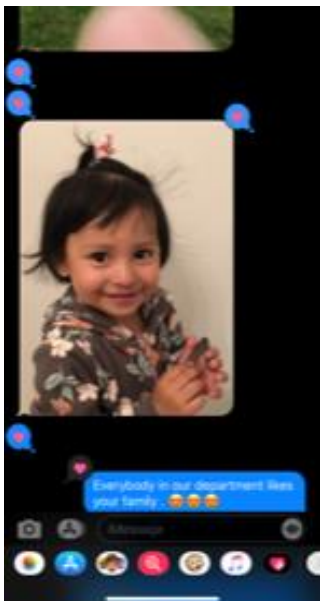
## PUBLIC SERVICE

Patrons have proactively sought contact with CSD staff members online. From emails to social media, we have received requests to help access eResources, find the songs we use in Storytime, and to virtually interact with children. In response, the Children's Services team accepted social media friend requests, emailed and called patrons to say hello. We answered questions and walked patrons through the many ways they can use their library from home.

"This month a patron reached out because her daughter wanted to record herself reading a book, and she had used all of her Hoopla borrows. I talked her through Overdrive, and she found the book she wanted." *Kathy B.*

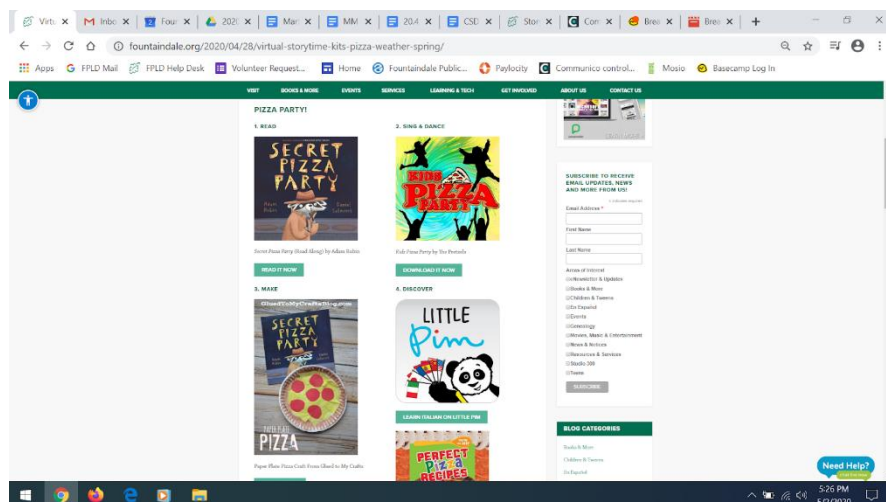
"I answered several online reference questions from 5 friends, including readers advisory questions for children's and adult books, as well as how to access digital resources on the library website." *Jen F.*

"I've been keeping in touch with one of our regular Spanish-speaking patrons on Instagram. She brings her little girls to Diez Deditos. She is anxious for the library to re-open and is looking forward to seeing us." *Melisa M.*



"[Patron] sent me a video with her daughter singing the Diez Deditos song, the song we always sing in the opening of the program and the message 'La extrañamos mucho, we hope everyone in your family is safe. Muchas gracias por la storytime, it is so sweet of you to think about our little ones. God bless you.'" *Andreea D.*

## Virtual Storytime Kits



"I worked with Marta in developing visual storytime kits that directed patrons to use our digital resources: Overdrive, Tumblebook Library, Scienceflix, Freedomflix, Bookflix and Hoopla Music. Our goal was to offer themes that appeal to a variety of ages and interests. The themes of our kits are: *Weather, Spring, Gardening, Butterflies, Bugs, Pizza Party, Art (Finger painting) and Titanic.*

During this process I was impressed by the quality and abundance of materials we have. With these kits we hope our patrons will take advantage and discover the abundance of digital resources we are offering. Hopefully they are going to include them into their family's life." *Andreea D.*

## Oodles of Doodles

We are excited to collaborate with Outreach Services to create personalized sidewalk chalk messages for our patrons. Parents can fill out a form with their children's names, grades and some of their favorite things. Staff members will then create a custom chalk art message, take a photo of the creation and email the photo to the parent. We will launch the service in May. A big thank you to Tana and the Outreach team for embarking on this project with us and helping us secure more sidewalk chalk!

## Stories of the Month:

"[A patron] said she had to put toys between the kids and the television or they got too close because they wanted to touch me, lol." *Kathy B.*

"It was nice to hear all the things that have been happening behind the scenes to prepare the library to make sure everyone will be as safe as possible when we return. I've read about other libraries throughout the country that are not taking the same care, and the staff are very concerned. So I am grateful to be a part of the Fountaindale community where I know everyone's safety and well-being is being considered." *Jen F.*

We received a beautiful email from a family who attends almost every program we offer. Mom wrote, "Thanks for doing a nice project we can do at home! We all miss you guys so much and can't wait til we can go back to our second home!! Stay safe and hopefully we will see you soon!"



## STAFF ACTIVITIES & PROJECTS

### Continuing Education & Online Training

Children's Services staff participated in online training and webinars to boost our knowledge and skills in customer service, programming and serving youth and families. In particular, our team found Ryan Dowd's *A Librarian's Guide to Homelessness* training extremely valuable.

"This training is fabulous. I have a lot of training on the neuroscience of trauma, so the information shared isn't new to me, however, he is spot on and does an amazing job of putting things into terms that those without medical backgrounds can understand." *Jen F.*

"I found this training very informative and helpful. It was easy to listen to and follow along with using the printed PDF. I learned a lot about parts of the brain and their functions in decision making & mood regulation. Which helped me to develop a deeper understanding of why some patrons act the way they do and how to avoid difficult interactions." *Susan F.*

- A Librarian's Guide to Homelessness
- Advice for Leaders During a Crisis
- Bedtime Math Fun Factor Pre-Game Show: Rock 'n' Roll Bingo
- Beyond E-Storytimes: Virtual Services and Programs for Youth
- Conducting the Reference Interview: How to Ask Better Questions to Make Customers Happy
- Dealing with Angry Library Patron Behaviors
- Every Child Ready to Read: A Workshop for Library Staff
- Every Child Ready to Read: Family Engagement & Kindergarten Readiness
- Flipping the Script: What's Next for Libraries
- Hoonuit: Google Drive
- How to Make Stop Motion Videos
- Intro to SimplyReports
- Leap for Public Services
- Literacy-Based Programs
- New Books for Storytime–2020
- Outside the Box Programming
- Play Games, Role Play, Drama, and Movement Activities to Build the Brain
- Public Libraries Respond to COVID-19: Successful Ways to Work Remotely
- Science Filmmaking Tips and Tricks
- STEAM in the Everyday Classroom or Living Room
- Supercharged Storytimes
- Supporting Developing Readers at the Library: Readers Advisory for K–3rd Grade
- Virtual Programming on the Fly
- Virtual Storytime Chat with Dr. Michelle Martin
- Virtual Storytimes: Filming Before, During, and After COVID-19
- What's New in Children's Literature–2020
- Why Diverse Literature Matters for Youth Services
- Zoom 101

### Meetings

- April 2: CSD Meeting–All
- April 3: Zoom Storytime Meeting–Joyce, Melisa, Jen
- April 6: Programming Committee Meeting–Joyce, Melisa, Chris
- April 7: Managers Meeting–Joyce
- April 7: Tinker Technology Troupe Meeting–Andreea & Susan

- April 8: CSD Meeting–All
- April 9: Summer Adventure Committee Meeting–Joyce, Melisa, Chris
- April 9: Kindness Day Meeting–Joyce & Melisa
- April 10: Summer Tween/Teen Bootcamps–Melisa
- April 13: Programming Committee Meeting–Joyce, Melisa, Chris
- April 14: Virtual Services Task Force Meeting–Joyce
- April 14: Zoom Practice Meeting–Joyce, Melisa, Andreea, Jen
- April 14: Programming & Social Distancing Task Force Meeting–Joyce
- April 15: CSD Meeting–All
- April 15: Managers Meeting–Joyce
- April 17: Northeast Youth Managers Meeting–Joyce
- April 17: Beanstack Prep Meeting–Joyce
- April 20: Programming Committee Meeting–Joyce, Melisa, Chris
- April 20: Meeting w/ Paul, Nancy, Melissa–Joyce
- April 21: Zoom: Roots Practice Meeting–Joyce, Melisa
- April 21: Tinker Technology Troupe Meeting–Andreea & Susan
- April 23: Managers Meeting–Joyce
- April 23: Chalk Doodle Program Meeting–Joyce, Melisa
- April 27: Managers Meeting–Joyce
- April 27: Meeting with Nancy–Joyce
- April 28: CSD Meeting–All
- April 30: Summer Adventure Committee Meeting–Joyce, Melisa, Chris
- April 30: Kindness Day Meeting–Joyce & Melisa
- April 30: All Staff Meeting–All

### Other

- Joyce, Melisa, Sarah, and Chris submitted edits for the June–August Fountain.
- Debbie S. had planned a lovely spring bulletin board display in Creativity Park but will save the idea for next year. “I scrapped the spring bulletin board plan, and I am beginning to prepare for our summer bulletin board. We were planning to do a Happy birthday Fountaindale cake. I retrieved some materials from the library that day that I went in so I could start designing and cutting out the pieces. Hopefully, I’ll have everything ready to go when we are allowed back in.” *Debbie S.*

### MAY PROJECT PLAN

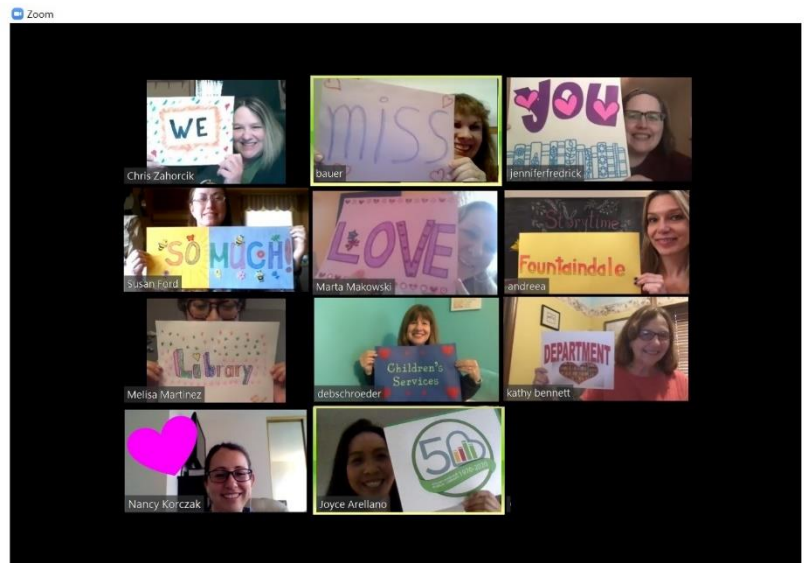
- Cover onsite shifts as assigned
  - Reference and readers advisory over the phone and online
  - Shelf materials
- Fulfill Oodles of Doodles requests
- Create virtual programming videos
  - Virtual Storytimes for YouTube and Zoom
  - How-to crafts
- Write articles for the blog
- Complete department procedure manual
- Participate in online training and webinars
- Prepare for Summer Adventure
  - Complete Beanstack training
- Prepare lesson plans and materials for summer programs
  - Storytimes
  - Let’s Get Ready for Kindergarten
  - Writers Workshop
  - Let’s Create

- Make-It Take-It
- Crafternoon
- Shark Week
- 12 Days of Craftsmas

We are so grateful to be part of an amazing library team!

A special thank you to Jeffrey in Studio 300 and Melissa, Sabrina and Steven in Communications for the amazing work you've done to bring our virtual content to families.

Thank you, Paul and Nancy, for your leadership, guidance and support during this unprecedented time!



### From Amina Ali's report

### Circulation Services Circulation Statistics

Since the building was closed for the month of April, our Circulation statistics are unavailable. This includes the regular stats such as total monthly circulation, self checkout stats, money taken in from fees, etc. With the gracious help of Paul and Nancy, patrons were still allowed to register for library cards, for the month of April:

<b>New Patrons Registered</b>	<b>85</b>
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Included in the Department Summary, are additional numbers from the month of April including holds placed in the OPAC and items we were able to check-in during the stay-at-home order.

### Department Summary

Since the building was closed the entire month of April, we had goals for each Circulation staff member to complete every week. Not only did my staff complete each task, they exceeded expectations. As a recap of what was mentioned on the March report, staff had the pleasure of working/participating on training documents, library committees, scheduling, evaluations, online webinars/courses, library procedures, departmental meetings as needed, Leap/Polaris reports, etc.

Our department stayed vigilant working and educating themselves on library tasks from home. During the middle of the month, our Specialists (those who work at our public service desks, drive-thru, and maintain the library's phone and emails) began answering patron voicemails and emails from home. When the library reopens on May 4, 2020, the Specialists will continue to answer voicemails and emails remotely Monday-Saturday from 9 AM-12 PM.

This past month, our Lead Specialist team as well as our Associate and Assistant Managers took a vital part in the library's reopening plan, they took part of various task forces to keep the library, patrons, and staff safe when we reopen. These task forces created plans outlining procedures which were used by the library's Executive Director Paul Mills to create a multi-phase plan for reopening. This allowed individual library departments to develop their own detailed plans for preparation of a gradual reopening. Circulation Services worked with the Deputy Director and Outreach Services to mold a Phase 1 and 2 plan for reopening with the other public services departments (Childrens, Adult and Teen Services, and Studio).

While the building was closed, I scheduled maintenance on the automated materials handling machine (AMH) and coordinated with the Deputy Director, Executive Director, and Building Operations Manager to make sure the technicians could work on the AMH. Bibliotheca came out to repair the machine and Lyngsoe finished replacing worn belts and additional parts to keep the AMH running smoothly for the next few years.

In addition, we were able to keep one book drop open (near the front entrance of the building). Though we discouraged patron returns, this allowed us to quarantine items. When the library reopens for Phase 2, we will continue to keep this book drop open and open the book drop near the drive thru. Since we were closed, we had over 1,200 returns successfully quarantined and inducted in our AMH.

Our PICK List continued to grow as we were closed (patrons could continue to place holds through the OPAC). By the end of April, Fountaindale had over a 1,000 holds to fulfill. As part of Phase 2, Fountaindale only fulfilled hold requests for patrons with a pick up location set as Fountaindale. That brought the list down to 500 items, plus an additional 300 holds that were on the holdshelf prior to closing, and the PICK List from May 1st included about 200 items. On May 1st and 2nd, The Circulation Aide staff successfully pulled and cleared all items for Phases 1 and 2.

As part of managing daily tasks of the Circulation Department and my role in the Management team, I continued to do important work. I conferred with other libraries such as Naperville on their plans for curbside pickup service and took part of the LACONI Circulation Programming Committee to share employee daily tasks and reopening plans. Since this is such a new phenomenon to everyone, the share and collaboration of other libraries has been eye opening. With such different approaches, it helped fuel and outline goals we could achieve to serve all of our patrons in any capacity.

### **Chuck Taylor, Specialist:**

Like all staff, this month I attended the 'Librarian's Guide to Homelessness', which provided information pertinent not only to populations experiencing homelessness, but also general techniques for interacting with patrons from any background. This month I attended several webinars focusing on libraries' responses to Covid-19. 'Mitigating COVID-19 when Managing Paper Based Circulating, and other Types of Collections' was informative about the survival times of Covid-19 on surfaces we're likely to encounter in the library. 'Libraries and Covid-19: Providing Virtual Services' was useful in it's discussion of working remotely, but was not as satisfying in its discussion of privacy issues. 'Public Libraries Respond to Covid-19: Innovative Solutions in Times of Crisis' touched on issues of re-opening, library staff morale, and possible long-term changes to library usage. I can't promote 'Libraries and the Census' highly enough. Even though census dates have been extended, there is not going to be a lot of time to assist people in completing the census. As funding for public services, including us, is based on that data, we're going to have to be able to hit the ground running as soon as we reopen.

**Jenna Johnson, Aide:**

At the beginning of the month I attended a webinar, 'Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections', which answered questions on what to do with returned materials. David Berendes recommended washing your hands frequently, as the best way of keeping yourself healthy. 'Libraries and COVID-19: Managing Strategies and Stress' was a webinar that consisted of four panels. The last two panels spoke on how we should take care of our mental health and how to be mindful of others. 'Librarian's Guide to Homelessness', was an engaging course that informed on how Librarians should treat all patrons. Showing discrimination against patrons, no matter what their circumstance appears to be, could make them feel unwelcome and unsafe, so treat everyone with respect. I listened to 'Dealing with Difficult People'. It reviewed different types of difficult people, and how you should manage it. 'Problem Solving Strategies' went over how to work to the best of your ability, even if your coworkers do not.

**Matt Cummins, Aide:**

I added the Librarian's Guide to Homelessness this month, in addition to the supporting webinars presented by Ryan. These presentations provided fascinating insights regarding reasons for homelessness, tips for interacting with these individuals and resources that may help when talking to them about sensitive topics. I additionally attended the Mindfulness in the Workplace training. These lessons helped learners develop skills to minimize worry in their everyday life and focus on the present. Also attended were Problem Solving and Dealing with Difficult People. I found the Difficult People to be quite interesting; it shared tips for these tough interactions as well as discussing different personality types and how they complement one another or clash.

**Tyrese Bell, Aide:**

For the month of April, I attended a variety of courses and webinars that focus on different tactics to improve a librarians skill. To start, I first attended UniversalClass' 'Problem Solving Strategies'. This course discusses a multitude of decision making skills that we can incorporate while on our shifts for self improvement, one that stood out the most to me was the tactic of looking deep within yourself to determine your strengths and weaknesses and how to build up those weaknesses. After that course I attended the Public Library Association's webinar on public libraries' responses to COVID-19. This webinar's focal point was strategies we can use to manage our stress and anxiety formed from our current situation. Some of these strategies include having time away from electronic devices as they can contribute to rising anxiety, as well as a balanced diet, and a consistent sleep schedule. I really liked this webinar mainly because it helps catch you up to speed as well as providing new and interesting information about how we can manage our worries about the pandemic. Another course I decided to take relates to the previous two quite a bit. On LinkedIn Learning's 'Managing Stress for a Positive Change', Heidi Hanna discusses the hardships of going through stress and how to use that stress as a motivation to better yourself. And to end this month off, I took the course 'Accompanying the Young Reader' to improve my customer service skills while shelving. This course goes over how to find the best book to recommend to young readers and this particularly helps me a lot as when I'm out shelving in the children's area, I encounter parents who ask me recommendations for their child and I often find myself having to think quickly on the spot. Mostly because it's not something I really think about too often. With these courses I feel like I'll be much more confident in my work abilities than ever before once our library reopens.

**Mary Sincic, Lead Specialist:**

During the month of April, I completed three Universal classes using e resources from the Fountaindale Public Library website. The courses covered common workplace topics (dealing with difficult people, workplace ethics, mindfulness in the workplace), with in-depth examination of techniques to deal with those situations. I appreciate the chance to take these courses, and I hope our patrons used the numerous online courses for lifelong learners during shelter-in-place. In addition to completing the Universal classes, I finished the training **Librarians' Guide to Homeless**. This training is led by Ryan Dowd, whose experience is as Director of Hesed House in Aurora. Dowd's experience and education in these issues lends him a unique perspective about the challenges of homeless individuals. We interact with patrons facing these challenges every day, and Dowd's training addressed specific problems with real-life solutions.

Other work from home webinars I attended related to the real-time trials of COVID-19 and shelter-in-place. The Institute of Museum and Library Services led the way with a webinar on how to sanitize and preserve paper-based collections. The Public Library Association and Reaching Across Illinois Library System collected, analyzed, and disseminated information about the public libraries pivoting to serve their communities while buildings were closed. These webinars were so worthwhile, not only for the information shared, but for the collection of questions about how libraries will move forward to reopen.

Questions about how Fountaindale Public Library will reopen were discussed in detail on the taskforce in which I participated. I represented Circulation services, working with our deputy director, Studio 300, Outreach, and Childrens' services staffers. Our goal is to reshape how services are offered to patrons so that contact is either minimized or eliminated, and to brainstorm new services for our new normal.

**Dawn Smith, Aide:**

While the library has been physically closed, I have studied a variety of online training materials to better prepare me to return to work as a circulation aide. I have taken many of the staff training available on the Fountaindale intranet, such as Paylocity, Polaris Leap, Using the Online Pinnacle Catalog, and Staff Intranet: Access, Content, Search. These will be directly applicable to my day-to-day work. Additionally, I have viewed a couple of webinars (RAILS Member Update April 16, 2020 and Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections) that speak to the current understanding of the best practices for dealing with circulating materials that may be carrying the Coronavirus. This is of particular interest to circulation aides as they will be quarantining/sterilizing the incoming materials. This moment of closure also allowed me to become a better educated library employee. I learned a little bit about copyright law by viewing the webinar, Librarian Copyright Superpowers: Interlibrary Loan, Preservation, Fair Use and More. I learned how to best interact with patrons who are experiencing homelessness from The Librarian's Guide to Homelessness. And lastly, I refreshed my skills with a Universal Class named Decision Making Skills.

**Arianne Borchert, Specialist:**

For the month of April, I completed several webinars about customer service and the COVID-19 crisis. The first webinar presented by Ryan Dowd "Librarian's Guide to Homelessness" provided excellent training for working with the public by using empathy as your main tool. I followed this training with a Universal Class "Dealing with Difficult People" that covered how to handle or avoid conflict in the workplace, this helps create a better working environment

among co-workers. The first COVID-19 webinar I completed was "Mitigating COVID-19 When Managing Paper Based, Circulating, and Other Types of Collections" this was an overview of the CDC's guidelines for best safety practices during this pandemic, as information of this situation is still limited the guidance was not complete. However, I listened to the "RAILS Member's Update 4-16" and they addressed how they are pursuing information as it pertains to the safety of our staff and patrons. The Public Library Association webinar "Public Libraries Respond to COVID-19: Innovative Solutions at a Time in Crisis" focused on the positive work being done by libraries at this time. Lastly, at the end of the month we began assisting with answering circulation related voicemails, which has allowed me to participate in a small way to the work the library is doing to stay connected to the community. Through the webinars I have learned tools and techniques to better serve the public, during this time it will be important to be adaptable and exercise compassion.

**Cheryl McCaig, Specialist:**

This month I worked on the different webinars that were provided to us. These webinars were a great way to learn techniques that can be applied to our jobs. One of the main ideas that was brought up in the webinar that I feel was the most helpful was learning about the homeless. Learning how the homeless think and feel in different situations and how-to best approach them to ensure they are comfortable will be a great tool for us when we get back to work. It is one thing to learn how to take care of our homeless patrons better, but it is another thing to understand why they may act differently and need a little bit more of our help. When we understand how and why people act a certain way it can be easier to show them empathy and know exactly what they may need help with. The skills and tools that the webinar spoke about give me a new confidence in my position. I am excited to get back to work and be able to apply the tools I have learned in the webinars to better serve our community.

**Bini Issac, Specialist:**

'Librarian's Guide to Homelessness'- gave us facts about people facing homelessness, also on techniques on how to engage fairly and equally with them. 'Mitigating COVID-19 when Managing Paper Based Circulating, and other Types of Collections'- was informative regarding how long the virus would live on library lent materials we deal with. Rails members update webinar- Covered a variety of topics regarding reopening of libraries during this pandemic. Opening libraries, limited or not with employee safety, safety gears and disinfecting of library materials was the main thing. Delivery of RAILS bins will not be considered until confirmed safe. Layoffs/furlough differences were discussed along with the possibility of lawsuits if not considered through. Reimbursement of at home services provided during covid-19. "Dealing with difficult people"- We learn to identify various types of difficult personalities and how to address conflict before it begins to chip away at our well-being and job satisfaction. "Decision making skills"- teaches us the right method and the different factors to be considered before making one. Since the decisions we make have the potential to affect ourselves and others in the short and long term, it is valuable to possess a skill set that will allow us to reflect and weigh alternatives. "Mindfulness in the workplace"- teaches us how to be in the moment all the time. To experience awareness of our surroundings will lead to a more productive self, in both our personal life and in the workplace. "Emotional Intelligence"- teaches us on self-assessment and the skills that are required to read the emotions of other people, responding to the needs of those people as appropriate, and being able to effectively communicate their own needs and feelings. Leap for Circulation- showed us how to use Leap Web App to perform basic circulation tasks such as check in and out materials, patron registration, collect fees and fines. Simply reports- showed us how to create custom reports for the Polaris database. Such as, for weeding, check out statistics, collection statistics. Leap

for public service- showed us how to use Leap Web App to perform essential tasks for Adult service/Youth service. How to search specifically for catering to each patron's need by bib and item tabs in much detail.

**Aldo Roman, Aide:**

This month I took decision making skills. There I learned how to break down a problem and make a series of steps to make decisions. I also attended several library related webinars and courses. I watched RAILS Member update where I kept myself up to date with library news. I was hearing about how libraries are sharing how they are distributing their resources despite being closed. They also talked about how the consensus deadline was extended, but the deadline for funding was not extended yet. To prepare myself for a future opening, I did also watch "Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections". There I learned about proper sanitation on multiple surfaces. They had us reassured that the virus does not last more than 24 hours on unfavorable surfaces due to it being fragile. In "Call to Action: Public Libraries and the Opioid Crisis" talked about all the services provided to people that were struggling with drugs such as opioids. How they provide recovery classes, reading classes, and other programs. Speaking of reading, "Accompanying the Young Reader: Helping to Choose Appropriate Books" talked about reader's advisory towards young readers. There they provided tips such as the "five finger rule" and how we can guide young readers into finding material they did not know they were searching. It is much faster for staff to take the books off the shelf first to show and have a conversation with young readers to get them an idea of their interests.

**Harris Khan, Lead Specialist:**

This past month, I have attended many webinars and taken many online classes. Many of the webinars covered COVID-19. These sessions I found the most interesting. They included 'Mitigating COVID-19 When Managing Paper-Based, Circulating, and other types of collections', 'Public Libraries Respond to COVID-19: Innovative Solutions in Times of Crisis', and 'RAILS Update webinar'. They provided many examples on what we can expect when our library reopens to the public. It was nice to see what other libraries were doing to provide for their communities during the quarantine.

Another webinar was from Niche Academy, it was called Librarian's Guide to Homelessness. It provided information on how to not only deal with homeless people but patrons in general. It was very informative and the presenter Ryan Dowd was very personable and made this an entertaining watch. I liked his teaching style so I watched more of his webinars that were also very good. They included Advanced Body Language, Burnout, Vicarious Trauma, Body Odor, Homelessness 201, Tips for Managers, Domestic Violence/Sexual Assault, Q&A April Webinar, and Domestic Violence/Sexual Assault.

Alongside the webinars, I have completed 2 online Universal classes. The first one was called 'Dealing with Difficult People'. I found this very helpful. It provided many examples on how you can work with someone you don't get along with. The other was called 'Emotional Intelligence' This one was also very informative but I felt it did not provide any methods I could use in my workplace. Nonetheless, I am still glad I took the class.

During this time I also was part of a task force whose job it was to make a simplified shelving procedure. I wrote down the procedure for the first floor and made a map that will help other departments while they help the circ department.

**Carol Henderson, Lead Aide:**

I began my month of at-home training with "The Librarian's Guide to Homelessness" webinar and I thought it was fantastic! This presentation detailed the psychological background/makeup of many homeless individuals, how these issues can negatively affect their behavior, and tools and strategies for dealing with undesirable behavior in the library. The next webinar, "Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections", spoke about emergency operation plans, preventative actions, cleaning/disinfecting, and possible survival times of the virus on various library surfaces. "Libraries and COVID-19: Managing Strategies and Stress" discussed how two specific libraries were dealing with their shut-downs. The webinar also discussed strategies to cope with personal stress, as well as stress from library closures, with the concept of "mindfulness" being mentioned as a possible stress reducer. The webinar "Call to Action: Public Libraries and the Opioid Crisis" was really interesting and stressed the importance of libraries within the recovery community. It gave many, very specific, examples of how these two groups can (and should) work together for the benefit of those needing and/or seeking assistance with their dependency issues. The "RAILS Member Update" from 4/16/20 was full of a variety of information about our libraries in shut-down. From virtual services that are being offered, to discussions of safe material handling, to reopening plans, this webinar presented the current issues facing us at this point. "Sexual Harassment of Library Staff: Responding to Incidents By Patrons and Others" gave in-depth definitions of protected classes, hostile work environments, the four types of harassers, and processes for dealing with sexual/racial harassment in the library setting. I thought this webinar had A LOT of important information. My last webinar was "Communication Strategies for Managing Change" which was my favorite. Other than the COVID-19 webinars, this was the most "current" for me since we will all be facing MAJOR change with our re-opening. The speaker stressed that managing change isn't about the change itself, it's about emotion triggered by change and people's reactions to that emotion. She detailed how all of this works and came up with great strategies for successful communication in the face of change.

**Kendra Fitzer, Specialist:***Librarian's Guide to Homelessness / April 9*

The director of Hesed House, Ryan Dowd, presented a workshop on dealing with the Homeless in a library setting. He explains the science behind how life experience and trauma impact the brain. He offers tools, techniques and guidance to help employees of the library deal with the homeless population.

I found it very insightful. It facilitated my understanding, and consequently, increased my empathy. I feel that it will help me in working with that population, giving me the guidance and tools to improve my job performance.

*Pinnacle Workshop: Leap for Circulation / April 14*

The basics of using Leap as a circulation employee were presented. Matt went over what Leap is, signing in, checking items in and out, looking up Patrons' accounts, placing holds and utilizing the Find feature.

Even though I have used Leap for a year and a half, I feel like each time I am trained on it that I learn something new, particularly in regards to the Find feature. I feel that the more proficient I am with Leap, the more I am able to be a help to our patrons by offering better customer service.

### *Dealing with Difficult People / April 15*

This course consisted of 11 Lessons in dealing with difficult people. Those lessons dealt with Basic Conflict Resolution, understanding Body Language, dealing with Bullies and Power Freaks in the workplace, co-workers who do not pull their own weight, gossiping in the workplace and how detrimental it can be, how gender differences can be addressed, dealing with your Boss who is also a Bully, and how to successfully work in Collaboration with others. It gave you some tools to approach difficult workplace situations, particularly who to approach, whether that was your immediate supervisor, another supervisor, or HR, when to ask for help or perhaps whether you should deal with it directly.

### *Mitigating COVID-19 when Managing Paper-based, Circulating and Other Types of Collections / April 16*

- Emphasized social distancing, 6 feet apart, and proper hand washing for employees as well as patrons
- Books/paper items/cardboard / Not overly concerned because of the low quantities of the virus on those items and also because it dies off fairly quickly. If concerned, recommend to set aside those items for 24 hour period
- Electronics/recommending the wiping off of those items to disinfect
- Recommends wiping off of frequently touched hard services, door handles, light switches, etc.
- Emphasized the importance of consulting and working closely with your local health officials

As an employee of a library, it is important to know the CDC's recommendations on handling library materials, workplace recommendations and expectations of both employees and patrons.

### *4/16/20 RAILS Members Update / April 24*

- Discussion of how we will reopen our libraries
- Advising that member libraries give careful consideration prior to re-opening, not reacting
- Material handling, protective gear for employees, inventory of necessary cleaning supplies
- RAILS current programs and services being offered
- Study currently being done by Battelle in Columbus OH/COVID19 and safe library material handling
- Concern that Libraries are classified as "Non Essential businesses"
- Employment concerns/furloughs vs lay-offs. What are the financial costs and morale costs?
- Employee reimbursement for use of personal items while working from their home
- What will the new normal be? Social distancing? Will employees and patrons be comfortable being back in a public space?

It gave me insight into all of the considerations being given to how best to handle the current stay at home order and how our libraries are working to devise plans to re-open.

### **Joe Crookham, Specialist:**

As instructed by library administration, I attended different webinars and training while the library building was physically closed during this outbreak. The "Librarian's Guide to Homelessness" webinar taught me some skills to better empathize with homeless patrons and all patrons in general. It contained many facts and figures, realistic examples of difficult situations, and how to handle those situations with empathy and compassion. I also attended the "Niche Academy: Tips for Managers" and "Body Odor" webinars. Ryan Dowd kept the webinars interesting and easy to watch. These webinars were more advanced and gave useful tips on delicately dealing with these situations. "Mitigating Covid-19 when Managing Paper-based, Circulating, and Other Types of Collections" webinar gave a lot of useful

information on the virus, how to stop the spread, materials needing quarantine, reopening plans, and how to keep yourself and all staff safe from contagion. I attended Matt Hammermeister's "Pinnacle Workshops: Leap for Circulation" & "Intro to Simply Reports." Matt is very knowledgeable and answered all questions in real time. Leap for Circ was basically a refresher course for me, but taught me a few useful tips. Intro to Simply Reports is not something my position requires, but it was an informative webinar and useful information if I need it in the future. Lastly, the "RAILS Member Update" webinar was very helpful in keeping us informed on what RAILS is doing, and not doing, during this outbreak. There were many different examples of how libraries are serving their communities virtually and the many different e-resources that are available to patrons. They covered how they plan to handle materials (for both delivery & pick-up) once the libraries begin to reopen and also discussed different ideas on how to reopen safely.

### **Aman Gadri, Aide:**

This month I attended webinars related to libraries' mitigating Covid-19, and handling difficult situations involving patrons or colleagues. The only webinar that contrasted this was "Goal Setting 101." This webinar primarily discussed how to approach a goal in order to succeed. The information provided might be helpful when tackling projects or tasks for re-opening. A webinar that I found relevant for re-opening was "Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections." It was informative about preparing the workplace for the pandemic, and how to properly clean or disinfect surfaces. Also, it touched on how to communicate with staff and patrons during this time. Upon re-opening, building compassion will be necessary for staff due to concerns about Covid-19. "Mental Health and Public Libraries," provided strategies on communicating with populations experiencing mental health issues. Also, this information was generally helpful for interacting with patrons or colleagues. "Librarian's Guide to Homelessness" offered similar strategies, but it focused on the homeless population. There will be many challenges as we gradually re-open, and it is important to understand how to communicate with others while being aware of our surroundings.

### **Leigh Anne Voss, Lead Specialist:**

For the month of April I attended the 'Librarian's Guide to Homelessness', and all the webinars Ryan Dowd posted afterwards. This series gave great information on interacting and helping homeless patrons and how to handle problem situations with people in general. I also took three courses on Universal Class. First, "Dealing with Difficult People" which gave tips and advice on how to interact with patrons and fellow staff when situations arise that are normally hard to handle. Second, "Introduction to Ethics" which gave a foundation of information on the history of ethics and the ways people think and take in information. I felt the information in this course gave me a way to understand people better which is good when working in a public place. Third, I took "Mindfulness in the Workplace" which gave ways to calm down and be able to work on current projects. It gave mind techniques and tips on living in the present. I also attended the following webinars dealing with Covid -19 and the actions Libraries are taking: "Mitigating COVID-19 when Managing Paper Based Circulating, and other Types of Collections", "Public Libraries Respond to COVID-19: Innovative Solutions in Times of Crisis", and the Rails Member Update from April 16. All three gave updates on what Libraries around the state and country are doing during closures and plans for reopening. I also assisted my coworkers on the Circulation Shelving Training Document and attended two meetings with them. This was an updated document to help staff shelve materials. The webinars, meetings, and courses were all great learning opportunities to prepare myself for when we do reopen the Library.

**Kate Thurston, Assistant Manager:**

Since March, I have been reading any article and facts I could find regarding safely handling library material during the COVID-19 pandemic. I was able to find valuable webinars such as Managing Stress and Strategies during COVID-19, Mitigating COVID-19 when managing paper based materials, and an ALA webinar for managing stress and anxiety, which I found helpful and had great tips. I also attended a live webinar through ALA "Advocacy for your library during the crisis". The panelists were great speakers and gave tips including to be sure you are engaging, have a positive message, and your library is consistent and exceeds expectations. I took Ryan Dowd's Librarian's Guide to Homelessness, which was a fantastic training. I also took the rest of his training that was offered. His training is broken down into sections and he keeps his audience engaged by keeping the training simple and giving real life examples. I will definitely be implementing some of his training in my day to day work. I took a Universal Class called Successfully Networking Your Career which I found helpful because it showed how you can make connections and build on them including how introverts can easily network. The RAILS Members update was very helpful as well since the subject of safe handling of materials was discussed. RAILS will not be open for deliveries until it is safe to do so, but they will continue to update their website as more information is available.

I am part of the programming committee and we met once a week, on Monday mornings to discuss what programs can be done virtually. The Summer Adventure Committee also met twice and bounce ideas off each other in Basecamp. I was part of the Programs and Social Distancing Task Force where we discussed marking areas on the floor for social distancing, plexi glass for service desks and desks in workrooms, and strategically scheduling staff.

I worked on the patron aging report that was sent by our ILS Manager. I created the May schedule, started on the June schedule for staff, and I updated the Part Time Specialist Training Plan. I was in contact with my team and available when they had any questions. We had staff meetings every week and a half and more recently, every few days with the reopening phase beginning to take place. During these past few meetings, the Department Manager and myself made sure staff understood Phase 1 and 2 of the reopening plan so we can all hit the ground running on May 4th and get back to serving our community.

**Eric Fuller, Aide:**

This month I attended the training "Librarian's Guide to Homelessness" presented by Ryan Dowd. In the program, Ryan talks about the importance of using empathy when dealing with all of our patrons, no matter their living situation. I also attended webinars. The first one being 'Mitigating COVID-19 when Managing Paper Based Circulating, and other Types of Collections'. In this, Dr. David Berendes and Dr. Catherine Rasberry spoke on ways to keep our collection and building clean and disinfected. The second was 'Public Libraries Respond to COVID-19: Managing Stress and Anxiety', in which Debra Keane and Linda Voss-Rothmeier talked about the importance of self care in times of stress and anxiety, while promoting positive activities, helpful thinking, and managing reactions as ways to cope. Lastly, I attended 'Public Libraries Respond to COVID-19: Innovative Solutions in Times of Crisis', where Pam Sandlian Smith, Marcellus Turner, Kelvin Watson spoke on the importance of finding new ways to facilitate our patrons in these difficult times.

**Ann Burkewicz, Lead Specialist:**

During the month of April I attended the 'Librarian's Guide to Homelessness' training, which provided valuable information in understanding and serving the homeless community in the library setting. It provided tools to help in communicating with the homeless, but can also be

applied to all interactions within the public service environment. In addition, I attended additional webinars by Ryan Dowd, with topics including: 'Burnout, Vicarious Trauma and Compassion Fatigue'; 'Advanced Body Language'; 'Domestic Violence/Sexual Assault in Libraries' led by Miranda Dube; 'Homelessness 201'; 'Tough Conversations: Body Odor'; and 'Q & A'. These were all focused on complicated issues facing libraries, not only in dealing with the homeless community, but also in dealing with the general public. During April I attended webinars focused on Covid-19, including 'Cultivating Protective Factors for Safe Libraries and Resilient Communities'; 'Mitigating Covid-19 When Managing Paper-Based, Circulating, and Other Types of Collections'; 'RAILS Member Update'; 'Libraries Respond to Covid-19: Managing Stress and Anxiety'; and 'Libraries Respond to Covid-19: Innovative Solutions in Times of Crisis'; These webinars were extremely informative in the myriad ways libraries are coping with and preparing for dealing with the pandemic. While the webinar panelist from the CDC seemed disconnected from the issues and needs faced by libraries, the presentations overall were informative and valuable to preparing libraries for the challenging future ahead of us. I also attended some courses through UniversalClass including: 'Fundamentals of Cross-Cultural Communication'; 'Dealing with Difficult People'; and 'Mindfulness in the Workplace'. These courses were quite informative and provided tools and strategies in dealing with conflict and resolution. While the courses were focused more to interaction and communication within the workplace, the tools and strategies they provided can be applied to dealing with the public. Finally, I attended several department meetings, the all-staff meeting and worked on the Bookmobile/Van Re-opening Task Force and Shelving Training Document team. I also read some articles in preparation for working on the Vinyl Record Task Force. In conclusion, I feel that we are truly prepared to face the coming challenges within the library and will be ready to serve our community effectively and efficiently.

**Daniel Bedoya, Associate Manager:**

For the month of April I worked on and completed the following workshops, trainings and tasks: Like all library staff I went over Ryan Dowd's "Librarian's Guide to Homelessness", I also went over his "Tips for Managers" section of the webinar. Being an Associate Manager, it provided a lot of useful information not only for myself, but also to share with my team. Since we do interact with the general public, it's very useful to know how to work with all our patron demographics. I also watched two webinars presented by ALA, "Advancing Racial equity in your Library" and "Understanding Power, Identity, and Oppression in the Public Library". Bolingbrook is very diverse, our patrons represent many different walks of life and backgrounds. It's very important that we realize the challenges and needs of our patrons so we can accurately meet their expectations and demands. Again, like all library staff, I went over the "Migrating COVID-19 When Managing Paper-Based, Circulation, and other types of Collections" webinar. As we all know, it's extremely important to understand and realize the challenges we face going forward. Public Libraries play an important role in our communities, but it's imperative we understand the challenges we face and what we can plan for and steps we need to take to make sure we keep ourselves and the public safe. From univerasclass.com I took the training for "Networking your Career". This class stressed the importance of planning for your current job and for the future, things are rapidly changing in our current atmosphere. Starting as of now, we should be investing in ourselves as much as we can. Every connection and interaction, can and does make a difference in how we will develop professional networks. I watched the "RAILS Members Updates Webinar - April 16th, 2020". It was very interesting to see what our 'local' partners are doing during these special times and how they are reacting to them. The meeting included many different types of 'Library' workers, many had the same questions and concerns. I also created the monthly aide schedule for May, although it was quickly realized that it was going to change because of

the library opening for driver-through service in early May. I also reviewed and edited the "New Employee Training Plan" There were no drastic changes, but I tried to make it more streamlined and easy to follow. I added a few edits that will make the process easier going forward when we do hire new circulation aides. I attended all meetings with our leadership team in circulation, with our circulation aides and when we met with all the circulation department as a whole. I was on the task force in regards to "Safe Circulation of New Materials" I tried to contribute by sharing my concerns when pertaining to my position and my team. Lastly, I kept up with emails from all staff at the library, but especially with the circulation aide team. I kept in touch with the aides when necessary, answered any questions or concerns I could and routed those necessary to my manager or administration.

**Amanda Slone, Aide:**

In the Libraries and Homelessness training provided through Niche Academy I learned about the relationship between libraries and individuals experiencing homelessness. This training helped me understand my role as an employee of the library and how my interactions with patrons matter. The Decision Making Skills course provided by Universal Class helped me understand the decision making process, and how to make decisions in a healthy manner. Also provided by Niche Academy, the Fountaindale Polaris Leap Tutorial and Using the Online Pinnacle Catalog training made me more comfortable using the tools available in our library. Learning to use Leap will help me better understand how our circulation process works and learning all the different functions of our online catalog will help me better serve patrons.

**Bonabie Espinal, Aide:**

**Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections-** In this webinar it goes over a lot of good and helpful tips that we should keep in mind while working or being at home. The first point would be that employees practice social distancing of staying 6 feet away from another person. This is a law that has been not only implemented in all workplaces but also outside of work. Employers should be prepared to accommodate for their employees who are sick or need to take care of a family member who falls ill. The webinar also covers how regularly surfaces need to be cleaned and some of the products that need to be used to eliminate any trace of the virus. Some of the products we might already have and the common ones are household cleaners. Lastly, I would like to add that workplaces need to be prepared for when there is a possible COVID-19 case appearing and the procedures that need to take place.

**Libraries and COVID-19: Managing Strategies and Stress-** This webinar talks with others who were affected by the virus. The first panel focused on Maria Rasetti who works in a library in Italy. Maria talks about the process of COVID-19 affecting Italy and the other libraries around. Saying that little by little the things started to get out of hand and the library had to close. The library workers are to work at home on their computers is what she mentioned. The second panel was with Lisa Rosenblum who talks about her experience in Washington with the COVID-19 virus. Much of the process so far for these libraries was similar and they have notified the public what was going on. They knew it wouldn't be possible to stay open without risking people's lives. The third panel is about mental health and how to kind of cope with this pandemic going on. The final panel is with Richard Moniz who discussed mindfulness and how we are able to use this during this pandemic.

**Librarian's Guide to Homelessness-** This online course was very interesting to see especially since the homeless shelter is in Chicago. What I didn't know when going into this

course was that is three different types of homelessness. It goes over four important topics to know when thinking about homelessness. Some additional information that gets mentioned is, burnout, body language, domestic violence, homelessness 201, body odor, and going through a Q&A with Ryan. I really enjoyed the tools that the online course provides us on how to talk and interact with people who are homeless in the library. It makes me connect to what we have done to help our patrons who are homeless like having the food pantry outside our library which I think is amazing. This online course gives us a test and certificate towards the end of this course.

**Problem Solving Strategies-**In the beginning of the course it explains three ways to identify a problem which are 1) Stop it or Mop it, 2) Current reality vs. Ideal/Goal, 3) Opportunity for change. The next step to solving a problem is putting the problem into context thinking about what took place to cause the problem. Another thing to keep in mind when solving a problem is figuring out who was involved with it. What information does the person(s) have about the situation and if the information is useful in any way. The course gives a lot of examples for people to think about when going through the steps to solving a problem. What I was happy to see was the theorist Gardner who made a theory stating that everyone has multiple intelligences. It was fun doing that part in the lesson because I remember learning about him during my college courses and it is useful in the field that I want to go into.

#### **Ethan Mercado, Aide:**

This month, I attended several important webinars on a variety of topics. For instance, I viewed 'Time Management: Working From Home' through LinkedIn Learning, which covered several important tips to set up a better home environment conducive of productivity. The speaker emphasized the importance of balancing home and work through a consistent schedule, accounting for daily interruptions and distractions. I attended a webinar specific to the current pandemic, 'Mitigating COVID-19 When Managing Paper Based, Circulating, and Other Types of Collections', which eased a lot of my anxieties for reopening and the spread of the virus. It spoke mostly about handling and quarantining potentially infected materials, but stated that the survival time of the virus was not long, and that it is unlikely to spread through books or other porous surfaces. On the other side of the quarantine, in preparation to serve our patrons once again, I attended 'Librarian's Guide to Homelessness'. This was by far my favorite webinar; It balanced critical information and witty humor perfectly, while teaching several interpersonal communicative strategies that I otherwise would never have considered. I find that 'Managing Stress for Positive Change' is paramount for its ability to redefine and understand stress. It warns that stress that is not utilized will pile up and cause dysfunction, and that there should be a healthy cycle - or oscillation - between times with and without stress. All of the webinars that I attended this month had unique perspectives for common issues that I look forward to applying as the library gets ready to open up its doors to the public.

#### **Sandy Andes, Specialist:**

I started out with the Librarian's Guide to Homelessness from Niche Academy. I thought it had a lot of useful information for anyone who works in a library. We encounter homeless people almost on a daily basis and having the knowledge of how to handle situations can be the difference between good and bad outcomes. I then moved on to American Libraries and Covid-19. I really liked this webinar and how it discussed certain ways libraries were using their equipment on hand to help out their communities. Some libraries were using 3D printers to make visor parts and face shields. Next I did a virtual workshop

conducted by Matt Hammermeister. It was titled Pinnacle Workshop: Leap for Circulation. It was nice to see Leap and work solutions again. Then I did the webinar Mitigating Covid-19 When Managing Paper-Based, Circulating and other Types of Collections. I feel this had some useful information about clinical sanitation and hygiene issues however they did not seem all that familiar with library materials and how they are circulated. After this I did Dealing with Difficult People. It was a long webinar with a lot of information as well as many tests and quite a bit of writing. I would recommend this webinar although it was lengthy. The last webinar I did was Reaching Across Illinois Library System (RAILS). It was a good webinar. All in all, there were a lot of webinars to cover almost any topic that you were interested in.

#### **Anam Ahmed, Aide:**

This month, I did multiple training sessions that I believe will help me improve my performance as a library employee. I took a course on problem solving, which is a valuable skill to possess regardless of one's occupation. The course gave specific step by step instructions on how to find the best solution for a problem. I also watched the RAILS member update webinar. It gave information about how libraries should deal with Covid-19 and gave ideas as to how we can best serve our patrons. For example, online resources and curbside pickup are some options for patrons to use the library while maintaining a safe social distance. While these two training sessions were immensely informative, the one I enjoyed the most was the Librarian's Guide to Homelessness. This training did a great job explaining how to interact with homeless patrons in a variety of situations. Not only that, but it explained why such patrons may act the way they do. Understanding the psychological aspects of homelessness gave me a deeper understanding of how to interact with homeless individuals.

### **Meetings & Events (Attended by Circulation Services Manager)**

<b>March 30</b>	GoToWebinar - Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections
<b>March 31</b>	Manager's Meeting
<b>April 2</b>	Circulation Supervisor's Meeting, Bibliotheca Maintenance
<b>April 3</b>	Circulation Department Meeting
<b>April 7</b>	Manager's Meeting
<b>April 10</b>	Group Reopen Task Force, Re-Opening Staff Schedules Task Force, Webinar: Librarian's Guide to Homelessness
<b>April 13</b>	Develop Procedures for Safe Delivery Acceptance Task Force
<b>April 14</b>	Re-opening tasks, Open/Closing procedures Task Force, Procedures for Safe Circulating Materials Handling Task Force
<b>April 15</b>	Manager's Meeting, Circulation Supervisors Meeting
<b>April 16</b>	Circulation Department Meeting, RAILS Circulation Manager's Meeting, Lyngsoe Maintenance
<b>April 21</b>	Circulation Specialists Meeting, Circulation Supervisors Meeting
<b>April 22</b>	Circulation Shelving Document Task Force, LACONI Circulation Meeting
<b>April 23</b>	Manager's Meeting
<b>April 24</b>	meeScan Demo, Circulation Re-Open Plan Meeting
<b>April 27</b>	Manager's Meeting, Circulation Manager's Meeting, Circulation Lead Specialist Meeting
<b>April 28</b>	Circulation Manager's Meeting, Circulation Aide Meeting, Circulation Specialist Meeting, LACONI Circulation Meeting
<b>April 29</b>	Circulation Meeting
<b>April 30</b>	PIRC Meeting

## From Tana Petrov's report

### Outreach Services

During the month of April, outreach staff continued working from home, creating virtual activities for patrons and participating in training and professional development opportunities. We are very proud to report that outreach staff (Laura, Cindy, Melissa, Dennis, and Carolyn) as of May 1/2020, have created 18 videos with 1709 views on YouTube (not counting views on Facebook and Instagram). Even though the Outreach team was not able to visit our patrons in-person, we never lost touch with our community and answered more than 100 reference questions via phone, email or virtual meetings in April.

A huge thanks goes to our Studio Services Manager - Jeffrey - for his assistance, creativity and patience with additional editing and graphics to bring all pieces together and to turn outreach staff videos into masterpieces! And a huge thanks goes to our Communications Services Manager - Melissa - for posting our videos across social media channels, as well on our library blog!

Outreach staff also continued with our work being involved in library committees and participated in meetings and virtual discussions related to our individual responsibilities. We missed our patrons and co-workers and have been brainstorming and working together to create even better outreach services that will benefit our community!

The Outreach team met on a weekly basis via Google Hangouts. Our virtual meeting experience is best summarized by Marleigha who shares in her report: *"I have enjoyed the weekly meetings with my department. I found the meetings to be informative and uplifting. It is good to hear and see some of my team members and it comforts me to know that they are doing well and their families are doing well. I have enjoyed hearing about their time at home and the work they are getting done. I have also enjoyed having a time to bond and brainstorm with the team. The Outreach department has a solid team of people and we have accomplished a lot while working from home."*

Tana and Carolyn kept in touch with outreach staff via regular phone check-ins. Sarah shares in her report: *"I am proud of how our department has come together despite being physically apart from one another. We were so used to seeing each other everyday to now only hearing each other. We've kept positive and creative vibes with a sense of still wanting to serve and reach out to our library community."*

### General Activities

#### General Office Duties:

- Payroll (Tana)
- Purchase orders - Tana
- Communico (Tana, Carolyn, Marleigha)
- Basecamp (Tana, Carolyn, Marleigha)
- The Fountain June, July, Aug 2020 (Tana)
- Finalized contracts for digital programs with two summer presenters (Tana)
- Review of department monthly reports from 2017-current (Tana)
- Created reopen plan for Outreach Dept (Tana)
- Communicated with activity coordinators of senior facilities on regular basis (Tana)

- Reached out to other libraries for information on safe home delivery and curbside pick up via ABOS and ALA forums (Tana)
- Outreach Services Procedure Manual - update on library cards process, including reciprocal borrowers based on latest instructions from Circ Dept, updated library cards application - on English and Spanish (from Circ Department), letter to parents/guardians of students of Furqaan Academy explaining about the process of reciprocal borrowers, shared Procedure Manual with department via email (Tana)
- Weekly/ by-weekly staff phone check ins (Tana, Carolyn)
- Self-evaluations/ evaluations (Tana, Carolyn, Melissa)
- Re-open plan for Bookmobile and Library Express Van (Nancy, Tana, Carolyn, Dennis, Melissa, Ann)
- Re-open plan for virtual and in-person services (Nancy, Tana, Carolyn, Jeffrey, Joyce, Mary C.)
- Delete old emails, organize and file important emails (Cindy)
- Communications with preschools (Laura)
- Staff picks (Carolyn and Marleigha submitted several reviews of books/ movies/ databases to Melissa B. for social media to post as staff picks)
- Marleigha put together a list of [Team Building Activities](#) that we will be using during our department meetings. Marleigha says in her report: "This virus has forced us to become a better team, and these activities will only help us continue to build strong bonds as a team."
- Marleigha took the initiative to research other libraries' virtual activities and services during the pandemic. She compiled a document for manager's review based on her research of several libraries and shared her findings with the Outreach team. We were able to implement some of those activities during our time working from home. It was interesting to see what other libraries do for their community and to get inspired by the work of our library peers: [Ideas from Other Libraries](#)
- Marleigha and Sarah kept in touch with our home delivery patrons via weekly wellness calls. Sarah shares in her report: " One of the active home delivery patrons from the first round of phone calls happened to call us back on the Outreach extension. She wanted to say thank you for calling her to make sure she was doing well. She wanted us to be safe and how much she appreciated us in Outreach. Many of the home delivery patrons that Marleigha and I have called during this time appreciated hearing a friendly voice, making conversation, and knowing that someone cared about their well being during this time."
- Sarah put together a report of the current home delivery process and how we currently mail library items to home delivery patrons
- Sarah sent book discussion questions through email to the activities coordinator at Heritage Woods on "Lillian Boxfish Takes a Walk". This book is the current pick of the month for this book club. We are currently trying to figure out ways to continue this service to the members or see if it will be feasible in the future months to come.
- Sarah has been working on a project about the Outreach playaway collection. She is creating a list in Google sheets of the titles of playaways that have a matching book in the Outreach collection. This will be helpful to see the inventory of matching sets that we can pair on the current and future bookmobile. This will also help when it comes to selecting and suggesting new playaways for collection development and where to keep these matching sets together on the bookmobile.
- Melissa researched activities for Make-A-Mess that we can do in person or virtually

### **Services/ Programming for schools:**

- Cindy has been in touch with teachers and school librarians and has been providing virtual booktalks to schools via Zoom on a regular basis. Cindy shares that her experience has been really positive and that she is happy to be able to provide her service to students at this time. From Cindy's report about her first "live" meeting: *"Attended Zoom classroom with Mr. Mertes. And was surprised it included all fifth grade classes at Tibbott. There were 4 teachers and the teachers were the ones who requested doing a puppet show. I showed them how to access ebooks (Mr. Mertes followed along in a screen shot everyone could see) from our website. Showed them how to get help, told them about virtual booktalks and did a puppet show. About 45 minutes and plan to meet again. There were 25 in attendance."*
- One of the VVSD teachers mentioned to Cindy that they would like more library content on the Seesaw school platform. Tana has been in communication with school librarians regarding the "virtual library" librarians are putting together for students. Tana emailed them links to videos of booktalks, puppet shows, blog posts and craft demonstrations (created by outreach and CSD staff).
- Tana will be emailing VVSD schools summer reading program promotional materials once they are finalized by our Communications department

### **Services/ Programming for pre-schools:**

Laura shares in her report: *"Due to the immediate need for virtual programming during the shutdown from COVID-19, this month I taught myself how to use my laptop camera, record videos and do minor editing and adding storyboards to the videos before submitting them (to reduce the amount of editing Jeffrey had to do). My storytimes are getting plenty of play, particularly those that don't have to be taken down after 24hours due to copyright restrictions. Patrons/viewers are viewing the archived programs long after they are posted and teachers are commenting positively on the library's Facebook page and sharing with their students (virtually), indicating the desire to have preschool programming available during this unprecedented time. I produced a short video to send to our local preschools (17 contacts) to encourage them to utilize all the digital resources available to them through the Library website as well as notifying them that I will be offering a storytime or puppet show every Monday in May."*

### **Virtual Activities**

#### **Virtual Activities for Children (Cindy):**

- 3/31 Mrs. C's Virtual Booktalks Dragon Slippers
- 4/7 RBdigital Booktalk for Middle Grades
- 4/14 Bark George
- 4/21 That is Not a Good Idea
- Zoom production of Little Blue Riding Hood (Cindy and Laura with Jeffrey's assistance)
- 4/21 VVSD We Are Here for You video
- 4/28 One and Only Ivan Booktalk
- 5/5 Mrs C's Book Talk: RBdigital Titles K–3rd Grade
- 5/12 Little Red Shoes

#### **Virtual Activities for Children (Laura):**

<b>Recorded</b>	<b>Puppet Show/Storytime</b>	<b>Air Date</b>
• 3/30/20	Hey! Wake Up!/Sandra Boynton #1	scrapped due to copyright
• 3/30/20	Tortoise and the Hare/Fable #2	4/13/20
• 4/2/20	Confused Frog Prince/Fable #3	4/20/20
• 4/2/20	Dog's Colorful Day/Emma Dodd #4	scrapped due to copyright

- |           |   |                   |
|-----------|---|-------------------|
| • 4/6/20  | Little Blue Riding Hood/Fable/with Cindy          | 4/16/20           |
| • 4/6/20  | Make a Rainbow prop story #5/Tea for Two song     | 4/18/20           |
| • 4/8/20  | Napping House/Audrey Wood #6/One from Left        | 4/27/20           |
| • 4/8/20  | White Rabbit's Color Book/Alan Baker #7           | 4/23/20           |
| • 4/10/20 | Dog's Colorful Day/Emma Dodd #8 w/ASL #s          | 5/4/20            |
| • 4/10/20 | Magic Fish/Fable #9                               | 5/18/20           |
| • 4/10/20 | Bearly Neighbors/Peter & Ellen Allard #10/Hunting | 5/11/20           |
| • 4/16/20 | Cinderella/ Toy Theater #11                       | not scheduled yet |
| • 4/20/20 | Lion and the Mouse/Fable #12                      | not scheduled yet |
| • 4/20/20 | Monkey Business/Mouse in House game #12           | not scheduled yet |
| • 4/21/20 | Little Bunny Foo Foo #13/Cat and Mouse song       | not scheduled yet |
| • 4/27/20 | Too Noisy #14/Sound Effects Song                  | not scheduled yet |

### Virtual Booktalks and Movie Reviews for Adult/ Seniors:

- 4/8/2020 Devil in the White City (Dennis)
- 4/13/2020 RB Digital Magazine (Melissa)
- 4/15/2020 Back to Basics with Ina Garten (Carolyn)
- 4/16/2020 1491 (Dennis)
- 4/20/2020 Where the Missing Go by Emma Rowley (Melissa)
- 4/27/2020 A Stranger on the Beach by Michele Campbell (Melissa)
- 4/23/2020 The Florida Project (Dennis)
- 4/30/2020 What We Do in the Shadows (Dennis)
- 5/4/2020 May (Melissa)

Here is a sample of some of the virtual activities outreach staff have been working on:

### [Dennis' Movie Review: What We Do in the Shadows](#)

### [Melissa's Book Talk: Where the Missing Go](#)

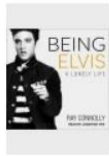

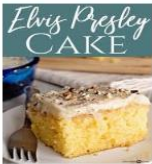

### [Mrs. C's RBdigital Book Talk](#)

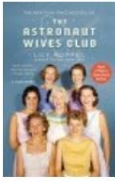

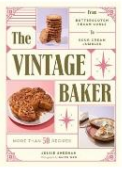

### [Virtual Storytime with Miss Laura: Make a Rainbow & Tea for Two](#)

### [Carolyn's Virtual Book Talk: The Barefoot Contessa's "Back to Basics"](#)

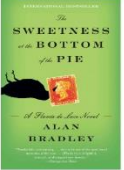

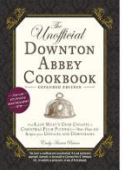

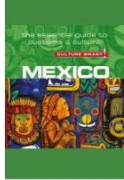



### Virtual Activity Kits:

Outreach staff initiated the idea of creating virtual activity kits for our senior patrons in order to promote our e-resources. Tana and Dennis worked on a blog post that will be linked to our website under Senior Services. We've included four components into each kit: READ, AMUSE, CREATE, LEARN.

THEME	READ	AMUSE	CREATE	LEARN
<p>Hooray for History: Elvis Presley</p> <p>(created by Marleigha)</p>	<p>Being Elvis: a Lonely Life by Ray Connolly</p>  <p><a href="#">Listen on Hoopla</a></p>	<p>The King: The Rise and Fall of Elvis Presley</p>  <p><a href="#">Watch it on Kanopy</a></p>	<p>Elvis Presley Cake from AllRecipes.com</p>  <p><a href="#">Make it now</a></p>	<p>Learn to Play the Guitar</p>  <p><a href="#">Take a lesson on Lynda.com</a></p>

THEME	READ	AMUSE	CREATE	LEARN
<b>Hooray for History: 1960s</b>  (created by Sarah)	<b>The Astronaut Wives Club: a True Story</b> by Lily Koppel    <a href="#">Read on Axis360</a>	<b>Beach Boys Surfin Safari</b>    <a href="#">Download &amp; listen from Freegal</a>	<b>Create a bake good from the 1960s</b>  <b>The Vintage Baker</b> by Jessie Sheehan    <a href="#">Create from Hoopla</a>	<b>Learn the craft of macrame that was popular in the 1960s</b>    <a href="#">Take a class on Creativebug</a>

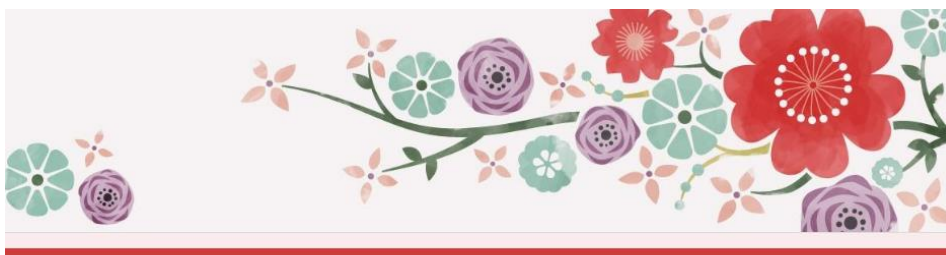
We are in the process of working on more themes and if there is an interest, we will be adding more. While we are waiting for the official blog post to be posted on our website, here is glimpse of the ones that would be included:

THEME	READ	AMUSE	CREATE	LEARN	THEME	READ	AMUSE	CREATE	LEARN
<b>Mystery Madness: British Murder Mystery</b>  (created by Carolyn)	<b>The Sweetness at the Bottom of the Pie</b> by Alan Bradley    <a href="#">Read on Axis360</a>	<b>Agatha Christie's Marple-Season 1 (watch)</b>    <a href="#">Watch on Hoopla</a> or <a href="#">Watch world-class mysteries from Britain on Acorn TV</a>	<b>Make classic British Foods with these recipes</b>    <a href="#">Create now with OverDrive</a>	<b>Take a virtual tour of Buckingham Palace</b>    <a href="#">Learn now</a>	<b>Tales and Travel: Mexico</b>  (created by Melissa)	<b>Culture Smart! Mexico</b> by Russel Maddicks    <a href="#">Listen on YourCloudLibrary</a>	<b>Frida</b> featuring Salma Hayek    <a href="#">Watch on Hoopla</a> Or <a href="#">Take a tour of the National Museum of Mexican Art</a>	<b>Make a Mexican food dish with these recipes</b>    <a href="#">Take a cooking lesson on UniversalClass</a>	<a href="#">Learn Mexican history and culture on CultureGrams</a>    <a href="#">Learn Spanish on Mango Languages</a>

## Special Projects

### Genre Project:

Carolyn, Melissa, Marleigha and Sarah worked on creating book lists of 8-10 books/authors that fit a specific genre. This is an [ongoing project](#) and we will be refreshing the lists with newer content. Once we are back in the building, we will work with Communications department to create bookmarks so that we could hand them out to outreach patrons at the Bookmobile or outreach events. Topics/ genres so far are: non-fiction, biographies, romance, historical fiction, suspense, LGBTQ, mystery, scary, SF, unicorns, princess. This project has given outreach staff an opportunity to familiarize with books that we own across different collections.



## Oodles of Doodles

Request a special hello from a friendly face at Fountaindale Public Library! Just send your name and favorite things. We'll create a sidewalk chalk drawing or friendly note personalized for you and send you a photo via email.

Fulfillment takes about a week (weather and chalk supply permitting!)

### Oodles for Doodles Program:

Joyce and Melisa from CSD presented the Outreach team with this idea for a collaborative project between the two departments. Patrons fill out a form and a library staff member will create a chalk message and then take a picture of the drawing and email it to the patron. Laura and Cindy will be

working with Joyce and CSD since lots of children miss their in-person storytimes and booktalks. Similar service will be offered to our patrons at senior facilities. Several outreach staff members have expressed interest in working on this project. Tana created the “seniors’ form” and will be emailing it to activity coordinators the beginning of May during her check-ins with them:

### **E-Resource Review:**

One of the projects outreach staff completed while working at home was to explore and review one of our e-resources so that we are able to advertise them and provide assistance to our outreach patrons. [E-Resources Review](#)

- Carolyn (CultureGrams)
- Cindy (Trueflix, Scienceflix and Mango languages)
- Dennis (Kanopy)
- Laura (Freegal)
- Marleigha (African American Heritage, BrainFuse)
- Melissa (Universal Class, Creativebug)
- Sarah (Axis360, Mango languages, Creativebug)
- Tana (Ancestry.com)

### **National Bookmobile Day (April 22):**

Unfortunately, outreach staff were not able to celebrate National Bookmobile Day as planned at the building; however, we found a way to celebrate along other libraries.

Carolyn shares in her report: *“National Bookmobile Day was April 22nd.*

*Sarah suggested a way to say hello to our Outreach patrons that day by each of us taking a photo of ourselves holding a word in a message. Then all the photos would be put in a collage and reveal the message. (Happy National Bookmobile Day, We Miss Our Outreach Patrons.).*

*The collage was posted on social media. Also, we had our bookmobile video slideshow posted that had originally been planned for use on the Bookmobile.*

*Tana also submitted pictures of the Bookmobile to be part of ABOS’s Facebook Virtual Bookmobile Parade that day.”*



**National Bookmobile Day**

Thank you so much, Sarah, for this fun idea! And a huge thanks to Melissa B. for creating this wonderful collage!

## #FriendlyFaceFriday

Outreach staff initiated the idea of submitting weekly photos to be posted on Instagram every day where we share with patrons books we read, movies we watch, etc. This is our way to connect with the community and to tell our patrons that we miss them. We are glad that other departments have been also contributing to this project!



8 likes  
fountaindalelib Our staff misses you!



31 likes



31 likes

#FriendlyFaceFriday



31 likes

## Employee Training & Development (Webinars, Articles, and Professional Journals):

Carolyn:

- 4/1 Webinar: Flipping the Switch: What's Next for Libraries
- 4/6 Online article: Harvard Business Review-Leadership
- 4/10 Webinar: The Librarian's Guide to Homelessness (Ryan Dowd)
- 4/17 Webinar: Serving Older Adults in a Changing World (Webjunction)
- 4/22 Webinar: Virtual Advisory: Book Clubs, BookChat, more
- 4/27 Webinar: Covid19 and Collection Care-RAILS
- 4/29 Webinar: Virtual Programming on the Fly

Cindy:

- In the Middle of it All: Books for the middle Grader in All of Us webinar
- Beyond e-Storytimes: Virtual Programs and Services for Youth
- Library journal

Dennis:

- Librarian's Guide to Homelessness
- Response to COVID 19
- Novelist

Laura:

- Reviewed 9 library journals (Nov-Feb dates) and noted picture books for future programming
- Library Aware/Novelist Webinar "We're Not Closed—We're Live!"
- ALA "Providing Virtual Services" webinar
- Read online tutorials about Zoom Meeting vs Zoom Webinar
- Niche Academy Librarian's Guide to Homelessness webinar
- RAILS Online Roundtable: Libraries & Facebook Live webinar
- ILA Noon Network - Virtual Library Environment: What's Working? webinar
- RAILS Beyond E-Storytimes: Virtual Services and Programs for Youth webinar
- Zoom instructional video class on Lynda.com (1hr)
- COVID-19 and Collections Care webinar archive on L2
- Jeffrey's PPT about Zoom webinars
- LOTS of reading about COVID best practices, virtual programming and Zoom
- ILA Noon Network - Multi-Generational Story Time Field Trips" webinar

Marleigha:

- 4/9 Librarian's Guide to Homelessness Webinar
- 4/14 Public Libraries Respond to COVID-19 Webinar
- 4/15 Flipping the Script: What's Next for Libraries Webinar
- 4/20 Meeting the Needs of those with Alzheimer's and Dementia Webinar
- 4/20 "Suburban Libraries are Preparing for Major Changes" (Chicago Tribune)
- 4/21 COVID-19 and Collections Care Webinar
- 4/24 Serving Readers: Beyond the Basics Webinar
- 4/27 Community Connections: Break with Tradition Webinar
- 4/28 Virtual Advisory: Online Book Clubs Webinar
- 4/29 Why Diverse Literature Matters for Youth Services Webinar

Melissa:

- Covid-19 and Collections Care
- Book Review Basics: Using Reviews and Annotations for Readers Advisory
- Adult Programming: A Webinar Full of Ideas and Resource Generation and Sharing
- Providing Library Senior Services in a COVID-19 World  
<https://www.mylibraryis.org/blog/providing-library-senior-services-covid-19-world>
- Library Amps up Virtual Programming <https://patch.com/illinois/plainfield/library-amps-virtual-programming>

Sarah:

- 4/2 Webjunction: Serving Hidden Patrons
- 4/6 Webjunction: Serving Older Adults in a Changing World
- 4/7 Niche Academy: Librarian's Guide To Homelessness Core Training
- 4/22 L2 webinar: COVID-19 & Collection Care

Tana:

- 4/1 Flipping the Script: What's Next for Libraries
- 4/7 Niche Academy: Librarian's Guide To Homelessness Core Training
- 4/22 L2 webinar: COVID-19 & Collection Care

### Committees/ Meetings:

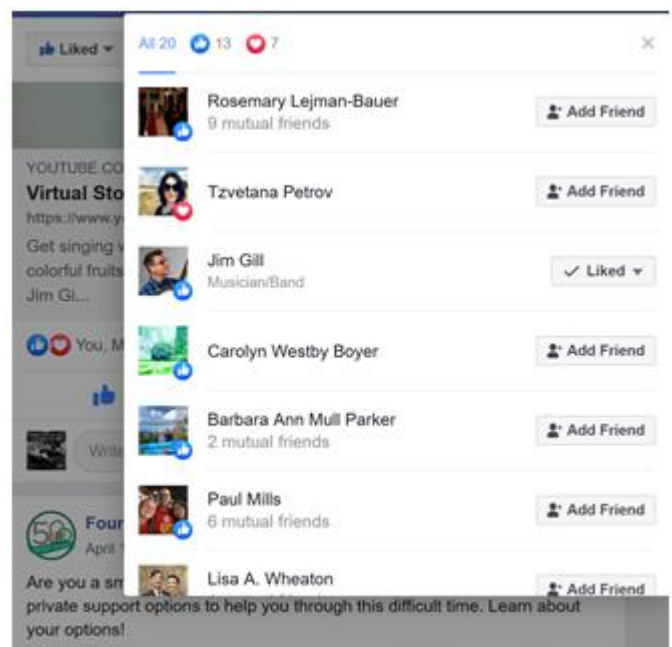
- 3/31, 4/2, 4/7, 4/14, 4/17, 4/21, 4/28 - Outreach staff meetings
- 4/06, 4/13, 4/27 Programming Committee Mtg (Tana and Carolyn)
- 4/09, 4/30 Summer Adventure Mtg (Tana and Carolyn)
- 4/15 Bookmobile/Van Reopen Plan Mtg (Tana, Carolyn, Dennis, Melissa)
- 4/16 RAILS Circulation Mgr Mtg (Tana and Carolyn)
- 4/21 Collection Usage Mtg (Tana)
- 4/23 Chalk Project Mtg (Tana and Carolyn)
- 4/28 MOPs meeting (Laura, Cindy, Melissa, Tana, Carolyn)
- MOPs meetings (Laura, Cindy and Melissa)
- Attended 2 Tinker Troupe meetings – discussed Make-A-Mess Fest (Melissa)
- 4/30 All staff Mtg
- Weekly/ bi-weekly phone check-ins with outreach staff (Tana and Carolyn)
- Weekly management team mtgs check-ins with Nancy (Tana)

### Repair/ Maintenance of Outreach Vehicles:

- Bookmobile at Diesel Services due to previous maintenance. Tana has been in regular communication with Joe about the Bookmobile. Tana made arrangements to pick up the Bookmobile on 5/6
- 4/10 Carolyn drove the van in the library parking lot.
- 4/16 Carolyn reported that the van wouldn't start. It was decided to get it looked at once we can service and maintain.
- 4/27 Tana checked with Mercedes-Benz and Roadside Assistance for van service.
- 4/27 Tana made arrangements with Elite Detailed Cleaning for deep steaming and sanitizing of the vehicles, scheduled for 5/14

### Community Comments and Interaction:

From Laura's report: "On April 18<sup>th</sup>, when my *Make a Rainbow/One from the Left* song by Jim Gill program posted to Facebook, Jim Gill himself gave it a like! Love this!"





Laura also says: *"But the ultimate compliment for my programming comes from the kids themselves. Here's two of my storytimers' reactions to watching my videos."*

Melissa's virtual book talk featuring "A Stranger on the Beach" by Michele Campbell was also a huge success! The author herself made a comment on our Facebook page saying she loves it!

From Marleigha's report on wellness checks with home delivery patrons: *"Patrons were very appreciative of the call and they all said they missed the library and cannot wait to get more materials from the library. One comment that stuck out to me was when one of our patrons said, 'I am doing fine, I hope that everyone else is doing fine, I am more concerned about others than myself.'"*



As a member of the ILA Reporter Committee, Tana has been in communication with Diane Foote, Executive Director Illinois Library Association. Tana reports: *Diane commented how much she loves my autoreply email message saying that we are open "virtually" to serve our patrons when so many other libraries say "The library is closed."*

## **Building Operations (Tasos Priovolos)**

### **BUILDING OPERATIONS APRIL 2020 REPORT**

During our emergency closing, Tasos has been visiting the library several times per week to verify there were no issues in the building. These visits were a perfect opportunity to pick up waste around the property.

The second disinfection service on all high-touch areas was completed in preparation of our opening. Our cleaning company's day porter will continue disinfecting high-touch areas while he is in the building on the weekdays.

Tasos worked with Stanley Steemer to complete a thorough disinfection and cleaning of all furniture, restrooms, and carpeting. This service included sealing and protecting the furniture and tile grout in our restrooms. This was a great opportunity to complete this type of service since the upholstery had time to dry before patrons and/or staff are allowed back in the building.

We completed our annual access control and area rescue system inspections with Johnson Controls. The area rescue stations are located at the emergency staircases throughout the building and are meant to be used as a way to communicate with police/fire dispatchers during an emergency.

We worked with Trane to review our new controller logic and make changes to our chiller control. During the several days of warm weather, the chillers were not operating optimally. New controller logic was tested to assure proper operation.

Met with Pace Systems to discuss mounting options for exterior access points which were selected to be installed on our building. These exterior access points will provide internet access outside of our building.

Along with Paul and Finance, we continuously worked on obtaining the needed disinfectant supplies in order to provide adequate supply to staff and patrons when we open. Supplies were obtained from various sources since the supply was limited.

### **Security Report From John Hopkins (Security Supervisor)**

Security department has been making full use of the newly available Ryan Dowd Homelessness Training Institute online training through Niche Academy. The department has gone through extensive hours of online training on topics of empathy driven rule enforcement, meeting the needs of individuals experiencing homelessness, domestic violence, sexual assault, advanced body language tools to use while interacting with patrons, and more.

The department also conducted several more hours of training modules on topics including;

- Use of Narcan. The webinar was recorded from the live event when Will County Substance Abuse Initiative Director Dr. Kathleen Burke provided training about when and how to use the Narcan nasal spray to halt an overdose from opioids. The library has two doses of Narcan in each AED, and has needed to deploy the safe, life-saving medicine at least once in the past two years. It is a tremendous tool that is unfortunately necessary, but one of which Fountaindale should be proud to have at the ready.

- Refresher training on technology used by the department including Google Drive, advanced features of our Cisco phones, and the Paylocity payroll system.

- Customer service (through free ZingTrain webinars).

The department kept in contact with weekly meetings by phone, to check in on well-being, and for Tasos to provide additional information about the work being done in the building.

Two security staff came in on Wednesday the 19th to assist the Finance department with moving and stacking the hundreds of boxes of wipes, hand sanitizer, and gloves in preparation for the staff returning to work.

We are completing a schedule for the security staff which accommodates social distancing requirements by staggering start times, and minimizing overlap of security monitors while still providing the necessary coverage as the library begins curbside/drive through service in May.

## **Collection Management & Technical Services (Christina Theobald)**

### **CMTSD Remote Work**

As the library closure extended into April, I developed a remote work plan for my department to better facilitate our services in a virtual environment and continue our efforts to provide patrons with library resources and materials. Coordinating with Paul, Nancy, and the IT department, we were able to provide my staff with the equipment they needed to perform many of our regular department operations from home. In addition to our department work, my team produced engaging content creation in the form of blog posts and videos to further promote our library's resources. Finally, my staff have been completing 1-3 online learning and continuing education opportunities per week, including webinars, trainings, web courses, tutorials, database and eContent reviews. Staff are submitting summaries of all of their activities in weekly and monthly reports. Overall, my department completed over **134 continuing education/training sessions** in the month of April.

### **Collection Development, Management & Selection**

Collection Development Librarians and Selectors have continued to select new and replacement materials to purchase. We've created and curated online carousels and newsletters to promote our digital resources. Staff maintained the *Can't Find It An Item* purchase requests and have contacted patrons within 24 hours of request submission.

This month Brett Luminas has focused on ordering this season's children's award books, including Bluestem, Monarch and Caudill titles. Brett has also updated our online carousels and newsletters for new children's materials and Diversity in Children's Literature. Additionally, Brett has continued to attend virtual Tinker Technology Troupe and Kindness Day Subcommittee meetings. Brett is currently curating a Kindness Day online carousel that will be published to our website in the near future.

Lynnette Hopwood has continued serving as Chair for the Pinnacle Digital Committee and has maintained weekly ordering of digital materials for our entire consortium. Moreover, Lynnette and I attended a virtual PinDigital meeting and worked as a group to develop guidelines for a new way of ordering, called *Advantage Plus Share*. This new method allows purchasing titles by an individual library that can later be shared with the rest of the Pinnacle libraries.

The **Digital Library Task Force** was formed this month, which will be an extension of our Collection Usage Committee. During these unprecedented times, digital resources have proven to be an essential and vital component to our library collection. The task force will continue efforts to expand and further promote our Digital Library and eResources and maintain a focus on digital resources throughout the year. I will be serving as chair and members include Lynnette Hopwood, Debra Dudek (ATSD Manager), Melissa Bradley (Communications Manager), and Erica Edwards (Readers Advisory Librarian). We have had one task force meeting this month and will continue to have monthly meetings for the remainder of the calendar year. Our most current efforts to expand and promote Fountaindale's digital resources include purchasing additional titles of materials on hold through OverDrive, assessing and modifying current limits on checkouts in Hoopla and Kanopy, and working to integrate our digital resources with Google ads. Several staff have also collaborated to launch our first ever online book club.

Below is a recap of regular collection development duties that have continued remotely from home:

- Can't Find It Purchase Requests
- Digital content ordering
- Selecting and building carts for physical materials
- Digital content curating and online carousels
- Blog and/or video posts about eResources and digital library
- Aggregating circulation and collection statistics

### **Acquisitions**

As Collection Development Librarians have been selecting, Acquisitions Supervisor Jacob Luce has continued to order from home. Jacob has been hard at work reviewing and gridding carts that were sent from selectors and creating purchase orders in Polaris. Jacob has also assisted me with reviewing invoices to approve electronically and has worked to create invoices in Polaris for digital resources payments.

Below is a snapshot of Acquisitions work completed in April:

- Purchase Orders created and released: 44
- Invoices Paid: 10
- Creating purchase orders in Polaris and on-order item records
- Approving invoices and sending to Finance
- Communicating with vendors

Jacob been instrumental in helping to contact our material vendors and communicating that we were closed and requesting that they hold our shipments. Jake coordinated with several vendors, thus allowing us to continue to order and not have deliveries ship while the library was closed.

### **Cataloging**

Catalogers Dawne Tuitman and Chris Castle worked diligently from home to clean up catalog records in our database. They worked on existing cataloging cleanup projects stipulated by our library consortium's Pinnacle Technical Services Committee. Projects include:

- Bib TOM / Item Material Type Consistency
- Collection / Stat Code / Shelf Combinations
- 264/1 with Copyright Symbol

Chris focused on cleaning up the Copyright Symbol projects, correcting the improper placement of the copyright symbol in over 800 bibliographic records. Chris also edited item records in the Outreach collection to mirror the cataloging in the Main collection. This mirroring will expedite cataloging and processing in the future because only one set of rules will have to be followed instead of several sets of rules spread among collections. It will also aid in statistics analysis.

Dawne has been reviewing and editing records in various collections. Both Dawne and Chris have corrected bibliographic TOMS (type of material) and item record material type inconsistencies. Dawne worked on Nonfiction materials and movies, while Chris worked on Fiction, music CDs, videogames, and Fiction audiobooks. Additionally, Dawne and Chris inspected and corrected item record codes to reflect the new collection, statistical code and shelf location code combinations.

Overall for the month of April, Dawne and Chris **corrected and updated 4,100 catalog records**, including bibliographic and item records in our database.

In addition to their cataloging work, blogs posts and continuing education, both Dawne and Chris worked on additional assignments. Dawne researched several disc cleaning and repairing machines and created a pros and cons comparison document that details features, costs, supplies needed, and links to various machines. Chris has begun researching different online platforms that we could use to transfer all of our procedures to an electronic, web-based, navigable CMTSD Guide.

### **Interlibrary Loan**

ILL Specialist Christine Jason has been diligent in monitoring interlibrary loan requests while the building has been closed. Christine has been checking canceled requests and works to reactive them. Christine has also been monitoring renewal requests and processes when necessary.

Below is a snapshot of ILL work completed in April:

- Monitor ILL emails; respond when necessary
- Process renewals and request renewals in WorldShare when necessary
- Maintain ILL Billing spreadsheet and scheduled report

In addition to interlibrary loan housekeeping, online webinars and blogging, Christine has been reviewing digital books on NetGalley. She reviewed *The Southern Book Club's Guide to Slaying Vampires* by Grady Hendrix and *Daughter of the Reich* by Louise Fein. She highly recommends them!

### **Re-Opening Task Forces and Procedures**

The Management Team was busy this month developing procedures and recommendations that were compiled into a comprehensive Library Reopen Plan. Several short-term task forces were formed to address library operations.

My staff and I served on four tasks forces, including:

- Digital Library Task Force – this has been converted into a continuing task force as an extension of the Collection Usage Committee – (Christina Theobald, Chair)
- Develop procedures for safe circulating materials handling (Christina Theobald)
- Develop procedures for safe delivery acceptance (Jacob Luce)
- Develop practices/procedures for programs and overall library environment for social distancing - (Christina Theobald)

Additionally, my department staff and I have developed plans for resuming CMTSD operations, including procedures for package handling, the influx of new materials, interlibrary loans, processing the backlog of magazines and periodicals, and ordering for the remaining fiscal year.

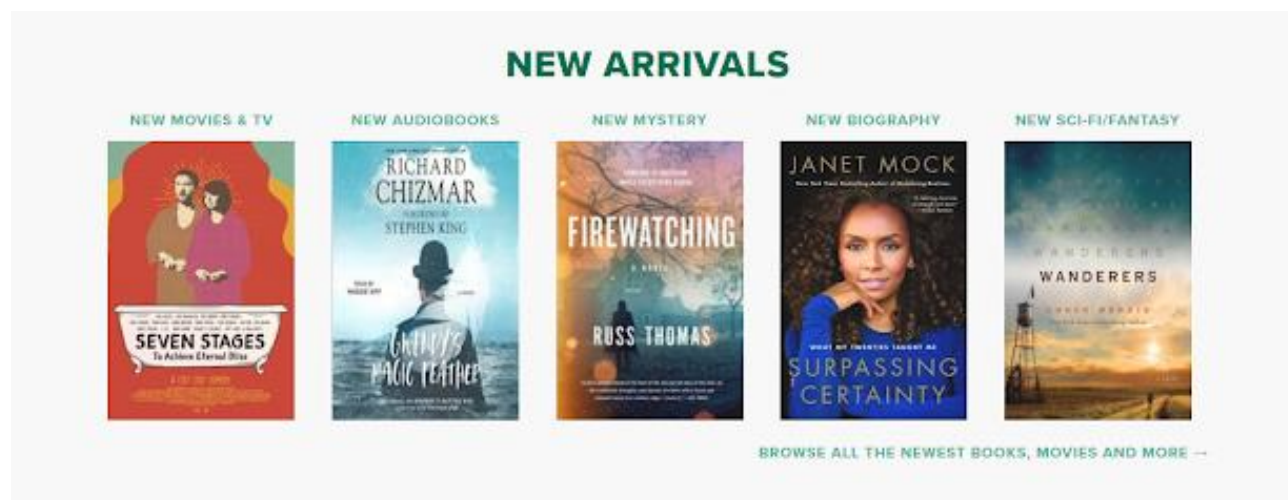
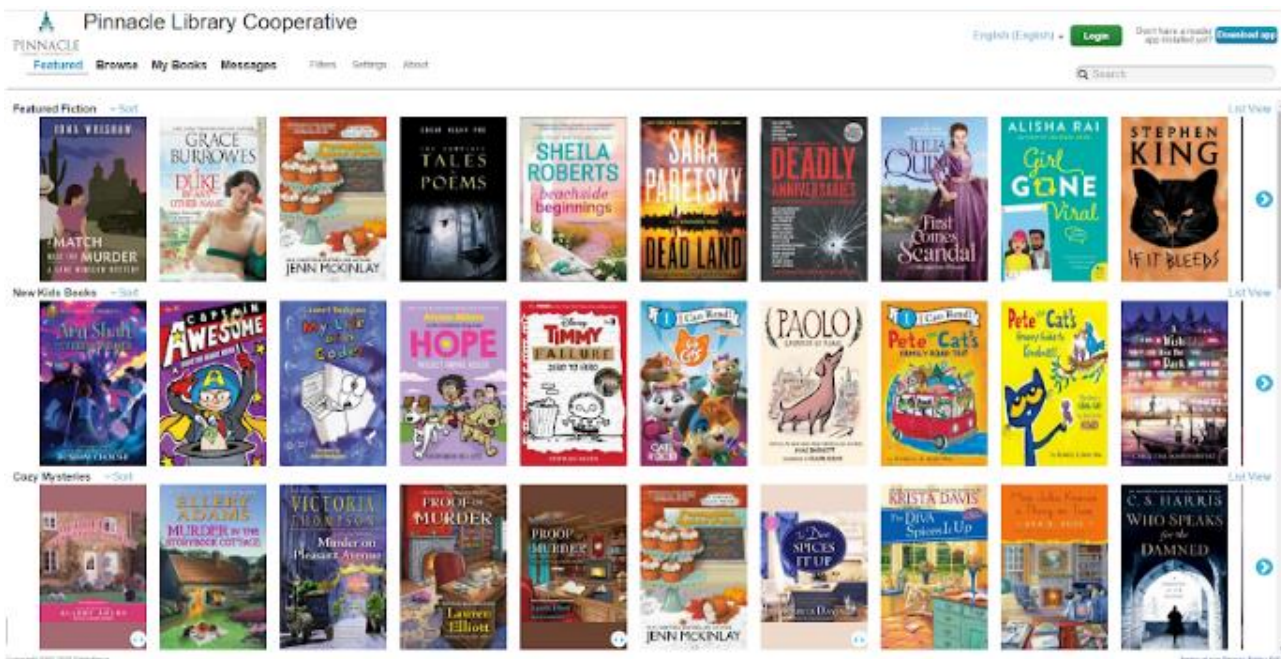
### **Pinnacle Online Book Club**

I facilitated initial discussions with our Library Ideas sales representative regarding a new turnkey product that comprises an online book club website, simultaneous use of selected eBook titles, and moderators that coordinate the clubs and facilitate discussions. It has now become a Pinnacle-wide initiative. Melissa and the Communications Department have done a lovely job promoting the new service. The first book club started on May 4<sup>th</sup>!

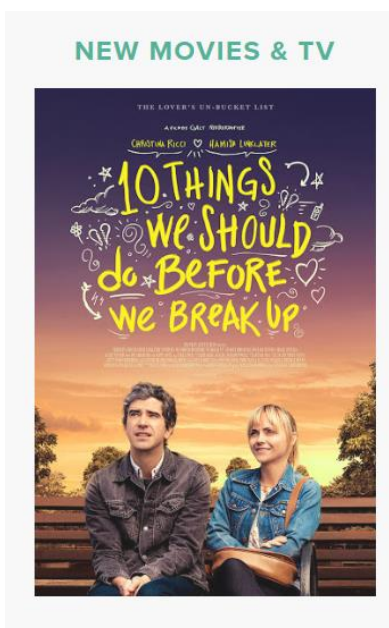
## Curated Online Carousels and Digital Content

CMTSD staff curate online carousels and publish digital newsletters on a monthly basis. As our library building has been closed, our title curations and online carousels have proven to be even more important to help patrons discover materials to place on hold and to facilitate access to digital content, like movies on hoopla and Kanopy.

Lynnette updated all of the carousels in cloudLibrary to reflect the new digital content that was purchased on the platform. She also maintained the new arrivals carousels on our Communico app and website homepage.



I repurposed our New Movies carousel to showcase the newer films available on Fountaindale's streaming subscriptions hoopla and Kanopy. Each of the movie covers links to particular movie in the platform, providing ease of use and optimum accessibility. This has helped boost our usage of these digital platforms as well as alleviate patron frustrations in not being able to check out new physical DVDs and Blu-rays while the building has been closed.



## Diversity in Kid's Literature

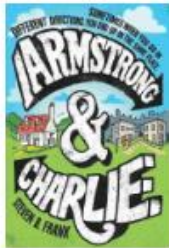
eBooks and Digital Resources - April 2020

### Picture Books



Brett did a wonderful job updating the Diversity in Kid's Literature newsletter and carousel, showcasing digital picture books with diverse main characters.

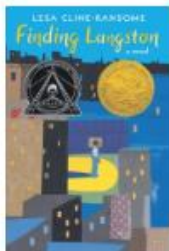
### Chapter Books



**Armstrong & Charlie**  
by Steven Frank

Rivalries and unexpected friendship ensue when two boys—a rule-oriented sixth-grader who struggles with reaching the age his brother died and an embittered rebel who wishes for a brother—are assigned to the same desk at school. By the author of *The Pen Commandments*.

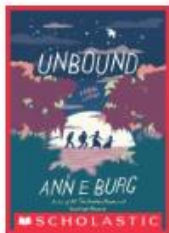
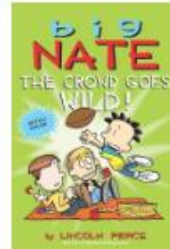
## NEW FOR CHILDREN:



**Finding Langston**  
by Lesa Cline-Ransome

Discovering a book of Langston Hughes' poetry, Langston cope with the loss of his mother, rebo Chicago as part of the Great Migration, and be

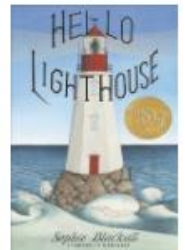
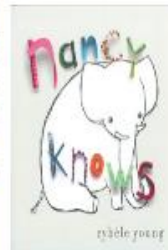
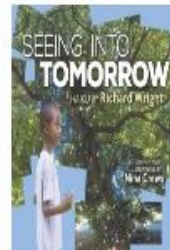
### GRAPHIC NOVELS



**Unbound : a novel in verse**  
by Ann E Burg

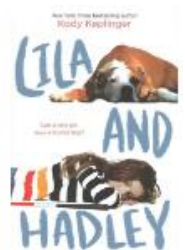
Summoned from the slave cabins to work in the difficult to follow her uncle's advice to keep her sets in motion a chain of events that results in plantation.

### PICTURE BOOKS



Brett also updated our website carousels with the newest picture books, children's chapter books and graphic novels.

### CHILDREN'S BOOKS



## Content Creation

### Blog Posts

#### KINGDOM: A MEDIEVAL KOREAN POLITICAL INTRIGUE... OH AND THERE ARE ZOMBIES!

April 17, 2020

A couple of months ago, while looking at Google entertainment headlines, I stumbled on a short clip for the second season of a Netflix series I had never heard of, *Kingdom*. It showed a group of Asian men and women wearing historic clothing looking ready to fight, each with a different weapon: a bow-and-arrow and a sword. The part that interested me the most was the horde of zombies surrounding them! Why didn't I see this before? Was I under a rock? I watch Netflix all the time and never heard of this show. As someone who loves all things zombie—and having given up on *The Walking Dead*—I couldn't wait to check it out!

*Kingdom* takes place in Korea, after the Japanese invasions in the late 1500s. Having defeated the Japanese, the country is still in turmoil, and the continuation of the ruling dynasty is at stake. The crown prince Lee Chang and his bodyguard Mu-Yeong arrive at the palace to see the king. Lee Chang is the heir; however, being illegitimate, the child of the new Queen Consort would be the heir. And of course, she is pregnant. The king is sick, and no one is allowed to see him, not even Lee Chang. One night he sneaks in and sees a monster... is this his father?

Meanwhile, at a hospital for the poor, a physician, Seo-Bi, is tending to the sick and starving. Someone mysteriously gets their hands on impossible to find meat and makes soup for the famished people. They hungrily devour the much-needed food, not caring how it was found. First, the people start getting sick, then they start dying and then.... well, you can guess what happens. Within no time, the hospital is overrun by zombies, staff are slaughtered left and right and the numbers of undead increase rapidly, swarming over the land.



[Kingdom: A Medieval Korean Political Intrigue... Oh and There Are Zombies!](#)

By Christine Jason

*Kingdom* is set in Medieval Korea, there is a power struggle for the throne between the crown prince (who is illegitimate) and the young queen consort, who is pregnant (or is she?). Throw in hordes of zombies and its high adventure! It's got gore, it has intrigue and it's visually stunning. The third season is due out next year.

#### [Language Learning At Your Own Pace with Mango Languages](#)

By Chris Castle

Are you dreaming of getting out of the house and taking a trip around town? Maybe you're dreaming a little bigger and can't wait to trek across the country—or even another country! Perhaps you're in contact with people or companies in other countries. Whatever your situation, [Mango Languages](#) can enhance it by helping you learn a new language!

#### LANGUAGE LEARNING AT YOUR OWN PACE WITH MANGO LANGUAGES

April 8, 2020



Are you dreaming of getting out of the house and taking a trip around town? Maybe you're dreaming a little bigger and can't wait to trek across the country—or even another country! Perhaps you're in contact with people or companies in other countries. Whatever your situation, [Mango Languages](#) can enhance it by helping you learn a new language!

How can I get access to Mango Languages?

¿Cómo puedo obtener acceso a Mango Languages?





## WHAT'S ALL THE HOOPLA ABOUT HOOPLA?

April 18, 2020



Already burned through all of the *Tiger King* episodes and on the hunt for something else to watch, read or listen to? Then look no further than [hoopla](#)! Hoopla is one of our premiere streaming services that you can access for free at home. It is chock-full of movies and TV shows, eBooks, eAudiobooks and entire music albums.

## [What's All The Hoopla About Hoopla?](#)

By Jacob Luce

Already burned through all of the *Tiger King* episodes and on the hunt for something else to watch, read or listen to? Then look no further than [hoopla](#)! Hoopla is one of our premiere streaming services that you can access for free at home. It is chock-full of movies and TV shows, eBooks, eAudiobooks and entire music albums.



## [Taking It Into OverDrive! Find Great Reads For Kids Stuck At Home](#)

By Brett Luminais

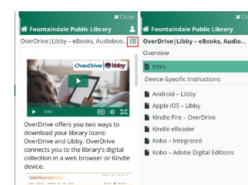
It can be tough to be stuck inside, especially for kids. They still have school, but with extracurricular activities and social lives being canceled, they have plenty of free time to fill. Luckily, it's super easy to find new children's books to read with all the apps and digital resources offered by our library. Here's one place to help children, tweens and other young readers find fun stuff to read from home.

## TAKING IT INTO OVERDRIVE! FIND GREAT READS FOR KIDS STUCK AT HOME

April 3, 2020

It can be tough to be stuck inside, especially for kids. They still have school, but with extracurricular activities and social lives being canceled, they have plenty of free time to fill. Luckily, it's super easy to find new children's books to read with all the apps and digital resources offered by our library. Here's one place to help children, tweens and other young readers find fun stuff to read from home.

My favorite reading app is [OverDrive](#). If you've never used it before, no worries! Watch our [Niche Academy](#) tutorial to learn about OverDrive's two apps, Libby



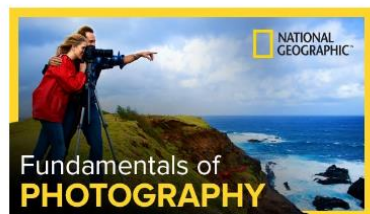
## STRESS LESS AND ENJOY MORE

May 5, 2020

I don't know about you, but I hate being cooped up! I am an outdoorsy southern gal who is completely happy being barefoot in the garden or on the beach. Now that I am "Social Distancing" (or as I like to think of it as "exiled for the good of the kingdom") I find myself going a bit stir crazy especially with the weather being so uncooperative. If you are in the same boat as I am (Welcome Aboard!) I would like to share with you some things that have kept my mind occupied. Where might you find these and how much do they cost you ask? They are all free with your library card! All can be found on our website with RB Digital! You can find it here <https://fountaindaleil.rbdigital.com/home>



So what can you find on RB Digital? You can watch or listen to hundreds of Great Courses such as:



## Stress Less and Enjoy More

By Lynnette Hopwood

"I don't know about you, but I hate being cooped up! I am an outdoorsy southern gal who is completely happy being barefoot in the garden or on the beach. Now that I am "Social Distancing" (or as I like to think of it as "exiled for the good of the kingdom") I find myself going a bit stir crazy especially with the weather being so uncooperative. If you are in the same boat as I am (Welcome Aboard!) I would like to share with you some things that have kept my mind occupied. Where might you find these and how much do they cost you ask? They are all free with your library card! All can be found on our website with RB Digital!"

## Videos

Jacob Luce collaborated on several videos with Outreach Services Specialist Melissa Luce. They worked together to conceptualize scenarios and write the scripts. Jake and Melissa also worked to learn their lines, practiced shots multiple times to get it just right, edited the videos, as well as researched titles in our collection that are also available in our Digital Library. Bravo, Jake and Melissa!!

- Magazines and RBdigital eMagazines  
<https://www.youtube.com/watch?v=ROWIfIzNpE>
- *Where the Missing Go* by Emma Rowley Book Talk  
<https://www.youtube.com/watch?v=rlL55tzFj5Q>
- *A Stranger on the Beach* by Michele Campbell Book Talk  
<https://www.youtube.com/watch?v=mACFjrs5x8E>
- Universal Class digital resource review starring the Luce dogs  
<https://www.youtube.com/watch?v=5BuKTYzGxg8>

## Online Learning Highlights

CMTSD has completed over **134 continuing education/training sessions** in the month of April. Topics ranged from collection development, cataloging, book repair, and technology skills to customer service, library advocacy and COVID-19.

I would like to **congratulate Mary Anderson, CMTSD Aide, for completing 19 online learning sessions this month**, more than any other CMTSD staff member!

Below are selected quotes from my staff's online learning summaries:

### **Chris Castle, "Librarian's Guide to Homelessness"**

*"I greatly appreciate that he backs up all his claims with journal articles and science, along with his own experiences. But the bottom line behind all of his tips and tricks to have positive interactions is to have empathy. Empathy will deescalate situations more effectively than punishment ever will."*

### **Christine Jason, "Advocacy for Introverts, Advocacy for Extroverts: How You Can Make a Difference"**

*"With these trying times, we are more important than ever. We will be that next line of essential workers for those who need internet access to file for unemployment or having trouble trying to reach someone regarding a multitude of issues. They come to us. They always have and they for sure will be now. I think this isn't just for advocacy but every day good customer service!"*

### **Julie Walker, ALCTS webinar "Advocating for your Department and Library"**

*"...describing my particular dept, being like oxygen, because our work is central and necessary and powers the rest of the library. Our choices have meaning, influence and outcomes, even if we are 'behind the scenes.'"*

**Lynnette Hopwood, "Librarian's Guide to Homelessness"**

*"I found Ryan very engaging and I shared some things with my neighbor and mom that I learned as it could be applied in everyday life. One thing that I found particularly interesting is during the Walmart section. He used the case study from Crowley, Louisiana, which is the town where my mom was raised. I have spent many years visiting Crowley, and I remember when the Walmart came to town."*

**Mary Anderson, "Cultivating Protective Factors for Safe Libraries and Resilient Communities"**

*"The director spoke on creating a welcoming library. It starts before patrons come in-parking lot, colorful banners, mission statement on the front door for example. Inside, there is art from local artists and all dogs are welcome. He worked with the city to make the library stop the hub of the bus route to increase accessibility. There is a social worker on staff who talked about vulnerable patrons and said that libraries are about people. The most vulnerable often need someone not something."*

**Kate Strickland, "Dazzling Displays"**

*"The 3 Q's should be displayed: good quality, quick for staff to prepare and restock, and good quantity of materials. Displays can be put up anywhere and everywhere. Design displays that last by planning in advance, making a small investment, and putting displays up front."*

**Dawne Tuitman, "Librarian's Guide to Homelessness"**

*"Overall, it's insightful for anyone who wants to be more empathetic and use positive psychology to improve their interactions with others, particularly people who you might struggle to have a good relationship with. Loved that he endorsed one of my favorite books: Man's search for meaning by Viktor Frankl. Lastly, his book is in our Professional collection (under the mailboxes), call no. 025.5 DOW."*

**Christine Jason, RAILS webinar "Dealing with Angry Library Customers"**

*"Many times, the angry patron just wants to be heard. Listen to them and acknowledge their complaint."*

**Dawne Tuitman, "How Successful Libraries Thrive In Uncertain Times"**

*"Biggest takeaways:*

- Nobody dies of bad cataloging - be willing to try new things;*
- Libraries are banquets. Focus on abundance and what we offer the community;*
- Think outside the box and be open."*

**Linda Ciucci, "How Successful Libraries Thrive in Uncertain Times"**

*"The presenter of this engaging webinar (George Needham - Director of the Delaware County District Library) proposed five steps that all libraries, regardless of type, size, or budget, could consider as libraries move forward in serving their respective communities: 1) Align with the Community's Goals, 2) Question Orthodoxy, 3) Manage the message, 4) Be Focused, and 5) Make Mindful Choices."*

**Mary Anderson, "Weeding Your Library Collection"**

*"If you have a library, you must weed'. The speaker talked about the benefits of weeding, using the CREW method and why people are still so reluctant to weed."*

**Brett Luminais, "In the Middle of It All: Books for the Middle-Grade Reader in All of Us"**

*"Tae Keller and Rebecca Stead discussed how middle school was a time of vulnerability and emotional rawness. Nic Stone, conversely, identified the middle grade voice as a challenge, because it tends to be a less jaded, more innocent voice; she finds it difficult to maintain that innocence, she finds YA voice easier. The discussion touched on how to encourage kids to read, and Stead pointed out that children tend to be very aware of their emotional boundaries and whether or not they'll try something new or not. She says the only way is to open doors for them, and let them choose."*

**Linda Ciucci, "21st Century Librarians for 21st Century Libraries"**

*"21st century librarians are comfortable with online tools, early adapters of new ideas and technologies, and are primarily teachers. Personal qualities needed are: flexibility, visionary, pro-active, quick-thinking, and persuasive. These librarians want freedom (locations/schedule/tasks), autonomy, the ability to move up in the organization, and variety."*

**Susan Jagiel, "Public Libraries Respond to COVID-19, Managing Stress & Anxiety"**

*"It provided great ideas on how to manage stress, and anxiety such as try to limit your time watching news reports, step away from electronics, go for a walk, meditate. Make time for calming activities."*

**Christy Oestreich, "Optimizing Materials Handling on the Cheap: How to lean your Workflow"**

*"It gave suggestions of why to periodically review current workflow procedures to see if any changes can be made that could create a positive impact for patrons that are practical and empowering for the staff."*

**Jacob Luce, "OCLC Virtual Town Hall: Libraries and the COVID-19 Crisis"**

*"Many libraries are already adapting by extending due dates to patrons, expanding online checkout and database services, adding various virtual programming, and a small percentage of libraries are even making curbside pickup available for some patrons."*

**Christina Theobald, "Flipping the Script: What's Next for Libraries"**

*"A very practical webinar on actions we can take now that will benefit our patrons while we are closed. Some examples include removing physical materials from carousels on the website and only highlighting digital and streaming resources. This lessons the patrons' frustrations because they cannot access our physical materials at this time. Another suggestion was to continue building and expanding your digital library by purchasing more content."*

**Anna Gogliotti, Bookmobile article from World Book**

*"Now I learned and know our Bookmobile is a special designed vehicle that travels out from our Main Library other destinations in town. These places are nursing centers, a variety of schools, shopping lots and factories too. This vehicle helps out a lot of neighboring folks that can't reach out to our main building and helps many who can't afford to get books without money or library cards as well. Both my mother and grandmother had their own experiences with a Bookmobile visits too at Oakview in Bolingbrook and Retirement Assisted Living Home."*

**Anna Gogliotti, Dewey Decimal Classification System article from World Book**

*"Now the Dewey Decimal Classification System that I've read is about the program's ability to separate the main books in the qualified subjects of the books in certain number codes!"*

*P.S. like bees are in 638.1. Not every library does use this system at all and uses other ones by Library of Congress!"*

Books Anna Gogliotti has read during the library building's closure:

- A dog named Homeless
- A Catered Costume Party
- A Catered St. Patrick's Day
- Triple Troubles
- In This Moment by Karen Kingsbury
- The Ravenmaster's Secret
- Clayton Byrd Goes Underground
- Digging for Trouble

### Meetings

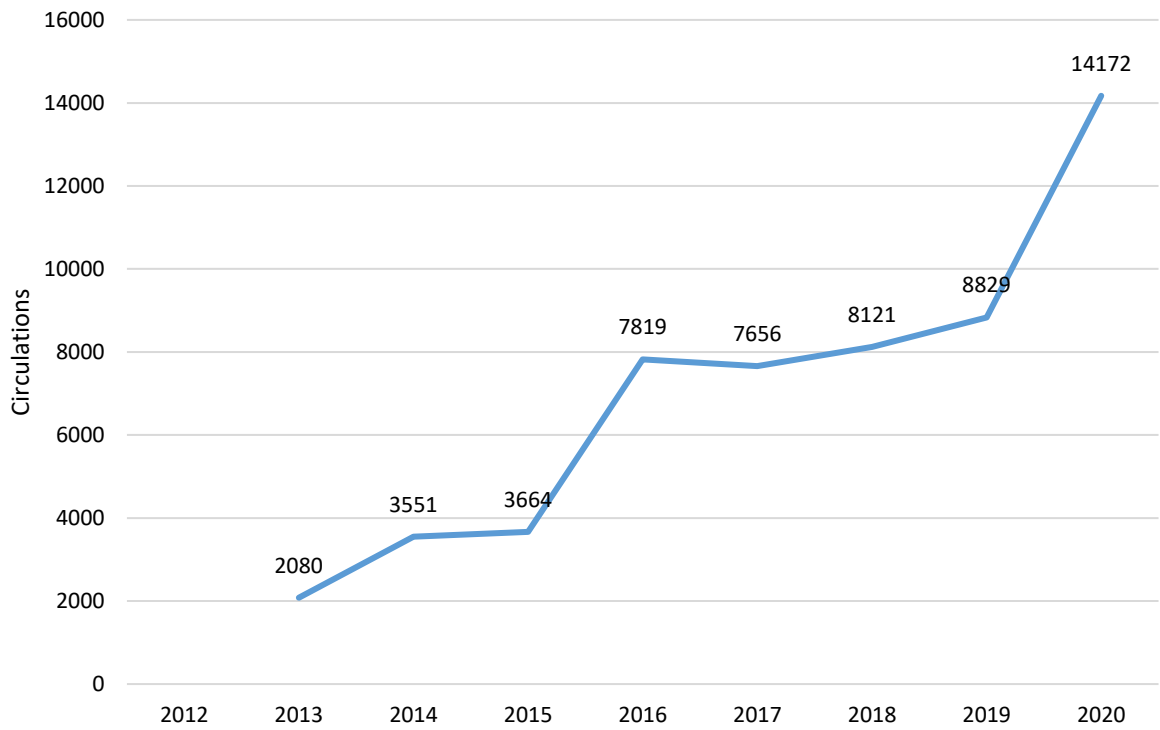
- April 6 – Programming Committee Meeting (Christina)
- April 7 – CMTSD Staff Meeting (all)
- April 7 – Managers Meeting (Christina)
- April 7 - Tinker Technology Troupe (Brett)
- April 8 – Paul Mills (Christina)
- April 9 – LACONI Technical Services Section: COVID-19 (Christina)
- April 9 - Kindness Day Subcommittee (Brett)
- April 10 – CMTSD Direct Reports Meeting (Christina, Brett, Chris, Dawne, Jake, Lynnette)
- April 13 – Digital Library Task Force Meeting (Christina, Lynnette)
- April 13 – Safe Delivery Acceptance Task Force Meeting (Jake)
- April 14 – Procedures for Safe Circulating of Materials Task Force Meeting (Christina)
- April 14 – Social Distancing Task Force Meeting (Christina)
- April 15 – Managers Meeting (Christina)
- April 16 – Technical Services Managers Meeting (Christina)
- April 17 – CMTSD Direct Reports Meeting (Christina, Brett, Chris, Dawne, Jake, Lynnette)
- April 21 – CMTSD Staff Meeting (all)
- April 21 – Collection Usage Committee Meeting (Christina, Lynnette)
- April 21 - Tinker Technology Troupe (Brett)
- April 22 – PinDigital Committee Meeting (Christina, Lynnette)
- April 22 – Technical Services Networking Group Survey Meeting (Christina)
- April 23 – Managers Meeting (Christina)
- April 23 – Paul Mills (Christina)
- April 24 – CMTSD Direct Reports Meeting (Christina, Brett, Chris, Dawne, Jake, Lynnette)
- April 24 - Phone Meeting w/ Peter Wuerl of Findaway World (Brett)
- April 24 – meeScan Demo (Christina)
- April 26 – Paul Mills (Christina)
- April 27 – Managers Meeting (Christina)
- April 29 – Pinnacle Online Book Club Demo (Christina)
- April 29 – Jake, Christy O., Christina
- April 29 – CMTSD Staff Meeting (all)
- April 30 – PIRC and Pinnacle ILS Parameters Meeting (Christina)
- April 30 - Kindness Day Subcommittee (Brett)
- April 30 – All Staff Meeting (all)

## Circulation Statistics

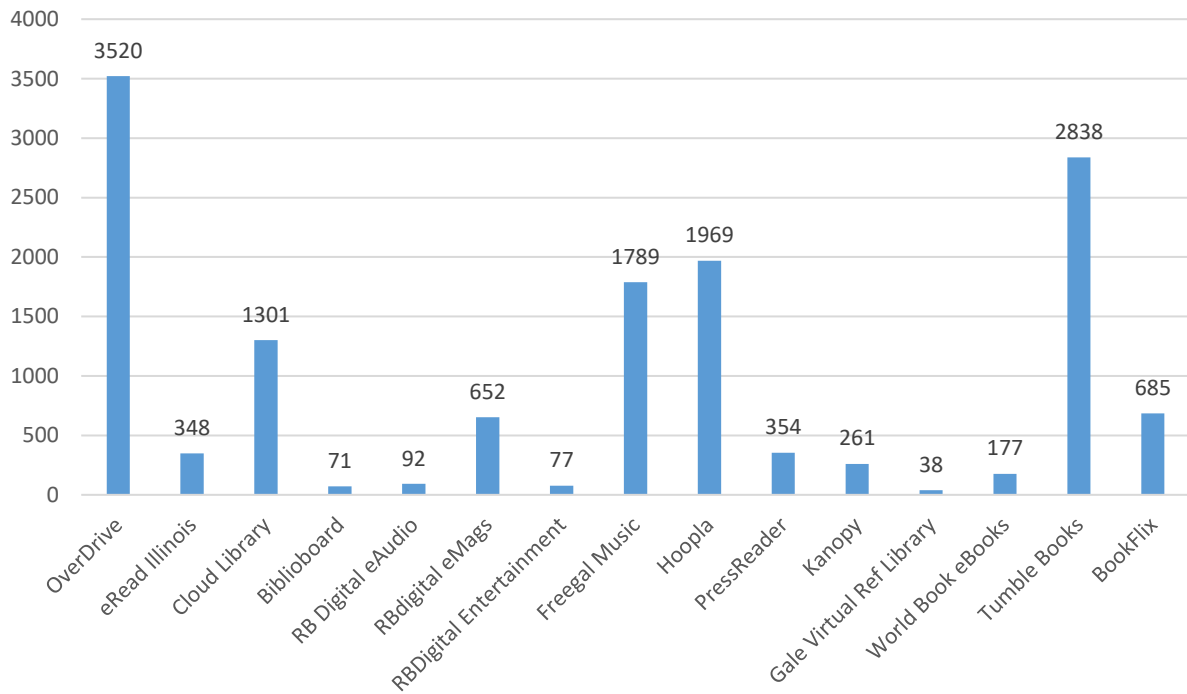
### Comparison of Digital Collection Usage

Digital Platform	Apr 2019	Apr 2020	Change	% Changed
eRead Illinois eBooks	164	245	81	49.39%
eRead Illinois eAudio	59	103	44	74.58%
OverDrive eBooks	1714	2327	613	35.76%
OverDrive eAudio	1422	1193	-229	-16.10%
cloudLibrary eAudio	124	138	14	11.29%
cloudLibrary eBooks	263	422	159	60.46%
cloudLibrary Shared	365	741	376	103.01%
Biblioboard	22	71	49	222.73%
Kanopy	172	261	89	51.74%
Rbdigital eAudio	86	92	6	6.98%
Rbdigital eMags	449	652	203	45.21%
Rbdigital Entertainment	0	77	77	
Freegal Music Downloads	428	276	-152	-35.51%
Freegal Music Streaming	995	1513	518	52.06%
Hoopla	1506	1969	463	30.74%
PressReader	0	354	354	
GVRL eBooks	117	38	-79	-67.52%
World Book eBooks	160	177	17	10.63%
Tumblebooks	762	2838	2076	272.44%
BookFlix	21	685	664	3161.90%
<b>Totals</b>	<b>8829</b>	<b>14172</b>	<b>5343</b>	<b>60.52%</b>

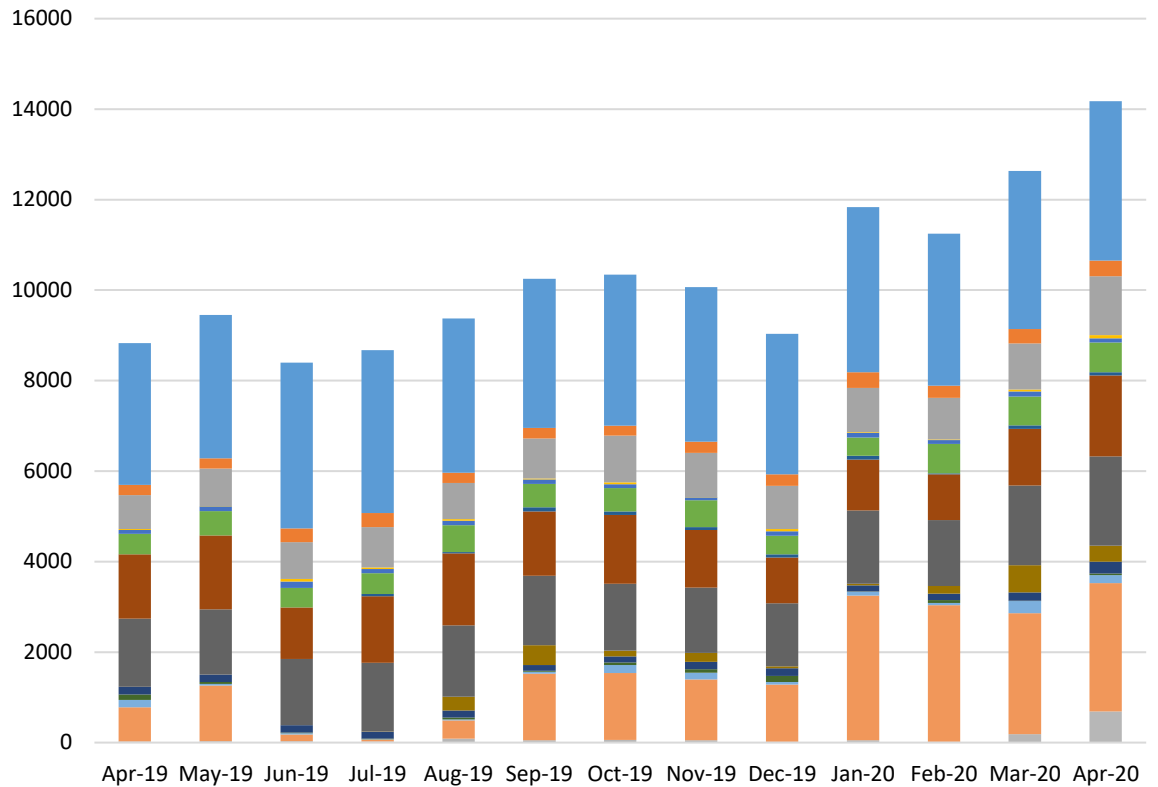
April Digital Circulation from Year to Year



Digital Circulation By Platform



## Digital Collection Circulation



	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20
OverDrive	3136	3175	3663	3598	3413	3299	3338	3415	3101	3647	3359	3489	3520
eRead Illinois	223	224	306	311	223	235	222	252	261	350	270	322	348
Cloud Library	752	825	811	893	800	882	1033	978	950	977	918	1017	1301
Biblioboard	22	5	62	36	34	22	41	4	49	11	17	43	71
RB Digital eAudio	86	112	137	91	98	98	82	62	98	107	86	115	92
RBdigital eMags	449	533	432	460	599	517	515	594	416	401	653	632	652
RBdigital Entertainment				49	27	88	78	67	70	85	20	82	77
Freegal Music	1423	1636	1140	1469	1591	1421	1523	1268	1010	1126	1008	1247	1789
Hoopla	1506	1440	1467	1520	1573	1536	1478	1444	1390	1620	1459	1766	1969
PressReader				8	307	443	129	196	44	34	167	596	354
Kanopy	172	164	159	153	154	128	132	168	173	136	142	185	261
Gale Virtual Ref Library	117	44	13	12	45	21	60	78	132	11	66	10	38
World Book eBooks	160	36	33	7	17	39	174	143	54	80	47	268	177
Tumble Books	762	1231	146	39	404	1474	1477	1345	1270	3196	3023	2669	2838
Book Flix	21	29	30	26	89	49	61	54	15	54	15	189	685

## Digital Content Fast Facts – April 2020

### Overdrive

- There were **5,897 unique users**, which is a **35.1% growth** from last April.
- **eBooks** accounted for **68.1%** of checkouts, while **eAudio** accounted for **31.9%**.
- Checkouts by Audience: Adults: 79.6%; Young Adults: 7.7%; Juvenile: 12.7%
- During the month, PLC yielded **13,582 active holds** and **26,416 total checkouts**.

### cloudLibrary

- There were **248 active users** in the month. **Of those, 35 are new patrons.**
- **Pay Per Use eAudio** program yielded **28 circs** from FPLD and **53 circs** from LMPL.

### eRead Illinois/Axis 360

- There were **159 active users** for the month, **71** of which are **new users**.
- **eBooks** accounted for **70%** of checkouts, while **eAudio** accounted for **30%**.

### Hoopla

- There were **1,969 total circs** borrowed by **467 patrons**. The **average number of circs was 4.2 circs** per patron, with 64 patrons using all 10 circs.
- **Audiobooks** were the most borrowed format, accounting for **34%** of all circs, followed by **eBooks with 28%**, **Movies/TV with 24%**, **Comics with 10%** and Music with **4%**.
- **Adult Fiction** was the most borrowed category, accounting for **46%** of all circs, followed by **Adult Non-Fiction with 23%** and **Juvenile Fiction with 23%**.

### Kanopy

- The **most popular videos** in April were: *Managing Puberty*, *Social Challenges and (Almost) Everything*, *Scaredy Squirrel Makes a Friend*, *Don't Let the Pigeon Stay Up Late*, *Logan Lucky*, *Duckling Gets a Cookie!?*, and *Mother Bruce*.
- Patrons played **261 distinct video titles** and **758 video plays**, a 52% increase last April
- The site was **visited 2,806 times** and received **3,507 page hits**.
- There were **99 active users**, of which 3 used the maximum play credits.

### Freegal

- This month yielded **1,513 songs streamed** and **276 music downloads**.
- Top **streaming music genres**: Pop, Rock, Classical, Country, R&B, Jazz, Soundtracks
- Top **downloaded music genres**: Rock, Pop, Classical, Country, World Music

## **Communications (Melissa Bradley)**

### **Communications General Updates**

- During the month of April, our collection-focused Google ads had 17,914 impressions and 2,630 clicks to our collection subpages.
- We released our April Pillar of the Community [interview](#) and READ poster featuring Alexander Todd, Former Executive Director of Fountaindale Library.
- Melissa updated lobby and drive-thru signage as needed
- Melissa and Steven scheduled, wrote/edited and published 52 blog posts.
- Melissa and Steven scheduled and wrote titles, descriptions and tags for 63 YouTube videos.
  - Our YouTube channel gained 61 followers this month.
- Melissa and Steven updated closing dates on Google, Communico and website
- Melissa and Sabrina wrote, designed and edited *The Fountain* summer issue.
- Melissa and Sabrina wrote and designed direct mail postcard promoting our digital services
  - Resulted in 15 new library cards within 24 hours of arriving at homes.
- Melissa worked with Pinnacle marketing managers and ILS manager to set up the new Online Book Club. She, Steven and Sabrina created a webpage, social media and print collateral to promote it.
- Melissa created a marketing plan to promote the drive-thru reopening.
- Sabrina redesigned our Summer Adventure theme from “Celebrate” to “50 Years of Fountaindale”. She then designed the Summer Adventure ad, log and Beanstack badges to match.
- Melissa and Sabrina write and design weekly virtual programming social media images. Steven then creates and sends this information in a new weekly email.
- Sabrina designed the Kindness Day BINGO card
- Sabrina provided Zoom FPL Branding graphics
- Melissa and Sabrina wrote and designed drive-thru opening outdoor banner, yard signs, website banner, OPAC banner and temporary outdoor signs
- Sabrina created the Share Your Memories web banner and Instagram graphic
- Sabrina updated the outdoor marquee to promote our library from home information
- Steven designed and sent the April Beyond the Stacks eNewsletter
- Steven reviewed, edited and published all April and May events in Communico
- Steven wrote Virtual Programming Communico Guidelines
- Steven created website scavenger hunt for staff
- Steven created the virtual Easter egg hunt on our website
- Steven created and sent a preference update email to all patrons in Polaris
  - Email resulted in 599 new email subscribers and 75 subscribers people updated their preferences
- Steven set up new webforms for Teen reviews and Oodles of Doodles
- Steven, Joyce and Nancy worked to prepare Beanstack for Summer Adventure
- Steven updated policies on website
- Steven updated recommendation lists on Teen Reads web page
- Melissa and Juanita post several social media posts daily on Facebook, Twitter, Instagram and Instagram stories

Fountaindale Public Library's  
**SUMMER ADVENTURE**  
SIGN UP! EARN POINTS! GET PRIZES!

**50 Years of Fountaindale**  
JUNE 1–JULY 31

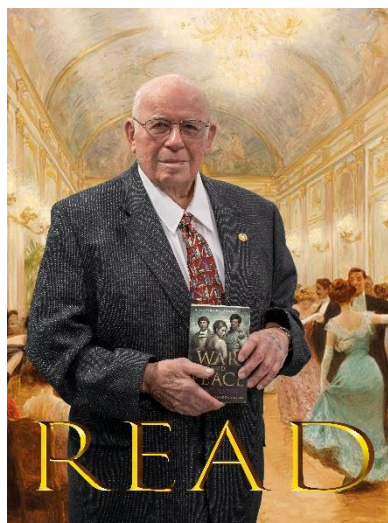
**Sign Up!**  
Use your Fountaindale Public Library card to register online, at the library or on the Bookmobile.  
All ages can participate!  
Tracking your points is easier than ever thanks to our Bookstack service and app.

**Earn Points!**  
Complete and log your activities by July 31.  
• Read or listen to a book for 10 minutes  
• Express thanks via the Bookmobile or Library Express van  
• Attend a library program in person or virtually  
• Open the app on our website each week  
• No fee a week outside  
• Create kindness-help someone  
• Create something online with our maker technology  
• Receive a thank you from Fountaindale Library or visit the Book Celler  
• Complete challenges—check out the Book Celler  
• Make up your own activity

**Get Prizes!**  
Collect your prizes and earn entries into our grand prize drawings when you reach 25 and 50 points (while supplies last).  
Prizes will be available for pickup beginning Monday, June 8.  
Find our complete list of prizes at fountaindale.org/summer.

Thank you to our generous **SPONSORS!**

For more information, visit [fountaindale.org/summer-adventure](http://fountaindale.org/summer-adventure).



**KINDNESS DAY 2020**

Smile at everyone you see	Donate toys to charity	Help someone cross the street or at the store	Make a bookmark for a friend or family member
Let someone go ahead of you in line	Read a book to a sibling or grandparent	Donate food to the Micro Pantry at the library	Ask your parent what you can do to help
Offer to help a friend	Do a good deed for a neighbor	Help the environment and pick up litter (or garbage)	Give someone a compliment
Thank your teacher	Make a thank you card for doctors, nurses, and medical workers	Plant a tree or flowers	Hold the door open for someone



With your Fountaindale Public Library card, you can:

- Download a Great Story**  
Download eBooks and eAudiobooks right to your phone or computer at the click of a button.
- Stream Movies & Music**  
Stream award-winning films, indie hits, concerts, British TV and music from your favorite artists.
- Learn, Grow & Discover**  
Learn new skills, languages or languages with our treasure trove of eResources.
- Access Tools for Kids**  
Find online tutoring, dynamic videos on school subjects or your child's next favorite book.

**Don't have a library card?**  
We're offering temporary cards to district residents to give you access to our digital collection and eResources. Get yours today at [fountaindale.org/fromhome](http://fountaindale.org/fromhome).

We're in this together!

Fountaindale Public Library District  
300 W. Briardiff Road, Bolingbrook, IL 60440  
[help@fountaindale.org](mailto:help@fountaindale.org) • [fountaindale.org](http://fountaindale.org)

**Stay Connected**  
Keep up-to-date on our events, new resources and other important library highlights.

**Place material holds online.**  
**Pick them up at our drive-thru.**

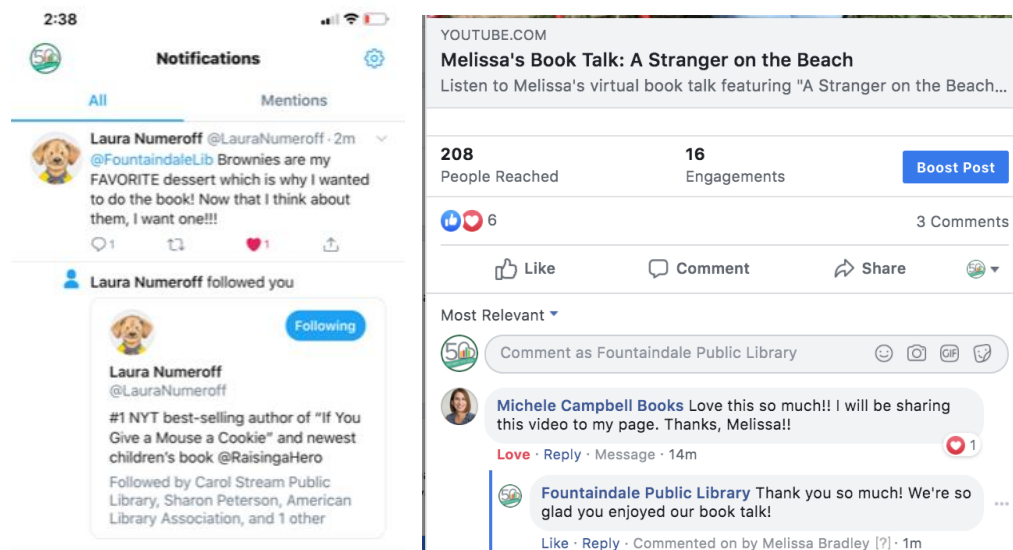
**fountaindale.org** **630.759.2102**

### Staff Trainings & Meetings

- Melissa and Steven attended Flipping the Script with OrangeBoy
- Steven attended Beanstack Town Hall: How to Have a Fully Virtual Summer Reading Challenge
- Melissa attended the ILA Marketing Forum Zoom Call
- Melissa attended OrangeBoy Behind the Numbers: Customer Digital Trends and Behaviors One Month Later
- Entire team has attended all weekly programming committee and Summer Adventure committee meetings

## Media

- [Valley View](#) included our eResources in their weekly media release.
- [The Times Weekly](#) included our eResources in their press release.
- We had two author interactions on Facebook and Twitter from storytimes and book talks.



- We've received an overwhelming amount of positive messages from patrons via email and on social media. Here are just a few:

Hello Friends,

Hey, just dropping a note to say that I miss you all, too. Our library is awesome, not just because of the fantastic resources, but also because of the wonderful people who work there. I hope you all are finding a way to cope with the limitations we are forced to live under, and I look forward to being able to visit my favorite hangout again!

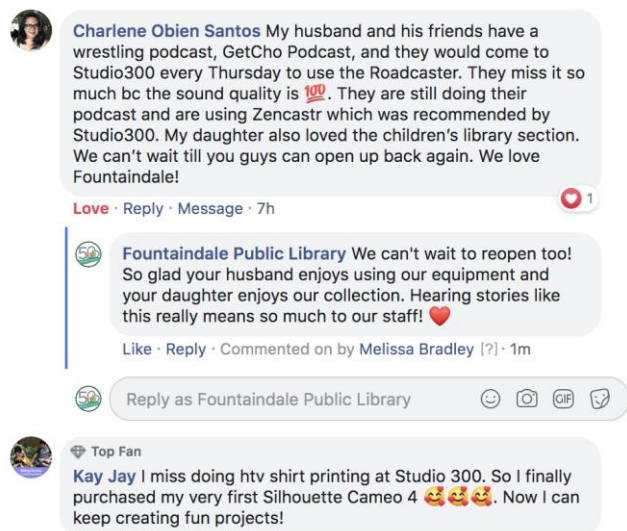
Blessings.

Vic Rivera

Bolingbrook resident and big fan of Studio 300

I just wanted to say Thanks to the library for staying closed and keeping employees and patrons at home and safe. I know you'd like to be open, but again, just "Thank You."

4/7/2020 11:31 AM



## Social Media Ads

- Our Lynda.com ad ended. We spent \$20 on the ad which ran from April 11-30. It reached 2,714 people and had 143 engagements.

## Social Media Metrics

- Facebook Metrics
  - 40 new people liked our page
  - 2,924 people viewed our page
  - 53,222 people viewed our content (reach)
    - 17,302 people saw our content because a friend shared, liked or engaged with it
  - 4,433 people engaged with our content (clicked, liked, commented or shared)

Likes, page views and engagement had double our normal numbers this month.

- Twitter Metrics
  - 4 new followers
  - 169 page views
  - 9,539 tweet impressions
- Instagram Metrics
  - 43 new followers
  - 717 post likes (49% increase from last month)
  - 19,369 people viewed our content (reach) (8% increase from last month)

## Email Marketing Metrics

- 31 emails sent (This includes weekly blog roundup emails)
- 601 new subscribers (This includes blog subscribers) (11% subscriber growth)
- Average open rate: 44.89% (industry average is 19.85%)
- Average click rate: 8.96%

## Finance (Jennie Nguyen)

### Highlights

- **Audit Services RFP** – The Library's selection for the new auditing firm, Brian Zabel & Associates was approved by the Board Trustees at the April 16, 2020 Board meeting.
- **Actuarial Services** – I had contacted several auditing and actuarial companies for actuarial service proposal. Actuary information is required to be included in Library's annual financial report for GASB 74/75 actuarial valuation. Several proposals were received and the service agreement was awarded to Lauterbach & Amen. Congrats!
- **Payroll Funds – Library Closure** I have been monitoring the funds in the Payroll account on a daily basis to ensure sufficient funds were available during the Library closure.
- **Essential Cleaning Products** – The Finance, Building Operation and Paul continues to worked together to obtain sufficient essential product stock – hand sanitizers, Clorox wipes and disposable gloves to keep on hand during the Coronavirus pandemic. We contact our current and reach out to new sources due to the shortage of these key products. A

spreadsheet was created to keep track of all the orders that have been placed included what was received and cancelled either by the vendor or the library due to product availability. Finance has inventoried all product and an email has been set up for supply request in order to meet the social distance requirements.

- **Essential Expenditures** - All essential product and service expenditures have been expensed to a dedicated budget account in the Library's accounting system. This data will provide the management group the idea as to how much the closure and preparation cost of re-opening has costed in order to perhaps set a budget for the next fiscal year and so on for situations like this.
- **April Board Preparation – Library Closure** – In order to keep the normal board preparation going during the closure, the Finance team continued to reviewed and processed invoices for the April 16<sup>th</sup> board meeting. The Finance team worked closely with all managers in order to properly expense invoices to the correct account due to our limited access to our files.
- **FY2020 Departmental Budget** – I have been closely monitoring the FY2020 departmental budget. All potential budget overage notification are sent to the managers. I am working with the Managers to have all their budget adjustments processed.
- **Delivery Acceptance Planning Committee** – As part of the Finance team, Allyse and I, were part of the planning committee alongside with Tasos, Amina, and Jacob to develop a safe delivery procedures during the Library closure and for re-opening period.
- **Continue Hand Sanitizer Planning Committee** – Allyse and I worked with Tasos and John Hodur to develop a procedure on how to provide hand sanitizers products to the staff and patrons as well as key location for the products. We dedicated to utilize the Zendesk software for service desk area to notify Building Operations of a refill request is needed during the time the Library is open to the patrons. We are also requesting staff to turn in the empty bottles for refills in the Administration office.
- **Program Contracts** – Finance and Nancy have been working together to monitor what program checks has been mailed out and which need to be voided due to program cancellation.
- **Accounting/Reports:** Completed regular monthly financial reports, analysis, and reconciliations
- **Payment and Order inquiries** – The Finance has been reviewing payment and order shipment inquiries. This will provide the necessary information for invoice processing.
- **Purchase Orders** – Both purchase order and Web Purchasing orders has continued to be processed and sent out via email method.
- **Staff Training** - The Finance Team have been taking training opportunities 2-3x a week to update and acquire new skills for our job position.

#### Finance Training – April 2020

Jennie Nguyen – Finance Manager

- Librarian's Guide to Homelessness – Core Training and monthly sessions (self-paced)
- GFOA Webinar – Managing Cash Flow in a Crisis – 04/24/2020
- LIRA Webinar – New Laws That Could Impact the LIRA Libraries – 04/30/2020
- GFOA Webinar – Reserve –How Much Can You Use? – 04/30/2020

Allyse Schiller – Finance Supervisor

- Librarian's Guide to Homelessness – Core Training and monthly sessions – 04/04/2020 -04/16/2020 (self-paced)
- Google Sheets – 04/20/2020
- Assertive Training – 04/21/2020-04/28/2020 (self-paced)

Marlen Soto – Finance Aide

- Universal Accounts Payable Management – 04/08/2020
- Universal Accounts Receivable – 04/07/2020-04/08/2020
- Universal Accounting & Bookkeeping 101 – 04/14/2020
- Universal Business Credit 101 – 04/15/2020
- Universal Business Budgeting 101- 04/20/2020
- Universal Business Professionalism – 04/20/20/2020
- Universal Marketing Outreach – 04/22/2020
- Universal Intro to Business Ethnic – 04/29/2020

**Information Technology (John Matysek)**

**Highlights**

- During the month of April, 30 new help desk tickets were created by FPLD staff, and 16 new or existing tickets were solved by IT staff.
- Met with Paul Mills and Tasos Priovolos to discuss extending the public Wi-Fi signal into the library parking lot.
- Reconfigured the library phone system to allow callers to leave a voicemail while we are closed that will be automatically emailed to the circulation department staff.
- Went into the library several times to setup and configure library laptops with VPN software for remote usage by designated staff.
- Created step-by-step guides with screenshots to help designated staff download/install and use VPN software to connect to the library network, along with a comparable guide to use Microsoft Remote Desktop to connect to and control their office PC.
- Met with Randy Hildebrandt to discuss the logistics of prepping old patron PC's for future public auction.
- Along with Paul Mills, met with vendor Konica Minolta to discuss the recently completed RFP for Multi-Function Devices and possible alternative options to a total replacement of all devices.
- Worked with vendor Blackbaud to troubleshoot and resolve an issue with the Finance Supervisor's account credentials preventing remote access.
- Met with Jeffrey Fisher, Tasos Priovolos, and Adriana Alvarez to proactively discuss issues relating to patrons using technology equipment in the library once the building reopens and recommend possible solutions.
- Met with Paul Mills, Nancy Korczak, and Jeffrey Fisher to discuss the library's Zoom account and future plans.
- Created a Google Voice account and step-by-step guides with screenshots to help designated staff use Google Voice on a computer to call back patrons so they would not need to use their own phones.

- Met with vendor Konica Minolta multiple times to discuss specifics of an alternative option to replacing all current devices.
- Along with Paul Mills, Nancy Korczak, Christina Theobald, and Amina Ali, met with potential vendor meeScan for a demo of their system for patrons to checkout materials on their own mobile devices.
- Worked with vendor Zoom to upgrade the library's existing Zoom subscription to allow 2 simultaneous hosted web sessions for up to 100 participants each.
- Worked with vendor Today's Business Solutions (TBS) to resolve a licensing issue with PaperCut, the software used for patron printing management.
- Along with Paul Mills, completed the annual PCI compliance certification required by the library's credit card processing vendor.
- Investigated and resolved issues with multiple online resources available on the library website such as the multiple OCLC databases.
- Worked with Nancy Korczak to configure and make available once again the Lynda.com resource on the library website.
- Resolved the issue with configuration of a new SSL certificate for VPN connections to the library network through the library firewall.
- Attended a webinar by vendor PDQ.com highlighting the features available in the latest releases of their software products which we use to remotely update the patron Windows PC's.
- Along with Jose Robles, remote purchased, and coordinated onsite installation with the Finance Manager for a replacement screen for her laptop.
- Researched and began testing of a Cisco software option for using designated library phones on a Windows PC.
- Researched and ordered spare Cisco desk phone handsets in anticipation for staff return to the building so that shared phones can have a clean and disinfected handset available at shift change.
- Relocated requested CMTSD staff equipment from their workroom to Meeting Room C in preparation of staff returning to the building and using Meeting Room C as a staging area for new materials.
- Net with Randy Hildebrandt, Jose Robles, and Nathan Peddicord to discuss the drive-up re-opening plan and the role IT will play in supporting staff.
- Reconfigured the library phone system to automatically ring the circulation department during the revised hours the drive-up window is open, and automatically switch over to allow voicemail to be left outside of those hours with any voicemails left being emailed to circulation staff.
- Along with Tasos Priovalos, worked with vendors Pace Systems, and Netrix, to purchase, install, and configure 3 outdoor Wi-Fi access points (AP's) on the building exterior walls to extend the library's public Wi-Fi signal into the parking lot.
- Along with Randall Hildebrandt, began configuration of a new MacBook Pro laptop for Studio staff to use and test in advance of a possible replacement of all existing Studio MacBook Pro laptops.
- IT staff reimaged 62 old patron PC's in preparation for future auction.
- IT staff provided remote and onsite support for library staff covering various issues such as; VPN connection problem, Remote Desktop connection problems, Zoom installation and usage, Chromebook usage and configuration problems, online resource usage problems.

- IT staff completed the following online training courses/webinars;
  - Librarians Guide to Dealing with Homeless Patrons
  - Networking Foundations Basics
  - Learning PowerShell
  - Managing and Maintaining Windows 10
  - Windows Server 2019 Installing and Configuring Active Directory
  - Windows Server 2019 DHCP and DNS
  - Excel 2016 Essential Training
  - macOS for IT Administrators
  - macOSX Troubleshooting
  - macOS Quick Tips
  - iOS13 and iPad OS: iPhone and iPad New Features

District Statistics					Population Total		67683		
Total Circulation Statistics	14,789	Reading Programs	Adult	Teen	Children	Outreach	Total	Website Visits	Total Facebook Likes
Building/Driveup	612	Reading Programs Offered	0	0	1	0	1	14,471	4,498
Bookmobile	5	Reading Members	0	0	355	0	355	Proctoring	Total Twitter Followers
Digital	14,172	Summer Reading	0	0	0	0	0	0	843
		Summer Reading Members	0	0	0	0	0	Faxes Sent	Total Instagram Followers
		Collections Totals		Population Served	Building	Outreach	Total	0	1,080
Interlibrary Loan Requests		New Physical Items	0	Total Visits	0	0	0	Scans Sent	Total eNews Subscribers
Items Received for our Patrons	0	New Digital Items	4,824	New Cardholders	85	0	85	169	5,944
Items Sent to other Libraries	0	Collection Total	431,310	Active Cardholders	25,484	108	25,592	Pages Printed	COHS Students Enrolled
		% Served		All cardholders **	Drive through visits		0	0	5
In-house checkins (Not part of total circ)	0	Active cardholders	37.81%	Computer and Internet Sessions					Monthly Wireless Sessions
		All cardholders	0.00%	Studio 300	Children's	Vortex	Lab/Commons	Total	
				0	0	0	0	0	774
Public Use of Meeting Rooms	S300 Audio Booths	Studio 300 GCRs	S300 Video Suites	Meeting Room A, B, C & Board Room	Study Rooms	Free Standing Book Drop Return Totals			
Number of events/uses	0	0	0	0	0	Building Front	Building Rear	Church	Ashbury's
Attendance	0	0	0	0	0	1,200	0	0	0
Programs	Programs Adults				Programs Teens				Mobile App Downloads
	Adult/Teen Staff	Outreach Staff	Studio 300 Staff	Total	Adult/Teen Staff	Outreach Staff	Studio 300 Staff	Total	IOS: 4,064
Numbered offered	11	0	6	17	8	0	0	8	Android:
Attendance	263	0	18	281	80	0	0	80	
Programming hours	11	0	3	14	8	0	0	8	
Programs	Programs Children				Passive Programs for Teens				Total Offered
	Children's Staff	Outreach Staff	Studio 300 Staff	Total	Adult/Teen Staff	Outreach Staff	Studio 300 Staff	Total	95
Numbered offered	2	0	0	2	0	0	0	0	Total Attendance
Attendance	5	0	0	5	0	0	0	0	5,423
Programming Hours	1	0	0	1	X	X	X	X	Total Programming Hours
	Passive Programs for Children				Cross-Department Programs, Tours and Streaming Media Video Stats for All Ages				235
	Children's Staff	Outreach Staff	Studio 300 Staff	Total	Building	Offsite	Virtual	Total	
Numbered offered	0	0	0	0	0	0	68	68	
Attendance	0	0	0	0	0	0	5,057	5,057	
Programming hours	0	0	0	X	0	0	212	212	
Questions	Studio 300	Circulation	ATSD	Outreach	CSD	Other	Unique Chat	Total	
Reference Total	0	2	55	102	21	73	146	399	
Directional	0	14	0	0	22	0	0	36	
One on One Assistance	2	5	12	0	1	2	0	22	
Comparison to Previous Year	This Year	Last Year	% change	Comparison to Previous Year	This Year	Last Year	% change	*Includes virtual programs ** All cardholders are all patrons in our patron database which gets purged monthly to delete patrons with expired cards of 4 years or older	
Circulation	14,789	70,240	-78.95%	Reference Questions	399	2,921	-86.34%		
Visitors	0	44,324	-100.00%	Computer Usage	0	5,656	-100.00%		
Card Holders	0	24,249	-100.00%	Wireless Sessions	774	18,740	-95.87%		
Room Bookings	0	657	-100.00%	Program Attendance*	5,423	9,473	-42.75%		