

2020 Annual Report

Covering the 2020 Fiscal Year May 2019–April 2020



SELECT ANNUAL STATISTICS



SUMMER READING PARTICIPANTS
1,328

1,073

Adults, Teens, and Children completed additional Summer Reading challenges or raffle entries

DATABASES USES
79,848

TECH CLASSES
42

393
Attendees

19,350 COMPUTER USES

NEW
PHYSICAL MATERIALS ADDED
12,101

MEDIA LAB SESSIONS
442

1,094
DIGITAL TUTORIALS

WIRELESS SESSIONS
685,632

TOTAL PROGRAM ATTENDANCE

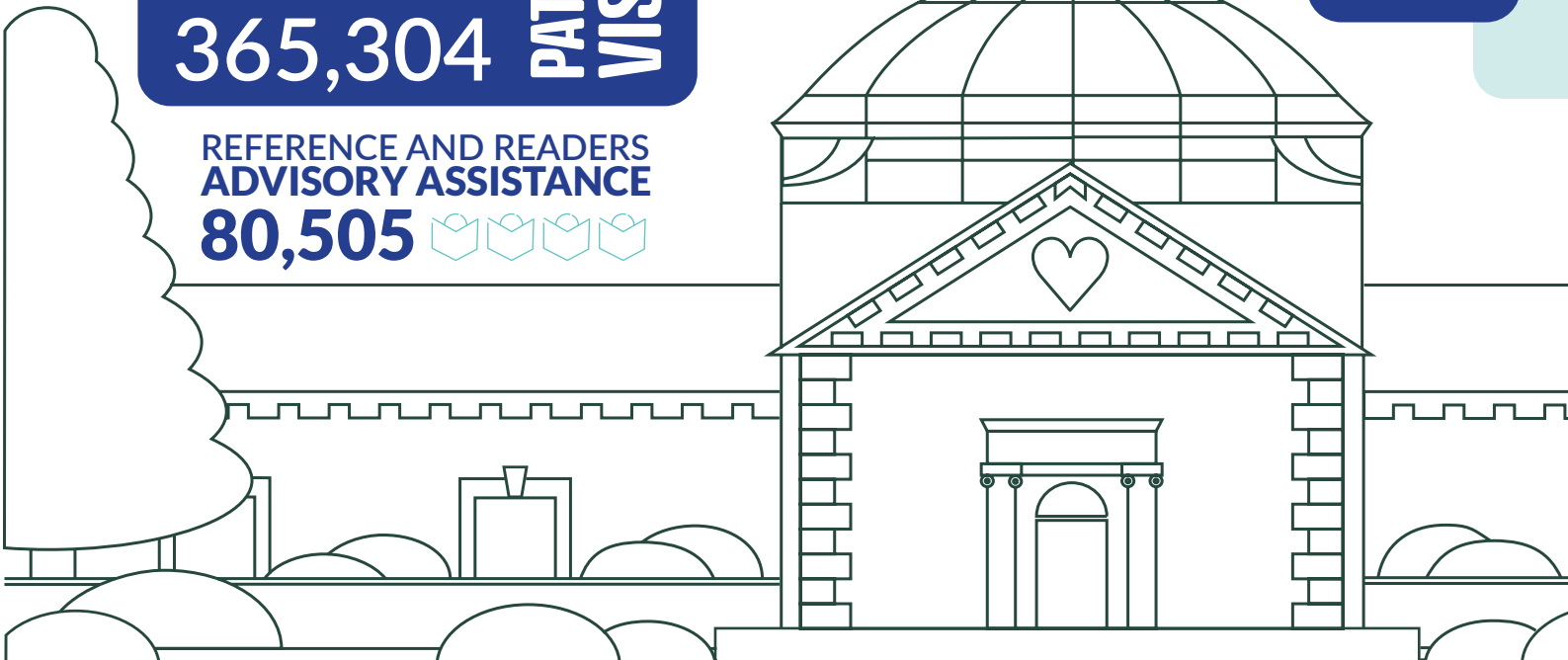
34,941

PROGRAMS
897

1,747 DVD2GO USES

365,304 PATRON VISITS

REFERENCE AND READERS ADVISORY ASSISTANCE
80,505



CIRCULATION
346,604

LAKE FOREST LIBRARY
NEW CARD HOLDERS
1026

8,560
WEST STATION BOOK DROP USES

8,418
INTERLIBRARY LOANS
brought in for LF patrons



LETTER FROM THE DIRECTOR

Fiscal Year 2020 was a whirlwind of wonderful Library accomplishments. I am incredibly proud of the Library staff, grateful for input from our community, and humbled to imagine the progress yet to come. From May 2019 to April 2020:

- ▶ We created a new Teen Space to provide dedicated study and programming space for tweens and teens. Already we can't imagine the Library without it!
- ▶ We became a fine free library, eliminating overdue fines and removing barriers to library usage.
- ▶ We added the Takeout Tech circulating collection, enabling patrons to check out Nintendo Switch consoles, Yeti microphones, virtual reality headsets, analog-to-digital converters, and more. ♥
- ▶ We organized and hosted the first annual Volunteer Fest featuring 30 Lake Forest and Lake County nonprofit organizations. The event was attended by more than 200 people interested in volunteering and giving back to the community.
- ▶ We launched Booksy Book Boxes for adults and teens. Patrons subscribe to this fun quarterly service to borrow a surprise book in the genre of their choice, plus treats to keep. ♥

You'll see dozens more highlights throughout this report, many of which are marked with a ♥ to indicate it was made possible thanks to a grant from the Friends of Lake Forest Library. We are thankful for their continued support of Library programs and special projects!

The achievements shared in this report demonstrate that everything the Library board, leadership, and staff do is focused on providing enhanced experiences and improved access for patrons.

Which is why in March, when daily life as we knew it suddenly shifted, Library staff worked creatively and tirelessly to maintain and add services, resources, and access during the temporary building closure and to develop a long term response to the COVID-19 pandemic.

Since March 14, when the Library building closed temporarily as a precautionary measure to prevent the spread of the virus, Library staff have worked offsite to ensure access to the Library. During this time:

- ▶ We added services available through the website, enabling people to get virtual library cards, request reading and viewing recommendations, and live chat with librarians.
- ▶ We announced at-home access to Ancestry and Sorkins databases and promoted additional resources including Tumblebooks and BiblioBoard.
- ▶ We offered virtual storytimes and librarian mini-programs on our social media channels Monday-Saturday.
- ▶ We hosted additional virtual events on Library channels including community presenters.

Many of us didn't anticipate how quickly the world would change in profound ways. As I write this letter at the end of June, we still don't know what the future holds, how daily life will look post-pandemic, and how the recent anti-racist activism will reignite our care for our fellow humans.

These unknowns bring the Capital Improvement Project into new focus. By reinvigorating the building and better equipping Library staff to serve patrons into the 21st century, the Library will continue to be a vibrant contributing partner to a thriving Lake Forest community.

In the coming months and years, libraries will be pivotal in providing access to unbiased information, safe spaces for civil discourse, and shared resources to help communities recover and progress. We look forward to evolving Lake Forest Library to support our new realities.

Regards,

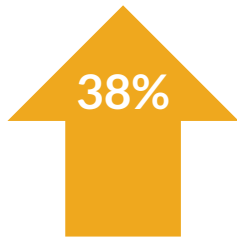
Catherine A. Lemmer, Library Director

LIBRARY USAGE

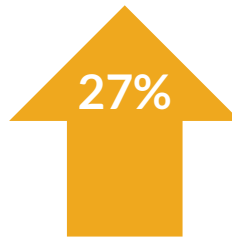
Areas on the rise the 10 months preceding the pandemic



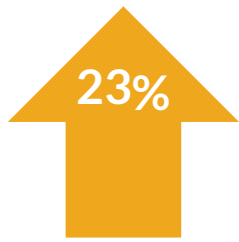
Requests for Tech assistance



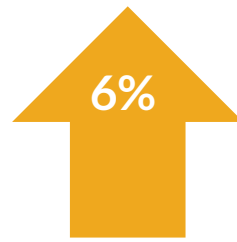
Programs offered
Including new tech classes, teen programs, and business programs



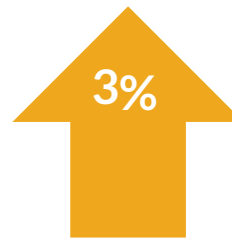
Program attendance



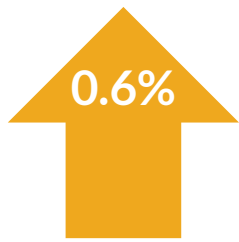
Media Lab class attendance



Overall circulation
On average, each Lake Forest resident checked out 16 items and each household checked out 41 items



Reference and Advisory services
On average, librarians responded to four questions per resident



Library visits
The Library averaged 6,000 visits per week (including attendance at off-site Library events).

On average, each resident visited the Library 18 times and each household visited 45 times.

Per Capita Performance Metrics

Data is from 2019 reports because State data lags at least one year

	State Average	State Median	Lake Forest Library
Total Collection	114,975	72,518	214,261
Circulation	7.52	6.06	17.27
Circulation per hour open	38.04	13.26	97.67
Program Attendance	0.53	0.38	1.11
Reference & Advisory Sessions	0.72	0.40	4.56
Card Holders	35.77%	31.95%	41.00%
Library Visits	5.19	4.45	21.30

READING THE DATA AND GRAPHS THAT FOLLOW

Two anomalies that temporarily closed the building in FY2020 should be kept in mind when comparing data from the previous year:

1. ComEd transformer explosions in September 2019 resulting in 6 service days lost.
2. Pandemic in March and April 2020 resulting in 44 traditional service days lost.
 - ▶ Services provided online and by phone
 - ▶ In-person programs canceled (virtual programming began March 30)
 - ▶ Circulation of physical materials temporarily suspended

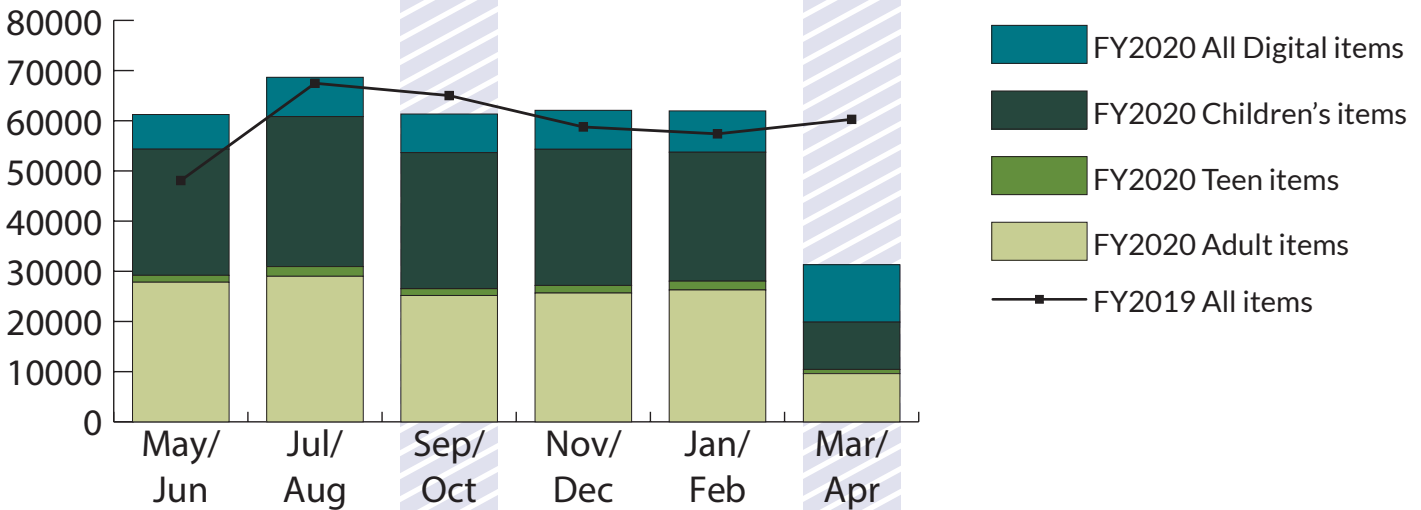
These lost service days affect data trends. To help bring perspective to the numbers, graphs show a line representing FY2019 totals and columns showing FY2020 categories.

Overall, you will see that FY2020 was on track to surpass FY2019. The periods when the building was closed and traditional service days were interrupted are marked

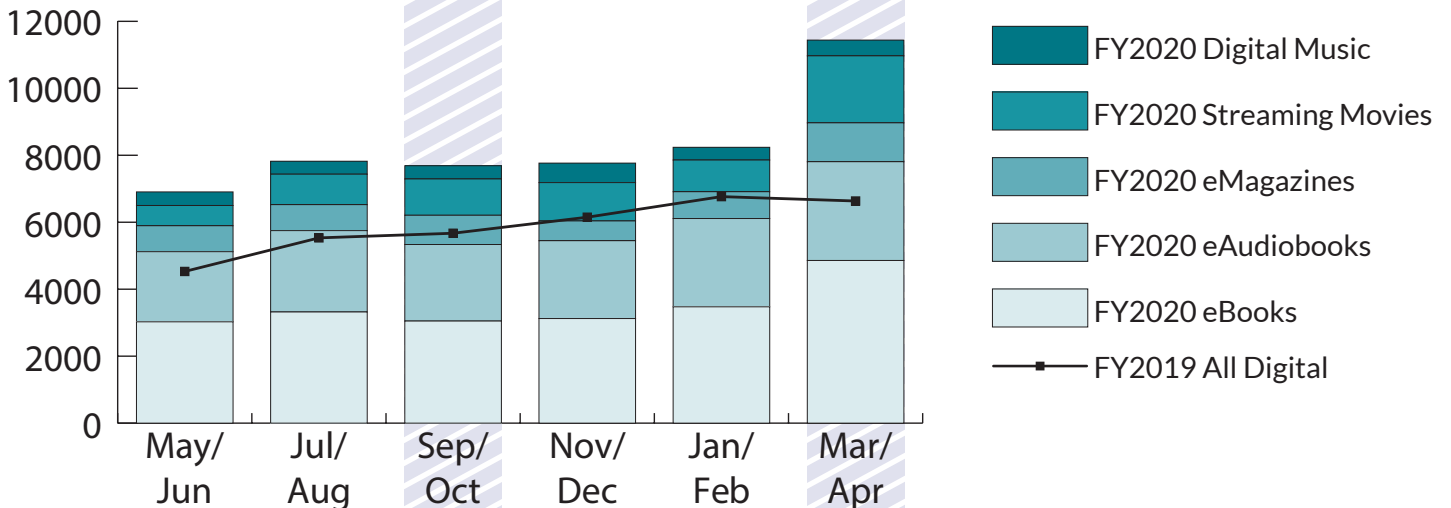
During the extended closure in March and April, the Library responded with increased access online and by phone. So although some traditional stats decreased when compared to the same period in FY2019, digital usage of the Library increased, often by multiples.

CIRCULATION

2-year comparison of Physical and Digital Circulation



2-year comparison of Types of Digital Items circulated



H I G H L I G H T S



Programs & Events



▶ Collaborated with Ragdale, Lake Forest College, and Lake Forest Book Store to present the 7th annual Lake Forest Reads: Ragdale one book, one community program featuring Rebecca Makkai, author of the award-winning novel, “The Great Believers,” with events throughout the community ♥

▶ Hosted local author Kraig Moreland during our after-hours Book Club Reception to discuss his book, “The Furnace Girl: The Mysterious Case of Elfrieda Knaak” ♥

▶ Sponsored a visit by “Scythe” author Neal Shusterman at Deerpath Middle School

▶ Organized and hosted the first annual Volunteer Fest with more than 200 attendees visiting with 30 local organizations seeking volunteers

▶ Championed the development of STEAM skills in all age groups with science, tech, and creative programs including: monthly STEAM Storytimes featuring a nonfiction book and hands-on activity stations (9 sessions reaching 156 children and caregivers) ... weekly Junior Coders Club (average of 10 attendees) ... monthly Maker Mania (creating LED light-up cards, spy alarm gadgets, and more) ... numerous drop-in teen tech events and coding classes (5 multi-class sessions reaching more than 60 teens, using Google’s CS First computer science curriculum and the award-winning Girls Who Code program) ... and multiple tech classes, seminars, and tutorials for adults ♥

▶ Encouraged patrons to keep their bodies and minds active with our “Ride Bikes, Read Books” Summer Reading program ♥

▶ Held our first Teen Winter Reading Program with 136 participants completing 1,325 reading challenges ♥

Enhanced Services & Resources

▶ Became a fine-free library

▶ Created the Takeout Tech circulating collection ♥

▶ Added or facilitated access to digital resources including Creativebug, Weiss Ratings, Tumblebooks, and BiblioBoard, and at-home access to Ancestry and Sorkins

▶ Extended the loan period for feature movies from 3 to 7 days

▶ Continuously monitored eBook and eAudiobook requests, adding copies and titles in response to patron demand in order to reduce hold times ♥

▶ Expanded programming and outreach efforts by the Inclusive Services Committee

▶ Launched Booksy Book Boxes, a fun subscription service where a patron gets a book or audiobook based on their preferences and treats to keep ♥



Strengthened Operations & Personnel

- ▶ Added organizational management structure and expertise to the Library team with two new positions:
 - Head of Operations and Digital Services Coordinator
 - ▶ Were designated a four-star “Star Library” by *Library Journal*, an honor based on metrics including library visits, circulation, computer use, and program attendance
 - ▶ Completed over 700 hours of staff professional development including webinars, trainings, and conferences
 - ▶ Required all employees to complete a Core Technology Competency Program tied to job descriptions and performance evaluations
- ▶ Migrated file storage and workflow to Microsoft Office 365, enabling staff to more effectively collaborate, work from home, and host virtual programming
- ▶ Welcomed The Great Grassby, the popular robot lawnmower, just one example of improved efficiency and reduced costs



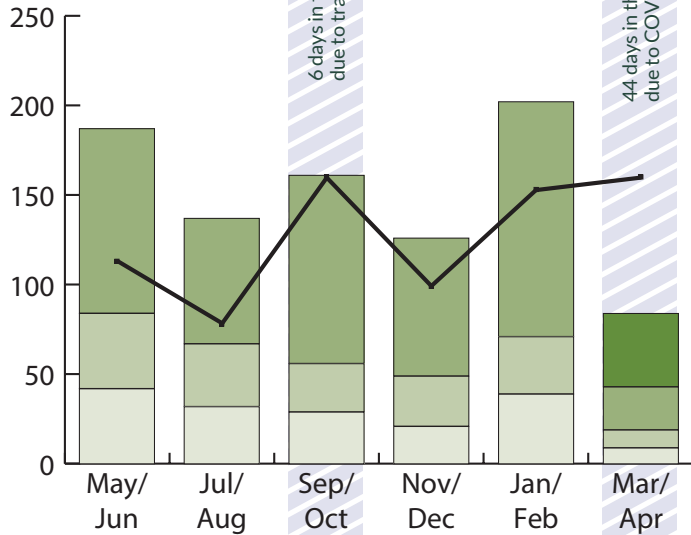
Improved Collections & Reorganized Spaces

- ▶ Created the Teen Space
- ▶ Repurposed staff offices in order to house Audiobooks and Playaways on the first floor, making these materials more accessible to people with mobility challenges
- ▶ Relocated and expanded the Adult Graphic Novel collection
- ▶ Added Manga to the Young Adult collection
- ▶ Reorganized the Adult Fiction collection and back issues of magazine and newspapers to make items easier to browse and locate
 - ▶ Moved Music CDs to the Fine Arts Room
 - ▶ Gained access to over 100,000 items in the Indian Trails Public Library District collection when they joined the consortium



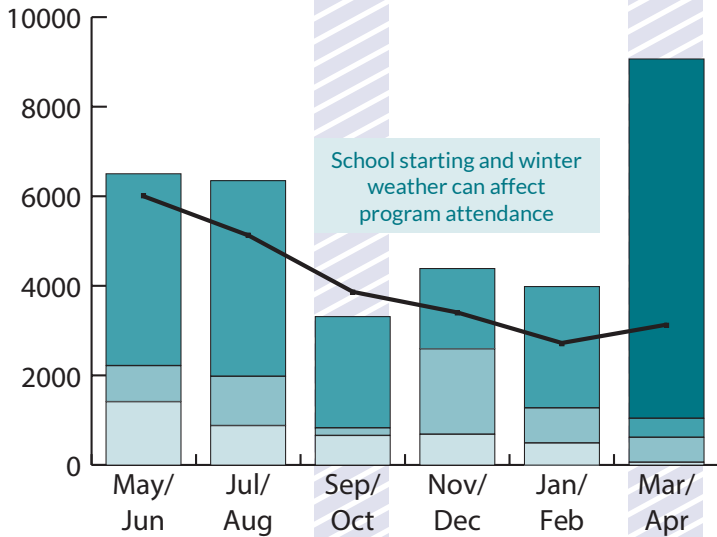
PROGRAMS AND TECH LITERACY

2-year comparison of Number of Programs Offered



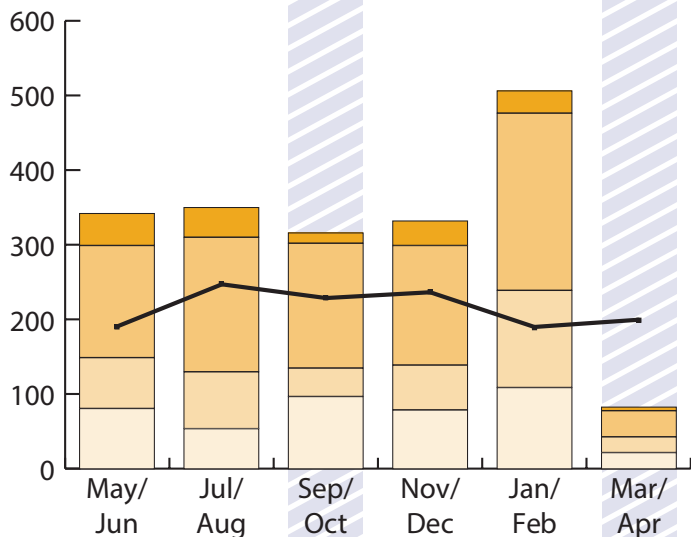
- FY2020 Virtual programs
- FY2020 Children's programs
- FY2020 Teen programs
- FY2020 Adult programs
- FY2019 All programs

2-year comparison of Number of Patrons attending Programs (not including Tech; see below graph)



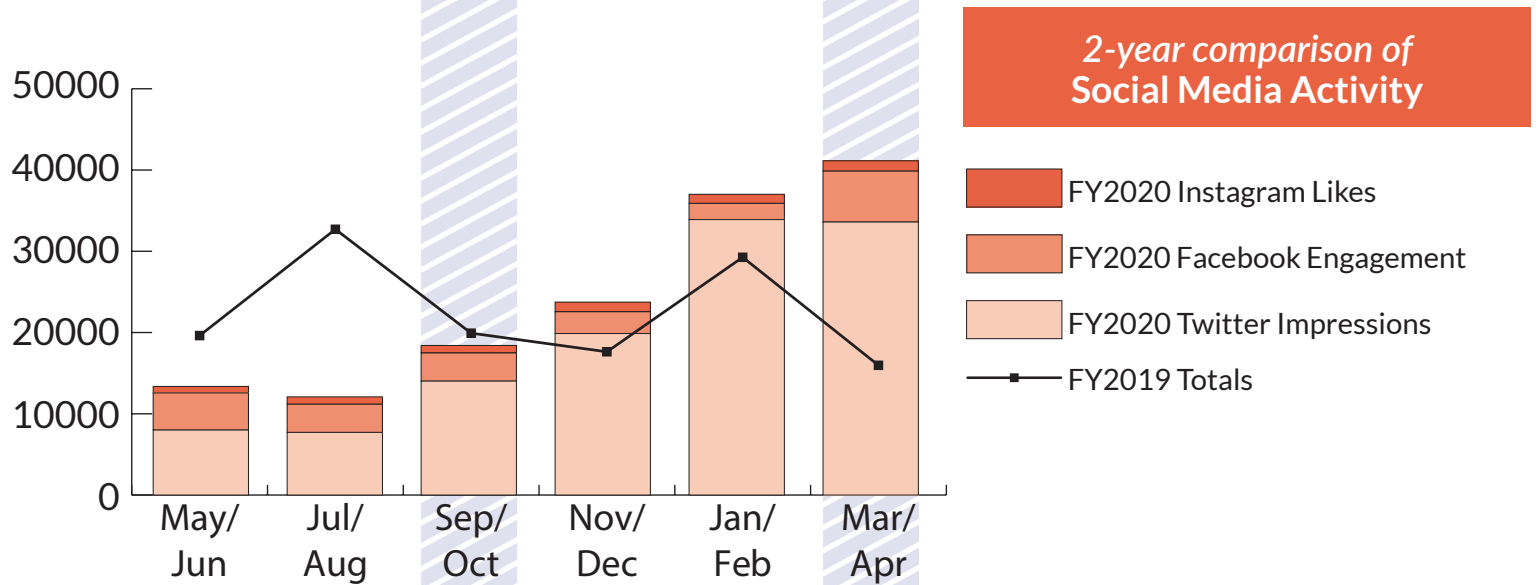
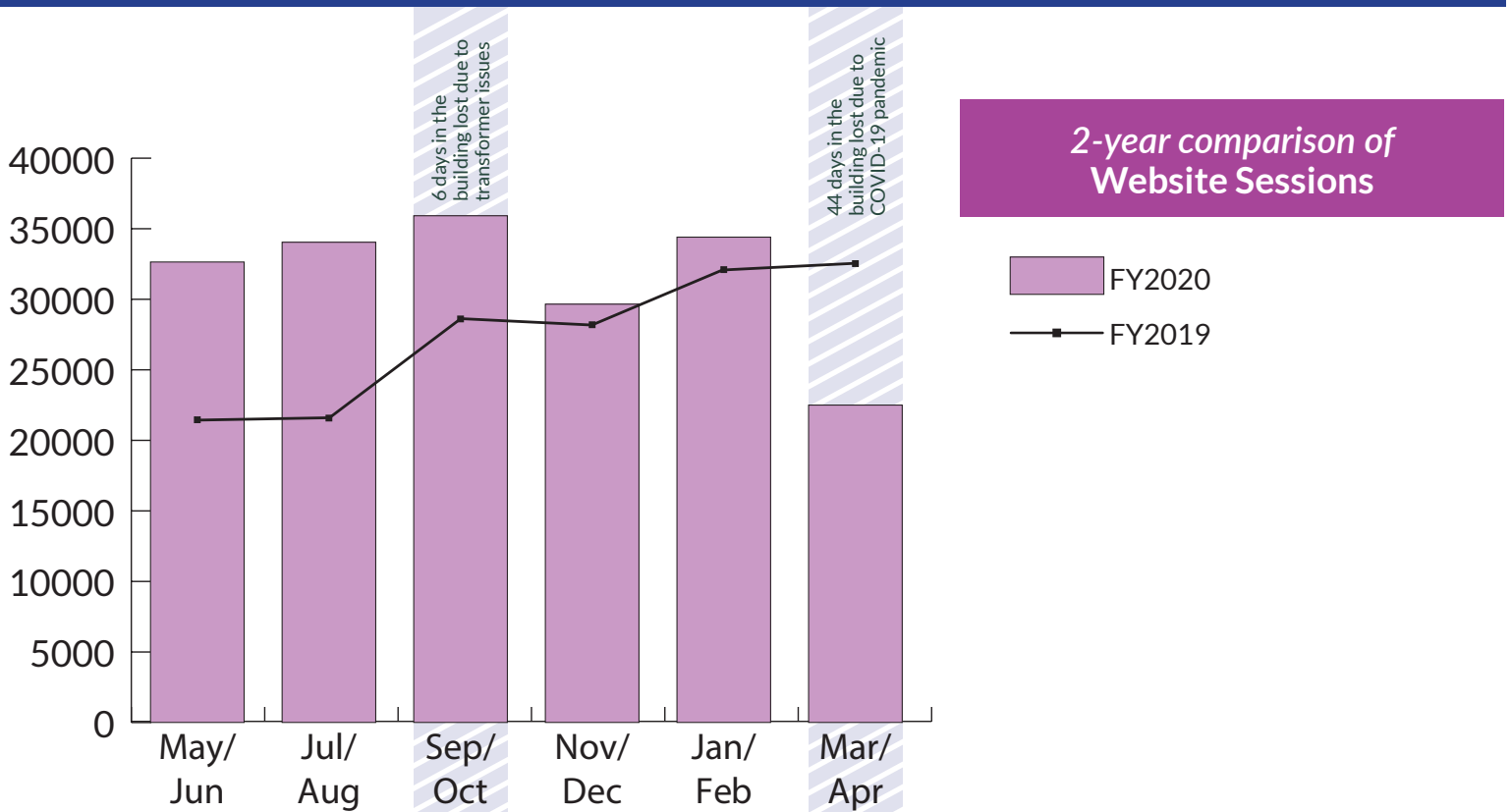
- FY2020 Virtual attendance
- FY2020 Children attendance
- FY2020 Teen attendance
- FY2020 Adult attendance
- FY2019 All ages attendance

2-year comparison of Number of Patrons attending Technology Programs



- FY2020 One-on-One Tech appointments
- FY2020 Drop-in Tech Help sessions
- FY2020 Tech Class attendance
- FY2020 Media Lab appointments
- FY2019 All Tech attendance (Drop-in Tech Help sessions not tracked)

ENGAGING WITH THE LIBRARY ONLINE



[facebook.com/
LakeForestLibrary](https://facebook.com/LakeForestLibrary)



[instagram.com/
lakeforestlibrary](https://instagram.com/lakeforestlibrary)



[twitter.com/
lakeforestlib](https://twitter.com/lakeforestlib)



[lakeforestlibrary.org/
youtube](https://lakeforestlibrary.org/youtube)



Enriched community connections

- ▶ Organized and hosted the first annual Volunteer Fest with more than 200 attendees visiting with 30 local organizations seeking volunteers
- ▶ Coordinated the return of "With Love, from Your Library," where 30 local businesses partnered with the Library and offered discounts to library card holders
- ▶ Donated storytimes, after-hours events, and book discussions to local organizations and schools for fundraising auctions ♥
- ▶ Expanded school outreach by the Children's Library, conducting 64 youth programs reaching more than 2,600 children, and 21 teen programs reaching more than 1,200 tweens and teens ♥
- ▶ Supported the needs of local organizations for public space when possible, including the Lake Forest/Lake Bluff Chamber of Commerce, local Girl Scout and Boy Scout troops, League of Women's Voters, A Safe Place, Cradles to Crayons, and more
- ▶ Developed and continued partner relationships with Gorton Community Center, Lake Forest Open Lands, Lake Bluff Public Library, Lake Forest College, The History Center of Lake Forest-Lake Bluff, Ragdale, and many local businesses
- ▶ Provided support and information to patrons for the U.S. Census Bureau to get the full count for Lake Forest



LAKE FOREST
CHAMBER OF COMMERCE
LAKE BLUFF



Adapted service and community support during the first 6 weeks of the COVID-19 pandemic

- ▶ Maintained and expanded Library services and resources online and by phone, including issuing library cards and live chat support
- ▶ Redesigned website home page to provide up-to-date details on the status of the Library building, easy access to online Library services and resources, and COVID-19 info
- ▶ Offered virtual programming including live storytimes, librarian mini programs, and community presenters ♥
- ▶ Promoted digital resources from the Library including eBooks and streaming movies, added at-home access to Ancestry and Sorkins
- ▶ Amplified City and community messages by resharing on Library channels
- ▶ Increased social media presence with a focus on community connections and support, COVID-19 info, and mental and emotional health
- ▶ Shared additional free online resources made available during the pandemic including Tumblebooks Library, author storytimes, virtual tours, online learning tools, and more

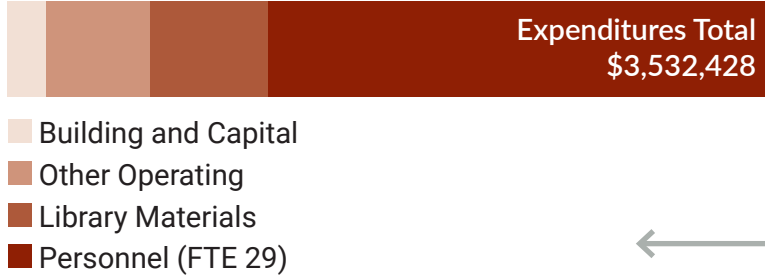


Maintained responsible financial practices

- ▶ Managed the Library's \$4,343,352 budget in a fiscally responsible and prudent manner, concluding FY2020 with a budget surplus
- ▶ Positioned the Library to go fine-free without adversely affecting budgets for collections, services, and other patron resources
- ▶ Modified the Library's Pay Plan to eliminate 1.5 time on Sundays and end Longevity Pay.
- ▶ Received a \$73,000 grant from the Friends of Lake Forest Library ♥ and other gifts and grants totaling \$65,660

FY2020 Revenues

- Library Generated Income
- Grants and Gifts
- Local Tax Based



FY 2020 Expenditures

- Building and Capital
- Other Operating
- Library Materials
- Personnel (FTE 29)

Progressed the Capital Improvement Project

- ▶ Continued work with HGA architectural and engineering firm to develop restoration and renovation plan for 21st century library
- ▶ Retained Hummel Consulting to create building program assessment for use by Library and HGA in space planning
- ▶ Retained The Hodge Group as capital campaign counsel to engage with community leaders and stakeholders to measure philanthropic and community support
- ▶ Created The Lake Forest Library Foundation, an Illinois non-profit corporation with 501(c)(3) status, formed to support the philanthropic efforts of the Library



THANK YOU TO OUR DONORS!

Friends of Lake Forest Library

Throughout this report, items marked with a heart are made possible thanks to a grant from the Friends of Lake Forest Library ♥

Foundation Support

The Buchanan Family Foundation

The Dick Family Foundation

Hedberg Foundation, Inc.
in recognition of Carla Westcott

The Reed Family Foundation, Inc.

Individual Support

Joan O. Bent

Mary F. Grumhaus and David D. Grumhaus Fund

Larry and Dawn Neal

North Shore Chapter NSDAR

Anne Houston
in honor of Erika Eddy

In memory of Richard Steck

Christopher S. Bacon

Robert Cook

Claire Frye & Peter R. Frye

Kaye & Ted Grabbe

Herbert C. Gresens & Felicia Biernasiak Gresens

Relu & Camelia Jianu

Max A. Malkoff & Susan Malkoff

Jamie A. Rauscher & Steven M. Rauscher

Carolyn Rubenstein

John T. Travers & Carrie M. Travers

Gardiner B. Van Ness & Jessie S. Van Ness

Colette M. Woidat & Thomas E. Woidat

In memory of Joanna Fiocchi

Lisa Karle

Janice & John Velgersdyk

In memory of Kathy W. Pannier

Virginia Stargel

In memory of Bernice Kozlowski

Linda L. Misiorowski

Lynn Ezerski, Susan Werthman, Gary & Karyl Kerulis

Michael A. & Joanne B. Ritza

Stephen L. & Connie R. Swanson

In memory of Carter Armour Stone

Donna Short, 10 copies of "American Overdose: The Opioid Tragedy in Three Acts" by Chris McGreal

Gifts in Kind

Alex J. Pollock, "Finance and Philosophy: Why We're Always Surprised"

Patricia Stratton, "The Chicago Picasso: A Point of Departure"

Margaret Tomaselli, "Fra Noi" subscription

