

## REFERENCE DEPARTMENT

### MISSION

- To assist the public in using the library and its collection and to provide access to information using all available resources.

### COLLECTIONS

- Added 7,498 titles.
- Withdrew 4,775 titles.
- Added new titles in all foreign language collections: French, German, Italian, Polish and Spanish.
- Made changes in travel collection, eliminating 2 week restriction and withdrawing more dated travel guides while increasing multiple copies of most recent editions.
- New electronic resources: Rosetta Stone changed their licensing to not allow libraries to offer remote access . We changed to another electronic resource for learning foreign languages known as Tell Me More by Auralog in 3/2008, added Magill's Medical Guide 1/08, added the New Businesses module to RefUSA in 4/2008, received our next installment of e-Reference titles through Gale Virtual Reference.
- Presented proposal for 6 additional databases to be funded for three years through the Bruce A. Michel trust fund – Morningstar, Valueline, America's Deaths and Obituaries, Demographics Now, Small Business Resource Center and Science Resource Center.

### SERVICES

- Answered 863 queries this fiscal year through email or live chat: 642 Ask?Away chat, 177 AskAway email, 44 other email.
- Trained Amber Ensign for AskAway and she is now assisting with answering questions.
- Began answering requests through an Instant Messaging link in July 2007. 68 IM questions were received between July and April.
- Became a partner of *Smart Money Week*. An annual event organized by the Federal Reserve Bank of Chicago. They coordinate with libraries and financial planning partners to offer free consumer information during one week each April. We joined with 14 other North Suburban public libraries. We displayed material and held a program on money management. NSLS libraries cross-publicized.
- Contributed several pieces for E-bytes, our electronic newsletter.
- Continued to teach computer workshops including Basic Internet Searching, Microsoft Word Basics, and Intermediate Microsoft Word.

### FACILITIES

- Reorganized Business Reference, moving Daily Stock Reports and Company Histories to first floor storage and shifting all other business reference to the South wall to expand the shelving and display space of our foreign language collections.
- Moved one tower display closer to the foreign language collection to highlight the collection.
- Installed glass wall to replace railing in loft area. Third floor office area/Heritage Room collection – collection and office materials were packed for two weeks for construction of area. An opaque frost layer was added for privacy while still allowing in better light.

## **PERSONNEL**

- Reduced staff hours - one 20 hours Library Assistant II position, also 4 hours reduced from Saturdays and 5.25 hours reduced from Sunday. These changes were made to allow the library to hire two Technical Assistants to help patrons with problems and questions involving computers and other library technology.
- Participated in "All Wired Up" staff training. Brandee Crisp and Debbie Winarski were trainers. Staff all set up blogs and learned some of the leading popular activities that are part of Web 2.0 technology.
- Welcomed new Senior Page, Christine Grosch 8/31/07.
- Welcomed new Student Page, Nathan Kelley 10/10/07.