MISSION
The Mission of the Park Ridge Public Library is to provide the community with access to information, recreation and enlightenment by providing and promoting materials, programs and services.

VISION
The Vision of the Park Ridge Public Library is to be a community resource that dynamically provides relevant materials and stimulating programs, accomplished through a friendly and professional staff in an enhanced building with reliable and accessible technology.
PARK RIDGE PUBLIC LIBRARY
ANNUAL REPORT

FISCAL YEAR 2017/18
May 1, 2017 - April 30, 2018

Presented by
Heidi Smith
Library Director

with
Managers:

Angela Berger  Business Office/Park Ridge Community Network
Parry Rigney   Children’s Services
Anastasia Daskalos  Circulation Services/Technical Services
John Priala  Facility Management
Laura Scott  Reader Services
Gretchen Kottkamp  Reference Services
Message from the Library Director

I want to share a story with you. Jennifer is 12 years old, and she loves books. By love, I mean she reads books by the ton! She reads to explore new worlds. She reads to learn new things. Sometimes, Jenny reads to help her get through the day. (Remember, it can be tough to be 12!) She will tell you that the books she reads make her stronger in many ways. Even at 12, Jenny understands how her life is enriched by the books she reads, and she wrote to us to let us know.

Every day in Park Ridge and public libraries everywhere, people of all ages connect with new ideas and perspectives through great books and find comfort and inspiration in them as well. Have you ever read something that made you stronger? Made you feel better? Changed you? Libraries transform lives.

Our goal is to have this kind of impact in our community while making the most of your investment in the Library. Last year, the team laid the foundation for some exciting new changes to do just that. Included here is a brief summary.

**COLLECTIONS & SERVICES**
The team assessed every single item in the collection and added RFID (Radio Frequency Identification) system tags to over 170,000 items in preparation for an automated book return and self-checkout stations. In addition, the team planned for a new online catalog for use by our 24 partner libraries.

**FACILITY**
The Library Board completed revised renovation plans, incorporated project costs into the budget for the following fiscal year, and approved contracts to begin renovations in May of 2018.

**PERSONNEL**
Upon the retirement of the Library Director in June of 2017, the Library was served by internal Interim Library Co-Directors. The team did an impressive job of not only keeping things going, but also in keeping things moving forward as planned. I joined the team two weeks before the end of the year.

**COMMUNITY SUPPORT**
Last year, volunteers donated a staggering 3,115 hours of service. The Friends of the Park Ridge Library and many donors supported the work of the Library with financial donations, as listed on the last page of this report. Our volunteer Board of Trustees is made up of nine of your neighbors who donate their time to govern the Library. We couldn’t have done it all without your support. Thank you!

Also of note, the 2018 Library Award was presented to Deb Kuhlman (a Library volunteer and ambassador for 26 years and Friend of the Library), Angela Berger and Laura Scott (Interim Library Co-Directors), and Anastasia Daskalos (Interim Technical Services Manager).

The following report includes additional narrative, statistical and financial data to reflect the scale and scope of the work the Library does in your service. We will continue to work to increase the value of your investment in the Park Ridge Public Library. Jennifer wrote, “It’s not just a building, it is a whole new world. The Library is my second home. I love it here.” Thank you for investing in your community.

Heidi Smith
Library Director
A total of 763,145 items circulated, including physical materials, digital books, media and magazines. Per capita circulation remained high at 20.36.

Print books continue to be the largest circulating category and account for 61% of all materials circulated. We continued to see a decline in the circulation of most audiovisual formats, DVDs, CDs, and games and an increase in the circulation of digital materials.

As part of the Library’s mission, staff promotes the use of Library materials by:

- Providing multiple face-out displays throughout the Library that appeal to browsers.
- Providing multiple copies of bestsellers and “In Demand” books, maintaining a ratio of holds to copies at approximately 4:1.
- Providing copies of popular books that cannot be placed on hold so that some copies of the most popular materials are always available for browsers, i.e., the “Most Wanted” collection.
- Adding new titles weekly and eliminating items that are out of date or no longer of interest.
- Expanding popular audiovisual collections including, Books on CD, DVDs, Blu-Ray, Playaways, Playaway Views and video games.
- Promoting the P.A.L. program that allows patrons to reserve new titles by favorite authors from a pre-selected list.
- Continuing to expand the collection of digital materials to meet the growing demand for this format.
- Providing reader’s advisory to patrons in person and online to help them find the materials that meet their needs.
<table>
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<th>Year</th>
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<th>Periodicals</th>
<th>Audiovisual</th>
<th>ILL</th>
<th>Miscellaneous</th>
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<td>1%</td>
<td>33%</td>
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Circulation by Type of Material
Technology Usage

**Virtual Visits**

Virtual visits are the number of visits to the Library via the website, from outside the Library.

The average number of virtual visits to the Library website was approximately 20,500 visits per month.

**Virtual Visits from Outside the Library**

To the Park Ridge Public Library website
www.parkridgelibrary.org 245,317

To the Park Ridge Community Network (PRCN) website
www.parkridge.info 60,193

Wi-Fi Sessions 47,628

**Usage of Patron Computers**

Usage of the Library’s patron computers averaged approximately 3,000 sessions per month.

Individual sessions FY17/18 35,767
Administration

MISSION
- To provide administrative support for the Library and Board, manage all financial functions and secretarial services, personnel management and records maintenance
- To manage the Park Ridge Community Network
- To develop and administer the Library budget, capital plan, and strategic plan in conjunction with the Board of Trustees
- To provide information and promote the services, collections and programs of the Library

MANAGEMENT AND SUPPORT
- Managed all Library Funds and provided monthly reports to the Library Board.
- Developed the annual budget and levy resolution with the Board and presented the information to the City Council by the appropriate deadlines.
- Maintained all Library records and public postings according to law.
- Prepared monthly Board and Committee packets and all related documents.
- Managed financial operations for the North Suburban Digital Consortium.
- Secured and managed the Illinois Per Capita Grant.
- Received, acknowledged and accounted for gifts to the Library including the Restricted and Endowment Funds as well as the Buy A Brick program.
- Served as liaison to Friends of the Library.
- Presented information to the City Council on Library services and initiatives via City Council packets and email.
- Completed the Illinois Public Library Annual Report (IPLAR) and presented the information to the City Council by the appropriate deadlines.
- Managed Library meeting room use, including scheduling, contracts, fees and set-ups.

MARKETING AND PUBLICITY
- Continued to add content, update information and market the Library website and Park Ridge Community Network (PRCN) website.
- Marketing staff developed informational campaign in support of Library Renovation project. This included design of Renovation logo, press releases, “What you need to Know” postcard, FAQs for the website, and other informational pieces.
- Marketing Committee developed and coordinated marketing initiatives and materials for Library events such as Library Card Signup Month, National Library Week and other Library/community partnerships and outreach efforts.
- Coordinated Holiday Open House the Friday after Thanksgiving and the Library Block Party.
- Hosted WGN News team and crew for the WGN Block Party held on July 14, 2017.
- Wrote press releases, posted news on Library website, PR Community Network.
- Developed communications plan for launch of Polaris, the Library’s new integrated library system.

PERSONNEL SERVICES
- Managed advertising, hiring and onboarding for all new hires.
- Processed background checks for new employees and volunteers.
- Managed all personnel records for employees including annual evaluations and goal setting.
PERSONNEL SERVICES (continued)
- Liaison to Human Resources Director, managed HR paperwork, sick time use, insurance enrollment and other documents as needed. Participated in Illinois Management Association roundtables and implemented changes to policy and procedures as needed.
- Answered staff questions regarding payroll, insurance, and personnel matters.

PUBLIC SERVICES
- Offered Voter registration services.
- Reserved meeting rooms for use by community groups and businesses.
- Maintained Community Calendar and Community Information Bulletin Board.
- Coordinated monthly displays and community kiosk use highlighting community organizations, artists and other topics of interest to residents.

FACILITIES
- Worked with Studio GC to obtain permit for Library Renovation project.
- Worked with Public Works staff on maintenance of the exterior landscaping.
- Installed engraved bricks in the Reading Garden.

PERSONNEL
- Interim Library Co-Directors coordinated and facilitated the Library Director Search process acting as liaison between Board, staff and John Keister & Associates (search firm).

Appointments
- Heidi Smith began as Library Director on April 16, 2018.

Changes in Status
- Laura Scott and Anastasia Daskalos named Interim Library Co-Directors; June 2017
- Angela Berger replaced Anastasia as Interim Library Co-Director as Ms. Daskalos assumed the position of Interim Technical Services Manager; August, 2017
- Upon retirement of the Library Director, changed the Marketing and Graphic Design positions from reporting directly to the Library Director to reporting to the Business Manager.

Departures
- Janet Van De Carr, Library Director, retired on June 19, 2017.
Children's Services

MISSION
- To assist children, caregivers, teachers and other adults in utilizing Children's Services and its resources, and to encourage the love of reading by providing access to books and programs that children enjoy

COLLECTIONS
- Added 8,913 new books to the Children's Services collection and withdrew 14,855 items.
- Added 1,878 audio-visual items in a variety of formats and withdrew 1,111.
- Completed weeding projects in preparation for Renovation 2018.
- Supported children’s information needs by providing databases designed for children in grades 2-6 such as World Book Kids and Novelist K-8. Due to low usage, did not renew subscription to the database Explora.
- Maintained eBook and downloadable audiobook collections in Overdrive and eRead Illinois (Axis 360), streaming and downloadable books and early literacy activities through Tumblebooks, streaming and downloadable movies in Hoopla and digital magazines in Zinio.
- Continued to circulate four Nook Touches that contain titles from the Battle of the Books and Rebecca Caudill Young Reader Book Award lists.
- Continued to maintain the Books on the Go service to circulate picture books in “packs” of 10 selected for 2 and 3 year olds or 4 and 5 year olds.

FACILITIES
- Removed additional shelving units that were unnecessary and/or in a state of disrepair.
- Updated early literacy area by refreshing games and toys.

PROGRAMS AND SERVICES
- Offered a variety of programs for children ages birth through grade 6 and their parents and teachers; 255 storytimes, with a total of 8,815 participants.
- Offered 222 general in-house programs planned and presented by Children’s Services Staff, with a total of 4,751 participants.
- Offered programs by outside performers and presenters for a total participation of 1,020 people. Programs included regular monthly presenters like Brickton Art Center and Harmonious Horizons, plus special performances like The Great Scott magic show and a concert by kids’ performer Little Miss Ann.
- Presented the following Special Events:
  - Gadget’s Welcome Home Party, 175 participants
  - Haunted Hogwarts (with the Park Ridge Civic Orchestra’s October Concert Event), 200 participants
  - Trick Or Treating in the Library, 158 participants
  - Preschool Fair, 181 participants
  - Summer Mascot Hunt, 866 entries to find Mascot, (not unique)
  - LEGO Batman Movie showing at the Pickwick Movie Theatre (Final prize for Summer Reading Club), 3 screenings for a total of 932 participants
- Summer Reading Club was Build Your World with Books; 2,728 participants recorded 47,795 days of reading.
PROGRAMS AND SERVICES (continued)

- The 2018 Winter Reading Club gave 746 children incentives to read for fun; 8,440 days of reading!
- Continued the reading program Growing Book by Book, which encourages families to read 1,000 books before Kindergarten; registered 56 new participants.
- 216 Children participated in our Reading Patch Club; 141 patches were awarded.
- Offered incentives year round for children who signed up for a Park Ridge Library Card for the first time; 246 children received library cards.
- Thanks to donations from Park Ridge Kiwanis, we offer a gift bag for new parents called “Welcome New Baby” which contains book lists, information about Library programs, reading tips and more; 35 gift bags distributed.
- Filled 10 loans for Book Discussion groups; provided a total of 80 books.
- Filled 53 Just for You Book loans. These personalized booklists are created by staff based on the interests children express by talking with us and filling out a questionnaire.
- Conducted Battle of the Books in partnership with 8 elementary schools. 4th and 5th grade participants read from a list of 30 titles selected by Children’s Services staff. We hosted 6 Battles in January and February and 544 people were in attendance at these sessions. A final battle meet and party, the Cupcake Challenge, was held at Roosevelt School; 375 people in attendance.
- Offered fourth annual Book Madness Book Tournament in March. Students in 4th and 5th grades voted on their favorite books in head-to-head brackets. 556 kids filled out brackets predicting the winners; 3,150 votes were cast. Escape from Mr. Lemoncello’s Library was the winning title.
- Offered Park Ridge Reads Junior for kids grades 4-8 and their families. Hosted family book discussions, Skype visit with the author and a program with Dick Pond.
- Offered Readers and Leaders program with high school volunteers who were paired with 3 to 6 year olds to work on pre-reading skills using multisensory and hands-on activities for a four week sessions.
- Served 27 teachers with continuing education programs this year, “What’s New in Children’s Books for Teachers” and “Flannel Board Fun”. We will be recertified to offer CPDUs for teachers shortly.
- Created a seasonal Story Walk in the Fall of 2017 at Wildwood Nature Center. Due to repeated vandalism, the Story Walk was suspended.
- Added new programming, including a Family Book Discussion for 4th-8th graders and their families. Conducted yearly update of all of our genre booklists available for patrons.

OUTREACH

- Visited elementary school classrooms 165 times to promote library card sign up and Reading Patch Club participation to Kindergarten, promote the Summer Reading Club to all grade levels, and present storytimes to special needs classrooms. Saw 7,234 students total on these visits. This also includes parent nights, back to school orientations and other similar events.
- Visited preschool classrooms 92 times and reached 2,285 preschoolers.
- Continued our relationship with Have Dreams, an organization serving people with autism. Visited Have Dreams to present Storytime a total of 7 times this past fiscal year; 43 people.
- Provided tours and orientation for one Scout troop visiting the Library; 25 students.
- Participated in community events including the National Night Out, Farmer’s Market events, and Earth Day at the Park Ridge Park District; 479 people.
- The Children’s Department represented the Library at the Park Ridge Memorial Day Parade.
- Filled 82 elementary school loan requests for 892 items.
- Served 12 preschools with 207 preschool loans this past year which included 4,993 items.
PERSONNEL

- Teen Services began transition from the umbrella of Reader Services to the umbrella of Children’s Services. The Reader Services Manager, Laura S., Children's Services Manager, Parry R. and Teen Services Librarian, Claire G. are managing this transition. Claire moved to the Children’s Services workroom in April.

Appointments
  - Anna Karwowska joined the team in the role of Library Assistant, 17 hours (position vacated by Alyssa Barrett).
  - Julia Lukasik hired as Student Page.
  - Christina Mihalopoulos hired as Substitute Student Page.
  - Arlena Wang hired as Student Page.

Changes in Status
  - Lisa Winchell was promoted to Librarian II. At this time, Lisa became the direct supervisor of the Children's Services Student Page team of 7 part-time employees.
  - Claire Griebler was promoted to Librarian II. Laura, Claire, and Parry have begun to form a plan for the phasing of this transition.
  - Wendy Krug, retired as a part-time Library Assistant and was rehired as a Substitute Library Assistant.
  - Alyssa Barrett, Library Assistant, moved from the 17-hour part-time position to the 20-hour part-time position vacated by Wendy K.

Departures
  - Lauren Kajiwara, Student Page
Circulation Services

MISSION
- To provide warm, friendly, and professional customer service
- To serve as a welcoming and general information destination for patrons
- To accurately and promptly charge and discharge materials
- To register new patrons and maintain accurate records of patron accounts, follow up on overdue and billed materials and collect late fees and bills for lost or damaged materials

SERVICES
- Circulated 679,998 items.
- Discharged 614,201 items.
- Processed 115 online library card applications.
- Answered 171 “contact us” forms.
- Received $3,013.55 worth of materials back from accounts sent to collections. Received payments for replacement costs of lost items and/or late fees of $2,868.06 from accounts sent to collections.
- 396,540 visitors.
- Recommended additional renewals for general books, book club books, Books on CD/CDs and new DVDs/Blu-rays.
- Recommended increased renewals and checkouts on collections based on patron feedback and changes made by CCS during the migration.
- Weekly drawings to celebrate Library Card Sign-up Month for patrons that registered for a library card, renewed their library card, checked out materials or shared a Library experience during the month of September.
- Assistant Circulation Services Manager, Matthew Hoffman presented our 2018 film series, *The Ealing Comedies*, the tenth classic film program for the Park Ridge Public Library. Spotlighting a period of post-war British comedy, the series proved to be successful with audiences with an average attendance of 59 patrons.
- Implemented cleaning of audiovisual discs of returns to enhance patron satisfaction while checking out audiovisual materials.
- Fully integrated ILL services into the Circulation Department.

FACILITIES
- Configured printers to print one checkout receipt instead of individual slips for each item checked out which has sped up the checkout process for patrons.
- CVI installed an upgraded door counter from SenSource Inc. (VIDX with camera)
- Worked with WGN to host their second annual block party in front of the Library; provided power, Internet and opened our facilities early to help with production.

MIGRATION TO POLARIS
- Migration team leads attended several Polaris-led and CCS-led training sessions including Advanced Circulation, Public Services, Cataloging, Train-the-Trainer, Interlibrary Loan (ILL) training, Simply Reports, and PowerPac 1 & 2 sessions.
- Technical Services staff attended Cataloging & Serials sessions and had Polaris workflow consultations.
- Migration team leads led over 20 in-house training sessions to prepare staff for the new system.
- Staff spent countless hours on data testing to ensure as much data migrated as correctly as possible and continued to cleanup data errors as necessary.
MIGRATION TO POLARIS (continued)
• The new system brought automatic renewals, updated look and feel of patron catalog, seamless use of catalog on phone, tablet or computer, ability to select notification preference - email, text or automated calls, ability to create an optional easy-to-remember username to log on to the catalog, and choice of preferred pick-up location.

PERSONNEL
• 269 continuing education hours completed
Appointments
○ Jazmin Bravo, Library Assistant III, Full-Time
○ Jessica Person, Library Assistant I, Part-Time
○ Alison Craig, Library Assistant, Part-Time
○ Ariana Ornelas, Library Assistant, Part-Time
Changes in Status
○ Tony Letrich, to Library Assistant/Interlibrary Loan, Circulation Services, Full-Time from Library Assistant/Interlibrary Loan, Reference Services, Full-Time
○ Amy Runyon: Library Assistant, Substitute, Circulation from Library Assistant, Part-Time, Circulation
○ Colleen Magruder: Library Assistant, Substitute, Circulation from Library Assistant, Part-Time, Circulation
Departures
○ Lisa Poirier, Library Assistant, Full-Time
○ Trish Chester, Library Assistant II, Part-Time
○ Jacqueline Schipp, Library Assistant I, Part-Time, Substitute
○ Christina Vincent, Library Assistant, Part-Time
Facility / Maintenance

MISSION

- To provide and maintain a safe, inviting and functional facility for the Library’s patrons and staff.

SERVICES

- Received, logged and distributed packages and mail inbound and outbound daily as part of the shipping and receiving function.
- Set up over 1,000 Library and community programs.
- Addressed security issues as they occurred and completed appropriate incident reports.
- Assisted with annual food collection, sorting, boxing and arranging for pick-up of donations.
- Assisted Friends of the Library with year round donations and withdrawn materials. Also set up for annual book sales and scheduled pickups for materials to be recycled.
- Completed set ups for Live on the Lawn concerts and various outdoor programs.
- Assisted at After Hours Events, Holiday Open House and other special events.

FACILITIES

- Accomplished the normal daily repairs and preventive maintenance for the building, including plumbing, electrical, painting and clean-ups, carpet cleaning.
- Preventive maintenance of the HVAC system, replaced air filters on the buildings three air handler units as needed and cleaned coils on A/C condensing units.
- Oversee the security systems of the facility (security cameras, burglary alarm, keycard door access) and the HVAC system controls.
- Troubleshoot and repaired various electrical systems including ballast replacement, battery replacement for emergency lights, lamp replacement and new fixture installation throughout the building.
- Meeting with the architects and engineers from Studio GC to inspect and identify the structural, mechanical, electrical and plumbing systems in the facility.
- Fox Valley Fire and Safety performed the annual inspection of the Fire Alarm system and the annual Fire Extinguishers Inspection and certification.
- ThyssenKrupp performed the repairs for the door restrictor and Thompson Elevator performed annual re-inspection.
- DeFranco Plumbing performed annual inspection and certification of the backflow preventer valves in and the sewer line rodding service.
- Atomatic HVAC performed the scheduled Preventive Maintenance inspections for HVAC and BAS and repairs to AC#2 Circ#1 (faulty relief and check valve; repaired and recharged with refrigerant), repairs to the compressor and replaced belts for air handlers.
- Cypress Enviro Systems replaced the control hub for the thermostat system and updated firmware.
- Tecta America performed the annual roof inspection and repairs.
- An employee of Public Works backed up the bucket truck in order to remove a banner from the front entrance and damaged one of the columns. Green Associates assessed the damage and proposed immediate work to stabilize the column.
- Forest Security installed a new security camera for the back hallway and replaced the Reference Department surveillance camera.
FACILITIES (continued)

- Fluorecycle Inc. picked up five boxes of Mercury containing Lamps and Batteries on 08/04/2017.
- Fox Valley performed the annual fire alarm inspection and certification and ThyssenKrupp performed the elevator shaft fire inspection.
- ThyssenKrupp performed the Annual Elevator Pressure Test and Thompson Elevator witnessed the inspection.
- Fire Marshall performed the air tank inspection.
- Orkin Pest Control provided pest control services on a monthly basis.
- ABC Commercial, Inc. is the cleaning service contractor for this year.
- Hydrate Irrigation performed seasonal shut-down and start-up on the landscape sprinkler system.
- Participated in meetings with City representatives regarding permitting the renovation project and security issues.
- Set-up the Holiday lights on the Candy Cane Lane and participate in the Holiday Open House event.
- Organized the presentation of “Safety and Security in the Library” video training for staff.
- Collected and packed 14 boxes of toys for Toys for Tots and 21 boxes of canned food for Maine Township Food Depository.
- Met with sales and tech rep from Forest Security regarding exterior camera project to design a plan for surveillance camera system upgrades (new wiring and NVR relocation).
- Participated in construction meetings, coordinated the furniture donation process and relocation of staff and collection for Phase 1.

PERSONNEL

Appointments
- Christopher AbiNader hired as Substitute Library Monitor
- Max Edsey hired as Temporary Substitute Library Monitor
Reader Services

MISSION
- To offer access to up-to-date collections of fiction and audiovisual materials for young adults, adults and seniors in various formats
- To provide specialized materials, customized equipment and special services such as homebound delivery for patrons with special needs and a digital media lab
- To create and produce a variety of programming for young adults and adults including summer reading clubs and book discussions
- To provide consistently excellent customer service

COLLECTIONS
- Circulated 129,697 adult fiction books
- Circulated 102,893 DVDs
- Circulated 28,751 audio books, Playaways and music CDs
- Checked out 39,297 Overdrive digital items – 26,890 eBooks, and 12,388 audiobooks
- Checked out 7,516 Hoopla digital items – 1,111 movies, 1,246 eBooks, 887 music albums, 3,117 audiobooks, 638 comics, and 517 television shows
- Checked out 1,700 eRead Illinois digital items – 1,102 eBooks and 598 audiobooks
- Added 4,438 fiction books and withdrew 10,450

SERVICES
- Served 70 community book clubs throughout the year by supplying books for check out.
  - Book club coordinators ordered over 4,700 books for these groups
  - Added 15 new sets to our book discussion collection – now over 150 sets
- Continued just-in-time technology training, including the following:
  - Created new and updated existing training documents and resources
  - Offered specialized Media Lab classes
  - Continued to offer Drop-In Help Desk program one Saturday per month
  - Added new Technology classes: Smart Home Basics and Video Streaming Services and Devices
- Held 69 Media Lab orientations in the fiscal year, and 189 user sessions. Total time for the sessions (not including orientations) was 390 hours. Patrons projects included:
  - Converting their VHS memories to DVD
  - Scanning old slides
  - Using Adobe software for graphic design projects
  - Converting cassette tapes to digital files

PROGRAMMING AND EVENTS
- Provided 245 adult programs, reaching 5,437 people.
- 138 Teen Programs were held, with 1,909 people attending.
- Veteran’s History activities included a breakfast in November and several programs.
- Library staff member Matthew Hoffman facilitated classic film series featuring the Ealing Comedies.
- Adult and Teen Reading Clubs were held in the summer and winter:
  - 617 adults and 536 teens participated in the 2017 Adult Summer Reading Club.
  - Participation in the 2018 Adult Winter Reading Club, “Reading is My Cup of Tea” was 203 adults and 43 teens participated.
PROGRAMMING AND EVENTS (continued)

- Facilitated three regular book discussion groups throughout the year for a total of 40 book discussions: Thursday Morning Book Discussion, Evening Book Discussion and Non-Fiction Book Discussion

OUTREACH

- Outreach to seniors included:
  - Monthly visits to nursing homes
  - Hearing Bus and Diabetic Retinopathy screening events with the Lions Club
  - Low Vision Fair co-sponsored by the Park Ridge Library with other area libraries

- Homebound delivery increased more than 30% over recent years, averaging 20 to 25 deliveries a month, with an average of 80 to 105 items delivered per month.

- Remained involved in professional community groups, including:
  - Park Ridge Lions Club
  - Healthier Park Ridge Coalition
  - Park Ridge Youth Commission

- Presented programs to community groups focusing on Library services and materials.

- Visited area middle schools and high schools to promote Library materials, services and the summer reading program, and to support research activities throughout the year.

FACILITIES

- Completed collection management project in anticipation of the RFID (Radio Frequency Identification) tagging and Renovation 2018.

- Assisted with the consolidation of the Reference collection and with moving Readers Services books to the Reference side of the building in preparation for Renovation 2018.

PERSONNEL

- Laura Scott served as Interim Library Co-Director from mid-June, 2017 to mid-April, 2018.

- Meg Golembiewski resigned as Volunteer Coordinator in March, 2018.
Reference Services

MISSION
- To assist patrons in using the Library and its collection and to provide access to information using all available resources

COLLECTIONS
- Added 3,513 nonfiction titles
- Withdrew 5,534 nonfiction titles
- Withdrew small French, German, Italian and Spanish language collections due to low use and reduced space.
- Scanned 1,000 images from Heritage Room materials to preserve the history and reduce physical size of collection.

SERVICES
- Answered 79 inquiries through live chat, email, instant messaging and postal mail.
- Added 165 patrons to distribution list for Library e-newsletters.
- Entered 534 emails, some for multiple titles, to be requested for WorldCat ILL.
- Contributed content to the Library’s social media platforms: Facebook, Twitter and Pinterest.
- Added content for social media sites for the Park Ridge Community Network
- Partnered with the Illinois WorkNet Center to offer free training sessions once a month; 6 sessions held with a total of 43 attendees.
- Conducted 22 SCORE Small Business Mentoring Sessions.
- Wrote and sent monthly e-Newsletters for businesses.
- Gave class groups presentations and information guidance to:
  - Maine South students – Government Class
  - Maine South students – Metro-History Project including research assistance
  - Lincoln Middle School Parents Night
  - Maine East High School freshman orientation and several school groups – group introduction to Library resources
  - Attended monthly Chamber of Commerce meetings to network with businesses
  - Represented the Library with a table at the Healthy, Well-thy and Wise Senior Expo at the Centennial Activity Center; greeted 60-65 attendees
- Offered limited federal and state tax forms. Assisted with finding other tax resources.
- Family Search discontinued their microfilm service with public libraries in October 2017.
- Added three how-to links to the digital media lab page, updated booklist pages and wrote instructions for other staff, created a page of CCS tutorials, created a PowerPac brochure for patrons.

FACILITIES
- Organized shifting approximately 78,000 books as well as all adult DVDS, audio books and video games and the packing for storage of all paperbacks and music CDs.
PERSONNEL

- **Appointments:**
  - Thalia Koupas hired as Student Page
  - Faye Levin-O’Leary hired as Senior Page
  - Chloe Taterka hired as Student Page
  - Megan Sanks hired as Student Page

- **Changes in Status:**
  - Tony Letrich, from Library Assistant IV/Interlibrary Loan, Full-Time, reassigned to Circulation Department
  - Lauren Bochat, from Library Assistant II/Interlibrary Loan, Half-Time, reassigned to Technical Services Department

- **Departures:**
  - Sean Haley, Student Page
  - Amanda Oddo, Senior Page
  - Ricky Gomez, Student Page
Technical Services

MISSION
- To order, receive, catalog and process all materials in the Library
- To maintain an accurate and up to date online catalog
- To eliminate items from the catalog as weeded and sort materials for sales and recycling

COLLECTIONS
- Added 18,786 books and 5,219 audiovisual items, including:
  - 3,116 DVDs
  - 553 books on CD
  - 567 Blu-rays
  - 530 music CDs
  - 253 Playaways
  - 200 video games
- Entered over 2,300 circulating magazine issues.
- Withdrew 32,400 outdated, damaged and underused books and 5,373 audiovisual items.
- Maintained existing Library collections: repaired books and audiovisual materials, replaced book jacket covers and audiovisual cases and inserts as needed.
- Updated 14-Day books and “new” audiovisual items to the regular collections, modifying records in the online catalog and removing “new” designations from items.
- Worked with Children’s Services to change sports biographies from the 700s to 921.
- Updated classifications on computer books.
- Completed cataloging and processing items in the catalog for The Exploration Library collection and non-traditional items (bike locks and umbrellas).
- Updated YA Graphic Novels to High School so they could be moved to the High School collection.

SERVICES
- Completed various CCS database maintenance projects to prepare for migration to Polaris.
- Evaluated several bids for an RFID System and Automated Materials Handler.
- Compiled many statistical reports and generated reports for weeding and other collection projects.
- Added original RDA catalog records to the OCLC database; corrected errors in OCLC records and reported duplicate records to OCLC.
- Met with CCS and Polaris Implementation Manager to begin the profiling process for the migration.
- Manager attended CCS advisory group meetings for Polaris profiling and indexing functions.
- Discussed RFID implementation work plan with Bibliotheca staff and developed best practices for tagging procedures.
- Developed best practices for Technical Services workflow in Polaris including creating on-order records, entering new materials, discarding materials, changeovers from the new collection to the general collection, assigning circulation parameters, assigning statistical codes and improved data mapping.
- Acquisitions staff continued to work closely with public services departments on ordering/receiving materials and keeping budget information accurate and up to date.

PERSONNEL
- Continuing education: 248 hours
- Change in Status
  - Lauren Bochat, joined Technical Services as a Library Assistant, Half-Time, transferring from Reference Services, Library Assistant/Interlibrary Loan, Half-Time
- Departures
  - Margaret Maiken, Technical Services Manager, Full-Time
  - RoseMary Jelinek, Library Assistant, Full-Time
Consortiums and Partnerships

The Park Ridge Public Library is a member of several consortiums and partnerships that expand and enhance our services and resources. Through participation in these partnerships the Library shares the fixed costs of providing those services with other member libraries and also benefits from negotiated discounts beyond what would be extended to an individual library.

**Cooperative Computer Services, Inc. (CCS)**
CCS is a consortium of 25 public libraries in the former North Suburban Library System that have joined together to provide cost effective online circulation and cataloging services to member libraries. Established in 1975, each member library pays a portion of the cost for these services. CCS staff and the computer center are housed in Arlington Heights and member libraries connect via T1 lines. Database management is shared among the member libraries and library users at all 25 libraries may easily view the holdings of other member libraries and automatically request materials from those libraries. The Library Director is a member of the CCS Governing Board and staff serves on advisory groups. Consortia pricing is provided for *Novelist*, a reader’s advisory tool.

**Reaching Across Illinois Library System (RAILS)**
One of two multi-type library systems in Illinois, RAILS is funded by an annual grant from the Illinois State Library. Benefits of membership include delivery and pick up of library materials Monday through Friday including items for Interlibrary Loan and reciprocal borrowing, representation for libraries at the state level, networking and continuing education opportunities. RAILS also manages the *eREAD Illinois* program that provides circulating ebooks for member public libraries. This collection is available to all Park Ridge Library card holders.

**Illinois State Library (ISL)**
Through the ISL we receive free access to OCLC First Search and the ISL arranges annual demonstration fairs where librarians can try various online products, many offered at a discounted price. ISL also hosts the Illinois Digital Archives which provides online access to historically significant Illinois materials held by libraries throughout the state including several Park Ridge digitized collections.

**North Suburban Digital Consortium (NSDC)**
Established in 2004 by the Park Ridge Public Library it is comprised of and funded by eight public libraries. The NSDC was formed to provide Library patrons with a broad collection of easily accessible downloadable materials including audio books, eBooks, and videos. Member libraries make annual contributions toward the purchase of new titles and all orders are coordinated by one of the member libraries on behalf of the consortium.
## Park Ridge Public Library
### Year to Date Budget Report
#### May 1, 2017 - April 30, 2018

<table>
<thead>
<tr>
<th>ACCOUNT</th>
<th>ITEM</th>
<th>BUDGET</th>
<th>EXPENDITURES</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>9100</td>
<td>Operating Budget</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9100</td>
<td>Salaries</td>
<td>$2,376,726.00</td>
<td>$2,152,101.96</td>
<td>91%</td>
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<tr>
<td>9210</td>
<td>Employee Benefits</td>
<td>383,046.00</td>
<td>384,045.00</td>
<td>100%</td>
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<tr>
<td>9317</td>
<td>Data Processing</td>
<td>246,568.00</td>
<td>243,888.50</td>
<td>99%</td>
</tr>
<tr>
<td>9321</td>
<td>Building Maintenance</td>
<td>145,000.00</td>
<td>62,540.00</td>
<td>43%</td>
</tr>
<tr>
<td>9324</td>
<td>Membership Dues</td>
<td>5,000.00</td>
<td>4,025.00</td>
<td>81%</td>
</tr>
<tr>
<td>9331</td>
<td>Recruiting &amp; Testing</td>
<td>2,500.00</td>
<td>2,010.50</td>
<td>80%</td>
</tr>
<tr>
<td>9338</td>
<td>Conferences &amp; Training</td>
<td>20,000.00</td>
<td>10,251.11</td>
<td>51%</td>
</tr>
<tr>
<td>9351</td>
<td>Equipment Rental</td>
<td>21,100.00</td>
<td>11,198.47</td>
<td>53%</td>
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<tr>
<td>9359</td>
<td>Consulting Services</td>
<td>35,000.00</td>
<td>17,033.88</td>
<td>49%</td>
</tr>
<tr>
<td>9360</td>
<td>Public Relations</td>
<td>29,000.00</td>
<td>24,095.97</td>
<td>83%</td>
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<tr>
<td>9378</td>
<td>Bank Service Charges</td>
<td>1,500.00</td>
<td>815.99</td>
<td>54%</td>
</tr>
<tr>
<td>9379</td>
<td>Insurance</td>
<td>16,000.00</td>
<td>6,324.97</td>
<td>40%</td>
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<tr>
<td>9385</td>
<td>General Contractual</td>
<td>78,400.00</td>
<td>67,116.18</td>
<td>86%</td>
</tr>
<tr>
<td>9425</td>
<td>Special Counsel</td>
<td>10,000.00</td>
<td>38,183.62</td>
<td>382%</td>
</tr>
<tr>
<td>9510</td>
<td>Office Supplies</td>
<td>25,000.00</td>
<td>9,933.16</td>
<td>40%</td>
</tr>
<tr>
<td>9511</td>
<td>Library Supplies</td>
<td>100,000.00</td>
<td>86,143.02</td>
<td>86%</td>
</tr>
<tr>
<td>9521</td>
<td>Building Supplies</td>
<td>21,000.00</td>
<td>9,565.47</td>
<td>46%</td>
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<tr>
<td>9540</td>
<td>Library Resources</td>
<td>595,300.00</td>
<td>577,872.34</td>
<td>97%</td>
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<tr>
<td>9550</td>
<td>Heat</td>
<td>12,000.00</td>
<td>6,041.94</td>
<td>50%</td>
</tr>
<tr>
<td></td>
<td><strong>Total Operating Budget</strong></td>
<td><strong>4,123,340.00</strong></td>
<td><strong>3,713,187.08</strong></td>
<td><strong>90%</strong></td>
</tr>
<tr>
<td>9904</td>
<td>Capital Budget</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9904</td>
<td>Motor Equipment</td>
<td>2,000.00</td>
<td>2,000.00</td>
<td>100%</td>
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<tr>
<td>9901</td>
<td>Capital Budget: Computer Equipment</td>
<td>100,000.00</td>
<td>100,000.00</td>
<td>100%</td>
</tr>
<tr>
<td>9963</td>
<td>Building Repairs</td>
<td>2,050,000.00</td>
<td>312,553.75</td>
<td>15%</td>
</tr>
<tr>
<td></td>
<td><strong>Total Capital Budget</strong></td>
<td><strong>$2,152,000.00</strong></td>
<td><strong>$414,553.75</strong></td>
<td><strong>19%</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Total Budget</strong></td>
<td><strong>$6,275,340.00</strong></td>
<td><strong>$4,127,740.82</strong></td>
<td><strong>66%</strong></td>
</tr>
</tbody>
</table>
## Library Fund

**FUND BALANCE - MAY 1, 2017**

$4,869,350

**REVENUE**

- **LOCAL GOVERNMENT**-
  - Current and Prior Year Property Taxes and Personal Property Replacement Tax
  - $4,663,203

- **STATE GOVERNMENT**-
  - Per Capita Grant
  - $29,101

- **OTHER RECEIPTS**-(1)
  - $132,616

**TOTAL REVENUE**

$4,824,920

**FUND BALANCE - APRIL 30, 2018**

$5,461,206

(1) Other Receipts include: late fees, copying fees, non-resident library cards, gifts and interest income.

**FUND BALANCE - MAY 1, 2017**

$4,869,350

**TOTAL REVENUE**

$4,824,920

**EXPENDITURES**

<table>
<thead>
<tr>
<th>Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPERATING</td>
<td>$3,713,187</td>
</tr>
<tr>
<td>CAPITAL</td>
<td>$414,554</td>
</tr>
<tr>
<td>RESTRICTED GIFT FUND</td>
<td>$73,513</td>
</tr>
<tr>
<td>PER CAPITA GRANT</td>
<td>$31,810</td>
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</tbody>
</table>

**FUND BALANCE - APRIL 30, 2018**

$5,461,206
General Information

**HOURS OPEN PER WEEK**

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon. – Thurs.</td>
<td>9:00 a.m. - 9:00 p.m.</td>
</tr>
<tr>
<td>Friday</td>
<td>9:00 a.m. - 6:00 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>9:00 a.m. - 5:00 p.m.</td>
</tr>
<tr>
<td>Sunday</td>
<td>12:00 p.m. - 5:00 p.m.</td>
</tr>
</tbody>
</table>

**TYPE OF LIBRARY**

CITY – Service area is identical to Park Ridge city limits

**LIBRARY SYSTEM**

Reaching Across Illinois Library System (RAILS)

**POPULATION SERVED**

37,480

**REGISTERED BORROWERS**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident</td>
<td>23,781</td>
</tr>
<tr>
<td>Non-resident (Fee - $345/family/year)</td>
<td>85</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>23,866</td>
</tr>
</tbody>
</table>

**TOTAL VOLUMES**

137,316

**PERIODICAL SUBSCRIPTIONS**

292

**VIDEO RECORDINGS**

21,233

**AUDIO RECORDINGS**

14,465

**TOTAL CIRCULATION TRANSACTIONS**

763,145
PARK RIDGE PUBLIC LIBRARY
FY 2017/18

CITIZENS OF PARK RIDGE

MAYOR AND CITY COUNCIL

LIBRARY BOARD OF TRUSTEES

LIBRARY DIRECTOR (1.0)

TECHNICAL SERVICES
1-Manager Librarian VACANT (1.0)
1-Librarian (1.0)
5-Library Assts. (4.0)

MAINTENANCE & SECURITY
1-Manager (1.0)
1-Custodian (1.0)
2-Library Monitors (.87)

BUSINESS OFFICE
1-Manager (1.0)
2-Admin Assts. (2.0)
Graphic Designer (0.5)
Marketing Coordinator (0.5)

CIRCULATION SERVICES
1-Manager (1.0)
15-Library Assts. (8.19)

CHILDREN'S SERVICES
1-Manager Librarian (1.0)
5-Librarians (4.55)
4-Library Assts. (2.5)
3-Senior Pages (1.5)
4-Library Pages (1.4)

REFERENCE & INFORMATION SERVICES
1-Manager Librarian (1.0)
5-Librarians (3.85)
1-Library Assts. (0.65)
3-Senior Pages (1.5)
7-Library Pages (2.45)

READER SERVICES
1-Manager Librarian (1.0)
3-Librarians (1.95)
5-Library Assts. (2.74)

Numbers on the left of vertical lines represent number of staff.
Numbers in ( ) represent total Full-Time Equivalents – FTE
FTE’s as of 02/01/18 = 49.65
A Thank You to our Donors…

Every year the Park Ridge Public Library is able to enhance the quality of its materials and services, thanks to generous donations to our Endowment and Restricted Funds. These gifts come from both individuals and organizations and support the positive things that libraries represent.

The Library would like to acknowledge the following donors who made contributions during the fiscal year, May 1, 2017 through April 30, 2018.

ENDOWMENT & RESTRICTED FUNDS

20th Century Club of Park Ridge
21st Star Chapter of the National Society of the Daughters of the American Revolution (DAR)
Richard & Kathleen Barton
Earlene Beile & the Beile Family
Joe & Becca Bindbeutel
Marilyn Brand
Julie Engel-Brummel
John & Jennifer Cayemberg
Century 21 Elm Realtors – Erich Muellner
Mr. & Mrs. Paul W. Collin
Linda Egebrecht
Mary Ferschl
Fitness Formula Clubs Park Ridge
Robert Ferschl
Valama Foday
Frederick P. Johnston
Friends of the Park Ridge Library
Ellen & James Hallas
Todd Harris
Trent & Ann Harris
Judith Horn
Donald & Barbara Koehler
Byron & Rachel Lind
Bob & Sue Lippencott
Dr. & Mrs. William McCully
Park Ridge Lions Charitable Foundation
PEO Sisterhood Chapter JF
Eric S. Ruth
Howard Salita
Mary & Stewart Seman
Sandra M. Shafernich
Kurt & Angela Synder
Steve Tednes
Thomas Wasniewski
Norma Wicke
Marvin & Christine Wunder

BUY A BRICK

Bauman Family
Board of the Friends of the Park Ridge Library
Lori Horbas
Board of Trustees of the Park Ridge Public Library
Park Ridge Public Library Staff

OTHER DONATIONS

Babes with Big Books Book Club
Peggy Bjelopetrovich
Gary Botwin
Hilton Rosemont Staff
Randal Hoffer
Tom Kens
Joanna & Peter Kleszcz
The Knight Readers Book Club
The Literary Luminaries Book Club
Susan Manrose
Eddie Marmol
The MBC Book Club
Once A Quarter Book Club
Pagewiners Book Club
Marilee & F. Michael Smith
Kathleen Tierney
Jerry White

2018 SUMMER READING CLUB PARTNERS

Brickton Art Center
Brunswick Zone Niles Lanes
Dairy Queen
DuPage Children’s Museum
Erich Muellner, Century 21 Elm, Realtors
Friends of the Library
Frosty Penguin Grill
Habetler Bowl
Houlihan’s
Jack and Jill
Jamie and Mike O’Hearn
Jason’s Deli
Jump Zone
Kiddie Kingdom
Kohl’s Children’s Museum
Mariano’s
Nakfoor Orthodontics
Oberweis
Oz Perez
Park Ridge Fire Department
Park Ridge Park District
Park Ridge Police Department
Pickwick Theatre
Pump it Up
Subway
The Original Pancake House
The Sandlot

Thank You to the Friends of the Library!
Each year, the Friends contribute more than $20,000 in financial support and volunteer hundred of hours. We offer our heartfelt thanks for their ongoing support and invite you to become a member. Check our website for more information! www.parkridgelibrary.org